

**Academic Senate Retreat Whitepaper – 17/18**

*The Student Experience*

2/15/18

Written by

Jordan Doering

Charity Bowles

Ryan Fischer

Academic Senate Executive Committee

California State University, Long Beach



This whitepaper reflects the priorities and solutions proposed by faculty, students, staff, and administrators at the Fall 2017 Academic Senate retreat. These items were gathered from the Thought Exchange survey and notes from groups. On the following pages, the “Informational items” include programs in existence, policies, or initiatives on campus that need additional promotion. “Short term items” are ideas that can possibly be implemented within approximately an academic year with little to moderate funding. “Long term items” are ideas that would require a longer period of time and/or significant additional funding to implement. The campus unit(s) responsible for or already working on implementing a given item are marked in parentheses.

**Campus units mentioned:**

**Committees:**

- 2030 Strategic Planning committee
- Curriculum and Educational Policies Council
- HVDI Communications taskforce
- HVDI Reimagining the First Year committee
- HVDI Steering committee
- HVDI Student Engagement taskforce

**Student Affairs/Services:**

- Counseling and Psychological Services
- Duan Jackson – Advising
- Mary Ann Takemoto - AVP Student Affairs
- Piya Bose – Dean of Students
- SOAR
- Student Affairs
- Student Financial Services

**Administration:**

- Academic Technology Services
- Accessible Instructional Material center
- Carmen Taylor – VP Student Affairs
- Dhushy Sathianathan - VP for Academic Planning
- Donna Green - Enrollment Services
- Office of University Outreach and School Relations
- President Conoley
- Provost Jersky
- Scott Appel - VP of Admin/Finance
- University Communications
- University Relations and Development

**ASI:**

- ASI Communications
- Chloe Kim – ASI Commissioner of Wellness Affairs

**Faculty/Colleges:**

- College Deans
- Dan O’Conner – CLA
- Faculty
- Faculty Center for Professional Development
- Learning Communities

**Other:**

- 49er Shops
- Campus Police
- Capital Campaign
- City of Long Beach
- Library

### **Financial Challenges**

The costs of education, textbooks, and living expenses are going up while wages (even with a college education) are stagnant and interest rates increase. Informational desires centered around promoting awareness for existing textbook options and food programs. In the short term, fully utilizing alternative resources to textbooks and pricey, supplementary materials from textbook companies was suggested. In the long term ideas include bringing back a course to help students navigate the university and providing the library with more resources.

Informational items:

- 1) Sharing strategies with professors not to use newest textbooks.
- 2) Advertise book exchange.
- 3) Inform students of CSU+, the library textbook service.
- 4) More donor campaigns and community relationship building.
- 5) Promotion of resources that combat food insecurity (food pantry, Cal Fresh, etc.)

Action items:

Short term:

- 6) Do not use newest textbook editions. (49er Shops) – Already a Chancellor’s Office policy
- 7) Eliminate costly, extra online web portals for HW that are redundant to BeachBoard). (49er Shops, Academic Technology Services, Curriculum and Educational Policies Council)
- 8) Consider alternatives to textbooks, for example subscription to a paper for business courses. (Faculty, Library)
- 9) Encourage faculty to place more course materials on BeachBoard or on reserve at the library. (Faculty, Library)

Long term:

- 10) Bring back University 100 and include component on financial literacy. (HVDI Reimagining the First Year committee)
- 11) Increasing affordable campus housing would cut down on parking issues and provide jobs. (2030 Strategic Planning committee, Student Affairs)

### **Necessity of Working**

Many students must work two or more jobs to cover expenses. Informationally, people suggested better promotion of available opportunities on campus. In the long term ideas include offering more jobs via extended service hours on campus can help several problems.

Informational items:

- 1) We need more outreach for the available jobs. Communicate to faculty & students for how to apply.
- 2) Clearing house or a center for sharing job availabilities on campus.
- 3) Communicate the long term importance of research to students.

Action items:

Long term:

- 1) Additional job opportunities/experiences on campus. (HVDI Student Engagement taskforce)
- 2) Services for students should be available at more hours to accommodate all students. increasing student accessibility as well as offer on campus jobs for students, which will also help them stay on campus. - HR is putting together a white paper

### **Limited Study Time**

Work, commuting, and family responsibilities limit study time. In the short term better student guidance about financial and time management was suggested. For the long term ideas include reverse articulation and alternatives to traditional classroom learning.

Action items:

Short term:

- 1) Better loan advising so students don't always have to work i.e. some debt is good debt. (SOAR, University Communications, Office of University Outreach and School Relations)
- 2) Scaffolding to give students time management skills to work efficiently, how to adapt to campus life and how to balance out your daily life. (Dan O'Conner - CLA, Duan Jackson - Advising)

Long term:

- 3) Reverse articulation to take community college courses over summer. Reduces cost of lower division winter and summer courses. (HVDI Steering committee, Duan Jackson - Advising)
- 4) More credit-bearing internships. (HVDI Student Engagement taskforce)

### **Who can answer my questions?**

Students feel they get the runaround when seeking answers about scheduling, resources, etc. Informationally a desire was expressed for a more effective integrated information system across departments, colleges, and administrative units. In the short term peer advising and intrusive advising were suggested. Long term ideas include a course on how to navigate university.

