

**From:** [Bishop, Wilsie Sue](#)  
**To:** [Cradic, Mary Elizabeth](#)  
**Subject:** FW: Move to 18,000 students.docx  
**Date:** Monday, March 12, 2018 1:36:03 PM  
**Attachments:** [Move to 18,000 students.docx](#)

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Let's hang on to these for May....if we do the 18000 discussion. I suggested to Stefanie that she hang on to them also.

Thanks,  
Wilsie

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**From:** Murphy, Stefanie Louise  
**Sent:** Monday, March 12, 2018 10:58 AM  
**To:** Bishop, Wilsie Sue <BISHOPWS@mail.etsu.edu>  
**Subject:** Move to 18,000 students.docx

Good Morning Dr. Bishop

I collected comments from Staff Senate and a few of their departments on what it would take to get us to 18,000 students and potential departmental changes needed. I hope this provides some more talking points.

Stefanie

Comments for Dr. Bishop regarding Strategic Plan Goal:

What will it take to move to 18,000 students?

- a. We would need additional parking
- b. Improved classroom and more classroom space
- c. Additional advisors
- d. Building and Staffing Residence Halls/Apartments
- e. Employing additional Facilities, Public Safety and Housing Staff
- f. I believe we are currently making strides in the right direction towards this; because many of the questions about college enrollment are around financial aid/scholarships I believe we have made the necessary changes to encourage students to attend ETSU and that financial help will be there. And as budgets are decentralized the recruitment effort is now on everyone. I do think that we will see an increase in departmental marketing and branding efforts. However, this shouldn't be seen as a competition but as an opportunity. All of campus will need to get on board with this concept, and for all of this to happen campus collaboration will need to be at an all-time high. Additional thought should be given to departments working together to communicate with prospective and new students in an effort to stream line communication.
- g. In our area this will have a significant impact on how we coordinate orientation, extended orientation, and family programing for our students. This would likely require additional orientation dates and likely an overall change in how we coordinate our orientation program. Some impacts may include hiring more student leaders, restructuring of extended orientation (Preview) to accommodate more attendees, and a reconsideration of all first year programing for students.
- h. We would need more buy-in from campus on having more orientations as well as support in the services provided to that many students. Again, if those services are going to accommodate more students than our office is going to push for more/better programming. Additional staff will also be required over time.
- i. the College of Public Health, has been growing for several years. We are currently running out of lab space and classroom space, especially for our undergraduate Health Sciences majors and also non-majors in that field. As you know, Lamb Hall will have an addition built soon so that will certainly help, but the current building (Lamb) also needs some renovation. We have classrooms now that can be renovated to make them larger, update our labs to current state-of-the-art labs, and also provide more offices for faculty and staff. We are certainly happy that we have grown so much, but we also face "growing pains" as a part of this growth. I say, "bring on the students", but we need resources to expand and renovate our building and hire more instructors.

j. In Financial Accounting under Business and Finance an increase in students will lead to an increase in workload pertaining to bank reconciliations, credit card payment reconciliations, agency funds (assuming there would be more student clubs/organizations), and marketplace activity.

k. There would be an increase in capital projects to handle the need for more housing, classroom space, etc. increasing the accounting in their office. It is already on budget to hire a Capital Projects manager due to the TBR changeover.

l. The Bursar office naturally will experience an increase in work capacity. There would possibly be a need for 2-3 positions in order to provide the best service.

m. While eliminating the Promise to Pay and placing students in payment plans has helped, students still need their hands held. The Bursar's office has to continually review student accounts as financial aid and payments process. As an added service, they will even help students by searching for scholarship funds at the Scholarship office, Diversity, and Departments. Even with all of this extra help, unfortunately, collections still come into play. We currently have one employee that handles all collections. Another position will more than likely be needed with a large increase in students. Another concern would be to make sure our technology can handle the workload. The Bursar was not sure of Banner's capacity but knew that Touch Net (payment system working in conjunction with Banner) could handle about 24-25,000 students. Some more features available could be added to help the processing.