

# Student VOICE Survey #1: Student Support Services

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Indiana University-Purdue University Indianapolis  
February 22, 2008

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## Overview

The purpose of the Student VOICE Project was to identify student recommendations for their **V**ision **O**f the **I**deal **C**ollege **E**nvironment. This is part of the development of a new master plan for Indiana University, headed by President Michael McRobbie. The project has a Web site at IUPUI: <http://www.iupui.edu/~sldweb/dos/voice.html> . In addition, an Oncourse site was created to host articles and discussion forums for the project.

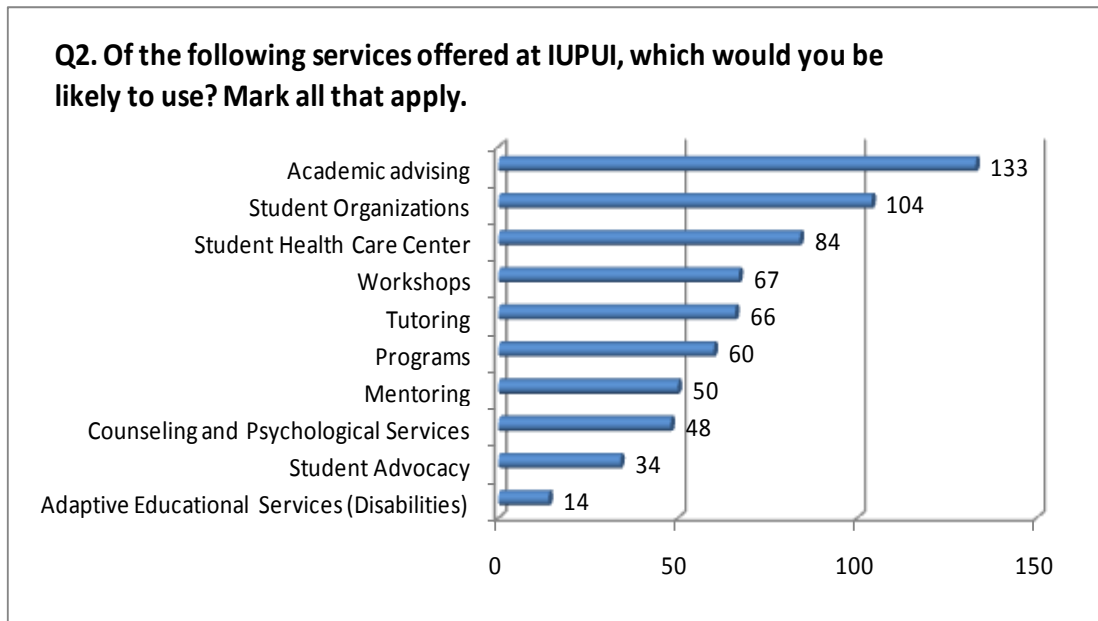
President McRobbie launched the project at IUPUI on November 1, 2007. At that time, students were organized into five sub-committees addressing the intellectual, social, and campus-living environments, as well as the off-campus student experience and support services for students. Discussions within each sub-committee were intended to be broad-ranging and to allow members of the committee to offer specific recommendations to President McRobbie.

This project is a small-scale qualitative research study. Qualitative research focuses on depth of exploration into a topic through a variety of sources. This report provides data on just one source of information, namely an informal survey administered online. Through the survey data, committee discussions, focus groups, and other in-house data sources like NSSE and the Student Satisfaction and Priorities survey, a descriptive view of the Student VOICE will emerge.

The pages that follow contain results from the survey used for assessing student services at IUPUI. There were 173 respondents. The objective questions are first, followed by an analysis of the open-ended questions. This survey was administered online via SurveyMonkey.com, and it was promoted through word of mouth, listservs, JagNews, and JagTV.

