Forum/Meeting Notes, Student Affairs

Notes from Division of Student Affairs Strategic Conversation, Division meeting 12/12/03, Barrett Ballroom, 11:00-1:00 PM

The task for this conversation was to engage in a division-wide dialogue which we hope will contribute to defining SJSU's future. The meeting focused on involving our staff and students in the conversation taking place on campus in preparation for the accreditation process through WASC. As it is essential that the Division of Student Affairs is involved in this dialog, the focus of the forum was sharing our input.

Summary of Group Discussions & Complete Set of Notes from Small Groups

Summary of Group Discussions â€“ Primary Strategic Issues

What is going well at SJSU?

· Housing

On-campus housing, good job of offering on-campus housing
Housing always upgrading their gardens
Housing has increased the academic technology available to students through Internet access through their rooms and with the computer lab
Village project. Will bring a greater sense of campus community and hopefully more campus activities
The development of new campus housing, which will drastically increase the number of students residing on-campus
Campus Village project. Will bring a greater sense of campus community and hopefully more campus activities
Housing creates opportunities for faculty to interact with student

· Martin Luther King Jr. Library

New library has positive effect
The new library. Brings the university and the city together
The Marin Luther King Jr. Library is tremendously impressive. Not only is it highly effective for students, it demonstrates the presence of SJSU to the community
Technology at library
Collaboration of Library with city and campus; i.e., laptop rental, Steinbeck and Beethoven collections, art installations
Library
MLK library is significant of partnership because with SJSU +SJ
· Campus â€œlook and feelâ€

Campus looks nice for an Urban campus, itâ€™s kept up nicely
Campus environment, closing off streets to make it a more â€œlikeableâ€ environment and provide a greater sense of community.
Gateway arches and information kiosks
Taking pride in our environment (washing windows)
Overall appearance of SJSU â€“ it is looking more like a university
The aesthetics and maintenance of the university have improved greatly over the years.
Development projects are being completed and things seem more cohesive
Campus climate is very positive â€“ campus has a lot of committed people. Work is done by positive people with commitments to students

· On-line registration/services

Web access for students, improves service delivery
Consolidation of services available via web listings (one-stop shopping)
Gateway arches and information kiosks
On-line services are a good beginning towards saving costs
On-line payments have made it more convenient for both students and SJSU staff

· Diversity in student population
§ We have a diverse student population, faculty and staff as well
§ MOSAIC student outreach and collaboration with different departments within the university
§ Diversity on campus â€“ Every student can find a connection
§ Diversity of our students overall experiences

· Campus safety

Keeping our students safe
Adequate amount of police officers on campus
People feel safe on our campus, improvement from how campus used to be in the 70â€™s

What needs to be improved at SJSU?

· Communication with students

Better communication among the entire campus (students are being bounced around)
There is a lack of communication to students about when they need to register and how to pay their bill
Ability to communicate with students (e.g., mandatory email)
Campus wide communication
Ability to communicate with our students on their level
Students canâ€™t get clear answers, get frustrated with bureaucracy
· Communication with departments and employees

Higher administrators need to be more open to listening to ideas from the “lower ranks”. Any idea is a good idea.
Need for better dissemination of internal communications to front-line employees.
There is a lack of communication between departments within the Student Affairs Division and the rest of SJSU. We should learn to communicate with others about special event, such as fundraisers.
Communication within division + university timely communication of important issues.
Need top down communication and vision.

· Parking

Resolve the major parking issues.
Parking (three groups simply stated parking).

· Ethics

Ethics “plagiarism (cheating)”
Academic standards that are consistent between all departments and professors; teaching our students responsibility.
Increase/improve ownership of student success.

· Customer service

The overall effectiveness and level of customer service of Admissions and Records (we know this is do to a lack of funding!)
Customer service.
Most faculty don’t understand Student Affairs at all. Lack of customer service on academic side of SJSU; its huge in Student Affairs.
PeopleSoft.

The top most vital issue:

· Advancement/Fundraising

Funding “we need funding. Where do we go for money?”
Advancement - contacting Alums, (Friendraising)
Fund raising - engage and connect students for potential give back.
Lack of direction in overall university fundraising “no centralization as it seems every dept/division is on its own”
The number one issue is the inevitable decrease in funding. It is imperative that SJSU develop an approach to dealing with budget reductions and constraints and identify the way in which we will be able to continue to provide appropriate services to the student population as well as the community.
What is going well at SJSU?

