University of Kansas
Student Success Priority Town Hall Meetings
June 16, 17, 2004
Feedback Form
Comments

COMMENTS FROM QUESTIONS #1

**Overall, how would you rate the usefulness/helpfulness of the Poster Session to you?**

Leave posters in Strong Hall rotunda for everyone to see.

It helped personalize each group idea- It did not seem too abstract like executive summaries can.

Great for those of us that are visual learners.

Visual is good- learning along with visuals really rounds out the overall effectiveness.

All should have committee’s names and contact info.

Having group leader there to generate discussion was very helpful.

Provided social interaction! Opportunity to pick up handouts but generally not effective in gathering information one-on-one.

A bit crowdeded, but good to see the product of each group’s work. Too crowded to discuss much.

Not very much time to visit at each poster, but handouts very helpful.

Most text too small and most posters too busy to absorb. Insufficient time or space to adequately engage with teams.

I need time to read the information—liked overview.

Too small to catch eye for quick understanding. Perhaps present them before showing them off?

Too much info for a 30 minute timeframe. There were so many in front of the boots it was hard to see the presentations.

Would like more information on staff development.

Very well organized to include all eleven groups. Incredible- just awesome.

Great way to connect with S.S. staff.
COMMENTS FROM QUESTION #2

*Overall, how would you rate the usefulness/helpfulness of the Presentation to you?*

Need e-mail contact for every poster!

Refreshing and motivating. Student and faculty since 1965 and this is the best promise for real change.

Eleven initiatives are highly inter-related.

Thought the recruitment and retention presentations were helpful.

Would have been more meaningful were I permanent staff.

Difficult to see parts of slides.

Would have liked more time for Q&A.

The poster session and the oral presentations merely just duplicated the same information.

Lots of info.

COMMENTS FROM QUESTION #3

*As a result of today’s programs, I feel better informed about the Student Success Priorities.*

Not every student’s idea of success is to graduate in four years.

I already read the info before our meeting.

The recent changes have been a bit concerning to me.
COMMENTS FROM QUESTION #4

I believe the Student Success Priority Recommendations will make a positive difference at KU.

As long as we continue to recognize that this is not the end of these priorities.

Looks good, just hope we have the funding to make it happen. Many groups indicated the need for a budget to implement some tactics. If the funding is found, a positive difference is likely.

Coordinated, well considered initiatives will improve the impact of the many, very good, but isolated, initiatives in place and in work.

Some of these initiatives might be duplicating policies already in practice.

How will these goals be met? Budget seemed more of a concern than structure.

More diversity and students of color recruitment! Print more information in Spanish as well.

Primarily in terms of customer focus, which needs to disperse to all KU faculty and staff.

Anything we can do to make things smoother for the students is great.

How will we know that these recommendations have made a difference?

Many recommendations were made in the past yet little action is taken. Will this be the same? Have to wait and see.

Hope some action will be taken- perhaps have a one-year evaluation/report on progress in achieving goals?

The gesture for staff input is good for morale, but it is still top down policymaking resulting in “business as usual”.

Delightful!
COMMENTS FROM QUESTION #5

*By attending this program, I am more likely to get involved in future collaborative efforts at KU.*

I wanted to be involved already- now I know better where to put my efforts.

I will be involved, but not more involved.

Cross collaboration generally develops a stronger, longer lasting product.

I have a better sense of how I could contribute.

I would have liked to have been asked to participate.


COMMENTS FROM QUESTION #6

*I would like to become involved in implementing the ideas I heard about today.*

I would like to be involved in these opportunities. I am a classified staff member with Campus Dining Services. There was not enough involvement from nonacademic people. But, I see great potential with further collaboration and increased involvement from other encouraged.

Hope people’s preferences in what group they want to work in is at least somewhat respected.

I believe we will all have to put forth the effort for implementation. If we all invest it won’t be so much of an effort. We are already busy with our current duties.

