IUPUI

DIVISION OF STUDENT LIFE

INDIANA UNIVERSITY–PURDUE UNIVERSITY

Office of the Vice Chancellor
Indianapolis

Vision of the Ideal Campus Environment (VOICE): IUPUI
April 2008

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April 2008

Introduction

After six months of discussions, focus groups, and on-line and on-ground surveys, a VOICE: IUPUI report has been compiled presenting the best current thinking as how to achieve an ideal environment at IUPUI. In some cases, explicit recommendations emerged and in other cases, inquiry has led to the need for more inquiry. Overall, it is clear that students care deeply about their campus and have strong feelings about the campus environment. This report not only includes recommendations for immediate action but it also includes a thorough presentation of the evidence that has inspired these recommendations. For the most part, these recommendations are not surprising to those students, faculty and staff who work to build community and increase student engagement. What is notable about this report is that it provides a set of diverse and interesting recommendations in a single report for serious university and campus consideration.

In summary, the five theme areas have recommended the following in order to achieve:

1) **An IDEAL Intellectual Environment**
   a. Increase the comfort of classrooms.
   b. Increase the number of faculty who regularly use active learning techniques and the number of faculty who encourage more discussion in the classroom.
   c. Increase the number of classrooms that have flexible space and furniture.

2) **An IDEAL Off-Campus Environment**
   a. Increase students' social support networks.
   b. Increase the number of comfortable places to study and "call home" on and near campus.
   c. Explore how the campus could become more family-friendly.
   d. Increase students' awareness of off-campus services and programs that would be helpful to them as students.

3) **An IDEAL On-Campus Living Environment**
   a. Develop competitively priced new housing that is clustered near current campus housing to foster a cohesive on-campus living experience.
   b. Develop new housing with a competitively priced campus dining facility offering a variety of meals and meal plan options.
   c. Incorporate ample green space and large common areas in every new housing building that are equipped with comfortable furniture to provide social and/or programming space.
   d. Integrate academics by including classroom space, faculty offices, academic support services, and more residence based learning communities.
   e. Include recreational spaces such as work-out facilities, athletic courts, outdoor spaces, and game rooms.

4) **An IDEAL Social Environment**

    a. Develop more effective ways of communicating with students about what is happening on campus. Students do not easily know about the extra- and co-curricular events, programs and services offered on campus.

    b. Programs at IUPUI need to be offered at different times of the day and week to accommodate the schedules of very busy students. Programs should be offered more than once, i.e., the same programs need to be offered during the day and evening, as well as on different days of the week.

    c. At IUPUI, the classroom is a social environment for students. Students want their faculty to facilitate activities in the classroom that encourage students to know each other. Students want to know from faculty about programs and social opportunities occurring outside of the classroom.

    d. Create more "homey and welcoming" spaces on campus.   Students want more gathering and resting spaces on campus where they eat, study and socialize in a comfortable environment.

5) **An IDEAL Student Support Services Environment**

    a. Greater involvement and visibility from student organizations.

    b. Focus on helping and valuing students as individuals, rather than in the context of "the student body".

    c. Increase promotion of services for graduate students to be more inclusive to this population.

    d. Increase students' awareness of existing student support services including when/how to take advantage of these services.

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Vision of an Ideal Campus Environment
VOICE Intellectual Environment

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Theme Chair: Frank E. Ross, Assistant Vice Chancellor for Student Life and Learning, IUPUI

Members: Beryl Aguilera, undergraduate; Omar Diaz, undergraduate; Petra Emerson, graduate; Trevor Fulk, undergraduate; Kames Kienle, graduate; Giana Scappucci, undergraduate; and Sharee Myricks, undergraduate.

In order to achieve an ideal intellectual environment the following are priority recommendations:

- Increase the comfort of IUPUI classrooms.
- Instructors should use active learning techniques and encourage more discussion in the classroom.
- IUPUI classrooms must have flexible space and furniture.

Below is a table that describes in greater detail the recommendations for further action and the lead individual/unit to achieve this action.

Recommendations for further action	Lead individual/ unit to achieve action
Increase the comfort of IUPUI classrooms.	Learning Environments Committee and all academic schools
Instructors should use active learning techniques and encourage more discussion in the classroom.	Center for Teaching & Learning
IUPUI classrooms must have flexible space and furniture.	Learning Environments Committee and all academic schools
IUPUI should increase the connection between classroom learning and resources in the city.	Center for Teaching & Learning, Campus & Community Life, Center for Service & Learning, Solution Center
Instructors should increase interaction among all students in the classroom.	Center for Teaching & Learning
Instructors should support in-class conversations	Center for Teaching & Learning and the Division of

that continue outside of the classroom.	Student Life

Instructors should use more technology in the classroom to support student learning.	Center for Teaching & Learning and University Information Technology Services
IUPUI needs to develop a physical campus environment that supports student learning.	Physical Plant and Learning Environments Committee
Instructors need to create a welcoming classroom environment for all diverse students.	Center for Teaching & Learning and the Division of Diversity, Equity and Inclusion
IUPUI needs to increase the research resources (journals, books, online databases, etc.) available to students on campus.	University Library with support from all academic schools

Also attached in an appendix is a summary of how the group worked during the Fall 2007 - Spring 2008 including reports, research, and student feedback collected which has informed these recommendations.

The Intellectual Environment sub-committee met three times during the Fall 2007 and Spring 2008 semesters. The first appendix is a report detailing that group's work.

Additionally, in an attempt to acquire additional information regarding the ideal intellectual environment from graduate and undergraduate students, a survey was developed and administered. The second appendix is a report detailing results of that survey.

Appendix 1
VOICE Intellectual Environment

Definition of Intellectual Environment:

Highly Effective Learning
- ***Highly Effective:*** *move from theoretical to application; understand past historical change and how it pertains now*

Employs Inclusive Ideological modeling of curriculum
- ***Ideological Modeling:*** *approaching from more inclusive approach; still learning discipline but approaching from new view; pulls everyone into discussion; inspires effective learning; have to see yourself in the discussion*

How environment affects student academically
- **Affects student academically:** physically making changes to the campus environment; the set up of the classroom; comfortable learning environment (seating, boards, writing spaces)

Continuously changing improving our learning methods to keep up with the changing world

Theoretical has to be balanced by the implacable (balance of theory and application)
- **Balance theory/application:** environment inside the classroom and outside the classroom; practice what you are learning; make what is being taught applicable to students lives; needs to be a closer connection between the two (theory/application)

Behavior

Needs:

- Comfortable classroom inside and outside
- Everyone has very different lives and there needs to be some way to learn how to bring more interaction between all students
- In class conversation should be encouraged to continue outside the classroom as well
- Instructors should be open to discussion
- Instructors should be more knowledgeable of technology in the room
- Fluid/flexible classroom
- Increased resources for cross-campus learning
- Research (students included) done for anything that will enhance learning environment within their discipline
- Appropriate research resources (journals, databases)
- Teaching how to be competitive with peers
- Individual learning process/ some have come to college with experience and some have not
- Better integration of graduate and undergraduate students
- Develop a more well – defined academic core with campus physical space, with the library as the center
- Increase the use of city resources (cultural, government, corporate etc.) to enhance student learning through practical experiences.

Ideas

- Faculty to make stronger connection between theorist application to real world
- Money for research related resources
- Create a welcoming environment for all students regarding all backgrounds
- Faculty awareness of/ sensitivity to special needs as well as the diverse student's needs (enhance AES)
- Being a non-traditional student on this campus and not having a welcoming environment (non practice of inclusive behavior)
- Evaluate physical classroom spaces for an Intellectual Learning Environment
- Students learn better when they are able to be included in classroom activities
- Faculty understands everyone is capable of learning

> ## *Vision of an Ideal Campus Environment*
> ## *VOICE Off-Campus Environment*

Theme Chair: Daniel M. Maxwell, Director of the Campus Center

Members: Brian S. Blume, Shatonia M. Brown, Charmayne Champion-Shaw, Kristen N. Kastner, Johnson A. Kinley, Mitchum L. Owen, and Nicole D. Spikes.

In order to achieve an ideal off-campus environment the following are priority recommendations:

- Increase students' social support networks.
- Increase the number of comfortable places to study and "call home" on and near campus.
- Explore how the campus could become more family-friendly.
- Increase students' awareness of off-campus services and programs that would be helpful to them as students.

In order to inform the work of the group a campus survey was administered. The demographics of those participating in the survey:

- Of those participating in the survey, 87% (101) currently live off campus and the remaining 13% (15) live on campus.

- Of those students completing the survey, 72% of the students are on campus at least four times if not more each week and the remaining 28% find themselves on campus between two to three times each week.

- There are a few students who self identified as on-line students who have never made it to campus nor feel the need to be physically on the campus.

- In addition, those who come to campus an over whelming (80%) are driving their own car and not using public transportation or car pooling.

- A few self identified (8.5%) as bike riders or walkers.

Overall Review of Process:
There were four meetings from mid December 2007 through the end of February 2008. Each time the sub-committee met, they had a conversation on what an "off-campus environment" really meant as there was no definition provided.

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At the conclusion of the second meeting, it was suggested that an on-line survey be conducted to capture the understanding of how students attending IUPUI would qualify the term "off-campus environment" and what it meant to them regarding their activities and co-curricular experiences.   There was no agreement of a definition within the committee members or those advising the chair of the subcommittee. On a residential campus, the "off-campus environment" may be were one socializes, or works or is a compliment to the campus experience or even a distraction from the campus experience. In contrast, on an urban campus where only 1,000 out of 30,000 students reside on campus, the "off-campus environment" is where the IUPUI student spends a majority of their time.

A campus on-line survey was conducted over a three week time period and netted 116 responses. The survey was administered online via SurveyMonkey.com, and it was promoted through word of mouth, listservs, JagNews, and JagTV. The results provide feedback which helps to clarify the IUPUI notion of an "off-campus environment" providing a starting point to address additional needs and wants from our student population at IUPUI. While some individuals had difficulty responding to the first question, which asked individuals to describe their ideal "off campus experience", their responses provided an example of the multiple lenses by which our students see themselves and the campus, as a whole (see page 6 of this report).

The students who were able to describe the ideal off campus environment provide the following three descriptions:

1. A social support through friends;
2. Balance of off-campus and on-campus involvement; and,
3. A home close to campus.

Those participating in the survey clearly described the importance to connecting to the campus through friends, family and employment. The social networking and the opportunities to be involved on campus created access points for the participants to connect to IUPUI. Students who self identified as older, with children, and or married shared examples of a balance between IUPUI and commitments outside of higher education; however, the balance between the two were described as important.

Living close to campus makes a difference for 74% of the students taking the survey with 48% of them already living within a 10 mile radius and another 26% willing to move if housing were more affordable. The remaining 25% choose to live further away for personal and family reasons. Those who described having a home close to campus as an important factor for an ideal "off-campus environment" speak to the need of more affordable housing both on and near campus.

The survey also asked participants to identify services they found most useful on campus and off campus. In addition, the survey sought to determine if those responding would change their on campus participation or time on campus if certain services were provided on or closer to campus. The data from these questions will provide some insight for expanded retail closer to campus (Indiana Avenue) or on campus with the exploration of different housing models that

could include retail space on the lower levels. While most students stop by the gas station (56%) on their way to campus or the grocery store (44%) on their way home, we have many who are stopping by their bank (33%), their recreation center of choice (38%), and the post office (32%). Over 50% of those surveyed said they would spend more time on campus if certain services were available on or closer to campus.

While not in class, students identified employment (43%) and co-curricular activities (hobbies at 66%, student organizations at 44%, faith-based activities at 5% and sporting activities at 12% as examples). While off campus and not in class, the percentages did not change dramatically except in the area of family activities and outings (a jump from 8% to 67%).

I believe the Student Life Strategic Plan, through its first two goals of student engagement and building campus community, will address the concerns, ideas and issues outlined in the responses of the survey.   Students want to be engaged and are, for the most part per the survey, engaged through clubs and organizations, employment and academic initiatives.   The ongoing need for social networking and feeling that you belong on campus is met through our efforts to increase engagement of our students.   I think we need to honor the fact that our students at IUPUI are in different places but still need the services to assist them in achieving their academic goals through the support of co-curricular programs and services, along with support services.

Appendix 2
VOICE Off-Campus Environment

Survey #4

Overview

The purpose of the Student VOICE Project was to identify student recommendations for their **V**ision **O**f the **I**deal **C**ollege **E**nvironment. This is part of the development of a new master plan for Indiana University, headed by President Michael McRobbie. The project has a Web site at IUPUI: http://www.iupui.edu/~sldweb/dos/voice.html. In addition, an Oncourse site was created to host articles and discussion forums for the project.

President McRobbie launched the project at IUPUI on November 1, 2007. At that time, students were organized into five sub-committees addressing the intellectual, social, and campus-living environments, as well as the off-campus student experience and support services for students. Discussions within each sub-committee were intended to be broad-ranging and to allow members of the committee to offer specific recommendations to President McRobbie.

This project is a small-scale qualitative research study. Qualitative research focuses on depth of exploration into a topic through a variety of sources. This report provides data on just one source of information, namely an informal survey administered online. Through the survey data, committee discussions, focus groups, and other in-house data sources like NSSE and the Student Satisfaction and Priorities survey, a descriptive view of the Student VOICE will emerge.

The pages that follow contain results from the survey used for assessing the off-campus environment at IUPUI (116 responses). This survey was administered online via SurveyMonkey.com, and it was promoted through word of mouth, listservs, JagNews, and JagTV.

Question 1: How would you describe your vision of the ideal "off-campus experience?"

There were 90 responses to this question. Several had trouble responding to the question, saying it was either too broad or they were unclear on which aspect they were to address. Others created definitions revolving mostly around living close to campus, having a close group of friends, quiet places to study, and opportunities for involvement on campus. There was a third grouping who were satisfied with having a low level of involvement due to family or other outside commitments and have no interest in changing that balance. Selected quotes appear below, and the full list can be found in Appendix A of this report.

