Student Access Subgroup Meeting 11/11/19

Dahlberg, Uzman, Rosebrough, Stempinski attended

Reviewing the five strategies from 11/4/19 meeting: where we want to be and where we want to go

A distinction between a published plan versus a work plan

We need to be more proactive with financial aid –this is something to discuss within the entire Student Access Work Group

There is a lot of unclaimed financial aid. How do we deliver it more efficiently and productively?

Students are swayed by the financial aid package they are offered. Right now at UHD students do not receive this information until it is too late for comparison

Biggest chunk of students shop and enroll at the last moment. We should not force everyone to find out so late. We should be able to get this information to them earlier. Right now, we do not have a process to pull packages together quickly. We need to have some packages available for those last minute students. Once transfer students are here, they get it (understand UHD process). Students can go through orientation without financial aid information.

Two populations of students, Freshman and Transfer, that need to be processed differently.

Student access information should be disaggregated, separated into enrollment piece and access piece.

Getting to UHD may become more challenging if highway projects move forward. For example, there may be a land swap, loss of some student parking, and some student parking moved. However, we should leverage our location to be positive. How do we deal with programming and scheduling (spatial and temporal) in response? We could make getting to campus more accessible by promoting use of metro lots. We could also promote online Master’s degrees as we are close to the number of online undergraduate degrees that work statistically. We want to be intentional and careful of how we deal with undergraduates.

Dr. Uzman suggested looking at campuses similar to UHD: CUNY campuses, San Francisco State and Cal State East Bay

Students encounter a communication bottleneck with Financial Aid. Not enough staff to field questions. Individuals at the help desk are not empowered. An appointment is needed to speak with Financial Aid counselors/advisors. Online information includes email but not phone number contact information. Progress slowed down by PeopleSoft implementation; the student tracking system that was introduced a few years ago had to be put off. Need a steady number of advisors to match suggested advisor to student ratio (national average is 375:1 according to National Academic Advising Association). Suggestion is to increase the number of advisors to withstand turnover.

Also important is a consistent training piece for advising staff on how to communicate with students.

Right now PeopleSoft is not so friendly. EAB will be an improvement.

When transfer from community college to four year, we look at the level of classes taken at community college when transferring credits
Student Access runs from admission to first day of class. The process should be supported, seamless, and easy to follow.

Creating an inclusive community: Access should be easy for all groups. UHD attracts mostly first generation students. There are four significantly different cultures within the milieu, including international students.

Recommendation is to create focus groups with advisors and admissions.