Especially Thematic Learning Communities
General Comments
(from back page)

About Priorities

Retention - it appeared to me that you thought the Provost’s goal was a bit lofty. I did not get the feeling you totally bought into the idea of how to achieve the goals. However, I like the focus on reducing the “campus shuffle.” Ask FHSU about developing 4 year graduation plan- they have developed this already.

TLC - faculty recruitment & compensation- ask about recent efforts- I think there is a school down south doing this effectively.

Help Desk - also look at U of Iowa; have you thought about hiring a training coordinator? Other professional staff? Supervisor? Find a direct contact to each office included in the help desk. This will reduce the continued “KU shuffle” (i.e., direct referral, by name).

Assessment - utilize Christopher Morphew’s “Program Evaluation” course offered every fall term. The class focuses on assessment and are always looking for more to learn; provide feedback.

Wellness- Emphasize that walking a block to campus is faster than waiting for a bus 10-15 minutes. I see students at Naismith and the dorm across the street waiting for busses!

One Stop- Make human contact available via web-cams in private “consulting rooms” if possible, for those services that cannot be housed in a single place.

Focus on:
1) Diversity
2) Communications

I was pretty excited about the Help Desk model and feel if we could only do one, that one would have an immediate impact.

Consolidation of resources is a wonderful ideas; however, a difficult one to do. Everyone under one roof? Perhaps a new building?

Top 10: Retention, communication, help desk, assessment, recruiting, entrepreneurial, wellness, grad student services, tell, staff enhancement.

Top 10 Recommendations I would like to see acted on soon:
1. Develop a personal Professional Development Plan.
2. Discontinue cigarette/tobacco sales in unions.
3. Develop campus wide walking program.
4. Make smaller portions available on campus dining and improve education on consuming smaller portions.
6. Develop a campus/community coalition to work on alcohol issues related to advertisements, fake id’s, and policies related to alcohol sales penalties.
7. Administration of survey on importance/feasibility of implementing recommendations w/ KU students, faculty and staff.
8. Improve coordination of promos information.
9. Use UDK to have reporter to cover grad student issues.
10. Have referral guide inserted in student’s mailboxes and place a “take one” box in the lobby of union and strong hall.


Priorities to focus on:
-TLC’s
-Retention

Excellent first step.
Immediate Priorities
1. Help Desk / communications
2. Recruitment Diversity
3. Staff Development

Retention of Students – Use employers of students – If their GPA falls below ??, they must attend a help session to stay employed by KU. We, as supervisors know which students are struggling. Help Desk – One stop KUVC needs an employee. We at OAS are already doing this to some extent. Whatever, whenever these other steps are, include us in the training and implementation. Key Element – FACULTY participation and attitude change.

More centralized information for students with children about resources, services and support is needed. This may fit under recruitment, retention, and help desk.

KU has again impressed me with the administration, faculty, staff (and students). Make strong connections between priority initiative will help create support from the KU community.

I know that there were many moans and groans throughout the various stages of this initial priority group experience; however, through this town hall meeting I’m pleased to see how all the time and effort by staff has been to accomplish a lot. I also appreciate sharing the “good news” of the groups compared to prior way of reports that are submitted, but nobody hears about them again. One thing that shouldn’t take huge sums, but utilizing current resources would be to streamline/coordinate web and paper publications.

What an undertaking in 6 months! I’m very impressed with outcomes. I’m particularly interested in Help Desk initiative- will be a big help to students!

Very excited about the possibilities that these bring out for us. I think we have many challenges ahead of us but it is important that we follow through on these recommendations. Presentations were very good! My focus would be on Help Desk, Recruitment and Retention.
I am continually frustrated by the high sick leave rate from professional staff who lead an un-healthy lifestyle. I recently introduced a group of 16 year old females to yoga and was shocked by the lack of fitness and flexibility in the chest young women. Fitness fuels wellness, productivity, and an overall sense of well being which can be the underpinning of a really “Well” university in every sense.