Difficult time answering this question:
- It is unclear what you mean by "off-campus experience." Are you refering to housing, employment, family life, or something entirely different? IUPUI is not a typical campus filled with 18 year old students. I am over 40 and do not know how to answer this question.
- The "off-campus experience" is hard because I have an "on-campus" mentality and work ethic. But the only reason I've been able to adapt is because professors and advisors and faculty understand how hard it was for me personally to go from living near campus to back at home and having to get a job. They've all been helpful and understanding with the commute, responsibilities I have to my family, etc. I wish I lived on campus but I'm grateful that IUPUI works hard to help make the "off-campus experience" as good as the "on-ampus experience."
- It is hard to say being a non-traditional student. With a full-time job and a family of five(six including the dog) I typically am on campus only when I have to be. I think the addition of the campus center is great for those of us who do commute, but I have time in between classes. I don't know that I would want anything more for my off-campus experience at this time.

Social support through friends
- Right now I live in a pretty ideal off campus environment. I live ~10 minutes from campus, with five fraternity brothers, we all study, help each other, and stay involved on campus.
- I would describe it as being able to go somewhere comfortable to hang out with people and just have a good time, dancing or watching movies.
- a small group of students. An activity that I couldn't or wouldn't normally do on my own. I really liked the pacers/cavs game that student life put together. It allowed me to afford an activity I wouldn't normally spend the money on.

Balance of off-campus and on-campus involvement
- 24/7 learning lab of social and academic networking
- The ideal off-campus experience would include an adequate and well advertised balance of on campus activities for me as a student that would include family as well as off campus activities. This would include having moderately affordable options.

- Being involved in as many organizations so that it makes you feel like you live on campus because you're there so much.
- Still feeling connected to my school. My life doesn't feel as if i don't go to a college

A home close to campus
- A comfortable place to live, study and call home, a job close to campus that works with my class schedule and plenty of places nearby for things to do.
- Within walking distance to campus. Safe day and night. Resturants, coffee shops.

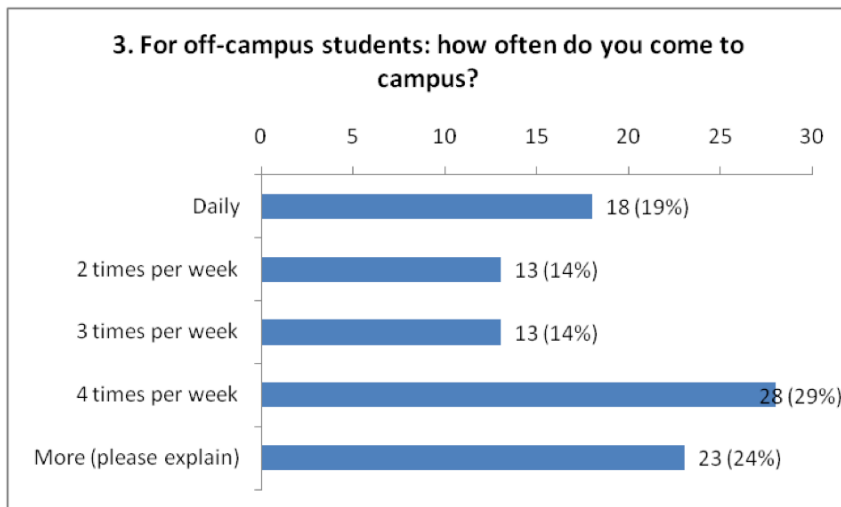## Question 2
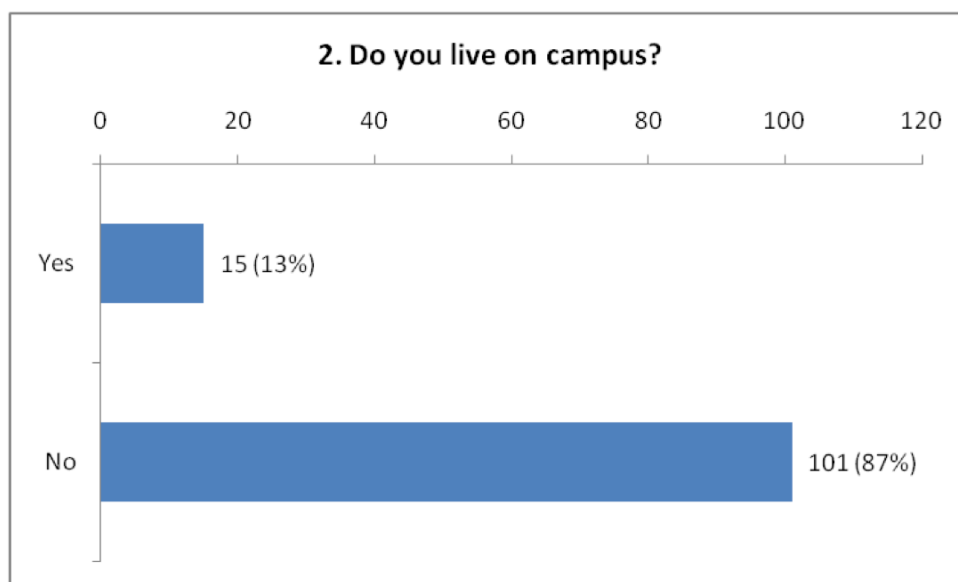
About 13% of respondents indicated they live on campus. Campus-wide, the percentage of on-campus residents is less than 4%.

Questions 3-5 were only for off-campus students, or those who answered "no" in Question 2.
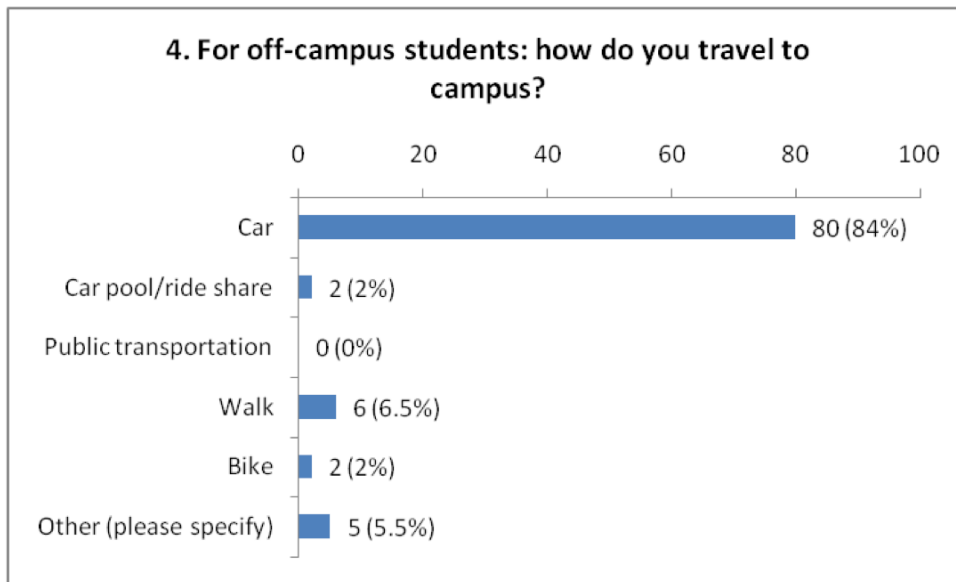
Question 3 (off-campus students only)

There were 95 responses to this question. The majority of respondents travel to campus between 4 times per week or more (72%). The remaining 28% of off-campus respondents travel to campus 2 or 3 days per week. There was an opportunity for respondents to comment under the "more" response option, and a few indicated they traveled *less* than two times per week, especially due to online courses. These responses follow:
- 4 days for class or an internship, Fridays for meetings with people, staff, etc. and Sundays for colony meetings
- I work on campus, attend classes on campus, and conduct research in the campus library, which brings me to campus 5-7 times per week.
- Four days per week for class, several more times for work/internship
- I have classess or work on campus M-F
- as little as possible, I take all the online classes I can
- sundays for meetings and 4 days a week for classes
- 7 days work, class, student organizations
- 4 days a week for classes and then every sunday
- I come to campus M, T, W, R for school and M,T, W, F, S, S for work.
- Rarely - on-line classes and live over an hour away
- 5 days a week (4 responses)
- monday-friday
- I have class everyday, plus research over at an IU med facility
- 4 or five
- Never! I've never been on campus.
- taking an online class this semester - do not visit campus
- once per week
- I am on campus 4-5 days per week

Question 4 (off-campus students only)

4. For off-campus students: how do you travel to campus?

Mode	Value
Car	80 (84%)
Car pool/ride share	2 (2%)
Public transportation	0 (0%)
Walk	6 (6.5%)
Bike	2 (2%)
Other (please specify)	5 (5.5%)

The overwhelming majority of off-campus respondents drive to campus. There were five "other" responses that represent a combination of transportation modes:
- Sometimes car, sometime bike, sometimes car pool, sometimes bus
- Bike when I can, driving in the winter
- I haven't yet - but when I do, I'll come in my car.
- Bike or car
- Two days by car alone, one day in a carpool with another grad student

Question 5 (off-campus students only)

5. For off-campus students: Would you move closer to campus (i.e. within a 10-mile radius) if it were feasible?

| Response	Count
Yes	25 (26%)
I already live within 10 miles of campus	46 (48%)
No (please explain)	24 (25%)
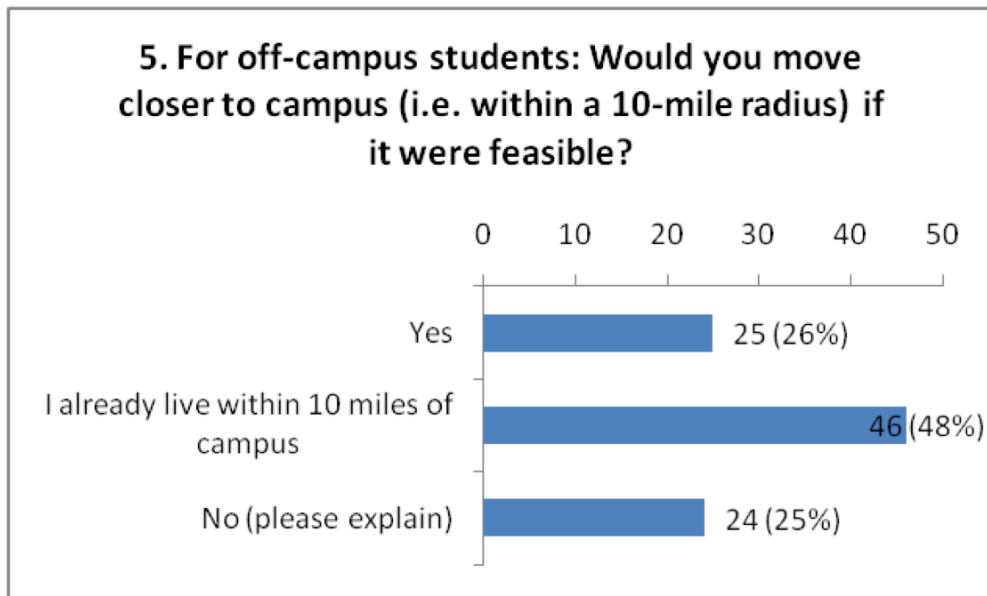
Just under half (48%) of the respondents already live within 10 miles of campus. About a quarter wants to move closer, and another quarter does not. For those who indicated they did not want to live within 10 miles, many cited safety issues as a concerned, while others simply have lives established in other cities. A couple of respondents live just over 10 miles away and are satisfied with the distance, and several mentioned their children's schooling as a reason to stay further out of town. Most of the responses follow:

- I love being away from campus to get away from people
- I like living in a rural setting
- It's too dangerous to live downtown, with theft and all the weed-n-see neighborhoods.
- I own a home and moving downtown with my child is not in any way something that I would consider.
- My children
- I have established ties in another city (4)
- My kids are in school and I am happy with the school district we are in (2)
- i like my house, 12 miles away
- Campus doesn't seem inviting enough to need to be near it
- The surrounding neighborhoods close to campus are not nice safe living places
- I save money by living at home.
- Own home (2)
- I have a family.
- live in a small town, can't sell my house in this bad market
- I am within twenty minutes of school in a home I own.
- I wouldn't feel safe

- As I only take one class a week, it would not be worth my while to move closer to campus. I work very close to campus, and the commute is easy.
- I don't want to live downtown.
- I truly despise Indianapolis. It is the worst big city that I've ever been to.

Questions 6-10 were for all respondents, regardless of location of residence.

