Student Profile and Customer Service

WELCOME TO WSU
August 17, 2009
New Faculty and Unclassified Professional Orientation

Enrollment

Students

Service

Faculty/Staff
Fall 2008, 14,612 students enrolled

Enrollment history
- Peaked in 1989 at 17,419
- Dipped, then increased to 15,534 in 2002
- Dipped to 14,076 in 2005
College Profile of undergraduates—Fall 2008

11,600 = Total Undergrads

- BSB
- ED
- EN
- FA
- HP
- LAS
Graduate Student Enrollment 2008--Fall

3012 = total graduates

BSB
ED
EN
FA
HP
LAS
Fall 2008

- West Campus credits = 7,167
- South Campus credits = 1,800
- Off campus credits = 2,509
- Evening credits = 40,316

- Total credits = 153,064
86.2% of all students come from Kansas

9.3% were international

4.5% were out of state (non-international)
Fall 2008

- New freshmen without any previous college—1,420
- New transfer students—1,348
- Women-54%; 46% men

- Average age of degree seeking UG=25
- Average age of new freshmen=19
- Average age of new transfers=22
- Average age of graduate students=32
Persistence rates

- First time, full time freshmen to second year is about 72% (Fl 2007- Fl 2008)
- 6 year graduation rate is 38.4% (cohort 2002)
- 40% Community college transfers graduate in 3 years from time of admission to WSU
WSU student behaviors

- National Survey of Student Engagement
- Purpose of survey
- Results available
## Service culture—Quality of relationships

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<tbody>
<tr>
<td>Students</td>
<td>69% positive</td>
<td>78% positive</td>
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<tr>
<td>Faculty</td>
<td>65% positive</td>
<td>74% positive</td>
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<tr>
<td>Administrative Personnel</td>
<td>52% positive</td>
<td>53% positive</td>
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Does WSU help students thrive academically?

73% first year and 65% of Seniors say quite a bit or very much
Students’ evaluated their WSU educational experience

- 64% First year students rated it good/excellent
- 79% Seniors rated it good/excellent
Evaluation of their advising at WSU

- 76% of freshmen rated it as good to excellent
- 67% of seniors rated it as good to excellent
46% had done COOP ED
29% still planned to do COOP ED

33% had studied foreign language
9% had studied abroad

12% had worked with faculty on research
48% had done community service or volunteer work
If you could start over, would you return to WSU?

NSSE

First year students—81% Yes

Senior students—78% Yes
THE PRIMARY REASON YOU ARE AT WSU

THE STUDENT
Know the University resources available to students

Academic Success website
- [http://webs.wichita.edu/?u=shockersuccess&p=/index](http://webs.wichita.edu/?u=shockersuccess&p=/index)

College Profile icon on WSU website
Student Services

- Campus Life—Student Affairs
- Academic issues—Provost’s Office
- Academic advising—Colleges
- Financial Needs—Controller’s Office; Financial Aid; Scholarship Office
Student Concerns, cont’d

- Personal concerns—Counseling Center
- Child Care—Child Development Center
- Career –Coop Education; Career Services
Staying out of academic trouble

- Advising
- Faculty/student interaction
- Academic Success Courses
- Supplemental Instruction
- Tutoring
- Trio programs
Why does this matter to me?

- First, think.....Why am I at WSU?
- Think of every student with respect ....and treat them as you would want to be treated.
A few tips

- Look at students when you are walking on campus
- Never tell a student you don’t know the answer to their question without adding, “But, I will find out...”
More Tips

- If a student comes to your office, don’t send them away angry or frustrated—call ahead if you are transferring them to another office.

- First you must know the rules, then you can break them. Realize that for nearly every rule, there is an exception.

- Know who on campus can make those exceptions, if you are not authorized to do so.
Dealing with Troubled Students or Co-workers

- Troubled students cause us to feel alarmed, upset or worried for the person’s well being.

Talk to them, make a referral to your department chair, Academic Dean, Counseling Center, Dean of Students, or Human Resources.
Disruptive Students

- *Disruptive students interfere with or interrupt the educational process of other students or the normal business functions of the University.*

*Ask them to stop the behavior, document the incident, report to Dean of Students and Department Chair*
The threatening student typically leaves us feeling alarmed or frightened and in fear for our safety and the safety of others.

Call WSU Police (911 or 978-3450), then document the incident.
We Strive For Solutions
Questions 🤔🤔🤔