

STRATEGIC PLANNING COMMITTEE STUDENT SERVICES FOCUS GROUP
AUGUST 20, 2014
MILLER OVAL – 11:00AM-1:30PM
ADMINISTRATION ORGANIZATION/COORDINATION OF STUDENT SERVICES

In attendance: K. Durham, C. Goldman, H. Parkinson, C. Shane, T. Rousseau

A. How are services currently delivered?/Are services redundant?

There is no Student Affairs model. Watered down voice to the President. Whoever has a direct link to the President should have knowledge of student services. Receiving less support vs. students who need support. Is academic support suffering from less support than student services? NSSE report: 73% funding to Student Services 24% to Academic Services. “Most funds for Student Development are used for entertainment.” At some decision level, is academic support as important as student services? Grant funds, e.g., Expanding Horizons provide services that are already being provided.-*in loco parentis* model. Disability Service works with 300 students. Faculty sometimes ignore accommodations.

B. How can delivery of services be improved?/Alternative operational models

Has retention changed? No.

Is faculty interested in “universal design” – multiple modalities of learning/teaching?

Need student assessments that will drive an individual “plan”.

Intake – Assessment – Referral

Common themes:

Put components where they best fit

Increased utilization and increased support

We need reorganization

Need institutionalized procedure for dealing with accommodations.

How do student services budgets compare to other universities?

Engagement of freshmen and sophomores

Freshman experience

Professional advisors

Student Affairs model

Fitchburg Family motto

More diversity/Latino

Competency-based education