- Keeping our students safe
- Adequate amount of police officers on campus
- Career planning – university doing a really good job of putting on job fairs, providing internships, and résumé writing workshops
- We have a diverse student population, faculty and staff as well
- Student organizations – we have professional fraternities/co-ed fraternities where big firms/companies are invited to come on campus and meet with our students
- Faculty and staff having pride on what they are doing, this gets projected into students
- There is institutional pride
- Staff and faculty get involved with students (ex: students come to them for advise)
· Campus looks nice for an Urban campus, it’s kept up nicely
· Housing always upgrading their gardens
· On-campus housing, good job of offering on-campus housing

What needs to be improved?

· Classrooms need to be larger
· Better ventilation in the classrooms
· Parking
· More courses offered to students (also course sections, availability)
· Add a variety of courses
· Higher fees – students raise this issue frequently
· Difficulty attracting faculty/staff to SJSU due to cost of living
· Better communication among the entire campus (students are being bounced around)
· No gardener on campus
· Charge backs – depts. are being charged for many things
· Better working relationships within departments across the university
· Better understanding of why we are being charged costs to provide services to our students
· Recruitment and retention (why are students leaving?)
· Students coming in to the University unprepared
· K-12 issue?

Most vital issues:

· Funding – we need funding. Where do we go for money?
· Recruitment and retention – work closer with our K-12
· A more residential community – bring in more students

Table 3

What is going well at SJSU?

· New Student Orientation.
· MOSAIC student outreach and collaboration with different departments within the university.
· Students are encouraged and able to create partnerships with various organizations on campus.
· Web access for students, improves service delivery.
· On-line services are a good beginning towards saving costs.
· Influx of new faculty with new innovative ideas adds fresh talent (MUSE).
· Consolidation of services available via web listings (one-stop shopping).
· Campus environment, closing off streets to make it a more likeable environment and provide a greater sense of community.
· Gateway arches and information kiosks.
· Taking pride in our environment (washing windows).
· Innovative programs.
What needs to be improved?

· Need to create more of a sense of community for our students.
· Pull more students into university committees.
· Student identity with campus community.
· More testing of new systems is needed before implementation of system wide applications.
· More communication and collaboration is needed on campus.
· Institute mandatory student e-mail as a necessary form of communications for important information.
· More fundraising (extra curricular and Alumni outreach).
· Increase outreach with current students and alums.
· Need for better dissemination of internal communications to front-line employees.
· Resolve the major parking issues.
· Staff morale.
· More bureaucracy busting measures are needed to streamline our process.

Most vital issues:

· Creating better citizens (global citizens) through open dialogs.
· Stronger communications with our students as well as amongst ourselves.
· Mastering the technologies we have, making it work for us not against us.
· Advancement - contacting Alums, (Friendraising).

Table 4

What is working well at SJSU?

· DRC
  Very successful
  Better awareness
  More acceptance by faculty of stds with special needs
  Big improvement over time

· Better beginning on:
  Diversity issues
  Acceptance
  Acknowledgement
  Embracement by both staff and students

· New library
  So much info for students and their academics
  Accessibility has not been addressed for library yet
· Language barriers at work
Before it was worse, now it’s still difficult, but better
Muse program
Marrying housing and academics

· Orientation
Much more structured

· Retention
Orientation sets expectations
More coherent
Health Center is underutilized, but still a retention
PR has not been a strong suit, but working on promotion
Tutoring sounds like it’s running a good program
All programs at SJSU are supportive of retention

· Counseling Services
A lot of students don’t know about services
Provides emotional growth for students

What needs improving at SJSU?

