Members present: John Beard, Jennie Cassidy, Whitney Comer, Allison Faix, Stephen Harrison, Caesar Ross, Pat Singleton-Young, Frankie Weeks

Members absent: Jean Ann Brakefield, Bruce Gregory, Tara Josey, Chris Mee, Travis Overton, Geoff Parsons, Tom Woodle

Opening Remarks

Jennie Cassidy, Chair, convened the meeting at 3:00 p.m. in EHFA 164 and welcomed all present.

Focus Groups

Cassidy began the discussion of the notes from the Student Services Focus Groups held in November 2011. She asked that the data be reviewed and recommendations be made. The committee should then decide which department should receive the recommendation.

Discussion began with the notes from Caesar Ross’ group of students. The following recommendations were made. The individual or department that should receive the recommendation is also identified.

- Food Services: increased options and hours for dining are needed (Dean Hudson)
- Shuttle Service: additional shuttles are needed during peak hours (Dean Hudson)
- Financial Aid: services need to be quicker, students should not feel like they get the runaround (Financial Aid)
- Athletic Tutoring: tutors need to be better trained/prepared, there should be higher expectations. It would be useful to do a staffing level benchmark. (Joe Mazurkiewicz)
- Student Life: alcohol availability and use should be monitored more closely (Public Safety and University Housing)
- Security: security needs to be increased at residence halls, police appear to be only an intimidation factor (Public Safety and University Housing)
- Technology: Wi-fi is slow or not available (ITS and University Housing)
- Computer Labs: more computer labs or stations in the labs are needed, along with some monitoring of the usage (ITS)
- Math Lab: increased staffing is needed, there are too few tutors for the number of students (ITS and NellJean Rice)
- Registrar’s Office: students should not have to go to multiple locations; they often feel like they get the runaround. (Dan Lawless)
- Transfer Students: more information and resources should be available for transfer students (Registrar’s Office, Admissions, University College)
- Customer Service: there needs to be a consistent customer service philosophy for the entire campus, guidelines that everyone follows (All areas dealing with students; HREO for training)
• Customer Services: a ‘secret shopper’ program to assess how different areas are handling customer service (VPs of all areas)

Cassidy asked for volunteers to review the notes from the other five focus groups and report back to the committee at the March meeting.

Next Meeting

The next meeting of the University-Wide Assessment Committee – Student Development will be on March 22, 2011 in EHFA 164. There being no further time to discuss business, the meeting adjourned at 4:00 p.m.