

**Strategic Planning Work Group**  
**Student Life and Support Services**  
**March 10, 2006**

Attending: C. Broadbridge, L. Brule, A. Barton, J. Ciarlone, B. DeLauro, M. Raffone, T. Ferruci, P. Whelan, B. Stiles, K. Mann, L. DeLuca

Reviewed agenda prepared by chairs.

Chairs have identified topics for group to consider. The working group has also made a commitment to keep all conversations held in this group confidential. Over the next week post other topics to the “Students USP Discussion Group” on MySCSU. Think about impediments for various processes. One example: open enrollment in admissions causes problems in other areas. Also, for those things we do well – how can we make even more efficient.

Reviewed calendar of work group meetings. Brian DeLauro is not able to make Friday afternoon meetings right now. If his commitment does not change we will choose another meeting time.

Group will be provided with reading materials for review. SCSU Academic Strategic Plan 2004-2009; ROSS Committee Final Report Recommendations; Enrollment Management reports. Monica Raffone will also provide some statistics she has kept when conducting exit interviews.

**Open discussion highlights:**

- Retention is a big problem.
- Southern admits people that “can’t” succeed.
- If enrollment standards remain the same, finance and advising need to change their focus.
- Resurrect the “Freshman Year Experience” course. No one took “ownership” of the course when created initially. One suggestion – have qualified graduate students teach the course. Last time there were union issues as to who could teach the course. Research other schools to see how their program works.
- Christine Broadbridge has asked Marianne Kennedy for a listing of “peer” institutions.
- There currently exists a lack of customer service towards students; a lack of cross-training among departments; lack of communication throughout the University.
- All employees, whether faculty or staff, need to know what other areas do and how they work. Currently some departments are giving wrong information about other departments to students.
- One area of concern is the use of student workers as front line staff. Students with questions/problems do not want to talk to fellow students – they want to talk to someone with “authority”. Same holds true for phone calls.

**For next meeting on March 31, 2006 at 1 p.m.:**

- Post any additional topics for discussion.
- Review areas for the focus of discussion and action plan.
- Review reading materials, specifically the academic strategic plan and identify areas that relate directly to students.
- Actively participate on the MYSCSU list serve .