

SPC-Student Services-Thursday, June 26, 2104 10:30am/Miller Oval

Chair: Christine Shane

In attendance: C. Shane, R. Diakite, C. Goldman, M. Krell, H. Parkinson, N. McLaughlin, J. McMaster, J. Fiske, B. Lindley

Christine Shane passed out progress report, Asked group to go on the Wiki on the Student Services Working Group Blackboard site and rank order the questions within the next few days. Do we need all of the questions? Rala Diakite believes that many of the services overlap, Rob Hynes agrees. Chris – do we have redundancy? Are we giving services to the same student in two different places? Are we **too** accessible? Rala – What is driving the accessibility issue? Is this where we are going? Chris – suggested that the rapid rise in the need for student supports may require faculty attention and support. For example, will it be necessary for the faculty to change teaching methods to better accommodate students? Will this be institutional? How we need to adapt teaching methods to meet the need? If we can identify overarching issues we can bring them to focus groups.

Rala – is everything we are doing about retention creating a positive environment for students? Students need to be able to meaningfully apply what they have learned. The bridge between graduation and career is often not available. Rob – all student services deal with retention. Quantifying is hard to do. Many times it transcends and we may need to suggest the student(s) withdraw. The primary goal should be a rich, supportive environment. The structure of support has been fragmented over the past 10 years. For example, there is no longer a free-standing student affairs division.

Nancy McLaughlin – we all have responsibility for retention. Students feel we are friendly and helpful. Some students do not need any services – some need many. Chris – what is the entry point for services? The group mentioned faculty referrals, policy, housing, self, secondary schools, health services, other students, parents. There is no **one** portal but several different entry points. Is that a good thing?

Rob – we need a clearinghouse such as a student affairs division; perhaps an ombudsman model? Megan Krell-we need to make certain students are aware of the services available and encourage them to go. We cannot force. We do not have enough resources for disabilities, autism, mental health issues, etc. Capacity is the same. Is faculty the best portal? Probably not. Cheryl Goldman – faculty see their role as teaching liberal arts and sciences. Rala – maybe we need a freshman experience model. Jane Fiske, administration needs to know what we need so they can finance. We are looking at declining numbers. What will be the student population 5 years from now and what will they need? Megan – will there be less students and more need for services? Jeff McMaster – the predication is level numbers until 2022.

Hank Parkinson-The prediction is that in 2020 50% of the population of Massachusetts will be Latino. Rala – minority is an entire different piece; needs will change, ESL, etc. A good university should be diverse. Cheryl – we do not get many students from our local community. Hank-many students in the community have been told not to think about college so do not think about FSU as an option. Jane attended a SPC Community Relations meeting where recommendations were made for family housing, day care, and expanded assistance for veterans and the unemployed.

Chris – focus groups can be provided with the task to deal with certain topics. Rob narrowed them down to five:

- 1) Diversity and the underserved population
- 2) Administrative organization (coordination of services)
- 3) Resource allocation (current and projected)
- 4) Changing needs of the modern student
- 5) Identification of and compliance with best practices

Plan:

- Can we collapse the focus group topics?
- Get numbers from Chris Cratsley
- Keep our vision within five years
- Identify what we need and what can be done

Meeting schedule:

NOTE: All meetings are in Miller Oval

Focus group topics are TBA.

STUDENT SERVICES WORKING GROUP MEETING SCHEDULE

| | | |
|-------|------------|-----------------|
| Thurs | 7/17/2014 | 1:00-2:30pm |
| Tues | 8/12/2014 | 11:00am-12:30pm |
| Mon | 9/8/2014 | 3:30-5:00pm |
| Mon | 9/22/2014 | 3:30-5:00pm |
| Mon | 10/6/2014 | 3:30-5:00pm |
| Mon | 10/20/2014 | 3:30-5:00pm |
| Mon | 11/3/2014 | 3:30-5:00pm |
| Mon | 11/10/2014 | 3:30-5:00pm |

STUDENT SERVICES FOCUS GROUP MEETING SCHEDULE

| | | |
|-------|-----------|----------------|
| Wed | 7/30/2014 | 11:00am-1:30pm |
| Thurs | 7/31/2014 | 11:00am-1:30pm |
| Wed | 8/20/2014 | 1:00-3:30pm |
| Thurs | 8/21/2014 | 11:00am-1:30pm |
| Wed | 8/27/2014 | 11:00am-1:30pm |

Meeting ended at 12:00pm

Respectfully submitted,
Gail Feckley