



**MIDDLE STATES FALL 2016 LISTENING TOURS
STUDENT FOCUS GROUP**

**Monday, December 5, 2016
Takoma Park/Silver Spring Campus**

WORKGROUP II: ETHICS & INTEGRITY

Strengths

- Transportation shuttle and Ride on are great!
- Taking classes on all 3 campuses
- Financial Aid for students really helps
- Campuses are clean and safe

Concerns

- Counseling not consistent
- Change degree requirements
- Catalog keeps changing
- Unify course offerings – different books
- Costs money going to extra classes that aren't needed for degree
- Cost of multiple lab science requirements
- More food options. Chartwells expensive. Not many options for students here early and late.

WORKGROUP III: DESIGN & DELIVERY OF THE STUDENT LEARNING EXPERIENCE

Classes

- Yes, but not when I need them. Scheduling issues.
- Time of the class is important to success. Need to do well.
- Class availability varies by semester. Can't always get classes you need every semester.
- Some classes are only at Rockville. Don't have a car.
- Try to schedule yourself to finish in 2 years. Hard when can't get classes.
- Better way to know what classes you need. Sometimes realize later a class doesn't count towards your degree. Waste of money.
- Scheduling confusing
- Outline what classes you need for your major
- Winter and summer – not enough offered at TP/SS.

Catalog

- Catalog and some sheets from counselors is challenging to understand.
- Got a paper catalog from professor
- Don't give option of classes that don't transfer or count for degree.
- Need online counselor or degree audit

- How do you know which class is transferable?
- Online transferability. Not all counselors know what transfers.
- 2 use Artsys

???????

- All use same methods. Either you get it or you don't get it.
- Not really innovative
- Hasn't had any yet "he's the worst – never talking with him again"
- 3 dimensional view of body – good method – hands on – lots of this – very useful
- Microbiology – used real life scenarios. Very interesting and engaging, practical
- Dr. Benjamin very personal – likes that – personal, relatable
- Health class the same – hands on, real life
- Best teachers help you apply learning to real world

General Education

- Psych – enjoying – had to take as Gen Ed, practical, relate to own life – easy to get
- Think about the world in a new way
- Gen Ed – Psych learn about world in another way. Took music, enjoyed. Gen Ed helped her shape her view of the world.
- Took Sociology – eye opening – used actual approbation bordered understanding of people – learn different backgrounds.

WORKGROUP IV: SUPPORT OF THE STUDENT LEARNING EXPERIENCE

Recruitment, Admission, Registration

- Very well
- Easy
- ACES, TRIO
- I think you are doing a great job.
- It's okay

On-boarding, Orientation, Counseling & Advising

- Somewhat
- Easy to access. Hard to keep up with to make sure you're on track.
- Transfer in other colleges and better counselors that understand the process for your major or special counselors for majors.
- Multiple counselors and advisors available during the day.
- Online registration was really good.
- To get the right orientation can be very challenging. You can easily get confused about what you need to do.

Serving Students who are Underprepared for Study

- Okay but could be better
- Get people in touch with learning centers earlier.
- Spanish should be mandatory.
- Shorter class

- More involvement for students and helping to understand how to transfer and move to better classes together.
- It's okay

Affordability – Cost to Educate, Financial Aid, Text Book Costs

- You guys are doing over and beyond.
- Students can always complain about costs.
- More online textbooks
- The price of each semester is more and more expensive every semester.
- Costs too high on campus. Cheaper on Amazon and other vendors.
- The cost to educate can be very expensive, especially for international students and textbooks can be very expensive or not consistent across all campuses.

Academic Support – Libraries, Learning Centers, Tutoring and Mentoring

- Very well
- More Math Center space
- Stay open later for more students to study in libraries and tutors for longer hours.
- Library is open almost every day until 9:00 p.m., except for Fridays and Saturdays. Why does the Math Center close at 7:00 p.m., and only open for a few hours on Fridays and Saturdays? With my schedule I cannot attend the Math Center most of the time. Could they open the Math Center until 9:00 p.m. and more hours on Saturdays at TP/SS Campus?
- Tutors in TP/SS are the best. All of them are very friendly and even help you after closing time.
- Wish tutors were more engaged
- Open and accessible to students
- The Tutoring and Math Center at Rockville does not really help. Very short time given to students.

Engagement – Student Life, Community Engagement, Athletics

- So so
- More visibility
- More social events about the world and more outreach for the student body.
- More promotions for sports.
- Most of the athletes are at Rockville and people at other campuses are not recruited or involved because I wanted to participate but didn't even know where to go and find the information.
- Athletics: I am a guy who likes to work out. I have to leave school because when I can go to the gym, it is closed or I am not allowed to enter in the lifting room at Takoma or Rockville. Also, the schedule does not fit mine.
- Inform people more about these events.
- Have a lot of events and a lot of clubs.
- Student Life, Engagement, Athletics – there is not enough information provided about that.

Career Planning, Internships, Placement, Transfer Success & Completion

- Very good
- Lots of info
- Internships in Takoma have the best guy, Professor Barber. Even if I haven't done any internships, when I want to ask Professor Barber, he gives me a lot of advice as to what to do if I even want to do it and to go to his office again if I need more help.

- Career Center at Rockville does not provide sustainable information. You are basically directed to eJobs.

Doing Well

- Registration helped through counselors
- Admissions was helpful
- Access helps students
- FYE professors actually help out in the beginning – everyone should take it.
- Insider Guide is great. Very helpful, learned a lot.
- Learning Centers great support but need better communication about services, how to use the centers.

Could do Better

- Registration available at night for night students
- Don't know about help on campus – lack of communication about services
- Student Life for evening students
- Just found out TP/SS has a pool. Lack of communication again.
- People who work in centers should reach out more – personal contact rather than email.
- Use club fairs to spread information, more personal touch.
- Athletics is all in Rockville. You have to go to Rockville to be involved in athletics.
- More information about clubs and athletics – promote, be visible
- TP/SS doesn't hear about athletics
- Websites for volunteerism – use more
- Didn't get good help from counselors for internships – sent to eJobs but no personal help.
- Need a dedicated transfer counselor who also understands internships.