Question 6
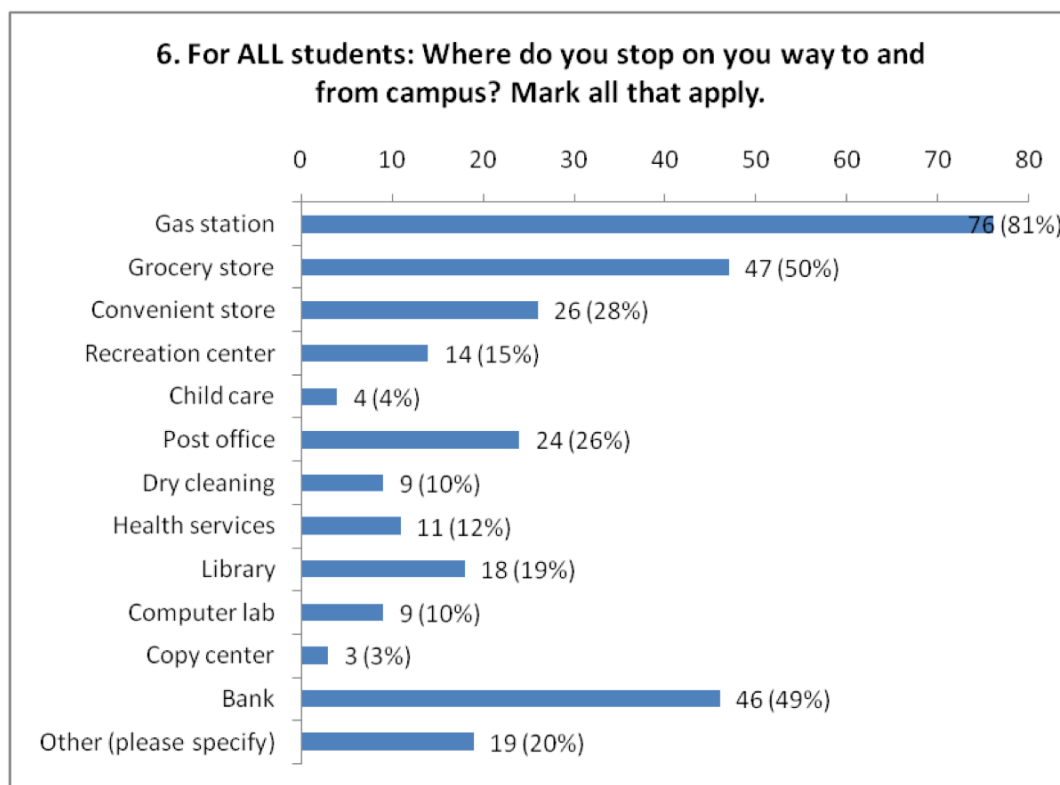
Other, please specify:
- None (3)
- nowhere. i ride my bicycle straight to and from campus.
- chrildrens school
- I walk to campus so i dont stop anywhere
- Restaurants; shopping
- McDonalds
- credit union
- tanning salon
- Starbucks and Jimmy Johns
- Pick up my siblings at their high school.

- natatorium
- Video Rental Store
- video store
- WORK
- shops
- Goodwill Store
- My day job.

Question 7: If those services were provided on campus, then would you be able to spend more time on campus?
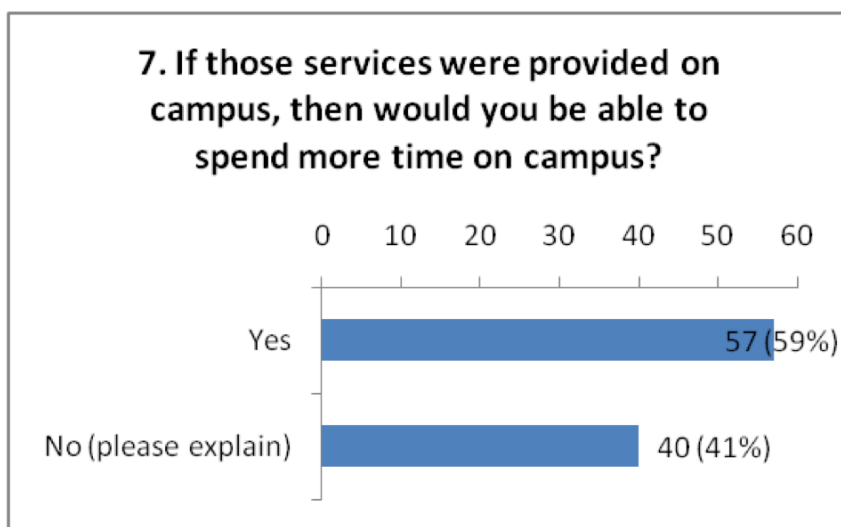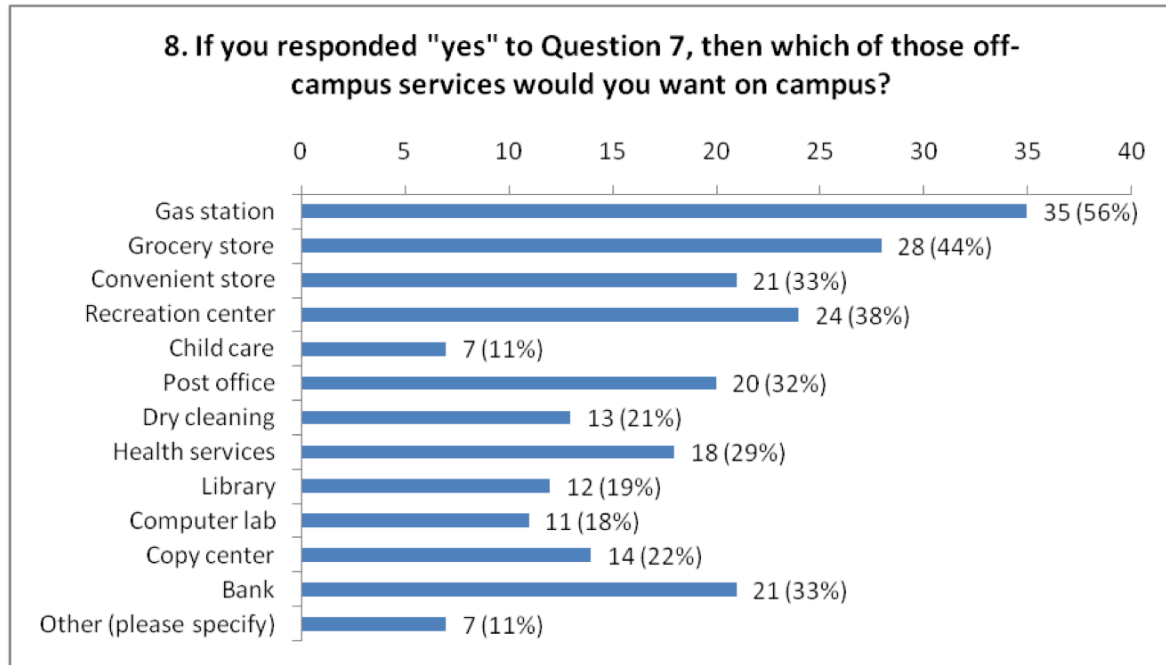

Many of the respondents who indicated "no" explained that they have no interest in staying on campus more than they already are. Many cited their family commitments or lack of convenience (example: "I would not carry groceries from on campus to the far away place that I have to park my car."). Several questioned the ability to have a gas station on campus.

The list of comments follows:
- I already spend a lot of time on campus, but there is already a bank on campus (which is not mine, nor would I switch)...It would probably also be overpriced compared to off-campus facilities
- Depends on the prices at those places, usually things cost more on campus and I would rather drive out of my way than purchase on campus.
- no--why would the campus need a full service grocery store? that's the only type I would use, and I know you wouldn't put one on campus
- I spend the majority of my time on campus as it is, from 9 am until 9pm or later.
- There is absolutely no reason to stay on campus more than necessary. It is without a doubt not a recreational choice for me.
- I live far away
- children involved in many after school activities

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- Then i wont be able to be with my family
- can you have a gas station on campus?
- These places are on my way home anyway, so I'd probably still stop there on the way home.
- I do not want to see a gas station on IUPUI's campus
- they already are, but the parking near the library is inneficient
- They are on my way home and I usually need them for home not school
- Some of them are, I just live so far away that I usually wait til I'm close to home or go when I'm just leaving home.
- I wouldn't be on campus longer, it would reduce my errands when I got home
- I'd still probably go to my own bank (teachers C.U), and I prefer a certain gas station (Speedway)
- A gas station on campus would really not change anything.
- I would, but why?
- Can't get a gas station on campus
- The only way I would spend more time on campus is if there are more social interactions between students on campus and build friendship
- Fueling my car doesn't have an impact on the time i spend on campus
- I want to leave campus every once in a while. I would feel trapped and still go elsewhere to use the services indicated.
- I would not carry groceries from on campus to the far away place that I have to park my car.
- I don't live in Indy, I only come to IUPUI campus when necessary.
- i still live 20 minutes away and have to go to work
- Prefer my local retailers.
- Most of the time that I'm on campus, I'm either coming from work or going to work, so it's more of a time issue than an availability issue.
- not applicable (see number 6)
- Perhaps, it just would depend on my work schedule etc.
- why would i spend more time on campus if i didnt ahve to?
- not on campus very often
- need to be where I live
- I'm either at school or work already
- I use the ones on campus itself.
- I get gas as needed
- No, my main need on campus is food.
- do not need to spend more time on campus
- I only come to campus to take classes.
- No, I try to spend a minimal time on campus

Question 8

8. If you responded "yes" to Question 7, then which of those off-campus services would you want on campus?

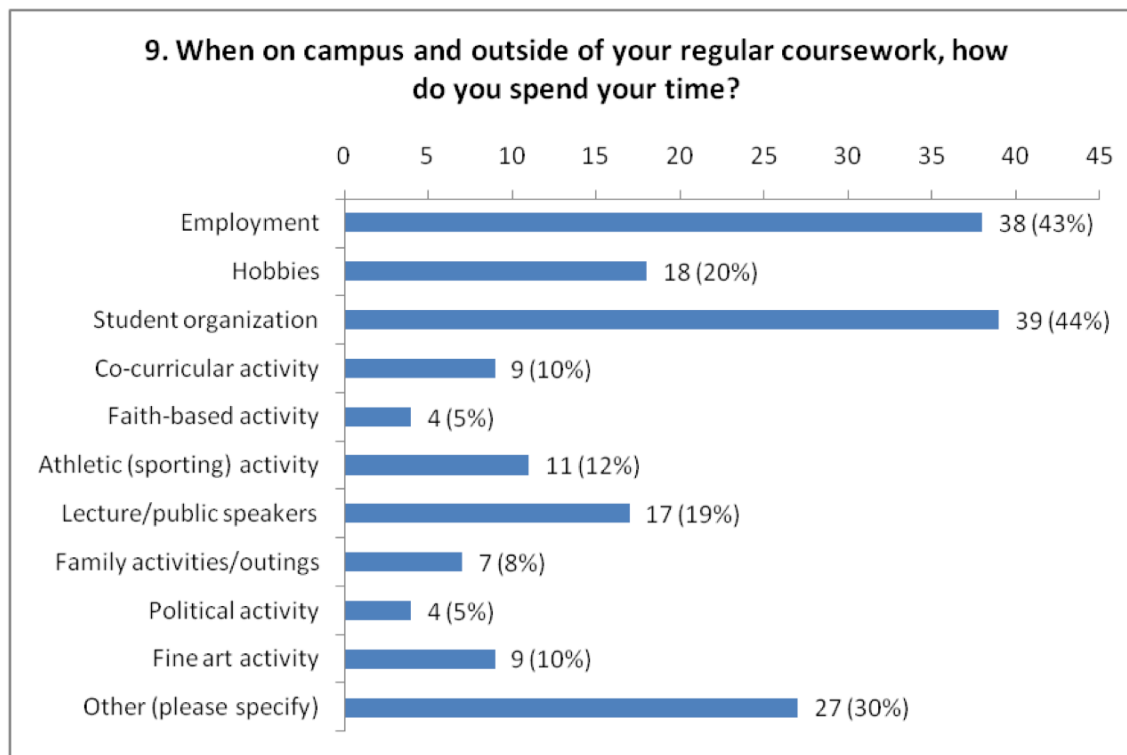| Service	Value
Gas station	35 (56%)
Grocery store	28 (44%)
Convenient store	21 (33%)
Recreation center	24 (38%)
Child care	7 (11%)
Post office	20 (32%)
Dry cleaning	13 (21%)
Health services	18 (29%)
Library	12 (19%)
Computer lab	11 (18%)
Copy center	14 (22%)
Bank	21 (33%)
Other (please specify)	7 (11%)

Other:
- A gas station offering student discounts would be GREAT!
- tanning booth that is cheaper for students
- Starbucks and Jimmy Johns
- bowling
- game room, bowling alley, roller skating
- movie store
- none

Question 9

9. When on campus and outside of your regular coursework, how do you spend your time?

| Activity	Value
Employment	38 (43%)
Hobbies	18 (20%)
Student organization	39 (44%)
Co-curricular activity	9 (10%)
Faith-based activity	4 (5%)
Athletic (sporting) activity	11 (12%)
Lecture/public speakers	17 (19%)
Family activities/outings	7 (8%)
Political activity	4 (5%)
Fine art activity	9 (10%)
Other (please specify)	27 (30%)

Other:
- Outdoor activities, with friends
- I study between class and then go home
- with friends
- relaxation?
- studying
- i go home
- studying
- studying at the library or doing group project
- I live on campus so I just am here all the time.
- If I'm on campus I do homework or just chat with friends.
- I'm an academic mentor
- I don't spend any time on campus other than for coursework.
- campus community life and sapb activities
- working on thesis
- None
- chillin
- talkin to my peers
- visiting friends who are on campus for any reason
- Studying, catching up on e-mails and coursework.
- Studying

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- w/ friends
- exercise by swimming laps
- Being counseled, eating, printing for class
- none -- only come to campus for class
- teaching
- I am only on-campus to take classes.
- Library