What a wonderful, collaborative effort! There are many support services that exist for students and KU, but often students don’t know where to go or who the best person is to talk to about a particular question/ situation. I hope some of these ideas, especially the Help Desk, can provide students a place they can go for any question, and reason, any time. Students should not be shuffled around form office to office. They should only have to be referred once if the person the student goes to first cannot address the problem directly. Great project! Very exciting!

The format was well-done and well executed. The information was easier to digest through the presentation. The size of the audience was not as conducive to questions and discussion. A critical challenge to future success and “buy-in” throughout the organization and community will be to ensure that these conversations continue at the departmental level. It would be good to know what initiatives are already underway. I look forward to celebration of our success.

The way to improve KU is to address its reputation as a grade- inflated party school.

........................................Concerns/Questions/Suggestions........................................

Many of the ideas will hopefully show that KU is striving toward “student friendly” and away from the big institution wanting their money. Little items, such as addressing a letter to the student and not “Dear Student” will make the university seem friendly.

As an employee that is in the processing documents side, if I continue to be required by my office to participate in these, it will result in not meeting the mandated targets for processing. If that occurs, my colleagues and I will be blamed when it is actually the mandated attendance without being able to take overtime to perform 40 hours of work that will be the blame to the failure of the goals for the office.

I saw nothing related to non-traditional students, Did I miss something? Or Lawrence campus foreign students.

You really need to educate the students by “advertising” what you’re changing; and why that benefits them – don’t just implement w/o explanation.

I noticed that a number of the priority groups mentioned using the portal kyoun portal). Are there currently plans to increase student usage of these systems beyond enrollment and checking grades?

I really hope that all these efforts do not result in an explosion of additional staffing.
How does this fit with the University’s already started efforts about Branding/Identity/Marketing? Saw a lot of requests for logos, websites, branding. As a committee member of the marketing board this concerns me.

I am a non-smoker but I think stopping the sale of cigarettes on campus is questionable. Will other non-healthy items also be made unavailable? I.E. caffeine beverages, snacks that are high in fat and sodium and so on.

There is little information or evidence of a strategic plan to make KU programs and campus more accessible to students with disabilities. For example, are the websites accessible to students who experience blindness or significant visual disabilities. It would be helpful to get Scholarship Halls back to a basis of financial need in addition to scholastic excellence. Might be helpful in terms of financial packages.

Appreciate the effort of Town Hall to inform and communicate with all of us; I don’t agree with Provost’s emphasis on graduating in four years. I suspect this has been targeted because it is measurable. There is nothing wrong with students taking 4 ½ or 5 years to graduate. Perhaps a better emphasis would be to reduce the numbers taking 6/7 years to graduate. One way to increase retention is to have a truly qualified admissions policy both grades and ACT. Students who come from high schools with ACT’s of less then 20 are going to have trouble regardless of our support services. I see students with ACT’s of less then 15 and they should not be accepted when they have little hope of success. And we don’t have what it takes to support them.

How will choices be made about funding? All of those ideas are solid. Grad/Prof students: What is the grad school doing? Seems like with a few shifts in resources, this could be achieved.

Why is it difficult to accept sponsorships? Many opportunities have been presented to our office but have been denied by administration.

Try not to duplicate existing services/methodologies, i.e. creating new/more websites may or may not be effective. After presentations, still not sure of the various services/units involved on student success, focus on action and work vs. committees, task forces and reports.

All these recommendations are great, but I believe that it is very overwhelming to many. What are the plans for these committees now?

I would like to have seen more student leaders here or a discussion for students.

I would like to see some kind of incentive to retain staff for non-state worker i.e. longevity pay.

Approach taken so far seems to involve only the monarchy at KU- not all inclusive.

My sense is some of this is necessary. I’m older and from the generation that sees individual responsibility in every office, in every position; that if making schedules feel comfortable and helping them find resources on campus- after I no longer know where or
how to find the resources as much as I once did. Changing names of offices and of positions sometimes get confusing for the old timers. It’s easier for newcomers who have no previous frame of reference.

