

NORTH CAROLINA AGRICULTURAL AND TECHNICAL STATE UNIVERSITY

# FUTURES GOAL IV

## RESPONSIVE STUDENT SERVICES

# THE VISION

- The challenges of preparing our students to meet the complex needs of the global society necessitate that exemplary and relevant educational experiences are inherently interdisciplinary. The commitment to excellence and the unique NCA&TSU legacy of nurturing the individual student remain strong.

# GOAL IV

- PROVIDE EASILY ACCESSIBLE HIGH QUALITY STUDENT SERVICES IN AN ENHANCED LEARNING ENVIRONMENT THAT RECOGNIZE AND RESPOND TO DIVERSE STUDENT NEEDS.

# GOAL IV

## EXPECTED OUTCOME

Students graduating from North Carolina A&T State University will be well trained, knowledgeable, and responsible community citizens, prepared to become effective leaders and contributors to a global society.

# GOAL IV

## 1. EASY ACCESS

### STRATEGY: BUILD AN INFRASTRUCTURE FOR SUCCESS:

- a.) DEVELOP AN INSTITUTIONAL PORTFOLIO OF STUDENT CHARACTERISTICS (KNOWING WHO OUR STUDENTS ARE AND WHAT DIMENSIONS THEY ADD TO OUR COMMUNITY).
- b.) CONDUCT FOCUS GROUPS AND TOWN HALL MEETINGS FOR DISCUSSION.
- c.) ON-LINE SURVEYS FOR SPECIFIC RESPONSES TO TOPICS OF INTEREST.

# GOAL IV

## 2. AN ENHANCED LEARNING ENVIRONMENT

### STRATEGY: ENGAGED STUDENT BODY

- a.) LEARNING COMMUNITIES (focus on and produce)
- students who function well on multidisciplinary teams
  - students who have good communication skills
  - students who have knowledge about contemporary issues
  - study materials across disciplinary boundaries
  - student retention
  - focused response to social, academic and community needs
  - quality of life issues
  - special activities and enhanced programs

# GOAL IV

## b.) LIVING COMMUNITIES

- students live in designated housing (residence halls) with a specific academic thrust or social theme
- early collegial support networks that provide students immediate feedback and support, increasing retention

# GOAL IV

## c.) LEADERSHIP DEVELOPMENT

*Leadership is , by definition, a collective or group process, e.g.; to enable and encourage faculty, students, staff and administration to change and transform institutions so that they can more effectively enhance student learning and development, generate new knowledge, and serve the community. To empower students to become agents of positive social change in the larger society (A. Astin & H. Astin; January 2001)*

- create a support environment where people grow, thrive and live harmoniously
- create communities of reciprocal care and shared responsibility; each person's welfare and dignity is respected and supported
- individual qualities can reinforce group qualities and group qualities can reinforce individual qualities

*The challenge for leadership development is to maximize the number of faculty, students, staff and administrators who become committed and effective agents of positive and social change (A. Astin & H. Astin; January 2001)*

# GOAL IV

d.) TOWN HALL MEETINGS

e.) SURVEY STUDENTS – DISCUSS RESULTS SHARE STRATEGIES

- focus groups
- on-line questionnaires
- integration of ideas:
  - \* curriculum & co-curriculum

# GOAL IV

## 3. RECOGNIZE AND RESPOND TO DIVERSE STUDENT NEEDS

### a.) KNOW WHO OUR STUDENTS ARE

- Cooperative Institutional Research Program (CIRP);  
2001 Report, “The American Freshman”
- NCA&TSU Institutional Profile (25 years participating)
- National Survey of Student Engagement (Indiana Univ.) (proposed)  
benchmarking & best practices
  - \* level of academic challenge
  - \* active & collaborative learning
  - \* student interactions with faculty members
  - \* enriching educational experiences
  - \* supportive campus environment

# GOAL IV

## b.) DATA BASES – NATIONAL, STATE, LOCAL & UNC SYSTEM

- use the existing databases to share who our students are

## c.) REWARD ACCOMPLISHMENTS

- respond to students' needs and characteristics with quality control measures
- celebrate accomplishments of students in all areas and at all levels  
i.e.; publish, market, provide additional ceremonial opportunities;  
attract and retain successful students

# GOAL IV

*AS PART OF GOAL IV'S INITIAL INTERACTION AND OBSERVATION OF HOW THE STUDENTS FEEL, THE UNIVERSITY IS PROVIDING EASILY ACCESSIBLE HIGH QUALITY STUDENT SERVICES IN AN ENHANCED LEARNING ENVIRONMENT, A SHORT SURVEY WAS GIVEN.*

- 95% of students surveyed indicated that they had received excellent advisement, been successful at registering online and will continue to do so as long as it remains an option*
- In gauging whether the students felt our current access to 24 hour computer lab facilities was sufficient, the results were basically split down the middle, 55% - yes, 45% - no*

# GOAL IV

## SURVEY RESULTS, continued

*This short informal survey further directs the Goal IV team to strengthen and diversify our student support areas to complement the excellent advising our students are currently receiving.*

# GOAL IV

## ***Introducing Goal IV Team Members:***

*Dr. Roselle Wilson, Chairperson – Goal IV*

*Ms. Teshena Best*

*Ms. Akua Brown*

*Dr. Nita Dewberry*

*Mr. Sam Harrison*

*Dr. Kimberly Ray McNeil*

*Mr. Leotis Parrish*

*Dr. Manual Reyes*

*Dr. Velma Speight*

*Dr. Charles Williams*

*Ms. Adrienne Witherspoon*