Question 10
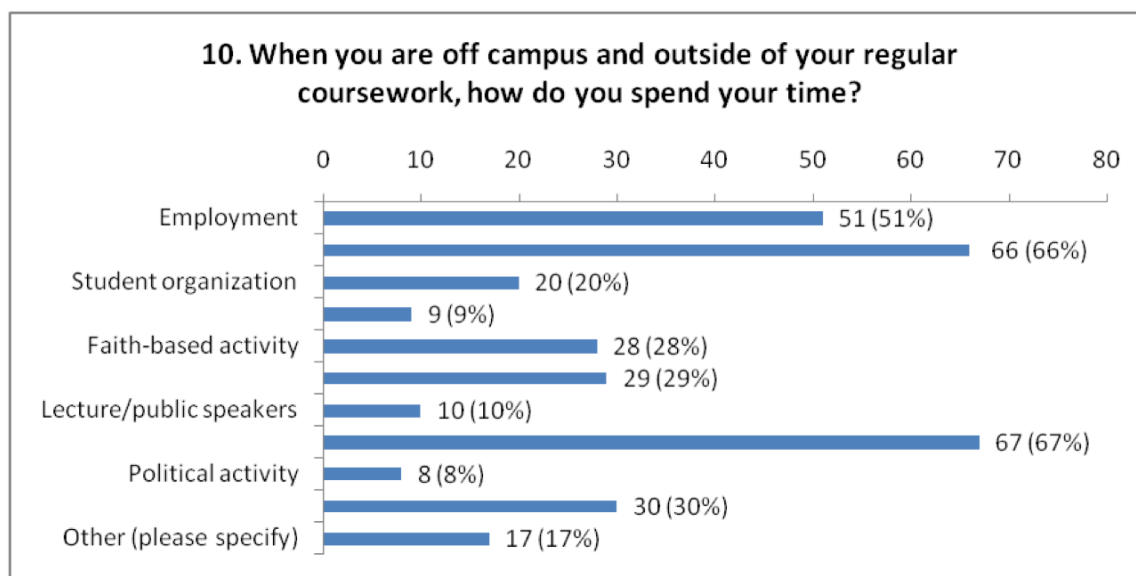
Other:
- Outdoor activities, concerts, with friends, etc.
- relaxation and entertainment
- hanging out with my friends
- Movies
- Sleeping
- movies, playing video games, on the internet
- sleeping
- hanging out with peers
- only if exercise is outside of (sporting) activity
- fitness, non-sporting, pleasure reading
- tanning, going to the movies, working out
- caring for my cat
- w/ friends
- survival
- Bookstore
- Shopping

- Dance performances

Responses to Question 1

- Easily accesible, during time when you are not wokring
- A place that is relaxing, and you can go with friends. The main thing would be the cost. If it was cheap we would more likly go there multiple times.
- Fun, social and exciting
- Right now I live in a pretty ideal off campus environment. I live ~10 minutes from campus, with five fraternity brothers, we all study, help each other, and stay involved on campus.
- Living close to campus in a quiet apartment with some green space (trees, field)
- something I wouldn't normally do; exciting; useful (i.e. learn something new or gain some career experience or get to see someone or participate in something really well-known)
- the ideal off-campus experience to me would just to spend a few hours in the city
- Different organizations joining together to have events and keep the students active like they should be on campus.
- Library database access from personal computers is identical to access from campus-networked computers.
- An ideal off campus experience would consist of having an ultimate day of fun with my friends; not worrying about homework and graduate schools; it would consist of a water park experience where the thrills keep coming and you remember the thrills for days after because of your body being sore.
- The best knowledge given in the most easily accessible way.
- It is unclear what you mean by "off-campus experience." Are you refering to housing, employment, family life, or something entirely different? IUPUI is not a typical campus filled with 18 year old students. I am over 40 and do not know how to answer this question.
- I would like it to be very close like the on campus experience! I want to spend most of my time on campus instead of at my house without other students!
- Better parking, quicker commute.
- Lots of resources to be involeved on campus, resources for students to be able to be connected to faculty from home
- The ideal off-campus experience would provide time to associate with, and meet, current IUPUI students, and potentially students from other Indianapolis schools.
- More time to study and do things I enjoy.
- A comfortable place to live, study and call home, a job close to campus that works with my class schedule and plenty of places near by for things to do.
- be able to hang out and carpool with other people
- I would describe it as being able to go somewhere comfortable to hang out with people and just have a good time, dancing or watching movies.
- Being involved in as many organizations so that it makes you feel like you live on campus because you're there so much.
- still being connected even through you may have to travel to do any thing

- i don't understand the prompt. what is it in relation to?
- I would describe it as something that would appeal to all types of people.
- Living close enough to campus to walk or bike. Living in safe, reasonably quiet housing conducive to studying.
- to see new things and have fun
- Hanging out with friends
- cheap apartment close to school but not too close.
- Personally, I am not into night life or partying. It would be nice to learn about off-campus expereinces on campus. These off-campus experiences could include what the Indianapolis Symphony Orchestra is playing and when, what is going on at Conner Prairie, what festivals are available (like Irish fest) or perhaps other music festivals. Other off-campus experiences could include learning about the who and what of our local government. Another example could be what community service opportunities are available. Finally, its might be nice to know about local restaurants and transportation.
- 24/7 learning lab of social and academic networking
- Good communication with support staff.
- the easiness of getting a job outside for an international students
- close to campus, lots of shops near by and reasonable rent
- An ideal "off-campus experience" would be a gathering of students of all walks of life and backgrounds getting together and doing something productive for the community.
- fun, adventurous
- Living close to campus, within walk or biking distance. I would want to be close to restaurants and stores also.
- More online classes available
- Hmm trip to cedar point.
- The ideal experience is that you can get to school without to much difficulty and when you get here you actually can find a parking spot.
- The "off-campus experience" is hard because I have an "on-campus" mentality and work ethic. But the only reason I've been able to adapt is because professors and advisors and faculty understand how hard it was for me personally to go from living near campus to back at home and having to get a job. They've all been helpful and understanding with the commute, responsibilities I have to my family, etc. I wish I lived on campus but I'm grateful that IUPUI works hard to help make the "off-campus experience" as good as the "on-ampus experience."
- a small group of students. An activity that I couldn't or wouldn't normally do on my own. I really liked the pacers/cavs game that student life put together. It allowed me to afford an activity I wouldn't normally spend the money on.
- Convenient, timely, inclusive, relevant.
- Free or VERY cheap. Going to Pacer, Fever, & Colts Games. In the summer, going to events like Jazz Fest or having things on the lawn at White River Park, or taking Out-of-state trips via bus. In the winter, we should have things at museums, rent out an entire movie show, or take trips to out of state places (mammoth caves...somewhere fun, but not too far that can be cheap).
- It is hard to say being a non-traditional student. With a full-time job and a family of five(six including the dog) I typically am on campus only when I have to be. I think the addition of the campus center is great for those of us who do commute, but I have time

in between classes. I don't know that I would want anything more for my off-campus experience at this time.

- I would like to have some sort of free transportation to school, and I would like to have school community activities near by.
- home-owner with baby
- Some 'small' group recreational activities, where a student can bring a guest, at a much lower price than normal. For example, when I went to the University of Southern Indiana, we took a weekend camping/white water rafting trip on the Ocoee river for $40.
- fun, exciting, can be or not be school-related, chill.
- Safe, afforable housing. East access to entertainment.
- first off- what exactly do u mean by off-campus experience? It is a little too broad. Closer to IUPUI, and much more activitiesd related to IUPUI
- Traveling some where I've never been, whether it be in town or out of town, all expenses paid!!
- Still feeling connected to my school. My life doesn't feel as if i don't go to a college
- I don't really have an opinion. I'm not a traditional student, and because of that I don't feel like this applies to me.
- This question is incredibly vague... Plenty of social and work oppurtunities? Availability to find what I need for school/work/daily life at an affordable price?
- I don't understand what you're asking.
- other-worldly
- Within walking distance to campus. Safe day and night. Resturants, coffee shops.
- a nice stroll to the mall or circle without tons of pollution or crowded streets.
- Secure, affordable housing near campus.
- being able to live in an apartment or at home and driving to school maybe 3 at the most days a week for class.. and finding a parking spot eassily everytime
- Lots of quiet locations to study, but also lots of places to party (both for underagers and 21+)
- Lots and lots of VIC classes.
- The ideal "off-campus" experience would most likely involve not being around a campus or near anything that resembled a campus.
- The ideal off-campus experience would include an adequate and well advertised balance of on campus activities for me as a student that would include family as well as off campus activities. This would include having moderately affordable options.
- If I was living off campus I would like to live witin reasonable walking distance of the campus. I also would like the buses to run throught local apartment complexes so that students there could ride if it was raining or otherwise.
- Convenient parking, and required classes offered during the evening so that I may take them when I get off work.
- Having an affordable apartment that is walking distance from campus that is also somewhat safe.
- local opportunities to get involved
- cheap, close to campus, and by lots of friends.
- Ideally, living off-campus would allow someone increased freedom and independence while still maintaining a strong sense of involvement with the campus. Living within a 20

minute walking distance provides a life separate from campus but also allows someone to quickly and easily return.

- Frequent and diverse international work and learning experiences which would not depend on in class courses while abroad or even working through other universities. Internet based thesis courses for undergraduate and graduate level courses tailored to any major or discipline.
- Not sure what you mean by this, but I am going to assume you mean living off-campus. I envision decent apartments that cater mainly to students and offer a decently quiet atmosphere. They should be within walking distance to the campus and have sufficient parking.
- Walkable, friendly, lots of eating and entertainment
- Bunch of friends, stuff for everyone to do and lots of interaction.
- not sure
- I actually have talked enough with my classmates to "know" them. When I am on campus I see people I know.
- Living close enough to walk to campus, and close enough to downtown attractions.
- If you mean as a one time event, I would say one that builds relationships and is entertaining as well as educational. If you mean, as an off campus living environment, I would say, one where I could still connect with other students. If you mean as an off campus study scene, I would say one that is relaxing and offers both talking and quiet rooms...starbucks is an ideal environment for studying
- The ability to concentrate solely on school work. Having the time to efficiently prepare for classes and concentrate strictly on classes.
- The off-campus experience should be characterized by easy access to information through online library and information networks, easy access to university services, and a diversity of course offerings at convenient times and with accomplished professors.
- Having places close to campus that are fun and for college students.
- Social events
- Unsure of what is meant by "off-campus experience"
- I can sum that up in two words. Bloomington, Indiana.
- better parking information - 1st week on campus was a nightmare
- better parking information - 1st week on campus was a nightmare
- My ideal off-campus experience would involve having fun with other students around my age and I would have a sense of community.

**Vision of an Ideal Campus Environment
VOICE On-Campus Living**

Theme Chair: Hayward B. Guenard, Director of Housing and Residence Life

Members: Katherine Carr, Eugene Pride, Sarah Glener-Bales, Noelle Goodwin, Danielle Nevels, Vicky Pasternak, Jake Porter, Samantha Roberts, Aaron Williams, and Eric Williams

In order to achieve an ideal on-campus living environment the following are priority recommendations:

New housing should be a competitively priced "modern version" of a traditional residence hall and should be clustered near current campus housing to foster a cohesive on-campus living experience. The facility should include computer lab and other resources.

1.   Future housing should include a competitively priced campus dining facility with a variety of meals and meal plan options. The seating area should be designed so that it is separate from the serving area and can be utilized after hours.
2.   New housing should have ample green space and include large common areas in every building, and on every floor, equipped with comfortable furniture to provide social and/or programming space.
3.   New housing should integrate academics; including classroom space, faculty offices, academic support services, and more residence based learning communities.
4.   Recreational spaces are needed such as: work-out facilities, athletic courts, outdoor spaces, and game rooms.

Attached is a table that describes in greater detail the recommendations for further action and the lead individual/unit to achieve this action.

Develop specific plans for the next phase of housing. Currently Director of Housing and Residence Life, Hayward B. Guenard; Assistant Vice Chancellor for Student Life, Frank Ross and Vice Chancellor for Student Life, Karen Whitney are developing this plan in conjunction with the campus administration.

Also attached in an appendix is a summary of how the group worked during the fall 2007 - spring 2008 including any reports, research, and student feedback collected which has informed these recommendations.

Three Focus-Groups were conducted with students groups including Ball Hall residents, the Honors Program, and campus apartment residents with the Residence Life student staff (as one focus group). Focus groups were conducted by staff members utilizing the attached focus group questionnaire. An electronic questionnaire was utilized to solicit input from the University

College Student Council. Approximately 80 students provided input on this report primarily through these four input opportunities. The V.O.I.C.E. On-Campus Committee reviewed and compiled the results into this *Final Report*. The *Final Report* was then reviewed by the Housing and Residence Life Student Leader Advisory Board for additional input.

Appendix 3
VOICE On-Campus Living

VOICE Campus Living Meeting
11/13/07

Student Focus Group Information:

I.   Introduction:
Indiana University President Michael McRobbie has initiated the Student VOICE Project. This project is intended to identify student recommendations for their Vision of the Ideal College Environment.

Students groups have been organized in five sub-committees addressing the Intellectual Environment, the Social Environment, the Campus Living Environment, the Off-Campus Student Experience, and Support Services for Students. Discussions within each sub-committee are intending to be broad-ranging and to allow members of the committee to offer specific recommendations to President McRobbie.

II.   Scenario:
You have been given the opportunity to create an ideal ***campus living environment*** at IUPUI. To assist us in understanding what this ideal campus living environment consists of, we have designed the following questions:

III.   Questions:
1. What does your ideal facility look like?
2. When you walk into your ideal facility, what does it feel like?
3. How does housing integrate with the larger campus environment (academically, socially, etc)?
4. How does campus living impact student learning?
5. How does campus living impact your career plans?
6. How does campus living help you understand yourself or others?
7. What type of experiences would you like to have in housing?
8. What services/amenities are available?