· Parking!
· Disbursement of information
· Better information and assess services for staff
· More understanding of students’ needs
· Budget! Classes are limited. Need a variety of classes
· When making decisions, the university does not ask questions about what will make students successful
· Better integration of theory and practice
· Students need to be more involved. A lot of decisions are made without students’ input.
How do we involve today’s students?
· Get away from the idea of a commuter school
· Work more with enrollment services (Admissions, Financial Aid, Counseling Svcs.)
· New student union, motels, and apartments near campus
· Challenge students to graduate in 4 years
· PeopleSoft—it stinks! SIS was a lot better. You can’t navigate back and forth after entering the ID. It is supposed to improve the process, but it doesn’t. It is awkward, cumbersome, and time consuming
· We’re in a culture of not a lot of communication
· My education.com might be threatening retention because of student frustration with working with the system
What are the top 1-3 critical strategic issues facing this campus for the next 3-5 years?

1. The lack of Clarity of focus
   · People are dreamers, but not doers
   · We can't seem to be clear and implement at the same time
   · We need to identify and implement our focus
2. Academic Affairs focus
   · Do professors and the university want to keep students in school longer or get them out quickly?
3. Economy
   · What do we do with the surplus?
4. Blending Student Services with Student Affairs

Table 5

What is working well at SJSU?

· ASBO office has found that PeopleSoft makes it easier for them to help students
· On-line payments have made it more convenient for both students and SJSU staff
· The procedures for Human Resources have been more consistent then it has been in other years.
· Housing has increased the academic technology available to students through Internet access through their rooms and with the computer lab.
· Campus Village seems to be coming along well.
· Mosaic did a great job of inviting all employees to events they are sponsoring, especially for the intercultural communication.
· The following departments/areas have made students feel like they are a part of SJSU:
  § Mosaic-the Literacy Classic was very successful and brought the community in.
  § Student Life Center / Leadership
  § Clubs and organizations
  § Recreational facilities
  § SJSU campus looks more attractive
  § Counseling students- discussing the many student issues
  § DRC- ability to provide education for any type of person with a disability, which wasn't possible many years ago
  § Health Services provides more service/ help with eating disorders and ophthalmology.
  § The Career fairs provided by various departments
  § Orientation-has many sessions to help students transfer to a University setting.
  § Housing
  o The Residential Life team from the Housing office has done a great job of bringing other departments in to talk to residents. They have helped with the live and learning process for the student. The residential life team has also encouraged students to learn about their community and themselves.

What needs improvement?
· There is a lack of communication to students about when they need to register and how to pay their bill.
· SJSU / Student Affairs should have a higher level of visibility, especially personnel in leadership roles.
· There is a lack of communication between departments within the Student Affairs Division and the rest of SJSU. We should learn to communicate with others about special events, such as fundraisers.
· Not having a University President makes it difficult to identify who we are and to be a part of a whole community.
· There isn’t sufficient communication from Health Services about what they do or don’t offer staff members and students.
· The charge back system lacks control; there aren’t any checks and balances.
· Certain departments are penalized when they go off campus for services they cannot get on campus.
· Selected departments, such as Housing, are charged for services from campus where others get those services for free.

**Identify the top 3 critical strategic issues facing the campus for the next 3-5 years?**

· The Division of Student Affairs should be more visible, proactive, and influential. Students are not getting to view what they have contributed to our school; they haven’t been rewarded properly for their achievements.

· Our new University President should attempt to have all departments move together in a choreographed dance to help our students succeed in their University education. Our Campus lacks identity; everyone seems to be out for himself or herself. We would like to see a campus where all departments work together. (i.e. pictures of other colleges, or work models we can follow)
  The University’s identity has been lost with talk of the “The Metropolitan University.” This title needs to be re-defined; what does it really mean.

· We all need to reach out to students. Student’s attention needs to be captured from the beginning and we need to continue challenging them throughout their University years.
  We need to concentrate with in-house student learning instead of putting money into re-developing them.

Table 6
What’s working well at SJSU?

· Parent participation at orientation programs
· Peer advisor (students helping students)
· Students take leadership role in the classroom
· Supply employees to the valley
· New library has positive effect
· Do well with the resources we have now
· Student employees make significant contribution to the institution

What needs to be improved?

· Ability to communicate with students (e.g., mandatory email)
· Parking
· Signage
· Reliability of telecommunication and networking systems

Most critical strategic issues:

· Marketing university to increase enrollment (SJSU a campus of choice)
· Unify university - collaboration
· Fund raising - engage and connect students for potential give back
· Retention “develop good programs to attract students, provide good learning experience to students

Table 7

What’s Working:

Having an “outreach” booth in and around the Student Union at the start of the semester.

