

# Task Force Reports - Visioning Project

East Tennessee State University

## **Student Life and Services**

December 5, 2012



Dr. Joe Sherlin, Vice Provost and Dean of Students

Dr. Sally Lee, Associate Vice President for Student Affairs

## | The Charge

1. The group was asked to apply our collective expertise in a visioning process to identify “what if” opportunities in student life and services, which included the following:
  1. Enrollment size, mix, and geographical footprint
  2. Campus environment
  3. Residence Life/Commuter Life
  4. Cohort and Online Students
  5. Campus activities and recreation
  6. Internationalizing the campus
  7. Diversity
  8. Enrollment, matriculation, and financial services



# | Visionary Opportunity

Student Life and Services

**ETSU will be a premier student-centered University fostering a transformative educational experience that affirms the value and richness of human diversity**

- Student Success
- Environments for Students
- Student Engagement



# | Success

## **Become a national model in student programs, services, and outcomes related to student persistence and graduation**

- Develop an integrated first year experience program that fosters connection and belonging
- Become a national leader in addressing college costs and debt by maximizing financial support, financial services, and financial education
- Provide outstanding and accessible academic support services, academic advising, and career development that enable students to plan, develop, and complete an informed path to major, degree, and career



# | Environments

**Enhance the University's physical and virtual campus to promote student life and provide student services that are accessible, seamless, supportive and affirming of a diverse learning community**

- Expand and improve student centered facilities and spaces on the campus
- Establish integrated enrollment services center for students (one stop shop) and explore other opportunities for service integration
- Develop virtual campus services focused on 24-7 access for online, distance, and commuting students



# | Engagement

## **Build a culture of involvement, learning, leadership and service in which students are actively making a difference in the world**

- Provide a diverse array of engagement opportunities for students to have a transformative university experience that effectively meets their needs
  - Expand academic, social, and cultural activities on the main campus to create the expectation of engagement 7 days a week
  - Develop and implement a plan to increase the utilization of technology to enhance student connection and engagement
- Develop a campus culture of acceptance and respect that demonstrates the value and celebrates the richness of human and intellectual diversity
  - Create a model multicultural center that is a multifaceted campus hub for diversity



# | Visionary Opportunity

Student Life and Services

**ETSU will be a premier student-centered University fostering a transformative educational experience that affirms the value and richness of human diversity**

- Student Success
- Environments for Students
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## 4 | Comments & Questions





# **The Committee for 125**

**December 5, 2012**



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**Committee for 125 • Task Force Presentation  
East Tennessee State University • December 5, 2012**

**1 | Visionary Opportunity: ETSU will be a premier student-centered University fostering a transformative educational experience that affirms the value and richness of human diversity**

## **Student Life and Services**

1. Success - Become a national model in student programs, services, and outcomes related to student persistence and graduation (impacts all areas)
2. Environments – Enhance the University's physical and virtual campus to promote student life and provide student services that are accessible, seamless, supportive and affirming of a diverse learning community (impacts all areas)
3. Engagement -Build a culture of involvement, learning, leadership and service in which students are actively making a difference in the world (impacts all areas)



### 3 | Multiyear **Activities - Success**

**5  
year**

- **Develop a comprehensive First Year Experience (FYE) program (Best practice benchmarking; develop and implement plan; market as distinguishing feature of ETSU)**
- **Become a national leader in addressing college costs and debt (Develop student funding strategies to maximize support and align with enrollment goals; maximize integration and accessibility of financial services; develop financial literacy program with on-ground and virtual resources/services)**
- **Develop and provide a model for developmental advising that is integrated with academic and career support from year 1 through graduation (Best practice benchmarking; assess/review current system; develop and implement plan)**

**10  
Year**

- **FYE program recognized as a national model (Develop and expand virtual components to address distance, cohort, and online students; ongoing faculty and staff participation and development)**
- **Implementation/assessment of student funding efforts; integrated and accessible student financial services; expanded financial literacy efforts; consideration of national center for study of higher education costs and debt**
- **Intentional and connected model of advising, academic, and career support (Refinement of integrated academic and career support, with virtual services)**



### 3 | Multiyear **Activities - Environments**

**5 year**

- **Expand and improve student centered facilities and spaces on the campus (fine and performing arts/convocation center, university center, welcome center, review university school facility, Sherrod Library, cross-functionality of athletic facilities)**
- **Establish integrated enrollment services center for students (one stop shop) with 24-7 access/explore other opportunities for service integration (Advising Center and Academic Achievement Center)**
- **Develop virtual campus services focused on 24-7 access for online, distance, and commuting students (academic, career, counseling)**

**10 Year**

- **Pursue opportunities to expand the geographic footprint of the main campus (ex. millennium center; adjacent property)**
- **Increase green space/pedestrian accessibility, informal gathering spaces, integration of academic and social spaces**
- **Develop and expand university housing options (ex. on-campus Greek housing; intergenerational)**
- **Consider single Academic Health Sciences location at the VA to foster collaboration and enhanced student experiences (10+ years)**



### 3 | Multiyear **Activities - Engagement**

**5 year**

- **Expand academic, social, and cultural activities on the main campus to create the expectation of engagement 7 days a week**
- **Create a model multicultural center that is a multifaceted campus hub, providing educational programming, support services, training and opportunities for dialogue among students, staff, faculty, and alumni**
- **Build upon current traditions and create memorable shared experiences that promote connection and identification with the University (ex. convocation)**
- **Develop and implement a plan to increase the utilization of technology to enhance student connection and engagement (ex. social media platforms, mobile applications, virtual student organizations)**

**10 Year**

- **Create diversity initiatives and build upon current successful efforts to ensure the institution attracts and retains a faculty, staff, and student body that reflects the University's commitment to diversity as integral to global citizenship**
- **Develop capstone program to ensure that all students will complete an integrated experience at the local, national or international level**
- **Develop an institutional culture of engagement that results in students actively identifying and promoting the University brand**