IV.   Tasks:

- Schedule meeting week after Thanksgiving with our respective focus groups
- Hayward to meet with Tina Samuels

Vision of the Ideal Campus Environment (VOICE): IUPUI
April 2008

VOICE On-Campus Living
Focus Group Responses

1. The ideal campus residential facility would include:
- *Social and Recreational Spaces*
  - Large common areas in every building on every floor equipped with comfortable furniture to provide hang-out and/or programming space
  - Recreational spaces are needed such as: work-out facilities, athletic courts, outdoor spaces, and game rooms
  - Outdoor social and gathering spaces
  - Game room, hangout space
- *Dining Hall*
  - Next Housing complex should have a more traditional dining facility
  - Residents would like to have options in the types of food offerings-grill items, salads, hot/cold, pastas, ethnic food, etc., breakfast, lunch, dinner, grab and go items, quick fix items, a coffee shop with extended am/pm hours
  - Flexible meal plans that include all campus dinning locations
  - Grab and Go food as well as food to cook
  - Coffee Shop open with early morning and late night hours
- *Facility*
  - Housing should be clustered together on campus to foster a cohesive living community
  - New housing should be a competitively priced traditional residence hall equipped with computer labs, study rooms, music rooms, common kitchens, laundry facilities, a convenience store, elevators, classroom space, accessibility to transportation
  - Central housing location (close to Campus Apartments and Ball) so that residents are not isolated from other campus residents, this will foster a stronger sense of campus community
  - Cool concepts and colorful interiors (SPHE and BUSINESS cubicles)
  - Bright lights in hallways and sound proofed rooms
  - Lots of trees, grass, flowers
  - Elevators
  - Individual temperature control for each room
  - Common kitchen(s)
  - Easily accessible parking
  - Mini convenience store
  - Large laundry room with study area
  - adequate classrooms that have everything they need to operate
  - Convenient-on city bus and campus shuttle route
- *Residential Program*
  - Within the residence hall, residents would like to have a police presence along with a centralized main entry with a 24 hour front desk

Vision of the Ideal Campus Environment (VOICE): IUPUI
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- o They look forward to experiencing school spirit and tradition with the ability to live in theme houses
- o They want a space in which self-expression is encouraged (both artistic and political), and academic resources are readily available such as: Advising, MAC, JagTag, Bursar, Health Services, Writing Center
- o Centralized main entry and front desk staff 24 hours
- o "Theme based" merit based housing
- o Large and small events
- o Space for student expression—similar to democracy plaza
- o Resources: Advising, Math Assistance Center, Jag Tag, Bursar, Health Center, Writing Center, all hold limited hours
- o Outside or inside places to display self, art work

2. **The ideal campus residential environment:**
- Feels like home with trees, lawn space, plants-aesthetics are key
- Is safe, and a place where residents can be themselves, relax, be engaged, have a sense of ownership, experience tradition and feel rewarded
- Engage residents and provide ample programs so that residents are connected to the campus.
- Rewarded to live on campus
- Foster the development of community
- Not alienating and stressful
- Support current campus traditions and create new traditions
- Pleasing to the eye with nice Landscaping, patio, more outdoor art. Flowers, trees and umbrellas over the outside benches

3. **How does housing integrate with the larger campus environment (academically, socially, etc)?**
- Accessibility to resources on campus
- Residents are on campus more so they have more resources available to them
- Housing needs to feel like it is part of campus, not separate
- Need more people living on campus, can thus meet more people

4. **How does campus living impact student learning?**
- Campus living should help students stay focused on their academics, with easy access to campus resources-library, faculty/staff, classes, etc.
- Campus living helps provide residents balance between studying and engagement
- Feeling like you are not alone in your major "classes"
- Theme housing and Residence Based Learning Communities
- Campus living engages students in activities and diverse situations
- Campus living allows students to live, learn, and study together in theme-based communities
- Easy access to campus resources: library, faculty/staff and classes
- Provides balance in academics through social opportunities
- Residents learn through interacting with diverse students

- It is easier to network and make friends with other students

5. **How does campus living impact your career plans?**
   - Campus living teaches residents how to communicate with others
   - It helps to broaden ones horizons and opens up opportunities to new career options, academic disciplines, leadership opportunities
   - Campus living helps students to think about their futures—they know they can not stay living on campus forever, it makes them think about their next steps and what they want
   - Learning how to communicate with others
   - Programs in the residential facilities discuss career opportunities, diversity issues, personality types, and engage faculty
   - More leadership opportunities (LYFE, RAs, Hall Council, & Social Justice Advocates)
   - Exposes you to new career/major ideas—your roommates and floor mates may be studying different things from you
   - Broaden your options of things to do later in life—opens up resources

6. **How does campus living help you understand yourself or others?**
   - Residents live in buildings with diverse people. This experience challenges residents to step outside their comfort zone to learn about others with different beliefs/views
   - Environments such as Democracy plaza are beneficial so that you may learn more about different views on important issues. It teaches you how to be autonomous
   - Fosters a community that you can discuss tough topics and teaches you how to deal with difficult conversations
   - Helps you to realize that your experiences are not the same—a black man from CA would not have the same experience as a black man from IN

7. **What type of experiences would you like to have in housing?**
   - An engaging environment that will allow them to interact with others and to experience diversity first-hand
   - The opportunity to live in themed learning units, learn as a community, feel as if they are part of something big
   - More opportunities to interact with their roommate before school starts
   - Themed learning environments
   - A facility that encourage residents to meet one another—not stay in their rooms
   - You actually experience diversity as opposed to just saying that you are a diverse person—it forces to you live in a diverse environment
   - More exposure to other student activities

Vision of an Ideal Campus Environment
VOICE Social Environments

Theme Chair: Michelle T. Verduzco, Director Campus & Community Life

In order to achieve an ideal social environment the following are priority recommendations:

1. Develop more effective ways of communicating with students about what is happening on campus. Students do not easily know about the extra- and co-curricular events, programs and services offered on campus.
2. Programs at IUPUI need to be offered at different times of the day and week to accommodate the schedules of very busy students. Programs should be offered more than once, i.e., the same programs need to be offered during the day and evening, as well as on different days of the week.
3. At IUPUI, the classroom is a social environment for students. Students want their faculty to facilitate activities in the classroom that encourage students to know each other. Students want to know from faculty about programs and social opportunities occurring outside of the classroom.
4. Create more "homey and welcoming" spaces on campus.   Students want more gathering and resting spaces on campus where they eat, study and socialize in a comfortable environment.

Data Collection Process:
Although several students had volunteered to participate in the committee, only a handful of the original volunteers actually participated in the initial focus groups.   Even with small numbers, good information was gathered in the focus groups and themes began to evolve. These themes remained consistent with data gathered later from a web survey. The information gathering in the focus groups provided a frame work in which to construct a subsequent web survey.

A total of three focus groups were scheduled but participation was sparse. A questionnaire was sent out to students by the presidents of the Undergraduate Student Organization and the Graduate Student Organization on behalf of the project chair. Again, response was very limited. The Voice Social Environment's project chair worked with the Division of Student Life's Director of Assessment. A questionnaire was developed and posted electronically. Between the data collected via this method and from the previous focus groups and emails, over 180 student responses were collected.

The appendix includes a complete summary of the questions and responses collected during focus groups and via the web electronic survey.
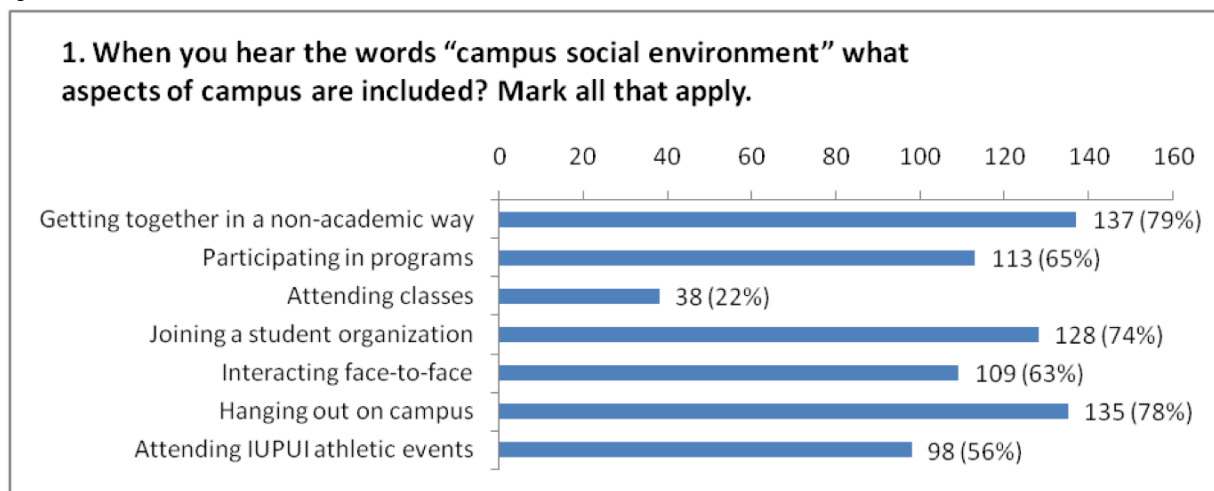
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April 2008

Appendix 4
VOICE Social Environments

Please note that the tables and text immediately below the tables show only the responses collected in the web survey. Additional student responses to these questions, from focus groups have been added under the text comments for each question.

Question 1

1. When you hear the words "campus social environment" what aspects of campus are included? Mark all that apply.

Getting together in a non-academic way — 137 (79%)
Participating in programs — 113 (65%)
Attending classes — 38 (22%)
Joining a student organization — 128 (74%)
Interacting face-to-face — 109 (63%)
Hanging out on campus — 135 (78%)
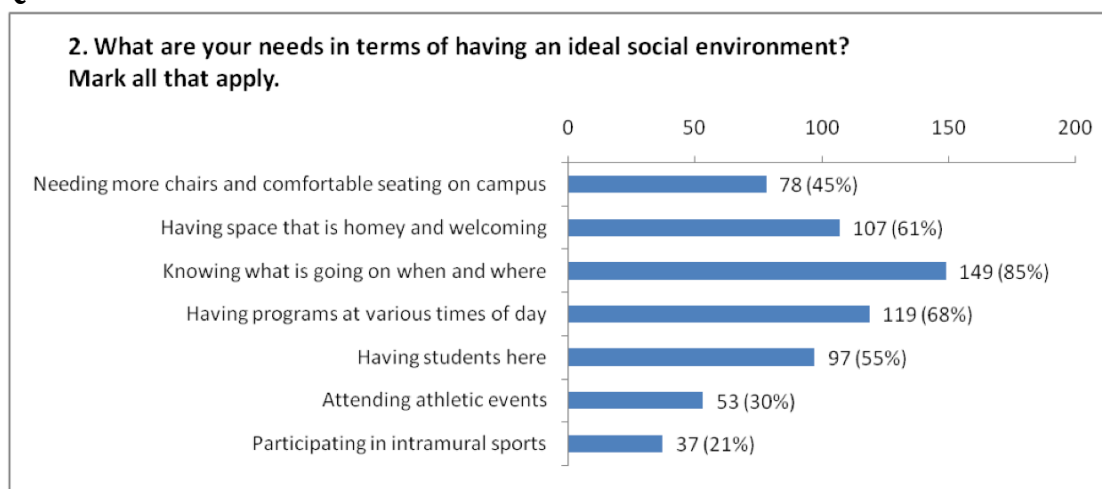Attending IUPUI athletic events — 98 (56%)

Approximately 174 people responded to this question. The "mark all that apply" nature of this question allowed for multiple response combinations that will therefore add up to a number higher than 100%. The categories that ranked highest were "getting together in a non-academic way," hanging out on campus," and "joining a student organization," with percentages in the mid-to-high 70s. Program participation and face-to-face interactions were also important with percentages in the mid 60s. It should be noted that 22% of the respondents see attending classes as part of the social environment. This should be encouraging news to faculty attempting to actively engage students in the learning process: over one fifth of the respondents deem the classroom social environment as important.

Eleven web survey respondents plus focus group participants provided the following comments (unedited for grammar and spelling):
- Getting together in a non-academic way
- Programs – until you get involved you don't know what there is
- Student organizations
- Face-to-face interactions
- A lot of interaction
- An environment conducive to hanging out on campus
- Smoking Cigs

Vision of the Ideal Campus Environment (VOICE): IUPUI
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- using the bookstore, finding the registars office, using the postal services if they become available.
- living in dorms
- intramural sports
- More than athletic events. This campus is so in need of a cultural and arts scene. There needs to be more theatre and drama events, especially oppurtunities for students...not just touring and hired out events.
- Greek Life
- Nonexistent at IUPUI compared to other universities.
- living on campus
- Classroom interaction
- interacting through the web
- all of these options together

Question 2

2. What are your needs in terms of having an ideal social environment? Mark all that apply.

Needing more chairs and comfortable seating on campus	78 (45%)
Having space that is homey and welcoming	107 (61%)
Knowing what is going on when and where	149 (85%)
Having programs at various times of day	119 (68%)
Having students here	97 (55%)
Attending athletic events	53 (30%)
Participating in intramural sports	37 (21%)

There were 175 respondents for this question. The most important need was "knowing what is going on when and where;" the respondents clearly expressed a need for information on social events. Second, they were interested in programs being offered a variety of times during the day/night. It is likely this is due to the spread-out nature of the IUPUI campus in terms of where students live and when they take courses. There is no "typical" course time at an institution like IUPUI, so a variety programs held at various times is appropriate. Next, respondents were interested in having a welcoming space, having fellow students around, and they expressed a need for more chairs and general seating on campus.

Twenty web survey respondents plus focus groups participants provided the following comments:
- Need for more chairs and comfortable seating on campus
- Knowing what is going on when and where
- Programs at all hours (weekends and night)
- Have students here
- Campus Center

- Want to feel like a home
- Hospitable environment – like a coffee shop
- Space that is homey and welcoming
- Athletics within schools or Greek competition
- Annual Competitions among schools, such as informal teams competing in volleyball
- Having a place where smokers can hang out
- Sponsor cultural activities such as Chinese Day, King Day, and Hispanic Day at IUPUI and the community in general
- living on campus
- multiple ways of communicating activities in couple weeks in advance AND last minute reminders
- More oppurtunities for student expression (theatre, arts, newspaper, etc.)
- Don't need or want one
- and places to lie down and take a nap
- Making it easy and safe to go from building to building
- We need a 24 hour study area aside from the computer lab.
- Actually having places open during weekends and after 6, for insance Campus Center services such as food court.
- parking ease
- Greek events on campus, rush week, etc.
- student nights/campus wide party night
- more convenient parking
- Adequate parking, sufficient lockers
- We need QUIET areas on campus
- Campus center is great!
- more activities that the whole school can participate in. such as concerts
- Provide programs for older (Mature Students)
- Having beautiful garden beds and sitting areas in them. Another is improving school spirit.

