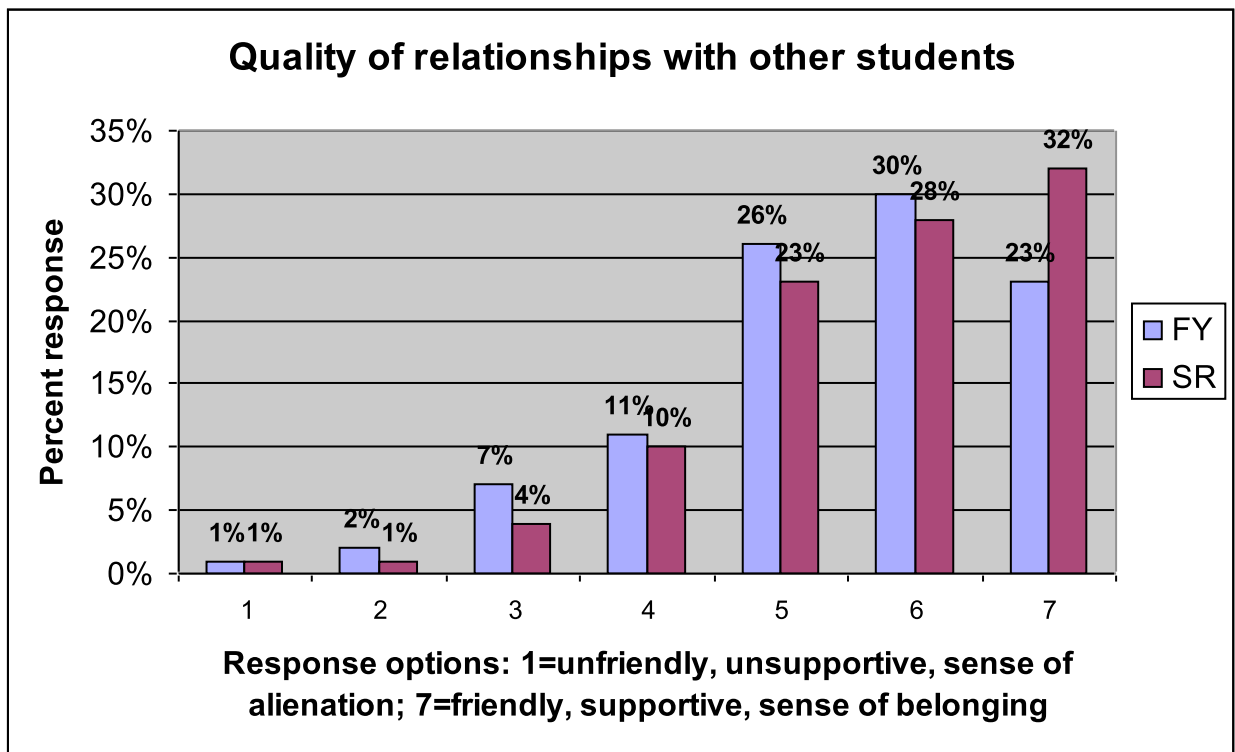


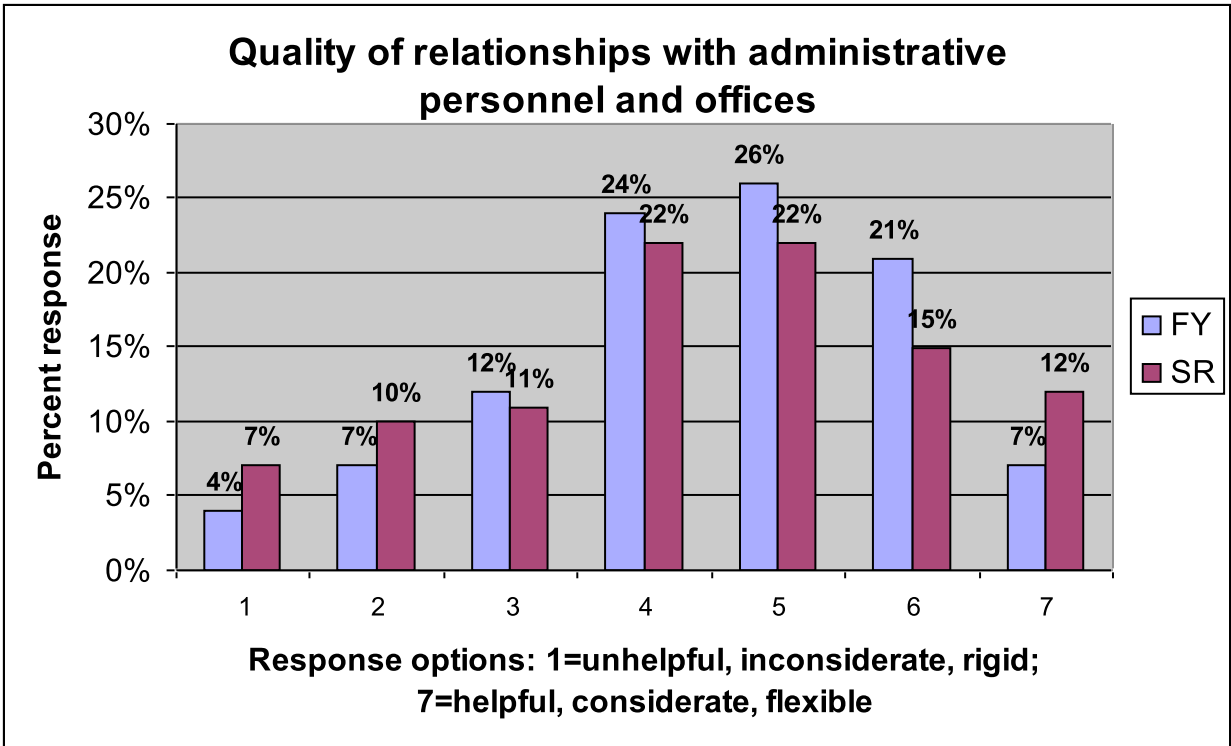
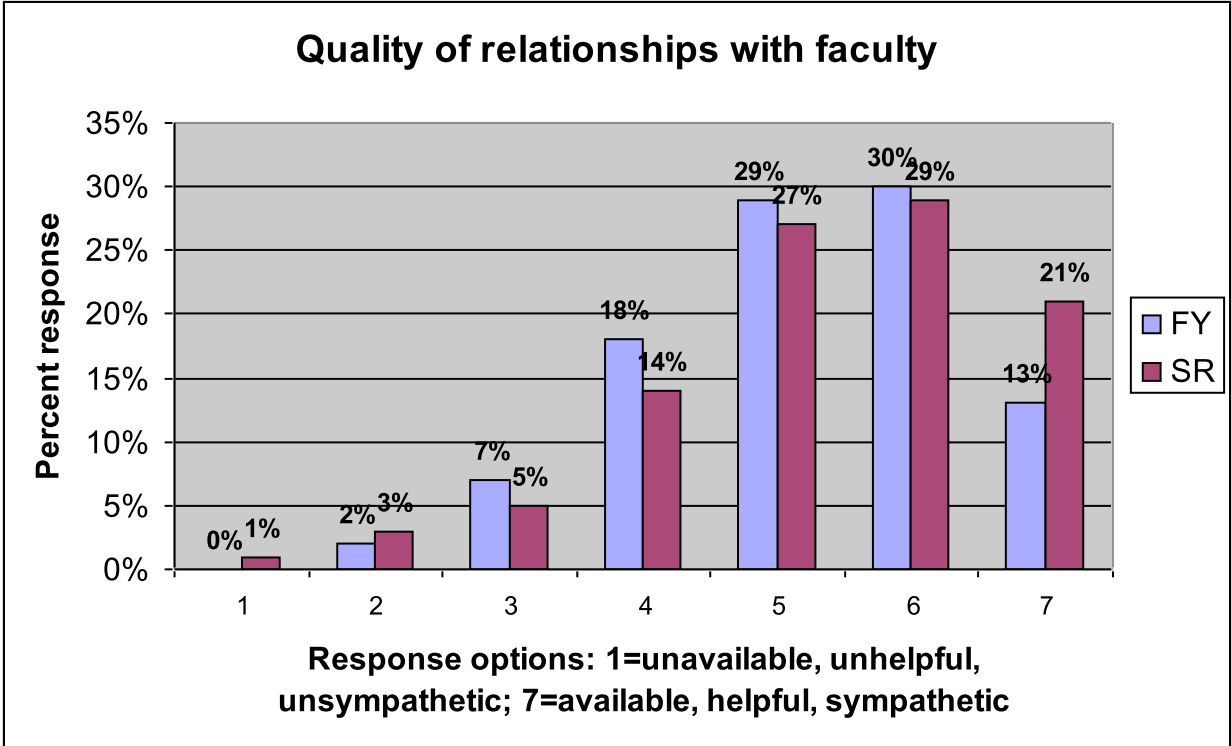
CREATING A COLLABORATIVE AND SUPPORTIVE ENVIRONMENT
NSSE UCF WORKGROUP
February 14, 2005