· In general, the Dept. of Housing. Has better/improved leadership.
· Campus Village project will bring a greater sense of campus community and hopefully more campus activities.
· The new library. Brings the university and the city together.
· Overall appearance of SJSU “it is looking more like a university.
· Improved/Updated SJSU, Student Affairs and (some) Departmental websites.

“We are improving the university, but at the cost of the students.”

What needs improving:
· Lack of student awareness of student services within Student Affairs.
· Lack of funding hurts students’ overall experience
· Food services for students. Lack in quality of what they are being served. Lack of health education, such as proper diet and exercise.
· SJSU marketing and advertising. Needs more ‘bang’. Use the diversity of SJSU as a key marketing tool.
· Diversity of faculty/staff ratio should be equaled to that of the diversity of students. Create more multi-cultural opportunities.
· Better use of the Event Center as a venue. There has been a trend where scheduled concerts have been cancelled.
· Higher administrators need to be more open to listening to ideas from the ‘lower ranks’. Any idea is a good idea.
· Politicking/advocating for the university on budget related issues.

**Top 3 (or 4) issues:**

Our issues focused on budget, or lack there of, as it affects the entire campus community.

· Actual dollars available – these are difficult fiscal times
· Political advocacy to generate more income
· Responsible spending – make more efficient use of the funding we have.
· Lack of direction in overall university fundraising – no centralization as it seems every dept/division is on its own.

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**Table 8**

**What is going well at SJSU?**

· Trying to engage more students to become more actively involved with programs targeted at first year students (MUSE, Leadership U., etc.)
· Education beyond the classroom
· Administratively, SA is starting to build a larger network by coming together as a division to better serve the students
· New Housing project focusing on improving facilities.
· Academic programs at SJSU that are viewed as top notch by professionals (Business, Nursing, Computer industry, etc.)
· Campus is easily accessible (location)
· Efforts to decrease the ‘commuter’ feel of the campus, establishing a better sense of community
· MLK Library community relations; enhancing student experience
· Counseling services
What needs improvement at SJSU?

- Academics “Not being able to get classes (budget cuts)
- Faculty “Appearance is that they do not want to be here for the students; less “face” time availability for students
- Parking “still and probably always will be a major issue
- “Commuter school “not a student life feel on campus
- Different departments and divisions that aren’t working collaboratively and sometimes seem to be “competing
- Decentralized
- Student diversity services “not enough support from high above (all talk no walk in regards to the diverse student population); students have little voice in key issues
- Students (A.S.) aren’t always asked for their input consistently; informed but not always consulted
- Shared governance
- Need more student representation “Streamline and centralize processes
- Athletics
- Develop a strategic plan “esp. in regards to budget (help or hinder the campus)
- Disseminating information throughout the campus needs improvement
- Navigating academic information on the net is difficult (My Education, schedule of classes, etc)
- MLK Library “Hours of operation are not student friendly

Top 3 Vital Issues

- Improve campus participation and communication (amongst students and administration) for a shared governance
- Campus coming together as one; unity and collaboration amongst all Divisions and Departments
- Improving student services and accessibility

Table 9

What is going well at SJSU?

- The development of new campus housing, which will drastically increase the number of students residing on-campus.
- Students having access to on-line registration services through CMS.
- The successful renewal of the contract between AS and VTA giving students free access to
mass transit.

· The aesthetics of the university have improved greatly over the years. Development projects are being completed and things seem more cohesive.

· The Marin Luther King Jr. Library is tremendously impressive. Not only is it highly effective for students, it demonstrates the presence of SJSU to the community.

· Maintenance has improved; buildings are being painted, windows are being washed, etc.

· The development of Clark Library into office space will provide increased space and accessibility for various departments.

· The Career Center is more accessible and visible than in past years.

· There is a sense of safety and security on campus among faculty, staff, and students.

· Students have access to smaller classes and also have the option of a lecture style class.

· Certain departments and academic programs have excellent reputations, which may serve as a draw in attracting faculty, staff, and students.

· There is a strong sense of campus community; people are willing to help and support one another.

· Programs are offered at SJSU that are not offered at other universities.

