

**African-American Male First-Time Freshmen
Focus Groups, COMBINED Summer and Fall, 2009**

Challenge to Fulfillment of 5 Criteria	Knowledge/Action Needed to Navigate	What Can RSU do?
Lack of scholarships and financial aid for part-time students	Know you will need student loans and employment	Offer more scholarships
Lack of contact with online professors	Know you need to keep trying	Set up requirements for faculty regarding communication times.
Online course announcements not automatically emailed to students	Faculty have to set up their online courses that way	Faculty can learn how to set up their classes and use practices consistently
IT courses are behind the times	Know that mobile apps courses are android-only, don't include iOS	Include iOS apps in coursework
Networking courses lack training on Linux, Unix	Apple uses Linux/Unix and these are very important	Make sure RSU includes Linux/Unix in courses Offer Data Structures on ground
Short, inconvenient test windows for some online courses (Microeconomics, Macroeconomics)	Students can work around My MathLab to get perfect scores	
Lack of faculty in IT and Business	Know that advisors teach too	
Lack of degree program promotion		Market better
Questionable water quality in Claremore	Lately water is white in UVA	Water stations in buildings
Furloughs for faculty/staff	Furloughs are not a long-term solution Know that it negatively affects faculty/staff morale	Find more money
Lack of events for commuter students		Build a student community
Lack of timely notification/knowledge of events	Know you won't know	Encourage student organizations to promote their events better and sooner Better and consistent use of RSU social media
Failure to receive timely notification of financial aid issues, suspensions, holds	Bookstore gets blamed for financial aid issues	Text students, consistently send emails
Too hard to find a hold on your account	Hard to find holds in Jenzabar There is a lot of information to digest	Show students how to find a hold

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Old-fashioned paper system for overrides (permission to exceed academic load), disruptive to get signatures	know this is maddening!	Initiate an electronic (online) system for overriding permission to exceed academic load, or allow advisors to override the system
New advisor didn't know how to use degree audit paperwork		Train advisors in degree audit process
Lack of microwave for commuter students (e.g. in Chapman, even with meal plan)	There's a microwave in the OMA Lounge	Advertise the availability of microwaves on campus
	Students are responsible to persist, do their part	
Sodexo pizza always undercooked		Sodexo can cook pizza thoroughly
Business classes - sometimes more theory than practical application		
Degree audit process SLOW - (app submitted in October still not returned (Feb 7))	Have to wait months for confirmation of degree audit acceptance	Hire more staff!
Haven't received bill for degree audit	Find out too late that you need to take more classes to finish your degree	Train staff!
Slow process degree audit - some students didn't know until the week of graduation	More classes often means you have to go to TCC or another institution	Hire more staff
Turnover in critical functions, e.g. bursar, financial aid	Know you will get the run around	Find someone who knows and cares
Turnover ==> loss of relationship with helpful staff members	Know you will get the run around	Find someone who knows and cares

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Insufficient course offerings and rotation	Need for lots of course substitutions Students will have to go to other institutions to get what they need to stay on track (TCC, NSU-BA) - are advised to do so Students transfer out	Post a two-year class schedule on the website! This will help working students plan ahead.
Faculty don't get paid for independent studies	Students know faculty aren't compensated, so are reluctant to ask for independent studies, required by course subs	Pay faculty for their work
Family housing - no access to amenities like other complexes (pool, BBQ, full cooking facilities)		Allow access of these services to the 20 or som familes in family housing
Family housing - washers/dryers leak, don't work properly		Improve cleaning in family housing
Downs Family Housing - no dishwashers and only mini-fridges, not full refrigerators		
Sodexo - food tastes low quality, has poor variety	"Vegetables are brown on burgers" - lettuce and onions are too old, no tomatoes	Offer better food choices
Only 2 advisors in Pryor with Sherry's departure		Additional staffing for Pryor, even if part-time
Insufficient tutors (Pryor)		Hire more tutors
Pryor library hours too limited - no access to materials and textbooks		