Question 3
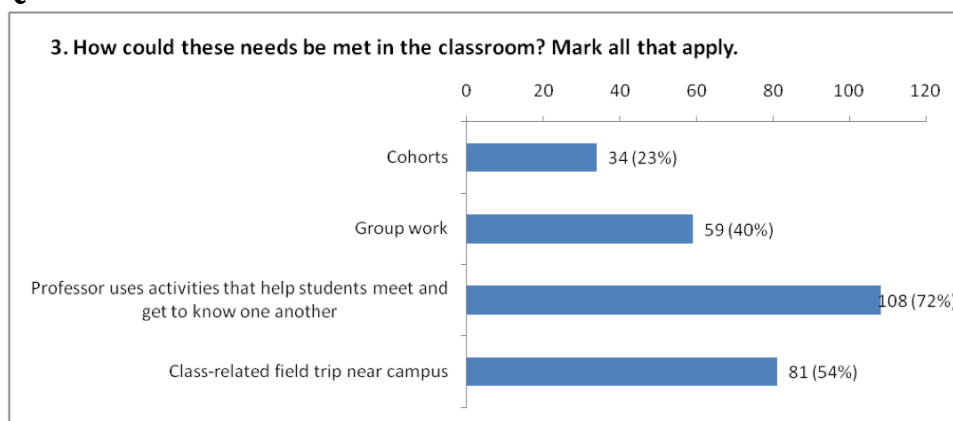
This question received 150 responses. A large portion of the respondents indicated that in-class social activities would be the best way for students to meet one another, though as seen in
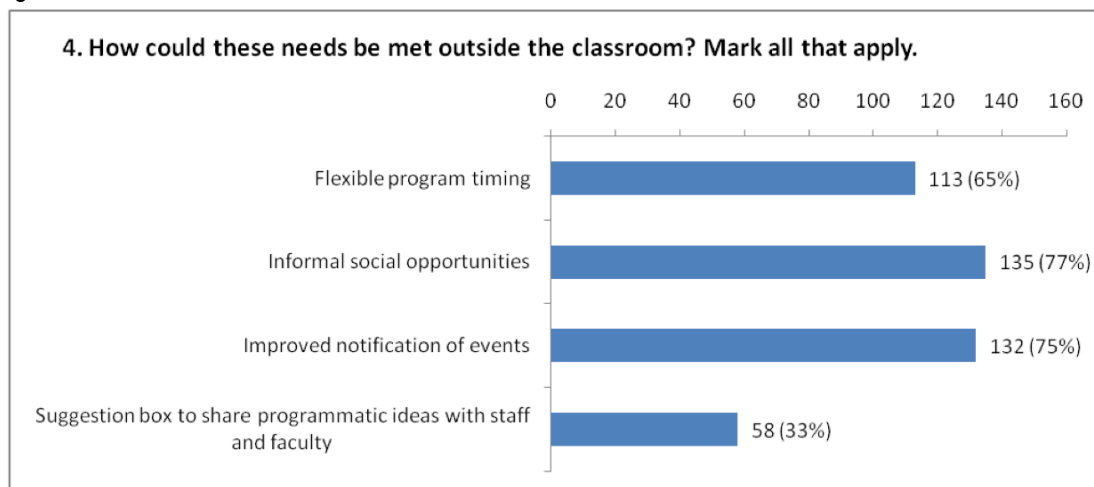
some of the following 20 comments, not everyone agrees. In addition, while 40% indicated group work was a good idea, there were several comments to the contrary.

Students completing the web survey and in the focus groups provided the following comments:
- When teachers know you, you're going to do better
- Cohort arrangements like in the School of Education – we really get to know each other
- Group opportunity to meet each other through group work
- Smaller classes – 1 CORE (themed learning communities) interrelated class – meeting some student throughout major
- Working at tables instead of desks
- In longer classes (3 hour), take a social and bio-break
- Take first class at the beginning of semester and do interactive activities like determining what co-eds have in common.
- Field trip related to class, so many great and interesting places in walking distance of campus
- More class discussion on on-course
- Quality of faculty who create good social environments within the classroom, including:
  - Know the names of their students; calling us by name increases my performance
  - Help students get to know one another by calling by name
  - Provide announcements in class about events going on on campus
  - Let students make announcements
  - Create "community circles" – allow 5-10 minutes to say what is going on in classroom and campus community
  - Get faculty involved in co-curricular program
  - Have faculty facilitating discussions in films and presentations
  - Faculty should be more social and visible
  - Get more programming featured in schools and encourage faculty to promote these programs
  - Get faculty to give extra credit or credit for participation in co-curricular programs make this happen in more classes than learning communities
- The classroom is for learning
- have projects that help form student life
- promote cultural events in classrooms
- better chairs
- encourage students to work together on homework
- Require students to go to certain lectures (let them choose 1 of 3 for class in case there are conflicts)
- I don't think they can, I think the social environment is lacking outside of the classroom. In the class, my focus is on the course material.
- The classroom environment is fine
- flexible tutoring schedules
- group work is not always appropriate, because certain learning styles are not cunducive to group projects
- Group Stuff is not always the answer
- NO GROUP WORK

- they can't be met in the classroom
- designing the seats from a group of students' perspective
- the classrooms are structured well
- i actually prefer not to have them in the classroom. Group work, especially in certain classes, actually diminishes personal responsibility and generally leads to a single person shouldering an inordinate amount of the burden, leading to animosity between classmates, rather than cooperation. Instead, making areas available for study groups to meet on campus would be a better way to allow for a community atmosphere for those who have the time and inclination to pursue that with classmates.
- learning communities, major specific
- class trips to chicago, new york etc.
- this is a commuter campus. group-work and class related field trips are a bad idea! causes problems for many students and the practice needs to be stopped.
- comfortable chairs, good technology

Question 4

4. How could these needs be met outside the classroom? Mark all that apply.

Category	Value
Flexible program timing	113 (65%)
Informal social opportunities	135 (77%)
Improved notification of events	132 (75%)
Suggestion box to share programmatic ideas with staff and faculty	58 (33%)

There were 175 responses to this question. Respondents value having more information social opportunities and being better informed about events. Again, flexibility in program timing came up as being important.

Sixteen web survey respondents plus focus group participants provided the following comments:
- Many programs feel too "formal"
- There's a sense you need to be there from beginning to end
- More ice cream socials
- Create opportunities to interact without having to formally introduce
- Roller skating, bowling nights
- Provide activities that are very informal and unstructured
- Free food and real food (not pizza)
- Athletic sporting events - promote better
- Suggestion box – electronic and real box

- - o   If you don't see programs you like – suggest them
- Improve notification of events
- Campus website can be more user friendly
- Email new students to link them to what's going on, like a survival guide or an electronic version of Kelley student "thrive guide"
- give us more dorms already
- encourage attendance at atheltic events
- want to emphasize improved notification
- I think we should have a winter formal. It would be fun!
- Anything done would be benificial.
- More student housing
- Actually having places open during weekends and after 6, for insance Campus Center services such as food court.
- better power plug connections near seating, safer parking lots, the aisles of parking lots are small and dangerous which inhibits my desire to come to campus any time other than when I have to for class
- When listing date of event on flyers, please put day of the week. Then you know exactly if you have class. Otherwise, if you have to look it up you forget.
- Extend 'orientation' type events throughout the year- like a core group to meet throughout the year- dinner outings and such
- Adequate parking, sufficient lockers
- more information from major areas of study
- Jagnews is great.
- instead of just one time, one day a week. make schedules for events more flexible
- Promote campus events with noticable signs or banners.

Question 5
Based on your responses above, briefly describe your vision of the ideal social environment at IUPUI.

There were approximately 74 responses to this open-ended question. There was a variety of responses, with some already pleased with the environment, while others were not. Four major themes emerged from these comments: 1) an interest in more social gatherings, 2) the need for better advertising/promotion of events, 3) interest in a greater number of comfortable places to congregate on campus, and 4) ample, affordable food service provided at events and more locations on campus.

In addition, several mentioned a need for increasing awareness of diversity issues in social environment programming, as well as having a wide variety of times, dates, and activities to accommodate traditional and non-traditional students. Finally, there was a further interest in an ideal social environment consisting of breaking down perceived barriers among academic departments and types of students. See the list below for the list of comments in its entirety. The comments appear as they were submitted without correcting spelling and grammar.

- More places to advertise events, would allow for more social gatherings and interactions with new faces.
- less of a commuter campus feel. More. Bigger. better programs to draw attendance to social events at iupui. MORE AND BETTER WAYS OF ADVERTISING EVENTS!
- Hanging out, sharing in conversation while smoking.
- varied times and days for programs. sometimes that might include providing programs and opportunities on multiple occaisions since such a large part of our student population have obligations off campus.
- Programs that would also include the non traditional student. There is nothing available in my opinion for us. I understand that the majority of campus activiites are geared towards the younger student, but the non traditional student does exist more at this campus than any other campus in the city.
- Social enviroment is including all races of students in the opportunities that are warranted and given to the majority,regardless of economically status, language and culture.
- Social Programs for Adults to that already have families... Such as, Mother Groups.
- More student housing, better food availability, and more sports. Especially a football or baseball team.
- Have the same event at various times of day and/or days of the week to cater to students who have class or work at the only scheduled time.
- A better friendly enviorment
- Sponsor real social events in different community locations throughout Indy and in city areas where reach cross culture exists
- Better communication between the silos that are our schools and stronger financial support of student organizations across the board who all are working toward creating an ideal social environment! We desperately need a Multi-Cultural Center!
- From what I see, the environment is too pointedly social. Outside the library there are myriad locations for students to socialize, yet virtually nowhere for students to study. While this is a social environment, it is primarily a university, and should be interested in locations to study not only to "hang out" between classes.
- I believe the social enviroment should be similiar to the one at Ball State. The majority of the students do live on campus and are able to spend time with students who are in a different major then what they are. I believe this would better the social enviroment and promote diversity relating to not only race, ethnitity but also among the different majors and different idealogies. It would help us increase our ability to work with other professions later in life.
- enviroment that caters to students of all ethnicities and provides services and events, activities, and foods specific to different cultures. This would allow ethnic students to feel more welcome and at home at IUPUI.
- More available lounge-type space that is comfortable to be in for extended periods of time to do any group work/studying... similar to some of the library spaces but without the worry of talking too loudly for others around. This place should also be warm... too many of the libraries are so cold it's distracting. It would be nice if there were more outdoor lounge-type areas as well for studying/general gathering to hang out when it's warmer outside. It would also be nice to have more events like movies, concerts, and shows available that are affordable to students somewhere on campus.

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- A place where everyone no matter what age group can feel welcome and meet new people.
- I think that the best improvements could be made to the community seating areas in the buildings and making sure that students know of the social events going on.
- For graduate students I think that the colloquia are a good opportunity to increase the academic social environment. Not only have more of them, but maybe couple them with social opportunities like food and drink. Maybe start a "Science Cafe" for example. (http://www.sciencecafes.org)
- The idea social environment is difficult to attain with many students on cell phones and logged into web portals. Now students social environments extend way beyond campus. The best thing to possibly improve the social environment is to gather people together face-to-face to discuss things in common. This might be difficult because of the "what is in it for me?" mentality of people today. Therefore I think people will only participate in such social activities if it benefits them in a particular way.
- School supplied dinners and events. Plus group activities from class that pair you up with new/different people to understand how other people think and work.
- more clubs...physics club, math club, etc...more intramural sports
- I do not know that many people on campus, so for me to attend I would need to get to know more poeple in my class. I am also an older student so if the activities are focused around 18-21 year olds, I would NOT attend. So my vision would be a functional activity that could benefit students and faculty of all ages. There is many faculty in my major I still do not know, so getting to know more would help in many areas. Sorry my vision is not that clear at this time
- Good
- More varieties of activities. Better information and advertising.
- Especially with the addittion of the new Campus Center, IUPUI needs to go big with providing oppurtunities for students. Look at the types of events IU, PU, and BSU have for their students and bring those ideas to IUPUI. Even though we're largely a commuter campus, many students live either downtown or in the area and need more oppurtunities for nightlife and weekend activities. If your under 21, your pretty much limited to movies, the mall (until they close), or a friends house. Providing more in this area might take some time to develop a consitent following, but I think the need is definitely there.
- nice,harmony
- I am not interested in a 'social enviornment' at IUPUI, I am a grad student and simply want to come to work and be done.
- I don't know
- Frolicking in the lilly pond
- I'm a mother of infant twins, I don't have time for social environments.
- Opportunities provided by the school for students to meet fellow students. Small to medium sized groups meeting for various activities all over campus and beyond.
- My idea of a better social atmosphere is buildings that are open for both studiers and social group later in the evening with more tables and chairs. Possibly better notification of sporting events/pep rallies to improve campus team spirit. Events that take place at different times of the day, especially over lunch.