· The adaptive computer lab in the library is very accessible and use-friendly.

· There are good partnerships between departments within the campus community.

· The Disability Resource Center provides a high level of service and is meeting the needs of an increasing number of people.

What are some areas that could use improvement?

· The overall effectiveness and level of customer service of Admissions and Records (we know this is do to a lack of funding!).

· Ensuring that PeopleSoft is functional and accessible so staff are able to access appropriate information.

· Staff are required to have a working knowledge of BRIO in order to run reports and make requests out of a data warehouse in People Soft, but SJSU will not provide the training and the CMS Help Desk will not offer assistance in using BRIO.

· Students are not able to take the classes that they will need to graduate in a timely manner. This could result from too many students and not enough classes.

· There is a very serious problem with the decreasing level of state funding. Tuition fees remain low and parents and students are not willing, not able, or not prepared to pay for an increase.

· Degrees from SJSU do not seem as valuable as degrees from other universities. This could be due to the occurrence of cheating and the willingness to allow students to retake classes that are failed as opposed to holding them responsible for their choices.

· Students are accepted to SJSU that are not able to read, write, or speak English. This may negatively affect their overall academic and extracurricular experience at SJSU and they may not be adequately prepared for the career world upon graduating.

· Campus departments need to strive to serve students as completely as possible. This involves listening to the students’ questions, concerns, etc. If a department is unable to meet the needs of the student it is important to refer the student to the appropriate place. This will prevent students from feeling like they are getting the “run-around”.

· SJSU employees need to be energized and appreciated. It is essential to offer competitive salaries in order to obtain and retain qualified employees. Current employees state that they are
not receiving raises and their positions are not changing in classification after several years of employment.
· There are areas on campus that are not easily accessible to disabled persons, specifically several areas on the first floor of Sweeney Hall. In some areas on campus there is a complete lack of electric door openers and in others the openers malfunction or do not work at all.
· There is an overall lack of team spirit in the general population of SJSU students; possibly because SJSU has a large portion of students that commute to and from the university and students are not able to focus on extra curricular activities. The new housing may help increase attendance at SJSU athletic events. Perhaps there should be an increase in public relations regarding SJSU athletics to increase community awareness and involvement.

**Identify the top 3 critical strategic issues facing the campus for the next 3-5 years?**

1. The number one issue is the inevitable decrease in funding. It is imperative that SJSU develop an approach to dealing with budget reductions and constraints and identify the way in which we will be able to continue to provide appropriate services to the student population as well as the community.
2. It is also important that SJSU work to improve our image to prospective students and to the community as a whole.
3. Raising the standards for incoming freshmen may be beneficial to campus image and the overall effectiveness of SJSU.

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**Table 10**

**What is going well at SJSU?**

· Collaboration in division
· Partnerships with Colleges; positive collaboration
· Strong student leaders
· Variety of programs that address diversity of students
· Diversity on campus Every student can find a connection
· Campus climate is very positive campus has a lot of committed people. Work is done by positive people with commitments to students
· Student Affairs delivers excellent services despite economic issues + outside variables
· Enrollment “more attention to impact of areas that don’t provide enrollment impact
· Great freshman program
· Committed to diversity on campus
· Good effort to respond to student needs
· Excellent partnerships with faculty and other depts.

**What needs to be improved?**

· Budget Issues
· There are some programs that are hit more directly by lower enrollment
• Health - # of students = money
• Student Life is to participate in budget cut
• Understanding of how Student Affairs impacts enrollment
• Bad times no money â€“ participate in cuts
• Good times â€“ NO moneyâ€™s back
• Marketing â€“ Everyone has to know what youâ€™re marketing
• Every call represents the university â€“ must give info students need â€“ even if itâ€™s not our jobâ€”
• Communication within division + university timely communication of important issues
• Failure in part of Adm. to realize they canâ€™t work in vacuum â€“ let people have input to their issues, must communicate and allow for feedback

**Most vital issues:**

• Inconsistent response by faculty to plagiarism/cheating, classroom behaviors
• Students donâ€™t have â€œroad mapâ€ for consequence a unethical Behaviors â€“ copyright infringement cheating/plagiarism disruptive behavior
• Proper distribution of funds to student affairs always participate in budget cuts not budget augmentation
• Keeping the â€œpackageâ€ of student services functioning for individual students
• Student Affairs needs to find a way to partner with the rest of the campus regarding these issues: Communicate
  § Maintaining enrollment â€“ funding
  § Equity in budget distribute

