

Top Ideas to Enhance the Student Experience

Registration

- My Degree Path. Self-service – student can see their degree and what they need to take, divided by semesters.
- Invite students to campus to use computers. Staff walks students through the process.
- Send texts to students as well as emails.
- Hub -one stop shop of staff and student workers that are experts at navigating the website and other important procedures (FAFSA, registration, etc.)

Registration (2)

- Send text not email when class opens, class close for low enrollment, etc.
- Auto email when student successfully registers. Check schedule and charges.
- Charge all D.E. in district.

Orientation

- Several options for days orientation is offered
- Mandatory
- Online orientation (40 minutes)
 - News student, transfer, dual enrollment, early college
 - Face to face requirement after online
- Schedules given during orientation
- Offer incentives to students that attend: T-shirts, lanyards, pens, etc.
- Faculty attend orientation (Conduct Q and A)
- Text messages to give reminders
- Make a checklist to show what has been completed
- Ice breaker
- FERPA
- Scavenger hunts

Library

- Challenges with “collaborative library” model (loud/group gathering). Create a space(s) where gatherings can happen away from the library.
 - Posted need for ID (and type of ID).
 - Providing support.

- Create clear expectation to reduce confusion.
- Greeting all students as they enter.
 - Train staff and student workers to greet guests
 - Thank students after they checkout books
- Tech support Help Desk located in library
- Not charge for printing. Use duplication center for large quantity print projects
- Cellphone use – Post signs with expectations/zone for cellphone use.
- Reflection Room (prayer/meditation space). Find location in library to create space-meditation pods.
- Guest Wi-Fi for parents/visitors active for set period of time (30-45 minutes)

Student Life

- Student driven request for additional funds dedicated to student activities. Accountability through reports on how the funds were used.
- Special Events for students at beginning of semester to connect to resources available with fun activities and end of semester stressbusters, finals and food and send-off.
- Community-based events for all to enjoy (family/kids) Halloween Brew and Boo helps connect non-traditional students to campus.

Bookstore

- Better return policy. Ability to return books within reasonable time frame. Same semester noy based in following semesters
- Pricing – possible price match with Amazon, Barnes and Noble, etc.
- Book buyback – buy back books at a minimum percentage based on original sale price.

Bookstore (2)

- Buyback every semester
- Books ordering online delivered to your house or another campus.
- Large labels. Course is listed on shelf. Bookstore staff available.
- Flash sales
- Great displays on campus, supplies, books, clothing
- Convenient parking to bookstore