- The campus center may be a good start, because it is a centralized building for student services, clubs, events, food and comfortable lounge areas.
- I like the movie nights that IUPUI hosts. I think more events like this, something where students can hang out and share a common interest for cheap or free is a really valuable concept to college students.
- I dont think it's too special right now. The student crowds at the basketball games are down I feel. There needs to be more information. Maybe a prof could encourage students to go to certain events. And also, having events like a "fifth quarter" after basketball games would be a nice way to meet people.
- A 24/7 campus.
- it's very hard when you consider the lack of power outlets through out the campus where there seems to be places to sit & study
- A place where everyone can get involve in various activities. A indoor soccer field for students to play during the winter--keeps student in shape and healthy during the winter. Better athletic environment that would encourage most student to get involve thus lowering the rate of obesity in Indiana.
- There needs to be more planned events: dances, etc. Since everything to do in Indy id for people 21 and older.
- IUPUI still operates and functions as a commuter campus. A different mindset must be implemented if that is to be changed. I'm a returning student seeking a second degree so I'm not seeking a campus social environment in the traditional sense. My ideal therefore is to have clean well maintained comfortable facilities that are conducive to studying and learning.
- I think it needs to be enhanced that although this is a commuter campus we still need to get involved in organizations and activities to boost our experience. The only difference in our campus and a non-commuter campus is that we don't live ON campus. I think this should be promoted and encouraged.
- I would like to see a number of different programs offered at different times throughout the day to accomodate those with varying schedules.
- I think we have a lot of social events, the problem is getting the students to attend. I think if more students attend the events that are already planned, we wouldn't have to take these kinds of surveys. There needs to be more work on getting the word out.
- Comfortable both physically and socially. The classroom seating could be a lot more comfortable, not crowded like LE and not rolling chairs like CA. Couches would be nice with a way to take notes if necessary.
- Spaces where students can meet to hang out, often it includes spaces with access to food as well as internet connection and power for electronics
- A larger residential population on campus (traditional dorms and cafeterias), more adequate recreational/exercise facilities for the exclusive of IUPUI students/staff/faculty, stadium for the basketball team, programs/social events that take place in the evening (this might require the suttle to operate on some nights).
- Many places across campus where students can congregate between classes, where events are held, and which become places ot mingle. Ability to park is another consideration. Being a commuter student, once I know something is going on, being able to park near it, especially at night, make it more likely I will participate.

- I think it would be great if the University would sponsor "fun" events of whatever type but especially to partner with student orgs for it. You might need some people to work an event but if you have one club work it for an hour or two and then switch with another sponsoring group. I am excited about Greek Week this spring but there should be more events like that. Sponsored by CCL, get a bunch of student orgs together to have a big event for a lot of students. Maybe even work with classes or majors to have specific social events. The only limit is how far CCL wants to take it. Students are always looking for something to do.
- I don't think it's possible since IUPUI is a commuter college. My ideal social environment involves students all living in the same community (on campus) and experiencing things together whether it be group work, a sporting event, lunch or arts and entertainment.
- First of all, not having to drive around for 30 minutes to park a long distance from where you want to go would be great. Secondly, I think the new student center is a great idea but you should not have closed every other place to eat. The student center is not centrally located and often there is not enough time to get to it.
- Where students respect each other, where communication with staff is easy, where a variety of activities provide that all types of students will find something in which they feel comfortable.
- IUPUI has a different dynamic than most other universities. I think the people are going to make the difference not what "you" do or provide to the students.
- Being a commuter student doesn't really allow for much social interaction. IUPUI, by design, is not very conducive to social interactions. The disciplines are very separate. I am currently attending IUPUI classes off campus. Nice building and class space.
- The ideal social environment for me would be more seating and cozier buildings. Alot of the buildings feel "cold" and univiting.
- I think the Campus Center is a good start to creating a social environment.
- Things are getting better, but there is still room for improvement. We need to bring speakers and musicians to campus. We also need more quiet places on campus. It's not even quiet in the library!
- Living in the Campus Apartments, I feel there is a great need for a larger area for students to congregate/socialize, such as a housing community center or a Dining Hall!
- The ideal social environment at IUPUI has improved greatly due to the opening of the campus center. The ideal environment would be to always have some form of academic/non-academic entertainment events occurring almost constantly. The new campus center can provide us with this opportunity.
- My experience is that some departments do not give much information on programs that might interest students within that area. Students are unaware of what is available or where to go. Websites need to be updated.
- I believe that the ideal social enviroment would include having a place where you can just sit and hang out. Having the new student center is a drastic improvement in that aspect. If the times for meetings were more flexible it would allow everyone to participate regardless of what time they have classes.
- The social environment is good except I often find the events I want to attend are during the day while I am at work.

- i really like the new "social enviroments" in the business side of IUPUI and the campus center. They are comfortable and nice. i would like to know places to learn about campus events in those places
- I would like more cheaper iupui housing options. I would like campus to be more friend oriented. I feel like most people come to campus to go to class without bothering to make friends, then head home immediately afterward. I think that there should be other places to eat than just the campus center, also. I think that the old health department building should be turned into housing or something. I think that there should be frat houses.
- I think if students could sign up for an e-mail or something that comes maybe once a month to tell them what events will be hsppening on campus that month. Maybe there already is one, but I don't know of it.
- I just think that there need to be more events that are better publicized. Having a poster on the 2nd floor of Cavanaugh isn't enough to get people to come. I think there should also be more events geared at getting people to get to know one another instead of bringing people they already do know and that's it.
- More reasons for commuter students to stay on campus.
- Most students go home on the weekends. I think that there should be events to make them want to stay here. It is very boring on the weekends. I think that there should be a baseball team adn a track and field team. Also there should be some big name performers to come to campus and have a concert. Maybe have a fair of some sort. ahve these on the weekends so that people can still attend.
- IUPUI should be more welcoming to Greek life. It is starting to become a more traditional campus, however, instead of apartments, there should be dorms, and also there should be a few fraternity houses on or directly near campus.
- The social environment is a huge disappointment. It's really still a commuter college. Real student dorms like other colleges could change things. There is nothing to do at night or on weekends.
- a commuter campus that offers options to students when they are on campus. IUPUI is not IUB or Purdue, it is a commuter campus.
- The social environment at IUPUI needs to be welcoming and inviting to a diverse community of students. More of an imphasis needs to be place on programs that promote and respect diversity.
- Aligned with the sentiments of Alexis De Toqcueville, allowing all students, faculty and staff to have no barriers to associational life, which can lead to cooperation and compromise in the public space, thus furthering the "good society" (ideal social environment).
  I'd like to see a variety of events on campus....and ALOT of awareness PRIOR to the events!! Sometimes I miss out on really amazing things because there wasn't enough publicity. There needs to be more connecting with different groups, massive emails, fliers on campus, word of mouth, etc.

Additional Focus Group Input

The focus groups asked a few additional questions that were not included in the web survey. Those questions and responses are included below:

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Who do you think are the primary supporters on campus for creating an ideal social environment?
- Student organizations in school (Eg., like those in School of Education)
- Campus & Community Life
- Everyone should be responsible for creating an ideal social environment
- Students need to support it and participate too
- I would love for faculty to share info about what is going on
- Erin Cassity in School of Education CRC
- A-frames, more of them in other areas
- How can we make it easier to be involved?
  - Offer programs multiple times
  - Give credit
  - Advertise on plasma screens
  - Offer information and programs on-line
  - Posting on boards is not as effective

In what ways can you and other students contribute to creating an ideal social environment?
- People would rather talk on cell phones to people they know than to new people
- Technology free zones where student can talk and are encouraged to interact
- Computers where students can use Facebook to connect by getting students more involved and connected in the classroom so they'll know more people on campus in general – more likely to interact outside
- Participation in small group discussions – w/common purpose
- Coffee houses – school by school
- The more technology communication we have the less we actually talk to each other
- Social mentoring program – integrated junior & seniors who help their mentees contact to campus programs
- Campus life mentor within schools

Where do you get your information?
- JagNews
- Listservs
- Flyers
- Table top flyers
- Facebook
- Email
- Facebook words
- Student Orgs

What is your preferred method of hearing about programs on campus?
- Email
- Text Message
- Word of Mouth (Someone, especially faculty talking about it)

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- Be better informed about what's going on campus
- Podcast – downloaded daily
- We should have a radio station
- Create Networks
- Create a role of "Spirit Master Ambassadors" program for students to encourage students to get involved

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Vision of an Ideal Campus Environment
VOICE Student Support Services

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Theme Chair: Tralicia Powell Lewis, Director Student Rights Responsibilities & Conduct

Theme Co-Chair: Josh Manlove, Student Advocate

Members: Whitney Price, Undergraduate Student

In order to achieve an ideal student support services environment the following are priority recommendations:

Many students asserted that the current student support services offered were excellent, but that they needed to be more accessible, more publicized, and better funded. The perception of student support services indicated that there should be a variety of supportive services designed to help students be successful and make progress toward graduation. Additionally,

- Students would like to see greater involvement and visibility from student organizations.
- The campus needs to focus their approach to help and value students as individuals, rather than in the context of "the student body".
- Graduate students sometimes feel left out of the campus environment. Programs and services should more specifically describe their services for graduate students.
- Increase students' awareness of existing student support services including when/how to take advantage of these services.

Overview:

The purpose of the Student Voice Project was to identify student recommendations for the Vision of the Ideal College Environment. This is part of the development of a new master plan for Indiana University, headed by President Michael McRobbie. The project has a website at IUPUI, in addition, to an Oncourse site which hosted articles and discussion forums for the project.

Data Information for student support services in an ideal campus environment was collected in several ways; one focus group, committee discussions, and electronic surveys.

The appendix includes a summary of how the group worked during the Fall 2007-Spring 2008 including reports, research, and student feedback collected which has informed these recommendations.
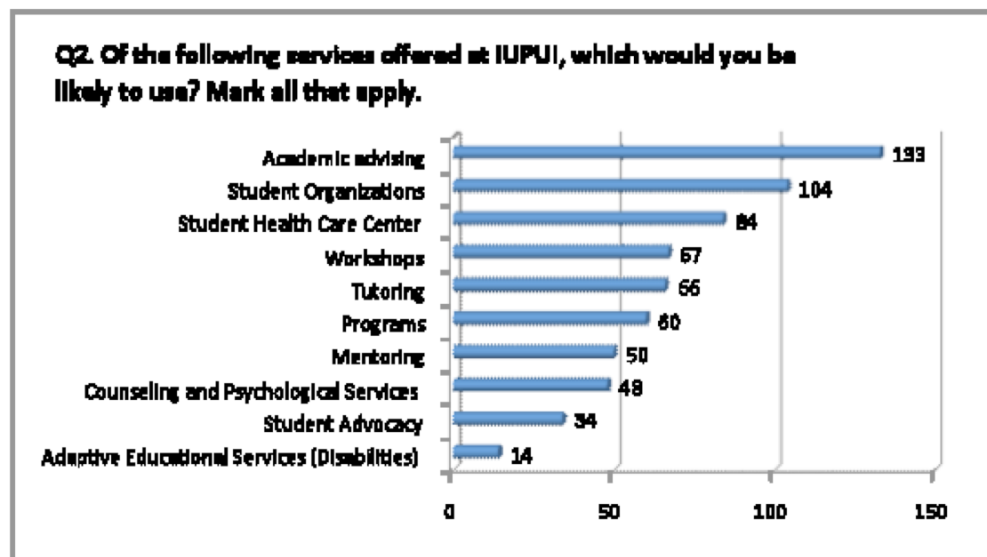
The first committee meeting was held on November 15, 2007. The committee decided that we would gather information via a focus group and electronic surveys. The one focus group was conducted with on campus residents and was facilitated by chair, Tralicia Lewis, utilizing the attached focus group questionnaire. Additionally, an electronic questionnaire was utilized to solicit input from university student organizations. Approximately 34 students provided input to this report representing 9 student organizations. Finally, an online survey was administered to the campus, via SurveyMonkey.com, and was promoted through word of mouth, listservs, JagNews, and JagTV. It garnered 173 student responses.
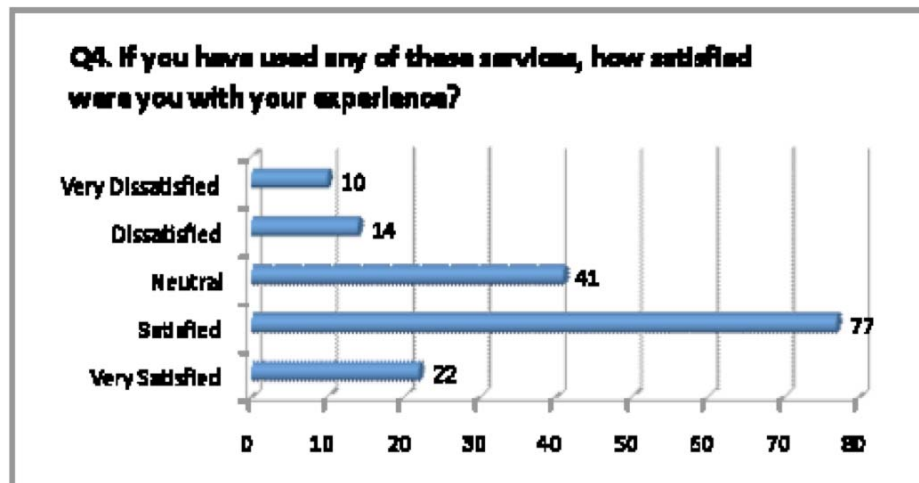
Appendix 5
VOICE Student Support Services

Results from Objective Questions

Question 2:

Q2. Of the following services offered at IUPUI, which would you be likely to use? Mark all that apply.

Service	Count
Academic advising	133
Student Organizations	104
Student Health Care Center	84
Workshops	67
Tutoring	66
Programs	60
Mentoring	50
Counseling and Psychological Services	48
Student Advocacy	34
Adaptive Educational Services (Disabilities)	14

There were 172 responses to this question, and they are ordered here from most likely to least likely. Many students responded to more than one category.

Question 4:

Q4. If you have used any of these services, how satisfied were you with your experience?

Response	Count
Very Dissatisfied	10
Dissatisfied	14
Neutral	41
Satisfied	77
Very Satisfied	22

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One hundred sixty-four students responded to question 4. Approximately 60% of respondents indicated satisfaction with their experiences interacting with various student services at IUPUI.

Responses to open-ended questions
Question 1: When you hear the words "student support services", what comes to mind?