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Table 11

**What is going well at SJSU?**

• Diversity on student level
• Orientation programs
• Effective & efficient in counseling students, providing intervention, and pre & post Doctoral training
• Housing project & constant growth with students
• Leadership programs filed to capacity
• Library partnerships
• Communication from students
• Lots of student involvement
• Student Union
• Dedicated Student Affairs staff

**What needs to be improved?**
PeopleSoft
Website not user friendly
Decision making and lack of communication
No united vision
Decisions get made in isolation
No timely notification of changes
Communication to students isn’t consistent
Four day school week is unsuccessful
No input
Lack of assessment of decision making
Lack of campus community
Lack of school spirit and campus pride
Top leadership doesn’t get it

Table 12

What is going well at SJSU?

- Keeping enrollments open in spite of budget problems
- Student Services Center one stop shop
- Counseling and Career Center breadth of services
- DRC and Health Assistance Services
- Technology at library
- Satellite campus in Gilroy

What needs to be improved?

- Parking
- PeopleSoft
- Registration on line!!!
- Financial Aid delay in checks
- More scholarships available
- Unity getting information to students needs improvements
- Communications about services for students and staff
- Automate the calendar posting dates for end of program, all orgs would be able to post activities
- Lack of unity – human communication between student services and academic
- Solution – all day family affairs where academic and student services come together and socialize
- Multi disciplinary approach to forums regularly

Most vital issues:
Increase partnerships with community
Providing good experience for current students and reaching to alumni students to invest in SJSU
Supporting diversity on campus
Language class contribute to the globalization of our community
Supporting faculty and staff enhancing job satisfaction

Table 13

What is going well?

Muse
It’s a great success

FYE
Orientation
Classes

Leadership
Student involvement
Student involvement leadership feel that should be a leader
In area prevention
Alcohol abuse
Health awareness

Places to go
Mosaic
Event center
Library
Music room
Student Union computer center

What do we need to work on?

Retention & Commencement
Being involved in small community
Getting involved
How do we define an educated citizen??

Student Advising
Academically
Advising
Academic
Pre-requisites for graduation
Link community bldg and civic
Community surroundings

Support

Counseling

Advising

**What is working well at SJSU?**

Muse
Staff and faculty positive staff
Good staff
Diversity
VTAS
17
Transportation solutions
Metropolitan library
People soft
Access to community surroundings
Events
Alumni
Foods
Student groups
Judo club
Bowling club
Alcohol prevention program
Remodeling clark library
Plans
Career center
Heath center
Housing
Touch ups to campus
Gates/closing
Window cleaning
Cultural diversity awareness
Cross cultural
Mosaic

Things we need to improve

Parking
Mandatory email
General communication system
Campus news
Easy access to computers
Daily news
Job fair
Technology « behind
Transfer programs
Orientation
Affirmation (overall)
Graduate students
Campus wide news
OSHA
Services
Outdated info
Who to contact
Enrollment students
48 return phone call / email
Being respectful/treat/miscommunication
Run-around
Status
Responsive/up to date with what we have to offer
Classes
Offering classes (better use of facilities)
Imitatively scheduled only classes
Summer
Evening classes/Saturday classes
Affordable classes
Retention and graduate rates

Top 3 Vital issues

1. Overall communication
   Respect
   Keeping us up to date
2. Technology
3. Retention & Graduation rates « academic innovation to promote smooth working world.
Table 14

What is working well?

· Collaboration of Library with city and campus, i.e., laptop rental, Steinbeck and Beethoven collections, art installations
· Campus information poles
· Computer lab
· Campus Village
· On-line registration
· Continuous automation improvement in technology
· New university website

What needs to be improved?

