

## SESSION III – GROUPS A-D

### QUALITY OF CAMPUS LIFE AND FACILITIES

**Question 1: What are examples of UNC policies/processes/procedures that create negative experiences for students? What steps might be taken to review and revise these?**

#### Discussion Items

- Students occasionally get to their classroom and have questions for faculty/staff and those individuals do not have the correct (or any) information about the student's inquiry.
- Some students mention it is difficult to understand or find information about how they will be graded, grade forgiveness,
- There are minor, anecdotal, every-day-life things that happen: "Disagreements" with parking services, things being closed at appropriate/inappropriate times, when do scholarships show up on student accounts, paperwork
- The overall sense that there is a discrepancy between the "normal" bureaucracy/policies and faculty/staff being learners, part of a team/community and supporting students.
- How do we become more of a team who are always trying to help/support students?
- A major issue is that forms, policies, procedures are just created and never really tested to see if they lead to the desired effect or whether there are other consequences
- Bear Mail – students are not using these accounts
- The UNC catalog seems to be fragmented and has made it very difficult to find anything via the UNC website.
- When we award financial aid is too late, students are getting their packages earlier at other institutions
- Students need to have a plan to get financial aid awarded appropriately for Study Abroad
- Our students make decisions later
- Need to have activities on students' schedules (Homecoming Parade at 10:00am.) –Another example parade route didn't hit student areas
- Dining Services (can't take your ice-cream cone out of the dining hall!) Little things that students see that could be v. important to students
- Remove barriers that exist from mistakes from 10 years ago to benefit students
- Customer services needs to be improved—students are seen as an annoyance
- Priority course selection tried to support students so that they didn't have to understand all the complex policies in relation to LAC—
- Financial Aid Counter needs to be eliminated so students don't have to share information at the front desk—customer service
- Must be parent-focused
- Difficulty in transferring – credit transfers
- Most students complain about breakfast – timing and duration
- Information on text books
- Fraiser Hall is not functional for students. They cannot find a place to rehearse or practice.
- Academic classrooms are not up to even mediocre standards. Colleges are forced to raise their own funds to renovate classrooms.
- What does it mean to be a regional school as opposed to a national school? Can we be the best regional school we can be to attract students. Know your teachers, small classes,
- How can we get people out here to see who we are, what are our strengths, what is good about our area?
- We don't have a clear area for a transfer student to start.
- Students/Parents bounced from each office. Person touch is critical. Are there people who can take someone where they need to go? If the primary person to answer the question is not available who can give them some answers and how can we provide them some information.

- New Student Orientation brings offices together to talk. Get staff out of their office.
- What kinds of complaints come from students? Cost of text books. Some textbooks are even available in the bookstore until after the classes have started. Students then start the semester off behind. Some books are available online or articles.
- Issues with Blackboard – shutting down, not getting in, glitches, in access. Needs to be addresses especially for online courses. E-college was another alternative, more reliable although more expensive. Moving tech support to IT. Will this be a good thing? Unknown. This would be a benefit to have more than one person to address issues. Send feedback to Cody Stone so that they can have a better understanding of what faculty and staff want
- Mid-term grades aren't being sent out. Needs to be more effective, only 40% return on grades for students that are required to have them. Math requires 100% response for all LAC classes and is having success. Some faculty is using other means, while others are not responding at all.
- Does faculty see the benefit of mid-terms grades? Seems to be a waste of time. This could be an issue with retention. Very cumbersome currently and if it is something the University really wants to use then they need to find a better way.
- Many factors to consider not just the mechanism of the grade. Participation, attendance

#### **Action Items**

- Generate a mechanism to get student information about this question and distribute this information to faculty/staff.
- Evaluate how we are communicating, specifically mass email blasts, to students as the “shotgun” style does not seem to be working.
- Create an internal & external student advisory group to help us revise the catalog/website
- Rolling financial aid process that takes into account that not everyone is ready to apply by March 1<sup>st</sup>. (PVA students don't even audition sometime until April! Transfer students, non-trads, etc)
- We need to do some research on how other financial aid offices make it work (including community colleges)
- Continue to support and improve Priority Course Selection (Parents and students are v. impressed with this service)
- Should be no skating on campus
- No liquor on campus, why not, may be unreasonable? Would provide a more social environment.
- Registrar's office and financial aid need to improve process, make easier
- Move both financial aid and registrar's office to a more accessible location.
- Financial aid is giving incorrect information – need to be sure that admin office give accurate info
- Financial aid notices need to be more timely – students need to know early what their aid will be
- Do not allow students to add class two weeks into the class.- think they do not have to make up the first two weeks of work. Not a good practice and negative experience
- Book notification book availability – need to get book lists early to student.
- Renovate the resident towers
- Internet in the library 3<sup>rd</sup> floor is not accessible – need to improve.
- Need more outlets in all bldgs. Not nearly enough outlets for lap-top power!
- Need AC in all bldgs
- Classrooms all need to be reviewed to be sure they provide optimal learning environments. Many bldgs are sub-standard.
- Consider becoming part of CU system or CSU system to leverage positioning (name of school) and resources.
- Departments need to be aware of what is going on across campus. Who does what and where can people go with question. University Wide Advising Committee – might be SSAC now? Needs to include faculty from different college
- Cross training among front-line staff to be able to help when primary person is not available
- Get staff to central location that students are comfortable to go to
- Make it easier for students to find out what textbooks are required for the coming terms. Needs to be put out in a timely fashion to allow students to pickup books in advance.
- Faculty might consider using older versions of books so that they can be reused
- Utilize Facebook Market Place or other resources to sell/purchase books
- Provide links on blackboard to online articles and books so that students don't need to purchase books/periodicals.