This open-ended question garnered 152 responses that covered a variety of topics. Students described support services in a variety of ways. Most students referred to support services as those that help many students with different individual needs. Some simply listed examples of services that exist on campus. Others mentioned mentors or counselors as being important to them. A few students expressed dissatisfaction in the current level of support they have received. The quotes below were chosen to highlight expressions of the students' ideal support services, and some also present praise, or a critique, of the present state of support. A more complete list of these responses can be found at the end of this appendix.

- A service to help students with the things that matters most to them.
- A place/service that will help students who have questions/requests/needs ranging from financial aid to scholarships to parking on campus to registration, etc.
- A representative Program with the goal of advocating the needs, concerns, and rights of the Student Body of all the IU/Purdue IUPUI campuses.
- Services that help students get the most out of their college experiences.
- A service for students to use when in need of support.
- Services that provide resources to the student body to assist in the growth and advancement in college
- Capabilities that the school provides to help me plan, conduct and track my education at IUPUI.
- A place to get answers with "real" people not e-mail, not telephone. A haven if you will so that students can unwind, a quiet area. Someone to talk with that will let you let off steam, someone to help guide you, etc. Quality food offers (not Chartwells),
- The resources and services that the university seeks to provide to help students improve their academic, social, communal, and general experience.
- I think of people on campus trying to help the students attending IUPUI. Every time that I have come into contact with these services they are very willing to help and are very nice. The support services at IUPUI are a great resource.
- Assisting students in making the BEST decisions in their academic career, accurate class schedule assistance, knowledgeable personnel concerned with what the student needs and wants...not just what a student "can and can't do"...IUPUI doesn't have student support services with this description. My

schedule has been messed up more than one semester due to students working to put a few bucks in their pocket and not really concerned about what I needed to have happen, didn't know what advise me on, or just told me "go home and set something up that works for you." That's ridiculous.
- Honestly, complication comes to mind. It seems rather difficult to find the exact answers you are looking for in the right place.

Question 3: Are there other services not listed in Question 2 that should be offered as a service at IUPUI?

Sixty-one students responded to this question, though 16 of those responses were "none." Of the 45 responses with suggestions, many mentioned services related to financial aid, which is notable given the presence of Student Financial Services. A few others mentioned a centralized directory service or a general location for asking any question so that students could use one specific location where they could turn to find out information on services they need. Some of the comments indicate that students are not clear on what the specific office provides. For example, one student believes that Adaptive Educational Services provides services for adult students, where they really provide services for students with disabilities. Another suggested an emergency loan program, where one already exists. In addition, two respondents mentioned a need for a gym or a pool, when one already exists on campus. Based on some of these responses, it is likely there is a need for better promotion of the already-existing resources.

Some highlighted quotes appear here, with the remainder at the end of this appendix.

General suggestions
- There should be a directory service that tells you which service to go to for your specific need.
- A service for general information about the campus and what it offers. I work on campus and cannot tell you how many students ask question in my department that have nothing to do with my department because they either do not know where to go to get that information, or they got the brush off from other departments on campus. Sometimes, the students will run all over campus just to get an answer to one question. Like, for example, where do I go to drop a class. Or, who do I talk to about....whatever. A university as large as this one should realize by now that it should not always rely on a computer to give the answers to students, especially non-traditional students who wouldn't know where to begin to look in the first place.
- It could be an organization, but it'd be nice to have a way to get to know the city and surrounding areas with others.
- Student financial service (not Financial Aide) but to help student figure out how to get out of debt, or since we are student we don't have a lot of money, service to help us get financial help.

- Some service that provides for more traditional style students. The ones that are on campus all day and that live on campus or close to it.

Suggestions for services that already exist
- Financial aid (4)
- A gym or a place to workout (2)
- Working adult programs similar to AES. Many students aren't the typical straight-out-of high school student.
  [RESEARCHER'S NOTE: AES does not provide working adult programs. Rather, Adaptive Educational Services provides services for students with disabilities]

Results from Objective Questions

Selected open-ended responses to Question 1

When you hear the words "student support services," what comes to mind?
- People that will help me achieve my goals.
- undergraduate admissions and problems
- Advisors, student liaisons.
- the writing lab, advisors
- AES
- Honestly, complication comes to mind. It seems rather difficult to find the exact answers you are looking for in the right place.
- how much is this going to cost me
- A group of various members who use resources that it has available to help students get through college easier by performing such services as counseling, mentoring, and advising
- Advising, counseling
- Counselors that assist students academically and financially.
- Counseling, advising.
- a place that helps students in making decisions
- If it's at IUPUI it's awful!
- That Adaptive Services has not responded to my email in almost two weeks and that IUPUI has VERY limited student support services.
- People who help students find out information that they need to find.
- Help for student when they have academic difficulties and general academic enquiries.
- help for students
- Something that is going to let the students get help for anything that is needed
- Helping foreign students find off-campus housing, choosing a doctor, SSN and transportation in the evening.
- help student in their college life
- academic help, counseling, student involvement
- What comes to mind is a group of people who are consistently around to help any student of any background with whatever problems and concerns they may have whether they directly deal with college, or with life in general.

- assisting with my needs as a student
- Help
- Services where any student can contact or visit and solve problems such as concerns, comments, personal, etc.
- People in the offices such as financial aid, registrar, dean's offices, etc.
- Help Desk
- Some sort of help desk. technology or something.
- Technical Support
- I'm not sure because I've not experienced student support services. I'd assume they help with applications for scholarships, fin-aid, and other social issues that students are confronted with. (helping find internships, helping find relevant extracurricular activities, health insurance, medical treatment, etc)
- Services able to help students in many different needs
- Organizations and services that help students with their college experience - academic, personal, social, etc.
- Somebody or a program that is there to assist to my needs as a student on this campus at IUPUI.
- a group of people that are helping the student body as a whole
- A student having someone whom they can go to when they need to be assisted.
- Services that are provided by the school to help students progress further along in the academic careers.
- This is where I can get all of the help I need as a student with questions---they can help me with anything.
- Help for students
- Helpful resources for students to excel
- A school program that offers various types of help to students
- Services that are generally available to the public but are centralized and student oriented. It would also help to be subsidized by the University.
- Providing a wide variety of resources such as financial aid, therapy, assistance with student organizations, etc.
- helpful services that are outside of the academic classroom
- A place where students can go to get help with problems they are having.
- What does that even mean? I have never received help, even though I have asked.
- Long lines.
- Mentors that will help you throughout your college life whether it be will issues on campus or help with homework.
- never heard of it
- not much help
- People that are going to put time in to hearing and supporting the needs and wants of students that are either on campus or are planning on attending this campus.
- People that care about students enough to make sure that they don't fall behind the pack.
- Serving students, being a resource for students, people "wanting" to assist students.
- Helping to ensure that students know what to do and HOW to do it in regards to registration, financial aid (especially FASFA), etc. Equally important: what to do when you miss a deadline, need more aid, etc. After 4 years at IUPUI I'm still uncertain about a

lot of this, most of which is more important than what class to take when because these issues could prevent you from getting necessary coursework completed. I've bounced around form school to school at IUPUI and am finishing with more credits than I need in General Studies just to get a degree and move on. I know support has always been available, but I have yet to find it very beneficial. Bottom line I think is, students need to feel like someone from the school is on their side-looking out for the student's interests as well.

- Financial Aid, Scholarship Office, Advising, CAPS.
- Parking Services, Financial Aid, Scholarships, Front Desk, Student Government
- financial aid, registrar, scholarship, enrollment offices; career center; UITS; student advocate
- Financial aide office. Bursar. Feels more like student payment services.
- Advising, Registrar, Bursar, Financial Aid
- CAMPUS AND COMMUNTIY LIFE, COUNSELING SERVICES
- scholarships, financial aid, advising, tutoring
- Writing Center
- Bursar, registrar, etc.
- Anything that involves helping students do they best they can in school. So things like assistance in class for people who have disabilities, tutoring, academic advising, healthcare, and counseling are what comes to my mind when hearing that phrase.
- academic advising, writing center, fin aid, psych help counselors
- nothing really but if I had to say I would say advising, fin aid office, and bursar
- psych services
- CAPS, counseling, testing anxiety, tutoring, etc
- Advising, jag tag, etc.
- financial aid, career counseling, health center, tutoring
- Not much. Took awhile to derive an answer...but, I'd say: financial aid, housing, free tutoring, and a distant 4th would be mental health facilities
- Advising, tutoring, counseling.
- Adaptive services
- services that are ran by students that have experience that you are looking for
- students helping students
- student advocate, resources
- A great program that allows students to receive assistance all along the way. Also students helping other students.
- Everything a student would need to succeed in college.
- A place for students to go to get support for any and all issues they face - at school or personally.
- Mentoring, tutoring, disability support, caps, advising, etc.
- What support?
- School work Support groups or tutors along those lines
- tutoring and mentoring
- Not even sure what it means.
- SSS, I think of a few people I know who work there. Other than that not a lot.
- Potential for something really great...
- Not IUPUI.

- Taking care of my needs outside of the academic realms
- I think of an office that is completely dedicated to helping students with whatever they need help with (i.e. finding the admissions office, financial aid office, etc.)
- Services that help support students with their individual and collective pursuits of a degree.
- Any and everything that can help students, including more parking spaces. Support services especially for graduate students: mentoring from professionals in the field; advising from prior graduates or professionals-academic and career preparation. More info about location of student health services and what's provided at what cost.
- It depends on which school you are asking that from. I heard from a student that was accepted into SPEA (which has awesome support services) but was failed with UITS getting their network ID and passphrase. I wondered if Trudy Banta's group could conduct an IUPUI process to find out how a student from beginning college until after their first year.
- Help for new students finding things on campus is one thing. Also helping students deal with the stresses of a college education. This would be especially helpful for the "traditional age" students that may be living away from their parents for the first time.

Selected open-ended responses to Question 3

Are there other services not listed in Question 2 that should be offered as a service at IUPUI?
- Services for older students
- An office that actually helps graduates find full-time jobs!
- Quality Professional Childcare for IUPUI students, Minimal Health Care Charges for students through student insurance program, longer library hours
- concentrated services for particular majors and concentrations within majors
- There should be a directory service that tells you which service to go to for your specific need.
- It could be an organization, but it'd be nice to have a way to get to know the city and surrounding areas with others.
- Entertainment.
- Financial Aid, Bursars
- Financial Aid
- Financial Aid
- Student financial service (not Financial Aide) but to help student figure out how to get out of debt, or since we are student we don't have a lot of money, service to help us get financial help.
- emergency loan program
- Yes, extensive financial assistance
- A service for general information about the campus and what it offers. I work on campus and cannot tell you how many students ask question in my department that have nothing to do with my department because they either do not know where to go to get that information, or they got the brush off from other departments on campus. Sometimes, the students will run all over campus just to get an answer to one question.

Like, for example, where do I go to drop a class. Or, who do I talk to about....whatever. A university as large as this one should realize by now that it should not always rely on a computer to give the answers to students, especially non-traditional students who wouldn't know where to begin to look in the first place.

- Something to do specifically with Greek Life
- Greek life
- Greek Services
- A gym or a place to workout
- A gym, pool, that is free to students.
- Expand recreation services: IU Natatorium too crowded due to usage by outside groups: scholastic swimmers, etc. weight room too small etc.
- Wellness/Health services (recreational)
- Student health insurance advising-we need someone who is full time at our campus to help with interpreting our medical bills. We are overcharged sometimes.
- A list of discounts with the JagTag around the Indianapolis area.
- I'd like to see some lecture series started with lots of promotion regarding the speakers that can be advertised widely in the Indpls. community
- Student Legal Services
- A place where one can go pray, or meditate - a quiet floor in one of the buildings
- I feel that the hardest thing about college is AFFORDING it. Housing, food, clothing, and transportation services ought be provided for students that achieve but are underprivileged.
- Financial Services
- paying for college, scholarships
- Multicultural Center Services
- African American Center
- Online Ticket Office for sports programs
- printing center
- Religious Services..
- sexual assault resource center
- Student Advocacy dept does NOT perform as advertised
- a student advocate that actually advocates for students
- Technical support for applications (oncourse, etc)
- Some service that provides for more traditional style students. The ones that are on campus all day and that live on campus or close to it.
- Veterans Support
- Working adult programs similar to AES. Many students aren't the typical straight-out-of high school student.

Focus Group Responses

Vision of the Ideal Campus Environment (VOICE): IUPUI
April 2008

The purpose of the focus group was to provide IUPUI students with an opportunity to share their thoughts on what student support services would be in an ideal college environment.

1. **When you hear the words "student support services", what comes to mind?**
- A place where students receive assistance
- Individuals providing help to students
- A place where students go for help with <u>anything</u>
- Services that help students to progress while in school
- Mentors who answer questions related to the university

2. **How does student support services impact student learning?**
- Provides additional support to students experience problems in college
- Allow students to develop a network of support on campus
- Workshops or programs could provide extra tutoring or academic skills

3. **What can IUPUI do to create the ideal environment for student support services?**
- Train all staff and faculty to assist students beyond what they perceive to be their "responsibilities".
- Create a centralized office named "Student Support Services" to assist all students; not just first year or marginalized groups.
- Give more support to the Student Advocate to help address student issues outside the classroom

4. **How do you receive information about services offered at IUPUI?**
- Word of mouth
- JAGNEWS
- Staff
- Mentors
- Flyers
- Email
- Classmates
- Friends
- Information posted in Housing

Conclusion

This report has provided thoughtful student voices both qualitatively and quantitatively. The VOICE exercise has ignited students' imaginations as to not what is but what could be in terms of a quality or ideal campus environment. Due to time constraints in completing the current report faculty, staff, and student governance has not reviewed or commented on this report. As such it is recommended that this report be forwarded to these groups for their review and comment. Finally once campus comments are collected it is recommended that the recommendations with the comments be sent to a campus-wide committee comprised of students, faculty, and staff appointed to develop the student driven recommendations into action plans for further review and consideration for university, campus, school implementation and funding.