

**Middle States Listening Tour
Fall 2016
Standard IV Activity
October 25, 2016
Takoma Park Campus
Total participants: 42**

Recruitment, Admission, Registration...

What are we doing well?

- Admission and Registration process is relatively easy
- Regular visits to MCPS High Schools
- Established partnership with MCPS
- Easy application process
- Affordability- the costs are reasonable. Financial aid is available to those who need it and follow the process. It can be completed. Textbook costs may go down with new vendors
- Make it simple to register for classes, and give step by step instructions on what needs to be done. The admission office also gives students the information that is needed for them to be successful.
- The admission process was simple and alright
- Orientation, consulting and advising services are available to those who take advantage. There must be a single page that lists all the advantages.
- Recruitment went really well, I felt comfortable and satisfied.
- The website has the section that shows "how much it will cost"
- Welcome centers always seem busy when I walk by, so I think they are a helpful asset
- New website is beautiful and easy for prospective students to navigate
- Affordability

What could we be doing better?

- Focus on recruitment more than retention.
- Affordability- Texts are costly (cheaper to order at Amazon.com)
- Clarify steps to enrollment
- I'm not clear what recruitment is actually occurring-does anyone actually go to HS's to tell students about MC
- Recruitment at MCPS often consists of informing students already committed to MC about enrolling. Need better outreach to students who do not know what MC offers.

Suggestions:

- Retail- Need beta communication about this.

On-Boarding, Orientation, Counseling and Advising...

What are we doing well?

- STSU class has helped me with classes transfer and awareness of the campus
- Welcome center provides good central place of entry
- STSU class shows me the real world experience
 - Can't be late

- Turn in HW on time
- Studying habits
- STSU100 has helped me so much
- Orientation online avoids having to see someone face to face to get through the process
- My STSU class has been awesome
- Orientation and advising appear to be well run
- Counselors have been very supportive (have come to meetings with students, counseled students in my class)
- Counseling help me pick the right classes
- Great student success courses
- Summer bridge is very helpful
- the counselors were a big help with my classes for my first semester
- if you are thinking of providing info about WDCE options in “regular academic” counseling that would be great

What could we be doing better?

- Students need to meet with counseling and advising more often. There needs to be some mandatory advising
- We have many indigent students who have needed mental health services. I think it is critical that MC have case workshops for students who have been homeless or who have anxiety about being homeless again
- After going through orientation the student still has no idea of the next steps because they just click to get through it
- Recommend more interactive online sessions that provide student with a guide based on their answers
- Students need more information on full range of MC
- Orientation for new students needs a complete overhaul. It is ineffective to offer a core service only in an online format regarding NSO and primarily in an online format regarding academic orientation
- Also, having two separate orientations is confusing
- Students do not know anything after they complete these orientations
- Make it comprehensive, make it in person, make it mandatory
- There needs to be a better defined process for students to follow when seeking advising from counselor and department advisors
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Suggestions:

Serving students who are underprepared for study...

What are we doing well?

- Student playing a sport are required to attend study hall
- Tutoring and mentoring and similar resources are great. Maybe add more hours if possible
- Study hall is great for athletes
- Math 001 was very good. I really liked the way it was thought
- Taking STSU100 has really prepared me a lot for when I decide to transfer to a 4-year college
- Available in all 3 campuses in math, language and STEM
- Tutoring and mentoring and similar resources are great. Maybe add more hours if possible

What could we be doing better?

- As long as there is room to register for a class, students should be allowed to register. Deadlines are too drastic
- Hear from students who need tutoring appointments but not available at the times they need them
- Need more supports for students who are underprepared
- Students get stuck in developmental courses
- Student/peer tutoring
- Current staffing could not support the current tutoring needs if we got the word out
- Textbooks cost are extremely high and not everyone can afford it
- Cost should be reduced
- Make MCPS prepare the high school students better
- Stop trying to be all things to all people
- Be more vocal and assertive to students who need help
- Need more events focusing on study skills, time management, course requirements, future planning

Affordability- Cost to Educate, Financial Aid, Text Book costs...

What are we doing well?

- MC is committed to using OER's to help with affordability, especially of textbooks
- Libraries circulating textbooks
- We are exploring OER's to lower textbook
- Affordability is very good
- The affordability is very well and financial aid help too
- We offer classes at a relatively low cost
- Tuition cost are low
- OER's are helpful
- Affordability is very good

What could we be doing better?