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Lack of variety/ specificity in math and science courses - e.g. math for business, math for social sciences	Overabundance of choices in humanities	Offer greater variety of math/science courses
Communication Department equipment outdated and insufficient quantities	Know you will have equipment on internships that you are unfamiliar with	Purchase new equipment
Students worry about theatre program being cut		Commit to fund theatre
SGA rules - if you miss a certain number of meetings, you're put on probation and don't qualify for funding - but meetings are scheduled on Fridays when most students work	Some people who have done extensive community service get barred from participating (rules)	Schedule meetings on other days than Friday Survey students for best meeting days/times
Some people in Student Affairs play favorites - different groups are allowed different privileges	People leaving SGA - burnout/ unfair treatment Same 20-30 students doing activities (don't have to work)	Fix the favoritism problem
Some people are working really hard, but their ideas/activities get plagiarized	Inappropriate credit given out	Play fair
MyRSU has technical challenges - it's slow, crashes often	When you need it, you need it!	Simplify MyRSU - make it easier to navigate, find your grades, how much you owe
Previous disability coordinator didn't know disability law		Training for disability coordinator
Insufficient parking, especially for Baird Hall and library		Create more parking Enforce parking rules with tickets
Unenforced parking rules (many parked in lots without stickers)		Create more parking Enforce parking rules with tickets
MyRSU maintenance badly scheduled - happening when you need to be on it	Know you could lose access during a test	Buy another server. Fix the server they have.
Some instructors don't use MyRSU at all - gradebook!		Train faculty/require faculty to use online gradebook.

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Some instructors don't respond to emails in a timely fashion	Know you have to keep trying	Require a specific time period for faculty to respond to emails.
President not really accessible - left messages, voice mails, but not responded to		Be more inclusive, easier access
College is expensive		Demonstrate accountability in Markham, Student Affairs and maintenance personnel
Untargeted marketing (cite example Spotify in gym?)	Only one bad professor in 4 years	Target marketing; market to non-traditional students, online students
Lack of focus/support for non-high school students		Have a non-high school help night

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No help for non-traditional students' financial aid	Know you'll have to look everything up for yourself. Know you can get flagged by IRS Know you should <i>not</i> use parents' income for FAFSA as an adult. Know that you can be stuck with unnecessary debt with inadequate financial aid advisement	Training for financial advisors FAQ website answers for financial aid questions for non-traditional adults
Financial aid websites are complicated and hard to navigate		
Scholarship information is not well communicated		Advertise scholarship information to ALL students
One part-time instructor was unprepared last year - didn't give ample instructions (Pryor campus math faculty)		Talk with department heads
No math tutor at Pryor campus		Show students Tutor.com resources on first day of class
Last minute faculty changes at Pryor campus	Know this feels chaotic	Try not to change out faculty at the last minute
Student must be enrolled in online Hillcat Compass by hand	Know one student not given access to Hillcat Compass when enrolled online	Automatically enroll students in Hillcat Compass

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Lack of enrollment information - students don't know what to expect	Know that it will be a hassle to enroll online the first time; it will be unnerving Know that you have to enroll in a lab separately from the lecture class	Use online resources Create a "common knowledge" handbook (e.g. enrolling in labs, compass, etc) Have advisors available for enrollment first-timers, especially online
Math classes at Pryor are overdependent on Powerpoint and are heavy on homework	Know some faculty overuse Powerpoint.	
Pryor library small - not enough library hours - when open, doors not open, doesn't look inviting		Advertise better when they're open Open more than one day a week
Late financial aid disbursement (one month after semester begins) - have to spend own money for books instead of food and gas		
Trouble getting needed textbooks		
No meal plan option at Pryor using financial aid	Know Amish Cheese House is good, but expensive	Allow financial aid for meal plan at Pryor
Onground clases seem loosely organized at Pryor (adjunct faculty). (Online courses seem more standardized)	Know College Algebra class at Pryor varies significantly by instructor	Follow common core for face-to-face classes
A faculty member read everyone's test grade outloud in front of class, violated privacy	Know that you will feel violated	Training for faculty
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Financial aid websites are complicated and hard to navigate		Upgrade the websites with helpful FAQs
Scholarship information is not well communicated		Advertise scholarship information to ALL students
One part-time instructor was unprepared last year - didn't give ample instructions (Pryor campus math faculty)		Talk with department heads
No math tutor at Pryor campus		Show students Tutor.com resources on first day of class
Student must be enrolled in online Hillcat Compass by hand	Know one student not given access to Hillcat Compass when enrolled online	Automatically enroll students in Hillcat Compass
Lack of enrollment information - students don't know what to expect	Know that it will be a hassle to enroll online the first time; it will be unnerving Know that you have to enroll in a lab separately from the lecture class	Use online resources Create a "common knowledge" handbook (e.g. enrolling in labs, compass, etc) Have advisors available for enrollment first-timers, especially online