- Encourage faculty to be flexible in types of books and alternatives to traditional textbooks
- Blackboard has accessibility issues for students that have ADA issues? This needs to be addressed?
- Move visibility of IT people in addition to 351-HELP. A face would be nice and helpful. A walk-up window.
- Send feedback to IT regarding concerns and suggestions
- Mid-term grade policy needs to be utilized more. Without the information advisors can effectively reach students.
- Too cumbersome to go to Insight to find out who needs grades and then go into URSA to get input grades. Technology needs to be developed to allow for ease of reporting. Link from Blackboard to Banner.
- Auto e-mail to professors of students that are required to have mid-term grades reported.
- Make mid-terms grades required across the board.

**Question 2: What are some ideas for user-friendly sources of information for students?**

**Discussion Items**

- E-mail no longer seems to work
- Evaluating how social networking can help and/or hinder interactions between students, faculty and staff.
- URSA could be much improved
- People who care about students—make the phone call, take a walk, etc
- Recognize and appreciate the people who reach out and take the extra step with students
- Need customer service people to be the front line---must be friendly!
- Admissions office has been unresponsive to needs of faculty and staff getting out to the campus community
- Near the Greeley sign—could we put up something regarding to UNC---Home of UNC type sign
- Blue and Gold the town
- Need to expand this discussion on include parents—CSU has made a huge emphasis on parents—telling parents to look for parent programming
- Resources in Spanish for parents and students
- More family friendly environment, culturally appropriate for Latino families
- East African population as a market for UNC—could be an opportunity to look at
- New bear mail a good step in the right direction

**Action Items**

- Challenge students in leadership positions to be more active in communicating to the general student body
- Need people who are friendly contacts for students
- Make a student service bill or rights—what is expected
- Reinstate the Ask Me program and Customer Service emphasis
- Admissions office must be able to respond to the needs from faculty and staff
- Get UNC represented in the schools!!! (In our own areas)
- Parents are having a large impact on prospective students—improve communication to parents
- Reestablish ties with University schools
- Need a parent contact...someone for the parents to talk to; Parent advisory board
- Need to look at other institutions who are supporting parent programming--we need to embrace parents
- Need to explore resources in Spanish

**Question 3: How can we create a university center that is more of a “student center”?**

**Discussion Items**

- It currently feels like a mall/shopping center – consumer model. You come in, get your book, a coffee and on your way.
- It is amazing to some that there are so many closed off spaces in the UC and that groups have to pay for the spaces when we do want to use them.

- Keep things open! (longer operation hours and summer)
- Consumer friendly—students have to pay to use the student center
- Put something in the University Center for students to do.
- Campus history demonstrations---campus pride
- Too “businessy”—need more student-centered environment
- Music addition was nice—students like it
- Remodeling plan? Where did it go?
- 11% of our students are PVA students—why can’t we use them more?
- Do you want this to be a place where students hang out? If you do, you need to create nooks and not make it so sterile---New Hall is a good model
- Ideas: movie theatre, restaurants, bowling alley, convenience store, post office, capitalize on the view of the mountains
- Add a rooftop café
- Conference Services is too much of a priority on this campus
- SRC and UPC are hidden—need to be a more open area
- Stop charging rent for UNC constituents to use the UC
- Provide more activities in the evenings and weekends
- Starbucks should be open on weekends
- Look at the hours the businesses are open
- Add pool halls, entertainment, golf course, putt-putt
- Provide a reason for students to be here in the UC.
- Rent bikes, kayaks, maps, a hub for activities
- Make SCR more visible, clubs and organizations are not visible
- Need to increase participation in student clubs
- Establish a clearing place in the UC for students to connect students with similar interests. Notice of what clubs are available, and a signup sheet for students to express interests in establishing new groups.
- Miss the bowling and the bar and the convenience store. Do students really miss it or is it simply because we don’t have it. Would these be used?
- Usage is important. Selling point for students and parents. Activities available
- UC is a conference center NOT a student center.
- Good place to study – that is what the library should be for
- There are some good things here – James, Einstein, Subway
- Good to use the old registration center FINALLY
- Views of dirt are not attractive
- Recruitment is occurring on Central Campus because it looks better and makes a better first impression.
- Issues with Map quest and other online sites that don’t provide good instructions. What can be done to fix this?
- Theater to provide a program; band, comic, plays. Make food available.
- Funding is low to support the marketing of events in the different offices.
- Summary on UNC Today for students
- It’s more than a computer lab, but that is all students know it as.