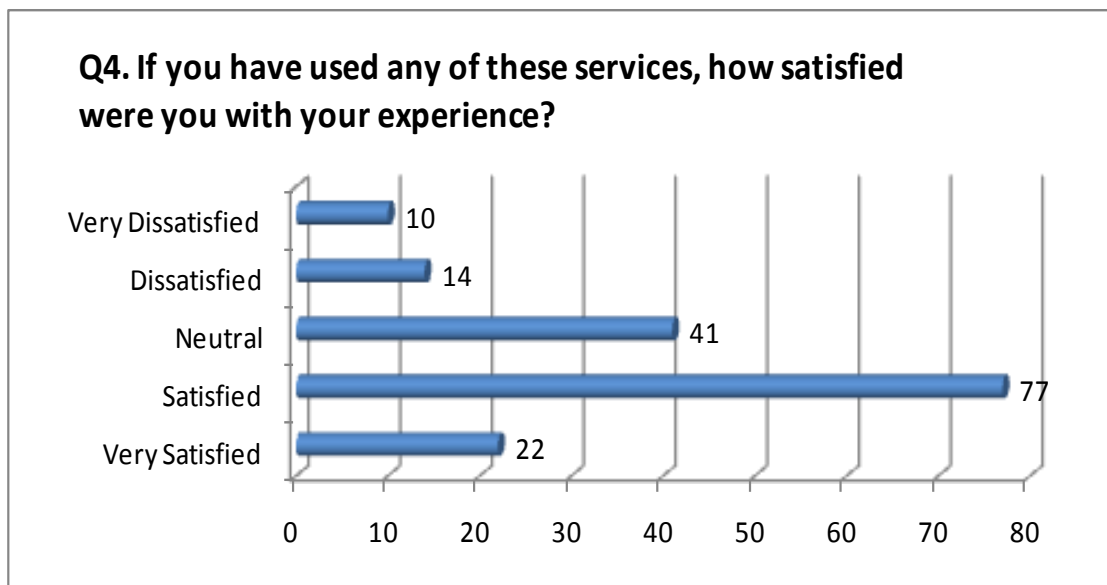
## Results of Objective Questions

### Question 2:



There were 172 responses to this question, and they are ordered here from most likely to least likely. Many students responded to more than one category.

### Question 4:



One hundred sixty-four students responded to question 4. Approximately 60% of respondents indicated satisfaction with their experiences interacting with various student services at IUPUI.

## Responses to open-ended questions

### Question 1: When you hear the words “student support services”, what comes to mind?

This open-ended question garnered 152 responses that covered a variety of topics. Students described support services in a variety of ways. Most students referred to support services as those that help many students with different individual needs. Some simply listed examples of services that exist on campus. Others mentioned mentors or counselors as being important to them. A few students expressed dissatisfaction in the current level of support they have received. The quotes below were chosen to highlight expressions of the students’ ideal support services, and some also present praise, or a critique, of the present state of support. A more complete list of these responses can be found in Appendix A.

- A service to help students with the things that matters most to them.
- A place/service that will help students who have questions/requests/needs ranging from financial aid to scholarships to parking on campus to registration, etc.
- A representative Program with the goal of advocating the needs, concerns, and rights of the Student Body of all the IU/Purdue IUPUI campuses.
- Services that help students get the most out of their college experiences.
- A service for students to use when in need of support.
- Services that provide resources to the student body to assist in the growth and advancement in college
- Capabilities that the school provides to help me plan, conduct and track my education at IUPUI.
- A place to get answers with "real" people not e-mail, not telephone. A haven if you will so that students can unwind, a quiet area. Someone to talk with that will let you let off steam, someone to help guide you, etc. Quality food offers (not Chartwells),
- The resources and services that the university seeks to provide to help students improve their academic, social, communal, and general experience.
- I think of people on campus trying to help the students attending IUPUI. Every time that I have come into contact with these services they are very willing to help and are very nice. The support services at IUPUI are a great resource.
- Assisting students in making the BEST decisions in their academic career, accurate class schedule assistance, knowledgeable personnel concerned with what the student needs and wants...not just what a student "can and can't do"...IUPUI doesn't have student support services with this description. My schedule has been messed up more than one semester due to students working to put a few bucks in their pocket and not really concerned about what I needed to have happen, didn't know what advise me on, or just told me "go home and set something up that works for you." That's ridiculous.
- Honestly, complication comes to mind. It seems rather difficult to find the exact answers you are looking for in the right place.

### **Question 3: Are there other services not listed in Question 2 that should be offered as a service at IUPUI?**

Sixty-one students responded to this question, though 16 of those responses were “none.” Of the 45 responses with suggestions, many mentioned services related to financial aid, which is notable given the presence of Student Financial Services. A few others mentioned a centralized directory service or a general location for asking any question so that students could use one specific location where they could turn to find out information on services they need. Some of the comments indicate that students are not clear on what the specific office provides. For example, one student believes that Adaptive Educational Services provides services for adult students, where they really provide services for students with disabilities. Another suggested an emergency loan program, where one already exists. In addition, two respondents mentioned a need for a gym or a pool, when one already exists on campus. Based on some of these responses, it is likely there is a need for better promotion of the already-existing resources.

Some highlighted quotes appear here, with the remainder in Appendix B.

