

PKP Forum on Student Success and Retention: Making ASU A Better Place Thursday, October 20, 2005

Issues Identified and Comments/Suggestions Made:

Daycare and family issues

- Do needs assessment about reinstating daycare for children of non-traditional students
- Make some arrangements for students to bring children with them to campus; temporary I.D.s or wristbands for children who come with parents to computer labs after class hours
- Doesn't MCG have a child care center? How does that work?
- Perhaps have tutoring or literacy classes for students' children; and utilize students as tutors who need the community service hours
- Should there be a student fee to support childcare like there is for athletics and student technology? Very few students actually benefit from athletics, maybe a comparable number would benefit from child care.

Writing off old grades and grad transfer

- Make it possible for students to drop bad grades from transcripts when they transfer to ASU or to have bad grades taken off transcript when they retake the course and make better grade
- Accept more quarter hour credits from those students who have taken courses at ASU under the quarter system (esp. students who have the two humanities credits under the quarter system)
- ASU should more liberally accept other schools' humanities credits
- Clearer direction on what credits will or will not transfer from other institutions
- Some consideration should be given to students who have already persevered enough to complete an Associate's degree

Financial/registration issues

- Upgrade/beef up/increase the emergency loan fund for those whose financial aid comes in late; cut-off dates need to be better communicated
- Could there be a chance during A Day campaign to give to emergency loan fund?
- Have a tuition payment plan like a lot of other out-of-state universities do; is this a BOR policy?
- Add permanent staff to the financial aid office so work study students don't have to answer questions and give wrong or no information, or are unable to help fill out paperwork properly.
- A person who has proven U.S. citizenship once shouldn't be asked again and again to prove it; the documentation should be kept in a file or database and checked if student's registration is flagged.
- Single students who marry after financial aid is awarded should not be penalized.
- Can't use computers on campus to register or file for aid unless student already has campus account [there is a bank of computers in the Library available to the public]
- Is there an absolute requirement that a student have a minor?

Advising

- Some students attending forum were very satisfied with their advising; others didn't even know who their advisor was; success depends on student maturity
- Tighten the advising system; brand new students need to have a specific advisor
- There seems to be confusion about who to go to and lots of run around about what credits will or won't transfer
- Information on academic questions is different from different sources; depends on who you talk with; who do you talk with for a definitive answer?
- All advisors should utilize a tracking sheet to help students stay focused
- Start-Up needs to spend more time with advisees
- Poor advising/tracking has caused students to take more classes than they needed to graduate; take the wrong classes or unnecessary classes
- Most students would prefer to have one advisor, not be able to go to just anyone for a sign-off
- Professors should have protocol sheets for curriculum and transfer credits accepted; shouldn't be surprised in last year that there are more requirements

Academic and social support

- Students sometime don't ask for help because they think they shouldn't need it or are embarrassed; students need to get help or not graduate on time
- Make big effort to make math and writing tutoring seem less stigmatized and less remedial
- Make both math and writing labs as accessible as possible; as many hours as possible (new rule about 24 hours notice in Writing Lab was questioned)
- Need for science labs patterned after the math and writing labs (which are very good); but could use more staffing—hire more upper level student as tutors

Communication

- Improvements need to be made in PipeLine (make it less cumbersome) so people will use it; often trouble with passwords; students use other e-mails as primary
- Need more bulletin board space in new classroom buildings and on main walkways
- Use construction fence around SAC for weatherproof posters and banners
- Install closed circuit TV system or electronic bulletin boards to continuously run campus announcements/notices (doing something like that in University Village now?)
- FaceBook should be supported by ASU as a networking and communication tool
- Is there a way for Student Activities to allow general flyers (with no expiration date) to stay up longer than a month?
- Important to the student experience for students to be given opportunities to exchange information/meet with students from the various academic departments; especially beneficial to students interested in research

Structural obstacles

- Access between west and east campus hindered by student center construction
- Closed parking lots hinder access to campus