#### **Action Items**

- Create a place that fosters engagement rather than a place where students stop in but don’t stay.
- Create more community spaces across campus and in the UC
- Create a boomerang bus stop at the UC
- Evaluate how to make the UC more of a community (game room)/retail (convenience store) location
- Bear Pride needs to be all over—create a group to focus on and develop a plan
- Increase hours of operation, increase student resources
- Must have music, theatre, art represented
- Need to provide basic needs to students that cannot drive (hygiene needs)
- Late night food available – not just taco bell
- Starbucks stay open late
- Need to have newer and upgraded facilities

- Face lift – make it look good
- Better coordination with the facility and class time-line. Why was Carter Hall upgraded during the first week of class? Think before we act and look at the time table.
- Invest in grounds. Make it look good. Need the staff and resources to spruce up the campus. Students are more likely to take care of things if they look good.
- Better relationship with city to point out the University. Banners, signs, etc. Example: CSU has many signs as they approach on I-25 and into Ft. C. More pomp & circumstance!
- Advertise the events better that are going on. There is a lot going on but students go home because they can't find out what is going on. Better marketing.
- Centralized office/location available to advertise events. Make this available to all the departments on campus.
- Make index better online
- Extend to downtown area and work to improve quality. Area between UNC and Downtown is scary to many students.
- Display student artwork across campus more. Paintings, murals, sculpture. Not just at UC, but across campus.

**Question 4: How can we improve the presentation of campus- the external sense of community (grounds, way-finding, flag pole banners/sense of identity)?**

**Discussion Items**

- A staff member had to direct a family to the visitor center when they were standing in front of the visitor center. It is very difficult for students and prospective students to find ANYTHING on campus.
- There is a sense that UNC is distributed throughout Greeley rather than Greeley and UNC are connected.
- Our buildings must be taken care of better—classrooms need to be painted, cleaned, etc.
- Mold up the steps to Candelaria—non-trad student said she only uses the elevator because it is gross
- Restrooms need to be updated—need to be cleaned, toilet paper is stuffed in the holes so that you cannot see in to the stools
- Landscaping needs to be improved
- People walk by Candelaria for graduation
- Graduation needs to be improved
- Better signage on campus
- Banners---need more—more color, more UNC everywhere
- Arts Corridor—student sculpture (like Centerra has)
- Nice little nooks for students---improve the community garden area-reflecting pond
- Historical Markers on campus—originally this is where this original building stood
- Housing trying to make outdoor areas better accessible for technology
- With PVA there should be more opportunities for activities to be made available to students.
- There are more students on campus over the weekend, we just don't know about them.
- Yellow shirts on campus are great!
- CSU and CU gear available at Target in Greeley, but we can't find UNC gear there.
- Build pride in the community as well.

**Action Items**

- Create Kiosks with campus maps and place them at different locations on campus
- Create new ways (painted lines, signs, paw prints) to connect and direct people on campus.
- Need to clean up the buildings that we do have—landscaping needs to be a priority
- Increase signage for parents and students (Campus facilities are working on it)
- Focus on campus face-lift opportunities—use people resources to do the work—use Bear Pride to do this work
- More outdoor seating area's that can be utilized during the nice months & days.
- More bands and activities each semester to keep students around campus.
- Recruit from farther distances so that students cannot go home on the weekends – travel is too far.
- Push marketing to other area's

- More push on the events; in addition to the activity itself push community building
- Organized tailgate for EVERY game not just homecoming
- Staff needs to reflect "it is cool to wear their colors." Face time on Fridays to show school spirit.
- Build pride of school by show off colors – staff to set standard which will pass down.

**Question 5: How do we develop a sense of community within the campus?**

**Discussion Items**

- Create an ethic of care for the campus---we need to feel responsibility for your area
- Need to increase efforts for the environment
- Cans for Candelaria—builds a sense of community
- Concern for the campus morale—we do have problems, but keep it in the family—our care of our community and our campus is that we bad-mouth them—we need to share a positive message
- Cannot slam where we work! We need to get on-board
- Tour guides mention the smell of Greeley—do we need to do that...
- Not many high paying employment opportunities e
- Does the layout of campus affect our sense of community?
- Even CSU parking lots are empty on weekends
- There is not a good central gathering place. (stuff going on - bands,

**Action Items**

- Make it a priority to address the socially stratified community in which UNC exists.
- Need to move forward! We have strengths...we need to share that.
- Add events on weekends, concerts after games, find things for students to do
- Bus for students to take to ski, hike, rent rafts, snowshoes, etc.
- Empower student groups to organize student events.
- Develop a survey for undeclared students to find out what would make their life more interesting
- Collaborate between colleges and create activities that focus on a program to college students. PVA informing NHS students about activities.
- Provide a big place for students to hang out.
- 11<sup>th</sup> Ave divides the campus
- Assemble a focus group to talk about what it would take to get students to stay on campus and to hang out at the uc.
- Display student artwork across campus more. Paintings, murals, sculpture.