I am concerned that there are few minimal measures or benchmarks to evaluate how well the “game” is going. Without some type of scoreboard, I would not know how to communicate the places of success for any of these initiatives. Most importantly, without knowing if these are helpful, why would someone invest their money, time, and space in these efforts? If this aspect is successfully broached, I would bet most of these efforts would last.

One concern- I like the idea of no tobacco product sales on campus, but I’d go further and look at fast food and junk food and soft drink sales. I understand these are lucrative but, they are also major health hazards and also give wrong message to students. Health- please consider returning to requiring physical education credits. I think a good goal for students is that everyone find some sort of physical activity that’s a good fit for them. What about classes (not necessarily for credit) in the living communities-e.g. morning or evening yoga, stretching, etc. classes

It doesn’t help when I talk to students about self-care (e.g. adequate sleep) and they work 3rd shift in residence hall makes no sense for students to have such jobs.

I am concerned about success being defined first as graduate in 4 years. Many of our students with disabilities take longer, yet are honor students, leader, and going to find grad schools and jobs. This is an exclusive not inclusive, definition of success.

If I were a prospective student, I would like to be able to easily find the enrollment requirements from the main homepage. One click should be the most I have to do.

Need support in the legislature- cooperation is key to realizing the potential of tomorrow.

Good discussion. Some thoughts – it really concerns me that racial/ethnic diversity is your #1 choice. What about targeting income and living diversity? Get kids with low income to come here.

The way to improve KU is to address its reputation as a grade-inflated party school.

Making change without thoroughly alerting departments will only show confusion and hamper the implementation of program ideals.

.................................What was helpful.................................

The priority system appears to be a necessary and helpful device to evaluate our services. Those which haven’t been evaluated in a long time. It’s great to see some concrete practical recommendations to implement right away. More than just committee work.

Well rounded/ represented slope of initiatives for both staff and students. Both short and long term goals identified demonstrates growth and visionary thinking!
I would hope many of these initiatives would apply to students at the Edwards Campus as well. I was impressed with all of the creative ideas presented.

I believe there was an exceptional amount of work done by all groups. I hope these initiatives will be recognized by students.

The presentation was very informative and allowed interaction and sharing of ideas.

Enjoyed the chance to interact. I enjoyed the process and I am happy to have been a part.

A lot of great ideas have been suggested! Good luck! Lots of great work.

I found this presentation very useful and informative. Thank you very much.

Overall, wonderfully done! Pleased and proud of participation in this process! Thank you for the opportunity! P.S. Pleased and excited about the future of KU!

...........................................About the meeting itself..............................................

Would not describe as a “town hall” meeting so much as a “briefing, update” since no decisions resulted and the opportunity for input was limited.

Being from Vermont and attending many town hall meetings in the past, I thought that this was a great idea for KU and student success.

Room was stifling- making breathing difficult. This certainly affected concentration! No Air! Chairs were to close together- it was extremely uncomfortable (a discomfort compounded by the heat) and lack of circulating air.

Size of audience not conductive to questions and discussion.

Quite informative and extremely important. However, the faculty should also be involved. So maybe another Town Hall meeting will be held due to school year, when faculty can participate.

This was very nice. Please have these town hall meetings, two times per year. Spring and Fall terms.

This was dual purpose program- information and reconnect other staff. The time did quickly and again it was helpful to hear from the eleven leaders.

You needed a larger room. Also needed to have the chairs farther apart. Room was stuffy, humid- making it hard to concentrate on the presentations. These committees obviously worked long and hard on theses recommendations. Hope there’s money to make some of the changes.
The seating- very difficult to see the screen and therefore the slide presentation. I will need to go to the web-site given.

Congrats to the 200 staff/student members that participated. Both sessions very well organized!

I am currently in the college. I will be looking at employment opportunities with student success. Thanks!