#### *General suggestions*

- There should be a directory service that tells you which service to go to for your specific need.
- A service for general information about the campus and what it offers. I work on campus and cannot tell you how many students ask question in my department that have nothing to do with my department because they either do not know where to go to get that information, or they got the brush off from other departments on campus. Sometimes, the students will run all over campus just to get an answer to one question. Like, for example, where do I go to drop a class. Or, who do I talk to about....whatever. A university as large as this one should realize by now that it should not always rely on a computer to give the answers to students, especially non-traditional students who wouldn't know where to begin to look in the first place.
- It could be an organization, but it'd be nice to have a way to get to know the city and surrounding areas with others.
- Student financial service ( not Financial Aide) but to help student figure out how to get out of debt, or since we are student we don't have a lot of money, service to help us get financial help.
- Some service that provides for more traditional style students. The ones that are on campus all day and that live on campus or close to it.

#### *Suggestions for services that already exist*

- Financial aid (4)
- A gym or a place to workout (2)
- Working adult programs similar to AES. Many students aren't the typical straight-out-of high school student.

[RESEARCHER'S NOTE: AES does not provide working adult programs. Rather, Adaptive Educational Services provides services for students with disabilities]

## Appendix A: Selected open-ended responses to Question 1

### When you hear the words “student support services,” what comes to mind?

- People that will help me achieve my goals.
- undergraduate admissions and problems
- Advisors, student liaisons.
- the writing lab, advisors
- AES
- Honestly, complication comes to mind. It seems rather difficult to find the exact answers you are looking for in the right place.
- how much is this going to cost me
- A group of various members who use resources that it has available to help students get through college easier by performing such services as counseling, mentoring, and advising
- Advising, counseling
- Counselors that assist students academically and financially.
- Counseling, advising.
- a place that helps students in making decisions
- If it's at IUPUI it's awful!
- That Adaptive Services has not responded to my email in almost two weeks and that IUPUI has VERY limited student support services.
- People who help students find out information that they need to find.
- Help for student when they have academic difficulties and general academic enquiries.
- help for students
- Something that is going to let the students get help for anything that is needed
- Helping foreign students find off-campus housing, choosing a doctor, SSN and transportation in the evening.
- help student in their college life
- academic help, counseling, student involvement
- What comes to mind is a group of people who are consistently around to help any student of any background with whatever problems and concerns they may have whether they directly deal with college, or with life in general.
- assisting with my needs as a student
- Help
- Services where any student can contact or visit and solve problems such as concerns, comments, personal, etc.
- People in the offices such as financial aid, registrar, dean's offices, etc.
- Help Desk
- Some sort of help desk. technology or something.
- Technical Support
- I'm not sure because I've not experienced student support services. I'd assume they help with applications for scholarships, fin-aid, and other social issues that students are confronted with. (helping find internships, helping find relevant extracurricular activities, health insurance, medical treatment, etc)
- Services able to help students in many different needs
- Organizations and services that help students with their college experience - academic, personal, social, etc.

- Somebody or a program that is there to assist to my needs as a student on this campus at IUPUI.
- a group of people that are helping the student body as a whole
- A student having someone whom they can go to when they need to be assisted.
- Services that are provided by the school to help students progress further along in the academic careers.
- This is where I can get all of the help I need as a student with questions---they can help me with anything.
- Help for students
- Helpful resources for students to excel
- A school program that offers various types of help to students
- Services that are generally available to the public but are centralized and student oriented. It would also help to be subsidized by the University.
- Providing a wide variety of resources such as financial aid, therapy, assistance with student organizations, etc.
- helpful services that are outside of the academic classroom
- A place where students can go to get help with problems they are having.
- What does that even mean. I have never received help, even though I have asked.
- Long lines.
- Mentors that will help you throughout your college life whether it be will issues on campus or help with homework.
- never heard of it
- not much help
- People that are going to put time in to hearing and supporting the needs and wants of students that are either on campus or are planning on attending this campus.
- People that care about students enough to make sure that they don't fall behind the pack.
- Serving students, being a resource for students, people "wanting" to assist students.
- Helping to ensure that students know what to do and HOW to do it in regards to registration, financial aid (especially FASFA), etc. Equally important: what to do when you miss a deadline, need more aid, etc. After 4 years at IUPUI I'm still uncertain about a lot of this, most of which is more important than what class to take when because these issues could prevent you from getting necessary coursework completed. I've bounced around from school to school at IUPUI and am finishing with more credits than I need in General Studies just to get a degree and move on. I know support has always been available, but I have yet to find it very beneficial. Bottom line I think is, students need to feel like someone from the school is on their side-looking out for the student's interests as well.
- Financial Aid, Scholarship Office, Advising, CAPS.
- Parking Services, Financial Aid, Scholarships, Front Desk, Student Government
- financial aid, registrar, scholarship, enrollment offices; career center; UITS; student advocate
- Financial aide office. Bursar. Feels more like student payment services.
- Advising, Registrar, Bursar, Financial Aid
- CAMPUS AND COMMUNITY LIFE, COUNSELING SERVICES
- scholarships, financial aid, advising, tutoring
- Writing Center
- Bursar, registrar, etc.