- E-books are often difficult are hard to find and are often not as user friendly as regular textbooks
- Open source textbooks are often not as well written and not as clear
- I don't know why non-credit classes cost a lot
- My textbook cost too much even rentals
- Textbooks are too expensive
- More affordable books
- Paying to print papers
- Textbook are too expensive
- Books are too expensive
- Books are expensive
- And we really don't use them
- I could google the story for my English class
- Scholarship opportunities should be known for students

- Printing: if I'm already paying for school why pay to print
- Some textbooks are unnecessary because if a student financial situation makes it hard so they can't afford it
- Consider free mandatory first year seminar course
- Textbooks are expensive for students and some may not be able to afford them financial aid is doing well however I could be a little confusing when applying.
- Books are too expensive; it's ridiculous
- Financial aid was too low

Academic Support- libraries, Learning Centers, tutoring and mentoring, DSS...

What are we doing well?

- Well equipped libraires, well structured tutoring, mentoring and DSS
- The Writing Center is awesome I get a lot of help on homework assignments
- Positive Support for student learning through the labs, writing center, SLC, free tutoring and mentoring
- The Maple Center in the tech building is very good and helpful
- Blended classes are positive
- Free tutoring in Learning Centers
- Math tutors help a lot in the Math Lab
- The Writing Center has been doing great for me
- Virtual Desktop Interface is available for some programs
- Great programs to get help and interactions with others
- Libraries provide huge amount of resources in multiple formats, as well as services related to research, technology, etc.
- Writing Center is very useful
- There is a wide variety of support opportunities – learning/tutoring labs in different areas (writing, math, language, etc.)
- Office 365 for Students
- Frequent workshops on completing FAFSA
- Staff/Faculty try to find ways to help students directly with food, tutoring, resource referral

What could we be doing better?

- More Virtual Labs: Accessible at anytime from anywhere, students can access labs
- Some of the desktops have not been really good to work with
- Developmental students who are unsuccessful in non-credit classes should be flagged for alert/restriction in Banner. They are the ones who need it most but don't get it because no credits
- Need more hours for tutoring
- Communication about the academic support opportunities is not easy to find on website – there should be one cohesive place to find this info
- Make applications accessible via Blackboard
- More personnel in tutoring centers
- Library website is disorganized, hard for students to learn about what librarian can provide
- Student Service Center were not things I knew about until I took my STSU class
- DSS and Services aren't well advertised

Suggestion:

- Make applications accessible via Blackboard

Engagement- Student Life, Community Engagement, Athletics...

What are we doing well?

- Good engagement in athletic programs
- The advertising of joining a club is a great idea
- Having activities on campus to engage community
 - DUI presentation
 - Student council
 - Food pantry
- Athletics were pretty good
- Student governance
- Getting student involved in in school activities. Getting to know staff so you get more advice on how to be successful
 - Student life
 - Community engagement
 - Athletics
- Student events:
 - Transfer Day
 - Events for new students
 - Informative
- Writing center had made tons of improvements in his scheduling to make tutoring more accessible
- GO Pulse too has great potential to engage students and collect data.

What could we be doing better?

- Great to have a central place of all opportunities
- Increase support for student athletes
- Increase the # of teams/sports
- Promoting student wellness and exercise
- Students are unaware of student engagement opportunities
- Basketball team tryouts
 - The amount of people that showed up were too high
- More support and advertising for ways to support students with kids
- Establishing degrees and certifications that could lead to job placement after completing MC work, not transferring
- Students aren't aware of this programs or how to join
- Student life activities are too campus based and info do not seem to be online so that you can get info without having to go to campus physically
- Big signs on campus identifying the resources
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Career Planning, Internships, Placement

What are we doing well?

- We offer great internship opportunities NIST, Smithsonian, etc
- We offer support for students with resume writing, generally a positive experience for students in terms of working with staff
- The Human Program is fantastic
- I have looked at the career website section and have used the tools and found them informational and helpful

What could we be doing better?

- Just try to get more students attention, let it be know
- Need greater consistency in application process so students understand basic skills needed to apply and how their applications are evaluated
- Too little career information. What are the options and opportunities within majors? What are some majors?
- Need a trigger for students who are entering sophomore year to see a transfer counselor
- The career assessment tool should connect better to resources and programs at MC
- Recent request for academic resumes by students have yielded resumes more appropriate for a job than an academic opportunity
- Accuplacer test. I don't do well with computer testing. I get dizzy