Informational items:

- 1) Disconnect in flow of information and training between higher level admins/chairs and frontline practitioners/faculty/instructors.
- 2) An interactive calendar that incorporates all calendars, academic, event, etc.
- 3) Students should be made aware of the types of fees or payment issues that will lead to having their course enrollments put on hold or dropped.

Action items:

Short term:

- 1) Students would be more aware of their financial status if reminders were sent via text similar to an emergency alert. (Student Financial Services)
- 2) Add peer advising because students feel intimidated to see professors. Peer mentoring helps students with the stress and anxiety of the first year experience. (HVDI Reimagining the First Year committee)
- 3) Need for transitional resources for freshmen and transfer students. Beyond academic to include 'socialization' to university, expectations, motivational. (HVDI Reimagining the First Year committee)
- 4) Students need intrusive advising about financial aid, to include cost-benefit of taking on loans vs. working. (Duan Jackson – Advising)
- 5) Faculty advisors and financial aid advisors need to become more connected with college advising centers via EAB/SSC.
- 6) One stop online spot for information-student tool kit to centralize student resources. (HVDI Communications Task Force)

Long term:

- 7) Bring back University 100 and include component on financial literacy. (HVDI Reimagining the First Year committee, HVDI Communications taskforce) – info toolkit equivalent in the works.

### **Maintaining mental and physical health**

Are the resources there to help students maintain their health? Do students know how to access those resources? For information students and faculty need to be better informed about available resources. In the short term peer support groups and hotline signs were suggested. In the long term people saw a strong need for more mental health resources, and a redesigned withdrawal/leave policy was suggested.

Informational items:

- 1) Mid-semester notice about available resources.
- 2) Lack of understanding/knowledge of student services surrounding mental health. Faculty don't know how or when to refer.

Action items:

Short term:

- 3) Expand and coordinate peer support groups/meetings. (Counseling and Psychological Services, Piya Bose – Dean of Students, Chloe Kim – ASI Commissioner of Wellness Affairs, Mary Ann Takemoto - AVP Student Affairs, Learning Communities)
- 4) Suicide hotline signs at the parking structures/high risk areas. (Scott Appel - VP of Admin/Finance, Mary Ann Takemoto - AVP Student Affairs, Campus Police)
- 5) Campus withdrawal/leave policy for both medical and circumstances beyond control needs to be redesigned. (Kerry Johnson, academic senate looking into it)

Long term:

- 6) Hire and provide psych counselors at the college level to give students even more access to mental health facilities (Sharon Taylor - AVP of Financial Management, Mary Ann Takemoto - AVP Student Affairs, College Deans)
- 7) Need for more immediate campus based mental health services. Not just crisis intervention but ongoing services to address issues of depression, anxiety. (President Conoley - symposium, Carmen Taylor – VP Student Affairs, Faculty RPP)

### **Commuting Time & Length**

LB is a commuter campus and many students can't afford to live close to campus. A desire for more concrete information about how students are getting to campus was expressed. Short term suggestions themed around both low cost, alternative transportation methods and how to make a long commute more "useful" to a student's time. Long term suggestions focused on creating enough housing and especially parking for the university's growing population.

Informational items:

- 1) Learn more about student patterns of working and transportation.

Action items:

Short term:

- 2) Work out more ZAP routes to campus with LB Transit. (Sharon Taylor - AVP of Financial Management)
- 3) Create more ridesharing options: van-pooling, regional express lines. (Sharon Taylor - AVP of Financial Management, ASI Communications)
- 4) Record class lessons as Podcasts allowing students to make better use of commute time. (Academic Technology Services, Faculty Center for Professional Development, Accessible Instructional Material center)

Long Term:

- 5) Create more on-campus or campus adjacent housing. Reduces impact of parking & traffic. (Carmen Taylor, being built downtown, Provost Jersky, University Relations and Development, City of Long Beach, Capital Campaign)
- 6) Need to initiate actions that will demonstrate empathy with students-expand parking structures, make this a deliberate choice over some other campus initiatives. (Sharon Taylor - AVP of Financial Management, 2030 Strategic Planning committee, President Conoley)

### **Course Availability**

Not offering enough sections of pivotal courses slows student time to graduation. Promotion of loans and the online degree planner were informational wants. For the short term text message alerts and longer payment grace periods to reduce enrollment holds were suggested. In the long term innovative course scheduling would help with this issue.

Informational items:

- 1) Students may miscalculate the long-term effects of working vs. taking on loans and being able to focus on school and graduate in a timely manner.
- 2) Need to get the word out to students to use their Degree Planner; course demand is predicted through this tool.

Action items:

Short term:

- 3) Text message alerts for missed payment. (Student financial services, Sharon Taylor - AVP of Financial Management)
- 4) Longer grace period for missed tuition installment payments. (Student financial services, Sharon Taylor - AVP of Financial Management)

Long term:

- 5) Need university support for flexible scheduling nights and weekends that remove risk for departments. (College Deans and Associate Deans, Provost Jersky)