

Louisiana State University at Alexandria  
Administration QEP Focus Group  
June 12, 2013

**Participants:** LaMona James, Sandra Gremillion, Sally Cowen, Debra Bynog, Renee West, Carla Reed, Jennifer Smith

**Procedures:** Dr. Mary Treuting and Dr. Cathy Cormier contacted the group by email and invited them to attend the meeting. Links to the QEP survey data were included in the email, participants were instructed to review the QEP survey results prior to the scheduled focus group. Mary & Cathy developed focus group questions which were distributed to participants at the beginning of the meeting. The discussion was lead by the QEP Co-Chairs, Dr. Mary Treuting and Dr. Cathy Cormier. Notes were taken during the meeting to capture data provided by participants.

### **Discussion Questions and Responses**

#### **What are your initial reactions to the results of the QEP survey?**

- Students feel that they are not being heard
- Many things were not really related to the QEP
- Students do not get enough support from faculty
- Students commented on tutoring. In my opinion the SI program is not working. It is taking money away from the tutoring center and we cannot staff it. Students come and there is no one to help them, many times I advise them to see a professor that I know will help them. Students need tutoring in math, eng, and science.
- I think the SI program is working in our dept. Faculty give points for students to participate and it seems to help.

Follow-up question: Would online tutoring resources be helpful? The group mentioned that many of the students are “non-traditional” they have families, work, and stay up late at night studying. Often times they do not stay on campus for tutoring because they have to get to a job. Online support would be great but it has to match up with what the teacher is doing in class.

Conversation led into other areas:

- Discussion regarding financial aid. Students need information about financial resources on campus. Currently students have to pay the \$20 application fee which I get but they have to pay additional fees that are non-refundable if they do not start class.
- Many time students think they are doing well and they are not. They wait until the second test and then they end up dropping. They should have asked for help earlier. Faculty should be testing more frequently to give students a better idea of how they are doing. Faculty also need to motivate students. There is an APP that faculty could use to keep students updated on course activities and keep them motivated.
- We need and At Risk Program for students.

- Students get too many emails and often miss the big stuff.
- Orientation needs to be restructured. The following suggestions were made
  - Stop the games and give them information that they need for the first semester.
  - Students come to my office and they don't even have a campus ID, they could do this and parking passes during orientation.
  - Teach students how to use Moodle and Self Service during orientation. Students need to understand the difference between advising and registration.
  - Faculty should be at orientation. Sessions should be held to help students understand the difference between high school and college. How students are suppose to prepare for class.
  - Too much financial aid at orientation. Tone it down, it is the parents that really need this information.
  - Orientation could be a one credit interim class before they come to campus.

**How would you suggest measuring student learning outcomes?**

- Pre test- Post test to evaluate knowledge from orientation.
- Early Alert System. We had this but what happened to it? Are faculty using it?

Respectfully submitted by Cathy Cormier 6/15/13