· Quality of education (academic standards “rigor”)
· Campus wide communication
· Ethics “plagiarism (cheating)”
· Student involvement in campus activities
· Lack of campus identity
· Cross division and departmental communication and collaboration
· Resource allocation and budget managing
· Campus pride and image
· Respect for staff and faculty
· Customer service
· Technology
§ Need for universal (student) email from admission to graduation and beyond
§ For alumni continued communication
§ Infrastructure improvements “phone, computer network”

Top 3 issues:

1. Customer Service to student & staff: internal and external, Professional Development, embracing student education, developing customer service for alumnus.
2. Strategic Planning Issues: budgeting and resource allocation, academic standards (rigor), is developing a clearer image.
3. Technology and infrastructure improvements: standardizing (required) email for students for transacting campus business.
What is going well at the university?

- University willingness to help out students for success
- Diversity of our students overall experiences
- Good balance between decentralization (individual support for students) and centralization (some aspects of university affairs streamlined)
- Lots of energy within departments to help and serve our students
- Academic Senate: faculty have great representation regarding policies and concerns
- University provides many opportunities for student growth
- Enhancements to the physical look and feel to the university
- Collaboration with the city on various projects: library, internships
- Continually building safer environment on campus: blue lights, escorts, lighting in general
- Various campus wide events: Legacy Day: Tommie Smith, John Carlos; Career Fair/Job Expos; Showcase for Learning; Housing Frosh Start
- Partnership among various departments

What needs improving at the university?

- Academic standards that are consistent between all departments and professors; teaching our students responsibility
- Engaging students in activities/events outside the classroom
- A lot of leadership opportunities are offered, however only taken advantage of by the same student leaders over and over
- Ability to communicate with our students on their level
- Decentralized nature of the university
- Student Life needs to incorporate new incentives to reach students rather than attracting the same student leaders over and over
- A lot of undirected energy within departments
- No strategic direction or vision for the entire university as a whole
- Need top down communication and vision
- Campus Communication
- Accountability and focus of energy
- Knowing who’s responsible for what on campus and within the university
- Missions of departments and divisions need to ultimately be tied to the overall university mission

What are three issues for the campus to focus on this year?

1. Campus Communication
2. Increasing Student Involvement
3. Central Planning: Strategic Direction coming from top down that everyone can buy into
What is working well at SJSU?

· Offer consistent quality in stable core student services
· Campus is attractive
· Library
· Good relationships and partnerships with the City of San Jose
· Great dining options
· International programs (study abroad and programs that bring students to SJSU)
· International House
· IRC offerings and availability to staff and faculty
· New website

What needs to be improved?

· Library hours
· Students understanding of SJSU code of conduct, academic requirements
· Students better able to read and use green sheets
· Communication skills
· Increase/improve ownership of student success
Teachers hold students accountable to standards
Better identification of students who may need assistance to be successful
Increase student responsibility for learning
· Better campus life School spirit: need more student investment in success of the institution
Increase students and faculty’s sense of welcome on campus
Create a sense of campus life
Increase faculty involvement in students out-of-classroom activities
Green space students can play on
· Easier registration
More consistency between colleges for transfer credit and graduation requirements
Offer courses that will allow students to graduate
Increase number of tenured faculty so that there will be an increase in the academic advancement of the institution
· Fundraising/capitol campaign
· Enrollment
· Athletics: maintain DI, better attitude in athletes
· Parking

Top Critical Issues

· Enrollment numbers
· Ability to graduate students in a reasonable amount of time, with quality skills to take into the workforce (particularly written and verbal communication skills).
· Providing things for students to do to keep them on campus when they are not in class.
Table 17

**What is working well at SJSU?**

- Division is doing pretty well given the budget
- Dedicated personnel once students get connected, they love it; positive reactions to school, motivated students
- Part of marketing “positive word of mouth
- MLK library is significant of partnership because with SJSU +SJ
- Attractive; brings people to campus
- Campus Village will also be a positive addition to SJSU “safe, students are OK
- Diversity of campus diversity of students
- Diversity not seen in faculty/staff however, male, white administrators SA has most diverse management staff
- People feel safe on our campus, improvement from how campus used to be in the 70’s
- Campus environment looks better and feels safer
- People like Tommie Smith + John Carlos tie us to history; look at how SJSU has contributed to community “Doobie Brothers, Amy Tan; political activism traditions
- Student activism, was protest, globalization affects, citizen of bigger picture than just the microcosm
- Pride, sense of purpose
- Good to see president walking around campus “relate to campus, student’s easily
- Faculty/staff/senior- level administrators need to circulate with the students
- Housing creates opportunities for faculty to interact with student
- Event series to bring in speakers to build buzz want students to leave with good feelings of SJSU!
- CSU’s mission is truly valuable; marks you proud to work here

