

**STRATEGIC PLANNING COMMITTEE STUDENT SERVICES FOCUS GROUP
SEPTEMBER 8, 2014 3:30-5:00pm – MILLER OVAL
IDENTIFICATION AND COMPLIANCE WITH BEST PRACTICES – continued**

In attendance: C. Shane, C. Goldman, N. Gregoire, M. Krell, H. Parkinson, B. Cohrs, L. Croteau, W. Cummings, D. Demosthenes, J. Fiske, D. Foley, R. Hynes, P. McCafferty, J. McMaster, N. Pelzer, M. Pierce, A. Vito, S. Schwartz, P. Weizer

This meeting is the continuation of the focus group held on 8/21/14.

Student Conduct – Bill Cummings

Case management approach – 1:1 staff to student ratio. Serve approximately 1,000 a year; 700 conduct violations. Conversation and follow-up. Identifying and tracking issues, e.g., roommate, conduct, mental health. Alcohol and drug education, referrals, good communication between departments. Confidentiality is key.

Wish list: more follow-up after sanction-triage. Title IX coordinator

Enrollment Management – Pam McCafferty

Admissions, Financial Aid, Student Accounts, Registrar – model in and of itself is a best practice, 90% of students rely on financial aid. Cross-training of staff (38 FTE). Hand off of student is seamless. Technology and self-service. Diversity goals-increase Hispanic population/retention.

Wish list: allocation of resources (service piece only), decrease student debt (more aid-no fee increases). New retention plan.

Recreation Services – Brad Cohrs

Recreation Center provides safe outlet for students/campus for exercise, fitness and wellness. Use of technology (virtual instructors). Engagement. Intramurals -2,000 students.

Wish list: More space without raising fees. Capturing attention as a recreation facility (remodeling?) More nutrition education.

Housing and Residential Life – Laura Croteau

1650 students in the halls. Facilities are old and in need of updates. Students are tripled but most do not mind.

Wish list: Living and learning communities, e.g., thematic (nursing, LGBT). Helps with retention in other communities, faculty in residence (need faculty buy-in), first year experience linked to a first year course, res ed, educational approach. Tie academic LLC with academic affairs.

Student Development – Hank Parkinson

Appeal to student body, staff possesses determination, focus, kindness, sass, technical know-how. Help students meet peers. Be accessible. Run orientation program, engaging and empowering students. Commuter program has increased their involvement.

Wish list: Make office better known; get the bulk of student body excited about FSU, Intramural Day at Rec Center, peer mentorship.