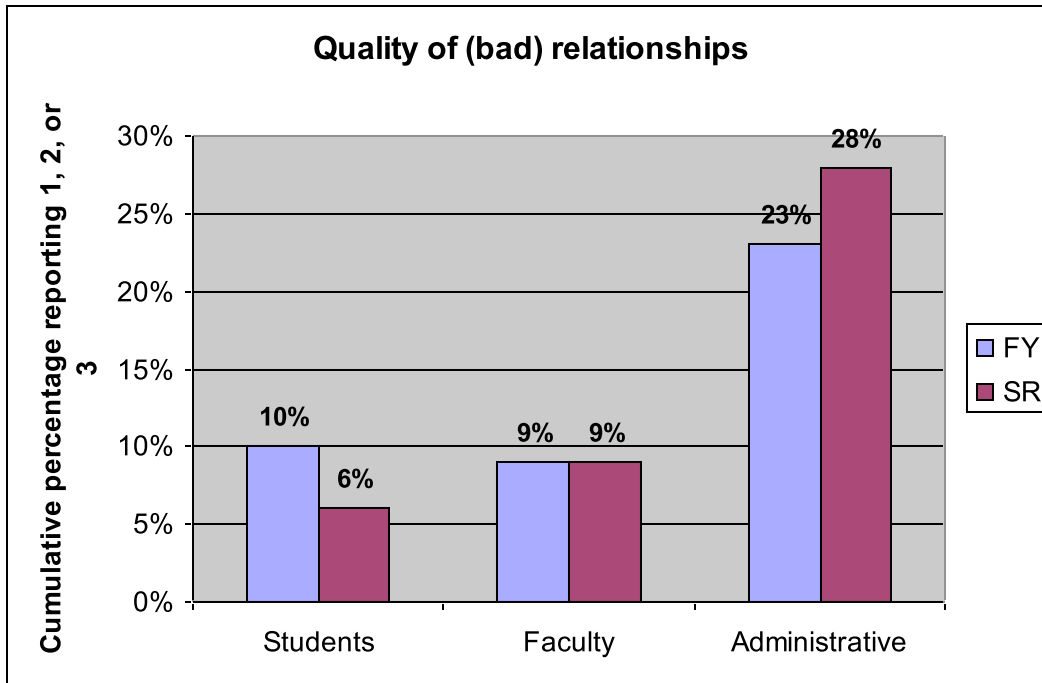
Participants: Robert Armacost, Richard Harrison, Judy Luckett, Jill Holburn (sp), Kelly Astro, JoAnn Whiteman, Paul Dombrowski

Process: The group reacted to the NSSE results regarding student relationships with educational support offices and brought significant personal observations regarding the kinds of information that students can get and the way that they observe students being treated in the support environment. The participants noted the obvious absence of any educational support representatives (e.g., SDES) at the NSSE workshop. They thought that they should have been there, particularly for this issue of increasing the collaboration between academic and administrative units.

NSSE Results: The following graphs summarize the NSSE results on question 8.







As part of the discussion, the group recommends the following objective for follow on study in order to improve the quality of relationships with administrative personnel and offices.

Objective:

To create better information about the availability of educational support services and to improve the quality and user-friendliness of support services and offices and interaction with academic programs.

Observations, Potential Solutions, and Strategies:

The following specific observation identify issues that should be considered in follow on discussions.

Need to have a means of letting students know what services are available and how they are accessed.

Freshmen skills course (SLS 1501 Strategies for College Success) provides an effective means of introducing students to basic skills and educational support services.

- Develop assessment process for SLS courses

Consider required SLS course for all students (non- or limited credit).

- Consider impact of “excess hours”

- Include instructor “coordination” and best practices

Service observations:

- Some services are not as user friendly
- Front desk problems
- Processing of materials (transcripts)
- Processing delays at central level

Initiatives to consider:

- FAQ—students services
- Coordinated student services website
- Problem-based diagnostic system
- Restore services for non-traditional students

Campus community:

- Make UCF Report timely and relevant
- Increase visibility (paper version?)

Coordination of Undergraduate programs

- Primary UG website
- Coordination with SDES