**What needs to be improved?**

- Enthusiastic employees within the division who care for what they do “Directors, staff levels
- Dedicated employees + managers “enot the pay “enjoy what they do
- No communication of info. Not disseminated well from top level of SA to employees
- No centralized way to disseminate info to students
- No advertising for programs within SA have to go to university for promotions. Green flyer for today’s event was too late; need advance notice; centralize promotions from Monica’s office
- From the top need to partner, work together, training for what faculty and SA staff could do to help one another, no “vs. them “humanize, collaboration not separate on elitism because with lack/staff; management and staff.
- Students: can’t get clear answers, get frustrated with bureaucracy
- A+R problems - student’s paperwork sets lost frequently “more training would reduce
divisiveness enhance connections to SJSU
· Streamline process because we’re all interconnected; provide good customer service
· Academic/nonacademic: don’t have a sense for what we do; missing that students need to be well-rounded
· Most faculty don’t understand Student Affairs at all
· Lack of customer service on academic side of SJSU; it’s huge in Student Affairs
· First year experience MUSE - acclimate them to university life
· SA relatively new concept in university life - attempt to work together more; some faculty make attempts to capitalize on SA ability to help students, others don’t even care

**Most Vital Issues:**

· Collaboration
· Community
· Communication

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Table 18

N/A

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Quantitative & Qualitative Feedback from Division of Student Affairs Meeting December 12, 2003

**Quantitative Results: 62 Respondents**

Scale: 3 = Agree, 2 = Neutral, 1 = Disagree

1. Good balance between presenting info and gathering input from participants: 2.85
2. Small group discussion was productive: 2.85
3. This conversation will help shape our future: 2.45

**Qualitative Results: 62 Respondents**

1. About the CONTENT: Is there anything that didn’t come up at your table that you think is important and you’d like to mention:
   · Budget cuts
   · Collaboration between Academic Affairs and Student Affairs (2)
· SJSU fails to identify, promote and value consistent integration and application of key strategic values
· Creative and innovative academic offerings
· Annual updates of what’s new on campus in Student Affairs
· Make it student friendly (portfolio) - lots of pictures and not all text
· Restore Program Board to Assoc. Students
· New King Library is considered to be a positive thing for the campus but it is not seen that way by students. Student resources and hours for the library are not good for students.

2. What would you identify as the most important 1-3 priorities that the Division of Student Affairs should focus on in the next year?

(27) Communication between departments and students (getting messages from top levels to employees, collaboration w/ faculty & SA staff, how to identify/communicate our value to university, improving relationships/communication w/ Academic Affairs)
(21) Budget (priority of funds to Student Affairs, dealing w/ budget cuts, enough resources to keep up w/ increased enrollments, maintaining quality)
(6) Strategic planning and resource allocation
(6) Partnerships w/ outside agencies and/or different campus depts. to improve our budget
(5) Create strong sense of campus life w/ core activities (fun/academic/health & fitness/leisure activities; out of class activities)
(4) Improvement in admissions process and student customer service
(4) Stronger leadership of division from the top to inspire SA staff
(3) Identity of SJSU & Student Affairs â€“ who are we?
(3) School spirit including faculty, staff and students
(3) Quality of students who graduate
(3) Student/campus relationships
(3) Advocacy for division on campus (expand role and influence of SA)
(2) Technology and IT Infrastructure
(2) Parking

Priorities receiving single mention:

· Goals
· Student needs
· Multi-culture should be improved
· Challenging students to graduate within 4 years and supporting them w/incentives (i.e. priority registration)
· How do we model at all levels what we say we value
· Improving new incoming students experience with transitions/campus life and solidifying mandatory new student orientation
· Morale â€“ find ways to say â€œthank youâ€ if money is not available
· Get students the classes they need for graduation
· Enrollment
· Continue working to improve the website with updated user friendly links
· Having meetings outside of WACS for coloration and department improvement
· Advertising programs and services
· Reduce charge backs