

**Middle States Listening Tour**  
**Fall 2016**  
**Standard IV Activity**  
**October 3, 2016**  
**OITB 304**  
**Total participants: 8**

### **Recruitment, Admission, Registration...**

#### **What are we doing well?**

- Advertisement- specifically on ride-on buses
- We are getting better analytics on website use

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#### **What could we be doing better?**

- Lack of promotion on registration deadlines. The 11:59 campaign was heavily promoted when it initially began; but now the promotions have decreased. Incoming students are not well-informed about this.
- Financial Ai and scholarship information is not easily accessed on the web-site
- The College overlooks that many students work and have many responsibilities.
- On-line catalog is hard to follow
- Need to advertise all areas; all areas need a NSO
- Need to have initial information available in several languages
- Need better coordination of marketing, recruitment, admissions and data

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

#### **What are we doing well?**

- NSO is mandatory
- Starfish is a bonus; although not familiar with all features

#### **What could we be doing better?**

- Direct students to discipline- specific counselor advisor
- Tracking/summary of advisor's suggestions
- Mandatory face-to face orientation for selective students (who meet criteria)
- Orientation- more interactive ways to get academic and student support involved

Suggestion: include a panel of students (workers and patrons) to tell incoming students about academic and student service support available to them

### **Serving students who are underprepared for study...**

#### **What are we doing well?**

- Boys to Men program
- ATP
- Aces
- Trio

#### **What could we be doing better?**

- Targeted support is great, but expensive and reaches a small population
- More emphasis on all students

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

#### **What are we doing well?**

- OER
- Textbook costs are being addressed through OER
- Library is awesome; many resources available.

#### **What could we be doing better?**

- Cheaper textbooks
- Affordability- list of books required for course should readily available at the same time the student registers

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

#### **What are we doing well?**

- Technology
- Provision in support of libraries, learning centers, DSS, etc.
- Academic support-innovative programs
- Beginning to collaborate with faculty to get students more aware of resources
- Counseling and Advising is improving
- Library support is awesome and longer open hours for students
- Internships are more attractive and available for students
- Great programs for access to college (Ex. ACES, FE, ALP, ESL)
- Library guides
- Library allows students to borrow laptops

#### **What could we be doing better?**

- Academic support- more advertising on classes or to professors about workshops, resources, etc.
- Collaborate to develop a pathway of support
- Need consolidation of student resources
- Promoting and communicating student resources

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

#### **What are we doing well?**

- Use of social media
- We are improving community outreach...but needs more work in this area

#### **What could we be doing better?**

- Increase mentoring programs, so all students who want a mentor can have one
- Need better communication with students
- Need information in more languages

## **Career Planning, Internships, Placement**

**What are we doing well?**

**What could we be doing better?**

Centralized internship information

Career and professional connections

Additional comment: Training is very good on policies and procedures of student information records