

ESU Policy Strategic Plan 2014-2017  
Student Centered Focus Task Force Committee  
November 13, 2013  
University Center Reception Room

Attendance: Joe Akob, Justin Amann, John Elwood, Shannon Frystak, Efa King, Kelly McKenzie, Rhonda Sutton

Scribe: Michelle Keiper

Shannon informed the committee that the Steering Committee and Task Force chairs met last Friday, November 8, 2013 with Ann Duffield and discussed their status of their individual committees and reviewed reports. Shannon stated our committee has met four times and will provide a report to Ann soon, which will include the minutes and a summary, not strategies.

The committee reviewed the comments from the Poster Session and online responses. There appears to be several broad categories. It was decided to focus on the 5 or 6 most common responses. Mentoring and connections with upper classmen and/or faculty, breaking the silos, and transparency rose to the top.

Responses also mentioned faculty is disengaged. Perhaps faculty does not understand the current population and the students are receiving the wrong idea. It is not that the faculty does not care about the students. Consider professional development for faculty and staff that is not just about customer service but also about serving students in the classroom.

There is discussion on campus to create a mentoring program with various departments such as orientation, recreation center, however faculty also need to collaborate. Student Affairs is also working on the possibility of a "paid" mentoring program (not hourly pay rate). Consider pairing freshmen with upperclassmen. Also consider having one on one mentors with students in the same majors, which may also assist with tutoring. Be careful not to have too many "required" mentors for freshmen, possibly allow them to decide.

Student responses indicate that diverse students feel alienated. Diversity needs to be addressed.

Committee feels a first year/freshman experience course should be brought back for students. It was shared that the General Education Committee has proposed a freshman and sophomore experience, which is tied together. The details are currently being worked out.

Service Learning experience(s) allow students to apply what they learn in the field. Students could understand the value of the real world environment and enhance learning. It will also apply a new way of thinking for the students. Student's responses indicated "no more lectures"; this would allow the students to learn outside of the classroom.

Committee discussed the possibility of proposing the reduction of university fees for students who are involved in service learning experiences, including those who are required to pay for their internships, in the strategic plan. Tuition cannot be adjusted.

Professional Development could be offered for faculty and staff to increase customer service offered to students. The University needs to define what the “common understanding” or “standard of an ESU employee” is.

Some students feel there are 2 different expectations scales, that there is a hierarchy at ESU – students and faculty. Students are just as busy as faculty, attending meetings, working and going to school. There is just as much of a return on investment.

The campus community needs to regain its sense of pride and have faith in the school. With pride there is respect for your job and the campus community. This may encourage students to enroll and graduate from ESU, they will have a sense of pride to be a part of ESU.

The student success stories need to continue on the ESU web page. Consider advertising on billboards to recruit students.

Consider creating an Honor Code of Conduct for all students, staff and faculty. Some professors currently have this in their syllabi; it could be incorporated campus wide. It gives a sense of raising the standard and everyone is held accountable.

Shannon will send everyone the draft report via e-mail for their review and suggestions. There will not be another task force meeting scheduled this semester.