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Late financial aid disbursement (one month after semester begins) - have to spend own money for books instead of food and gas		
Trouble getting needed textbooks		
No meal plan option at Pryor using financial aid	Know Amish Cheese House is good, but expensive	Allow financial aid for meal plan at Pryor
Onground classes seem loosely organized at Pryor (adjunct faculty). (Online courses seem more standardized)	Know College Algebra class at Pryor varies significantly by instructor	Follow common core for face-to-face classes
Faculty read everyone's test grade outloud in front of class, violated privacy		
Inadequate education classes offered to complete AA in Education in two years	Student will have to transfer to NSU without AA to finish	
	Know Comp I will require much time	
	Know that looseleaf books are sold because they can't be sold back	Allow purchase of bound textbooks which can be sold back
	Know that you can speak up	
	Know that each semester there will be one (at Pryor campus)	

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Being an online student, I do not think it is fair to have a professor that only allows a certain time frame of 3 hours to do a test. Not the time limit itself, but only having Sunday from 1-4 to do so. The reason I do online is for the flexibility of it and I work three jobs. It is very hard to take off of work for those hours to take a test.	Most teachers do not do that, and I appreciate that so much.	Just make sure the online sector of it is a little more open.
Price for books from the bookstore is really pricey and if students order books from somewhere else it might take longer to get them and sometimes you have homework due as soon as classes start so you have to buy from the bookstore.	Borrow someone else's books in order to get my homework done at the beginning of the semester before my books came in.	I would make teachers post the syllabus more in advance so students who buy online, can have books on the first day of class. Or make the bookstore less expensive. We already pay so much to go to school there, books shouldn't be so expensive, or they should be included.
Other than just typical full time student/full time employee stuff, I have had a great experience at RSU.	Organizational skills	Have certain professors to respond with graded material faster.
Online communication can be challenging	Keep contacting Cengage and work with them to navigate through this incompatibility problem.	Set up training in the evenings for adults who work during the day. At least have class once a week.
Some of the tutoring options that are available can sometimes be hard to locate.		Communicate tutoring options better
Sometimes advisors seem disinterested		Open Summer semester up to 12 credit hours. Employ more student workers.
In the past departments not communicating. This has added stress and time I have had to take off work in the past. Financial aid, Bursar, and book store. I felt like every semester they gave me the run around and did not seem to care if it was not in there department. Customer service should be made a priority.	I feel like I have to be consistent, focus and firm in my decisions that I make. We must not listen to what people say you cannot do but what you can do for yourself and community.	I would let everyone know that we are all in this together. Every struggle, challenge and success that they are not alone.

