

Minutes of the Vitalization Project Task Force Workgroup #1, Student Services
October 27, 2016
2108 Buzzard Hall

Committee Members Present: Richard Roberts (chair), Peter Andrews, Eric Davidson, Hugo Escobar, Heidi Hawkins, Kallee Peebles-Tomes.

Also present was Cassie Buchman of the *Daily Eastern News*.

Roberts called the meeting to order at 2:00 p.m.

A motion (Escobar, Vietto) to approve the minutes of the last meeting was approved unanimously.

1. **Update from the Chair:** The chair reported that the task force can request a slight extension on our report, allowing us to consider the results of the student survey conducted by Davidson, Escobar and Peebles-Tomes.

2. **Update on student survey:** Davidson distributed preliminary results of the student survey, based on the early responses. In general, the preliminary results suggest a high level of satisfaction with the services being studied.

3. **Draft list of recommendations:** The committee reviewed, discussed, and revised a draft list of recommendations provided by the Chair. The draft list of recommendations as revised is attached.

Roberts adjourned the meeting at 3:00 p.m.

Next meeting: November 3, 2016, 2 p.m., 2108 Buzzard Hall.

Respectfully submitted,
Angela Vietto

Attachment

Preliminary Recommendations, Vitalization Project Task Force Workgroup #1, Student Services

1. Recommendations for programs or services to continue with increased resources.
 - A. Career Services: Recommend additional resources to support career counseling in line with current national trends toward enhanced career counseling.
 - B. University Police: Recommend additional resources to fill open positions.
 - C. VPSA office: Recommend additional resources to support marketing of student services to assist with retention and recruitment by making student services more visible to prospective students and helping current students easily access services they need.
 - D. Financial Aid Office: Recommend additional resources to support financial literacy education to assist with retention.

2. Recommendations for further efficiencies or changes to enhance marketability and/or increased student enrollment.
 - A. Recommend reorganization of student services. While further study may be necessary, the work group suggests the following as a possible structure that would reduce the number of direct reports to the VPSA and group together services with similar missions.

Note: Some of the units below are not currently in the Division of Student Affairs. The work group does not necessarily recommend changing reporting lines for these units, but suggests that closer alignment and physical proximity would assist with raising student awareness of available services.

Student Wellness	Student Safety	Student Support	Housing	Student Engagement
Campus Rec Center Counseling HERC Medical Student Insurance	Greek Life* Student Legal Services Student Standards UPD	Advising Center Career Services Military Assistance Student Success Center TRS Tutoring		Civic Engagement Diversity Fraternity/Sorority Programming MLK Union Student Life

- B. Student Fees: Recommend that the fee structure and amount of student fees be examined.

- C. MLK Union: Recommend that the MLK Union explore the possibility of charging academic departments for room use and possibly a nominal no-show fee for room use for student groups.
 - D. Fee for student legal services: Recommend that the legal services fee should be extended to international students and part-time students.
 - E. Civic Engagement: Recommend this office establish a group of faculty volunteers/champions to assist with both outreach regarding service learning and practical needs such as transportation.
3. Recommendations for programs or services to develop a plan to improve viability or efficiency

All student services are working efficiently relative to budget cuts they have experienced. Across the board, these groups are maintaining services with fewer resources.

- A. We believe that reorganized student services (see recommendation 2A) would increase sharing of resources to maximize efficiencies and better enable the marketing of support services to enhance recruitment and retention.
 - B. Recommend moving New Student Programs to the Office of Admissions.
 - C. Recommend assessing the appropriateness of reclassifying ASP positions to A&P as ASP positions become open.
4. Recommendations for program or service deletion or outsourcing.

Although most student services could theoretically be outsourced, we recommend extreme caution in this area due to the importance of student services to student success. Outsourcing in these areas means moving from a non-profit to a for-profit mindset and potentially endangers the quality of service as well as its educational mission. The recommendations for possible outsourcing below are those services that we think could be outsourced with the smallest impact on the quality of student experience at EIU.

- A. Recommend studying the possible savings and costs of outsourcing Dining and Panther Pantry.
- B. Recommend studying the possible savings and costs of outsourcing Student Insurance.
- C. Recommend studying the possible savings and costs of outsourcing the credentialing of international students.
- D. Recommend exploring the possibility of finding a hotel chain that would take over Carman Hall and operate it as a hotel or some other repurposing of this

building. If no good use for the building can be found, we recommend it be taken down to save the ongoing cost of maintaining it.

5. Additional recommendations

- A. Extend bookstore hours into the evenings to accommodate the community.
- B. Initiate a capital campaign to raise funds to renovate the MLK Union and physically re-locate student services in order to enhance recruitment, retention, and student life.
- C. Work with Charleston city government to explore the possible advantages for the local community of pursuing home rule in Charleston.