**A) Pressing Issues**

1. Finances

* + Navigating and communicating with Financial Aid is daunting, intimidating, and overwhelming for many. Not because of the staff, but because of the lack of understanding and familiarity of the financial aid processes/language/legal aspects.
  + If a student can’t figure it out (how to secure/manage financial resources), then they get frustrated or agitated and stop out (of school)

2. Resources

* + Need greater insight/emphasis on what resources are available on campus and how to navigate them
    - MySAM
    - Student Advocate Program (students advocating/peer advocacy for peers)
    - Earlier contact with academic advisor prior to Spring Advising/Registration deadline
      * Should have a mid-semester check-in with academic advisor during Fall well before Spring registration window to help start the process much earlier and begin charting academic pathway
    - Greater access to and involvement with student organizations

3. Student Org Fair

* + Somehow let students who are attending the org fair know of the benefits (learning outcomes) of membership with student orgs
    - Helps them find their place
    - Benefits of student engagement
    - Networking
    - Fun
    - Exposure to new things/opportunities
  + Prepare the student orgs that participate in the Org Fair better
    - Teach the Student Orgs how to “work” the Org Fair
    - Help teach them how to market themselves
    - Help teach them how to interact with new students at an org fair
    - Help teach them how to talk/highlight/promote their org to prospective members at an Org Fair so they actually engage w/ prospective members who are walking down the sidewalk
  + Have some better process for signing up for a Student Org at the Org Fair than just signing a clipboard at a table
    - There doesn’t seem to be much/any follow-up from the groups when people sign a clipboard and give their email address

4. Retention

* From 1st semester to 2nd semester; 1st year to 2nd year

5. Campus Culture

* People leaving on the weekends, especially first year students; so they cannot get connected to campus well

6. Communication

* Communication with campus offices: people don’t know how to communicate with various offices (financial aid, controller, registration, advisors, etc.)—professionalism, asking the right questions, etc.—and those offices are not communicating well with students
* Better communication between organizations: need for more collaboration because there’s a lack of cross-group organizing, programming, and communication

7. Transparency

* Need for more transparency: for instance, when policies and procedures change, students don’t feel like they know what’s changing and how those changes affect them; (the students at the table gave the example of the Title IX policy/procedure as knowing it changed but not being sure how it changed and how it impacts them.)

8. StateWorks

* Lack of student understanding about program, enrollment, benefits, process, concern of misinformation circulating among student body. $500 resulting in hold on registration.

9. Residential Life

* Lack of information about housing options. Students looking for more housing options on campus

10. Courses

* Concern with course options filling up too quickly. Need for more online options for classes.

11. Student Union

* Need for a new student union facility

12. Transparency

* When policies and procedures change, students don’t feel like they know what’s changing and how those changes affect them; (the students at the table gave the example of the Title IX policy/procedure as knowing it changed but not being sure how it changed and how it impacts them.)

**B) Innovative Programming**

1. Freshmen Programming

* Some program for incoming students that focuses on ISU-centric processes after Orientation and before Fall Move-In
* Teaches spirit, traditions, cheers
* Gets to meet more people and more in-depth

2. Athletics

* Bus transportation for all home football games

3. School Pride

* Would like to see a growth/emphasis on Pride and Traditions, building and advertising better the traditions that exist but also building/creating new Pride and Traditions

4. Mapworks

* Using Mapworks more effectively to help with retention: better follow up with teaching students and staff how to use it

5. Roommates

* More extensive Q/A process for roommate matching

6. Leadership Programming

* Programming specifically targeted to students at different stages of their education to teach and encourage leadership and leadership skills.

**C) Highlights**

* + Student employment
    - Working at Student Rec Center: sense of place and comfort
  + Student involvement
  + Food, despite all the complaints students give, is actually good and varied
  + Welcome Team involvement
    - Group bonding
    - Process of inclusivity, diversity, and welcomed
  + Membership in Fraternity/Sorority
    - Demeanor and dynamics of FSL are welcoming and comforting
    - Not elitist, separatist
    - Diverse backgrounds contributes to greek experience
    - Greek life is not a competitive nature with rivalries, cut-throat, meanness

• Feels ISU has a very unique position with so many opportunities and resources; ISU has the resources of a big institution but has a small enough population that you can know people so being connected to student organizations, faculty/staff, and other students is a key for being able to be successful; ISU has an “impeccable sense of individualization”

• Being involved in the communication learning community helped to build relationships between students, faculty, staff and finding a mentor; so the university needs to create more 1st year learning communities that connect to majors and someone’s major faculty