

Office of the Vice President for Student Services
Sam Houston State University
Mr. Keith Jenkins for Mr. Frank Parker

Vice President for Student Services Information Exchange Luncheon

with Dr. James Gaertner and Dr. R. Dean Lewis

Wednesday, March 18, 2009

Lowman Student Center, Room 304

Discussion Notes:

Students were asked to share their experiences at SHSU, explain why they chose SHSU, and discuss those things about the University that they would change or improve.

- Reasons why students came to SHSU:

SHSU has the best Criminal Justice program.

Personal attention from staff and faculty

Music classes are for 12 or fewer students.

Great relationship with faculty

Quality of teachers

Music school is one of the best programs in Texas.

Received \$10,000 scholarship

Faculty members get along and genuinely care about each other.

Faculty reach out to students who are falling behind to find out what they need.

Classes that include internship component give students experience and credit.

Students in musical theatre program are cast as freshmen and professionals in

New York City know of SHSU's positive reputation.

SHSU class in auditioning and the well-rounded music program and recruitment

Speech Communications faculty is a jewel. They are the most professional and kind faculty and are dedicated to students.

Found a family at SHSU, not just an education

Came to SHSU after dance convention

- Changes students would make at SHSU:

Smoking in front of doorways within 25-foot smoke free zone and on campus in general is a problem. Second-hand smoke is a serious problem for vocalists, who use their voices as their instrument. Some buildings have cigarette disposal containers within the 25-foot zone.

Book prices are too high, and students do not want to be required to buy a text that has only a few chapters assigned. There are no used textbooks available for sale. A student employed by the University Bookstore explained the staff tries to service the students and strives for 100 percent customer service. If a professor does not assign the same book as the previous semester, a used book may not be available. Another student encouraged buying all the textbooks assigned and not being concerned about new editions because they are important to acquiring the best

education. A student, who studied in Spain and Mexico, explained there are no books bought back from the students and used books are not available in other countries. She is happy to get something back. Other students buy online, international editions.

Services on campus are not available in the summer for students who are not enrolled in summer courses. Enrollment is not in place for access to HKC, Library, Student Health Center, etc., although individual will enroll for next long semester.

Add a University-wide recycling program available to students and campus facilities. * *Dr. Gaertner requested follow up on this item.*

Add a shuttle system around campus.

Line at Einstein's Bagels is frequently too long and would like more personal service.

Computer lab in HKC has only four computers and the printer never works. The HKC upstairs classrooms are old and outdated. Desks are slanted, and equipment and furniture is broken.

Faculty do not know how to use technology on campus, especially in new buildings.

There is a lack of tradition to rally around.

During finals, the Library should be open longer. * *Dr. Gaertner requested follow up on this item.*

Concerned with College of Education and class schedule problems resulting from Hurricane Ike cancellations.

- **VPSS Luncheon Follow-up Questionnaire Results**

A total of 23 students attended the luncheon, and 22 responded to the anonymous questionnaire. The group was comprised of freshman, sophomore, junior, senior and graduate students who participate in social and academic organizations on campus.

Scale

- 1 – Completely Agree
- 2 – Somewhat Agree
- 3 – Neither Agree nor Disagree
- 4 – Somewhat Disagree
- 5 – Completely Disagree

Statements

A. *My questions and concerns were addressed OR I was provided information to follow up with an appropriate faculty/staff member or department to resolve an issue.*

Response: Completely Agree – 15
Somewhat Agree – 5
Neither Agree nor Disagree – 1
No Answer - 1

B. *The topics discussed at the luncheon were relevant to me and/or my student organization.*

Response: Completely Agree – 17
Somewhat Agree – 3
Neither Agree nor Disagree – 1
No Answer - 1

C. *I was able to share my opinions openly and thoroughly with students and the administrator(s) at the luncheon.*

Response: Completely Agree – 19
Somewhat Agree – 2
Neither Agree nor Disagree – 1

D. *I believe the opportunity to meet Sam Houston State University administrators is a benefit to students.*

Response: Completely Agree – 21
Somewhat Agree - 1

E. *I would attend another student/administrator luncheon.*

Response: Completely Agree – 21
No Answer – 1

Guest Comments: *Students were asked to complete the following sentences and offer any additional comments. In general, the student comments are typed below as they were written.*

AT THIS LUNCHEON, I LEARNED

...about departments other than my own, their accomplishments, and their concerns.

...books are 2-3 times more expensive in Spain.

...that there are people up in the higher ranks who agree with what I have to say.

...how much the administrators care about the students and that they are concerned about what our needs are and what we hope to change about the University.

...that each student has a different perspective on how many ways to make the University amazing.

...there are more aspects to problems than once thought. There are two sides to a coin.

...most issues presented have already been addressed by faculty, which is encouraging.

...that we have an outstanding Musical and Fine Arts program.

...that smoking on campus is a big deal to others, not just me.

...a lot, especially as a Student Government official. I listened to complaints from other students.

...the faculty are actually concerned with the needs of the students.

...more about my University.

...that our administrators are sincerely concerned with our concerns.

...about other students and what they were thinking about the University. I loved hearing the President tell problems and successes of our University.

...about other students and their concerns about SHSU and found out we agree about some of the same things and it was good to hear some things are going to change.

...that the student community is close and friendly, and resources like these help a student that comes from far away, like myself, feel right at home.

...how great SHSU is.

TO IMPROVE THIS PROGRAM, I WOULD

...a lot more time for questions and encourage attendees to prepare comments beforehand.

...keep it the way it is. It would be nice to have this more often.

...love it if we had an opportunity to meet again possibly in the evening because we most would probably have a longer break.

...make it bigger!

...keep this going.

...have prearranged topics to discuss. I would have the President and VP ask questions.

...market it more to students and have it more frequently, possibly once a month.

...nothing as of now because I enjoyed the luncheon.

...have more representation from different departments on campus.

...continue to have these luncheon types, maybe on a broader scale somehow.

...suggest that the administrators give some advice to the students.

...keep this program going.

...improve parking or have this lunch more often.

...have it more often, maybe once or twice a semester. Keep the library open later on Fridays!!
Thanks for our new building!!!

...schedule it at a time when students didn't have as many conflicts or provide letters to excuse them from class so that the conversation wouldn't have to be interrupted.

..implement personal chats with the administrators.

...nothing. It was great.