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Lack of teacher and class availability.	Create a schedule that works for students	Hire more professors. I would say that the president needs to take a stroll around the business building. Walk both levels, and walk all of the cat-walks, then ask himself a question. What might deter students from coming here? Repair the floor its ridiculous, peel-and-stick cost \$.30 a sq-ft.
Bursar's Office is understaff or cannot help me with my problem	Ask other students for what they did to help the issues they had	Train the staff to ensure they can help the students if not make sure they know who to contact to help solve the solution
Student housing		Improve student Student housing for athletes
Many changes to the LMS/online system The Financial Aid and Bursar's offices seem so disorganized. I have issues with one or the other every semester. Emailing these departments often times makes no difference. You have to call them if you actually want something done, which I find inefficient and inconvenient.	Know you have to ask for help	incorporate a newer and more effieicent system. If there was any service maintence that needed to be done, schedule it during either a holiday or a break so it would not interfere with student access.
	I have to email and call until I find somebody who can actually resolve the issues I come across. The issues never work themselves out and RSU only calls you if you owe them money.	I would make RSU more student friendly by making it easier to access the information they need, through MyRSU.
Communicating with different departments across the university's organizational boundaries to drive any issues to resolution.		Ensure extra vetting and leadership counsel for professors who teach online courses. Some professors & Dr.'s are extremely proficient at teaching online and communicating digitally... sCreate career services for distance learners
There are times when Myrsu has been challenging in uploading assignments.	I have contacted instructors through e-mail and they have solved the problems in a timely manner.	Thoroughly critique new classes for more informative descriptions before offering them as an alternative for other similar clases.
Getting degree plan information has been challenging.	Still trying to figure out how to get around it.	Incorporate methods of following up with students asking for help with their degree plan. Add training programs to help assist with answering degree plan questions.

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Challenge to Fullfillment of 5 Criteria	Knowledge/Action Needed to Navigate	What Can RSU do?
Many online teachers do not use the online systems well.	Follow-up with teachers.	Require greater computer proficiency from all online teachers.
It was hard enrolling as an off campus student before online enrollment went back online in 2016. This helps alo.	Advisor has been great help	Less signatures required in enrollment
Academic advising seems like an after thought for online students	Know you have to stay on top of this	Hire more advisors
Lack of career services for distance learners	Know you have to find out about this	Hire more staff

What Works?
Honors program and athletics
Many faculty
The LMS/Online system
Programming courses back to FTF
Choice of testing days for Microcomputer Apps
Great faculty and staff
Engaging events for on-campus students
Good events

What Works?
Library staff! Interlibrary loans - can quickly get info needed for capstone
Staff and faculty who know and care
Staff and faculty who know and care

What Works?
Dedicated faculty readily add arranged courses to help students graduate on time
Dedicated faculty
services for single students
Sodexo trying, especially in last year Chapman has best biscuits and gravy in the area
Claremore tutors
All library staff are "awesome". Kelly. Help out generously You have a problem, they fix it

What Works?
Situation improving with purchase of some new cameras
Money for some of the student clubs
Works some days.
Most faculty use the online gradebook

What Works?
<p>Some professors brought in great outside speakers; offered luncheon on Constitution Day free to her students; brought in great outside speakers; offered luncheon on Constitution Day free to her students; Most instructors are "brilliant"; "superior ability, intellect" "Proud to be in her classes";</p>
<p>University Health center care; free flu shots; Housing in A & B are great! Nature reserve, facilities: basketball court, pool, volleyball are great!</p>

What Works?
Pryor advisors and staff very helpful
Tutor.com
Some great faculty!

What Works?
High school level financial aid info Pryor advisors
Most faculty
Online course planning and structures Most faculty

What Works?
Pryor advisors and staff very helpful
Tutor.com
High school level financial aid info Pryor advisors

What Works?
Most faculty
Online course planning and structures Most faculty
NSU
Ebsco

What Works?
RSU communicates well with students and really does want the students to succeed
The 24 hour lab. That comes in handy when you have to print something off that's really important and the library is already closed. It's also usually quiet and it's really convenient
The advising system is great! Many online faculty are great.
Academic advisors
Online course options for student athletes.
Great online programs!

What Works?
My overall experience was great at RSU. Hiring some more staff, and repairing the business building are the only things I see that need to happen.
Student interaction and the constant updates about what is going on around campus. I
After trying to figure out who my advisor is, because it isn't stated clearly on MyRSU like it should be, I find the class enrollment process very nice and easy to use. Enrolling for classes on MyRSU feels like it was made to make it easier for the students to enroll. Good job on that.
Communication is exceptional from staff up to the president of the university.

What Works?
Keep online classes.
A very nice campus with a learning environment that allows access to to instructors. classes are mild size.
Some of the advisors are great.