- Anything that involves helping students do they best they can in school. So things like assistance in class for people who have disabilities, tutoring, academic advising, healthcare, and counseling are what comes to my mind when hearing that phrase.
- academic advising, writing center, fin aid, psych help counselors
- nothing really but if I had to say I would say advising, fin aid office, and bursar
- psych services
- CAPS, counseling, testing anxiety, tutoring, etc
- Advising, jag tag, etc.
- financial aid, career counseling, health center, tutoring
- Not much. Took awhile to derive an answer...but, I'd say: financial aid, housing, free tutoring, and a distant 4th would be mental health facilities
- Advising, tutoring, counseling.
- Adaptive services
- services that are ran by students that have experience that you are looking for
- students helping students
- student advocate, resources
- A great program that allows students to receive assistance all along the way. Also students helping other students.
- Everything a student would need to succeed in college.
- A place for students to go to get support for any and all issues they face - at school or personally.
- Mentoring, tutoring, disability support, caps, advising, etc.
- What support?
- School work Support groups or tutors along those lines
- tutoring and mentoring
- Not even sure what it means.
- SSS, I think of a few people I know who work there. Other than that not a lot.
- Potential for something really great...
- Not IUPUI.
- Taking care of my needs outside of the academic realms
- I think of an office that is completely dedicated to helping students with whatever they need help with (i.e. finding the admissions office, financial aid office, etc.)
- Services that help support students with their individual and collective pursuits of a degree.
- Any and everything that can help students, including more parking spaces. Support services especially for graduate students: mentoring from professionals in the field; advising from prior graduates or professionals-academic and career preparation. More info about location of student health services and what's provided at what cost.
- It depends on which school you are asking that from. I heard from a student that was accepted into SPEA (which has awesome support services) but was failed with UITS getting their network ID and passphrase. I wondered if Trudy Banta's group could conduct an IUPUI process to find out how a student from beginning college until after their first year.
- Help for new students finding things on campus is one thing. Also helping students deal with the stresses of a college education. This would be especially helpful for the "traditional age" students that may be living away from their parents for the first time.



## Appendix B: Open-ended responses to Question 3

### Are there other services not listed in Question 2 that should be offered as a service at IUPUI?

- Services for older students
- An office that actually helps graduates find full-time jobs!
- Quality Professional Childcare for IUPUI students, Minimal Health Care Charges for students through student insurance program, longer library hours
- concentrated services for particular majors and concentrations within majors
- There should be a directory service that tells you which service to go to for your specific need.
- It could be an organization, but it'd be nice to have a way to get to know the city and surrounding areas with others.
- Entertainment.
- Financial Aid, Bursars
- Financial Aid
- Financial Aid
- Student financial service ( not Financial Aide) but to help student figure out how to get out of debt, or since we are student we don't have a lot of money, service to help us get financial help.
- emergency loan program
- Yes, extensive financial assistance
- A service for general information about the campus and what it offers. I work on campus and cannot tell you how many students ask question in my department that have nothing to do with my department because they either do not know where to go to get that information, or they got the brush off from other departments on campus. Sometimes, the students will run all over campus just to get an answer to one question. Like, for example, where do I go to drop a class. Or, who do I talk to about....whatever. A university as large as this one should realize by now that it should not always rely on a computer to give the answers to students, especially non-traditional students who wouldn't know where to begin to look in the first place.
- Something to do specifically with Greek Life
- Greek life
- Greek Services
- A gym or a place to workout
- A gym, pool, that is free to students.
- Expand recreation services: IU Natatorium too crowded due to usage by outside groups: scholastic swimmers, etc. weight room too small etc.
- Wellness/Health services (recreational)
- Student health insurance advising-we need someone who is full time at our campus to help with interpreting our medical bills. We are overcharged sometimes.
- A list of discounts with the JagTag around the Indianapolis area.
- I'd like to see some lecture series started with lots of promotion regarding the speakers that can be advertised widely in the Indpls. community
- Student Legal Services
- A place where one can go pray, or meditate - a quiet floor in one of the buildings
- I feel that the hardest thing about college is AFFORDING it. Housing, food, clothing, and transportation services ought be provided for students that achieve but are underprivileged.
- Financial Services
- paying for college, scholarships
- Multicultural Center Services

- African American Center
- Online Ticket Office for sports programs
- printing center
- Religious Services..
- sexual assault resource center
- Student Advocacy dept does NOT perform as advertised
- a student advocate that actually advocates for students
- Technical support for applications (oncourse, etc)
- Some service that provides for more traditional style students. The ones that are on campus all day and that live on campus or close to it.
- Veterans Support
- Working adult programs similar to AES. Many students aren't the typical straight-out-of high school student.