

**INFORMATION GATHERING MEETING  
STRATEGIC PLANNING COMMITTEE  
STUDENT SERVICES GROUP  
June 4, 2014 – Hammond 314 – 2:00pm**

In attendance:

Bucholc	Stan	SAL
Cochran	Jamie	CDI
Cummings	Bill	Conduct/SAL
Diakite	Rala	Humanities
Durham	Katrina	Disability Services
Favre	Martha	Student Health
Foley	Donna	Academic Advising
Goldman	Cheryl	Behavioral Sciences
Goodhue	Kerry	Student Health
Hynes	Rob	Counseling
Kelleher	Erin	Career Services
Kelley	Jennie	Student Health
Krell	Megan	Behavioral Sciences
MacDonald	Merry	Athletics
McLaughlin	Nancy	Enrollment Management
McMaster	Jeff	Student Accounts
Murphy	Kristin	Housing & Residential Services
Parkinson	Hank	Student Development
Rousseau	Tom	Tutor Center
Sarr	Papa	International Education
Shane	Christine	Behavioral Sciences
Sheikh	Ammad	EHP
Valeri	Karen	Econ/Hist/PolSci/AFSCME

Chris Shane opened by stating that this is an exploratory meeting. The purpose of the meeting is to determine the best way to get information about student services. The Student Services Work Group will submit to the Strategic Planning Committee a 4 to 5 page document containing no more than 3-4 specific recommendations regarding Student Services. AS a group, we will need to “drill down” to identify the most crucial issues facing student services and present cohesive recommendations. Personnel representing each Student Development Office was asked to provide a brief overview of their mission and purpose and the challenges they face currently.

Jamie Cochran: Center for Diversity and Inclusiveness feels that they do their own “advertising” on campus. Students want a “home away from home”.

Kristin Murphy: Residential and Housing Services used to be “heads and beds” but now there is more training and services offered. We have a “massive funnel”. We need to be mindful of best practices within the scope of what we have and what we would want 5-7 years down the road. Needs are more staffing, more integrating living and learning communities, support in transition from high school to college residential life, and to build a residential curriculum.

Papa Sarr: Visa services – International Education works with 30-40 students a year in this regard.

Ammad Sheikh: Expanding Horizons Program (EHP) feels that access and retention is key to student success. He would like to see a scholarship offered for students to attend grad school here.

Rala Diakite: If EHP is an essential service it should not be funded by grants. Stan Bucholc indicated that if the grant was to go away, the University would do that.

Merry McDonald: Athletics helps with retention and graduate of 375 students. A concern is student academic monitoring response from faculty is less than 50%.

Erin Kelleher: Career Services needs more staff. FSU is the only state institution with only 2 staff members. Two thousand students come through the doors every year. Focus is on career counseling not placement.

Bill Cummings: Student Conduct handles 800 cases per year. Focus is retention, student success and compliance. Student Conduct works collaboratively with faculty and staff, Campus Police, Counseling Services and Housing.

Donna Foley: Academic Advising sees premajors (approx. 180), students on probation (approx. 100) and approx. 500 walk-ins per year in addition to transfers and readmits. Need permanent secretarial support.

Katrina Durham: Disability Services assist approx. 300 students each year, mostly with learning disabilities and spectrum disorders. They work closely with Admissions but cannot match the services students get in high school. Legal mandates for student support are different for K-12 and post-secondary education

Tom Rousseau: Tutor Center has 55-65 peer tutors and 3 professional tutors. They served 1100 students last year; an increase of 11.5% from the previous year. In 1999, they served 90. Most is group tutoring because they cannot meet the demand for individual as they do not have enough tutors. Top students are being asked to participate in other areas such as student government and honors societies. BIO, EXSS and NUR majors make up 60% of those served.

Rob Hynes: Counseling had a record setting year. There are no impediments to receive services, i.e., no fees, session limits or wait lists. They also need staffing. Forty-three percent of services are provided by trainees. The complexity of students' needs has changed. Need alcohol and drug prevention and sexual resources. Need a Women's Center.

Martha Favre: Health Services focus is to keep students healthy so they can be successful and stay here.

Stan Bucholc: The NEASC reviewer did not know how we got done. Student Services “hear our students’ stories” and do “amazing” work.

NOTE: Additional information concerning student services was provided by members of the SAL team as a follow-up to this meeting.

Meeting ended at 3:45pm

Respectfully submitted,

Gail Feckley