Feedback from: 7/18/17, 7/21/17, 08/08/17

Division of Student Affairs Open House Questions:

Tell us about the resources tables: What did you already know about DOSA? What surprised you?

- Knew about fair number of services-not connected with newer ones to DOSA.
- Berth of services.
- Good reminder of DOSA.
- I have learned something at each table. I didn’t realize the size of culinary services for example, the scope of services for that department or others such as the Campus Involvement Center.
- How many departments, there is a lot!
- Knew ES, REC, HRL, culinary was the addition that I didn’t know about.
- DOSA works very hard to establish a supportive environment for our students.
- Surprised to learn that faculty and staff could serve on the University Hearing Board.
- Surprised to know that the hearing board has a volunteer group.
- Surprised to learn they do outreach presentations.
- No surprises, had a good understanding of DOSA coming in.
- I was already aware of the scope of culinary services, SAP, and campus rec.
- I knew a lot already as a not new member of DOSA. I learned more about Culinary Services for faculty/staff. Did not know Depot was part of DOSA.
- Knew most departments but did not know all services offered.
- I was aware of most of this. Learned more about SAP.
- The people at the tables were friendly and gave faces to offices. I have sent students to these resources and it helps to know the actual people.
- Didn’t know that Culinary was with DOSA. Did know about employee meal plans though.
- I’d forgotten that Culinary now rolls up to DOSA.

What is your impression of the DOSA? What are the first words that come to mind when you hear “Student Affairs”?

- Good strong impression of who DOSA works with, service to students and beyond.
- Students first.
- Should have more of a real help in ES.
- Student support and enhancement.
- Student support.
- Side of University that works with students on day-to-day living issues.
- Student-centric.
- Meeting the needs of students in a lot of various facets.
• Relationships, support and development (personal-not financial).
• An umbrella that houses multiple smaller offices that serves students.
• Positive! Engaged, supportive of students.
• Pleasant and knowledgeable.
• Very knowledgeable and friendly people, more services than I thought.
• Class act.
• Lack of diversity, especially when walking into the rotunda today.
• Everyone does a wonderful job! No red tape, no surprises.
• Resources for students' success.
• Open, accessible.

• How could the DOSA better serve students?
  - Philanthropic opportunities let them know; need good stories, communicate better with students.
  - Anything that you know we do that annoys students (BARRIERS).
  - Off campus prep session getting students ready to be citizens. Landlords.
  - A lot is already occurring, a lot going on.
  - Promotional opportunities and branding efforts more holistically and in alignment with university brand.
  - Stay focused on customer service; hold regular focus groups with students to ensure emerging needs are being met.
  - Look at sophomore programing for residential students, their responsibility, what to look for in a landlord. Have division focus on it not just off-campus living.
  - Advertising campaign to let students know that vapes, hairspray, burnt popcorn and smoking marijuana causes fire alarms to go off.
  - Suggested programming that helped students better prepare for cooking in their kitchens once they move off campus, in order to help prevent kitchen fires.
  - More training for off-campus students regarding their responsibilities. Off campus interaction and education needs to be strengthened.
  - Put students through a 3-4 hour curriculum similar to the alcohol training and sexual assault education.
  - There needs to be consistency for the sake of the students.
  - Taking care of our students should continue to be a focus.
  - Never stop promoting what you do.
  - Hold an annual campus/community tour of residence halls and/or all of our divisional facilities.
  - Showcase the comparison of the outdated spaces in comparison to what type of improvements we are attempting to make while adhering to a traditional residence hall experience.
  - More centralized offices to allow students to access a variety of services all at once.
  - Not sure. Have students been here to open house?
  - Promote more to grad students.
  - Partner with different offices to increase diversity in programs and diversity in staff.

• What opportunities do you see for collaboration with the DOSA?
  - Anything we can do better for students (gaps) and make sure we have good facilities.
  - Advancement events could engage students.
  - Helping with promotion.
  - Alcohol related issues.
  - A great opportunity to bridge HCOM with CSSR.
  - Possible participation on hearing board with community standards.
  - Offices would be interested in having various departments offer presentations at staff meetings to better inform all staff members who work with students.
A divisional wellness hour on Thursday afternoon at 4:00 to play wallyball.
I would like to see campus rec to be more involved with overall wellness on campus.
Already a lot. More connections with Diversity and Inclusion. I want them to be with Student Affairs.
Informing our students on all the DOSA opportunities.
Learning more about services offered we can provide more info to our students. Direct them to DOSA.
Promote your services to students.
Ongoing training, more opportunities such as today to connect and network.

What do you wish that the DOSA would change or stop doing?

- I would like to see more people attend.
- Would like there to be a program where PAS subscribers could give their tickets back electronically and allow students to make use of them. There is a former student who could write the computer program for it for a modest sum.
- We have a good relationship but want to remind the division about engagement with non-majority population. We could engage more as a division and as a campus.
- Focus more on fire safety.
- Collaborate on a more comprehensive, centralized process for special event management across the whole campus.
- I don't know.
- Correct letters to D&I from Diversity and Inclusion.
- Do you have a presence at the required events for incoming freshman?
- Perhaps having opportunities in each office geared toward specific populations, especially minority groups on campus.

Any other feedback you would like to share...

- Had a lot of good interaction.
- Like the opportunities for children through campus recreation.
- This event was helpful and a good way to showcase the division. An open house is a good idea. Maybe an incentive to get people to come would have helped attendance. The coffee and cookies weren’t enough.
- Spend more time on supervision than other areas.
- Roxanne offered beds at her place to stay since her children are now out of the house.
- This is information we can potentially better market to specific campus partners who might be in need of an advertising platform.
- Wouldn’t change anything and are appreciative of the relationship.
- High level transparency and strong communication.
- Appreciate the working relationship with the division, great relationships, information sharing, communication and support for students.
- It’s great that DOSA is doing this.
- It’s good to be asked about our thoughts of your work. Keep it up!
- Keep up the good work!
- This was a nice and informative event.
- Nice event, a good way to share information more broadly with a director/department heads.
- We appreciate the DOSA unit very much!
- Miss the presence of Multicultural offices.
- Good experience.
- The people are dedicated and the services are necessary.
- Many thanks for organizing this and inviting feedback.