

Meeting Notes

Service Area Meeting

Wednesday, September 15, 2010

9:00 am – 11:00 am

Library Boardroom, B. 305, room 507

Vision

- More consistent reference to students; **student success and quality of learning experience**
- What does student success look like? Need **sustainable support and services that lead to student success.**
- Where is reference to students with **access challenges**, e.g. 1st generation students? Also, inclusion of non-traditional learners.
- Reference to **life-long learning**
- Open access
- Commitment to **servicing region** and responsive to regional needs
- Question if vision provides direction/focus or if it is all things to all people – **need increased clarity**
- Service side **needs to know where to direct energy**
- Consider becoming a little narrower and a little deeper
- Important to maintain long term relationship with students

Academic Plan

- Cross-disciplinary themes (page 16):
 - 5th theme – Aboriginal Culture – should be about relationships
 - Use of ‘engagement’ as a means to direct service action
 - **Need broader discussion around the disciplinary themes** – what are the possibilities for cross/multi-disciplinary approaches that would benefit students, faculty, community and the institution?
 - **Themes need meaning**
 - **Themes should be measurable**
 - Definition of terms, e.g. Aboriginal/Indigenous, etc.
 - **Need clarity related to respect; place; need to involve First Nations people**
 - **Reference need to change and adapt** to financial, political, cultural, environmental change
 - Sustainability theme is example of one that changes and there needs to be greater meaning in relation to VIU
 - Reference experiential component with student success and delivery and potential to increase student success thru **more experiential focus**
- **Reference importance of student support** in new and existing programs (leads to student success)

- Page 56 – question regarding Access policy and entry requirements
 - Is this external access or Access?
- What does access to education mean? For whom?
- Page 56 – concern about laddering statement
- Page 78 – reference to Student Services as non-academic and academic delivery
 - **How do you separate out experiential component from academic, e.g. Campus Career Centre?**
 - Problem creating an academic divide
 - Services that support student life, e.g. food services, housing, could be placed in separate service function
 - First Nations Student Services are very much a part of Student Services
 - **Need clear service structure to identify roles and responsibilities**
 - Need to examine **disconnect between our rhetoric and our practice**
 - Appears to be a contradiction within document between elements of the plan
 - Strengthen connections between our populations on campus
- Imperative to have discussion on evaluation and rank and title
 - Way we operate now is not a good fit with current Faculty structure
 - Plan needs to more clearly articulate process to determine rank and title and evaluation system
- Do we need a new identity?
- **Can we build on our history and existing strengths?**
 - Should be an evolution rather than a revolution?
 - **Need clarity to our identity**
- What is the critical part of Student Services that needs to get into the Academic Plan?
 - A continuum of student experience – Student Services touches all of that experience.
 - **Providing clarity for student experience and support for student success**
 - **Need to fill gaps between what we currently do and what we need to do**
 - Institution is unbalanced
 - Adding new programs has implications upon service side
 - Important to identify importance of Student Services and other services to institutional success
 - **Need data that supports decision making and service investment**
 - Increase evaluation of our student service side – need to do it strategically
- **Academic Plan should link academic and service side – need collaboration**
- Academic Plan should be our growth management plan
- Need to recognize that **'student life/well being' is critical to student success**
- How do we work with students to generate useful and appropriate data (capturing student experience)?
 - Exploring student involvement in 'new' ways and of student engagement methodology
- Process question regarding ACE/CAP unbundling idea – seemed to be random