



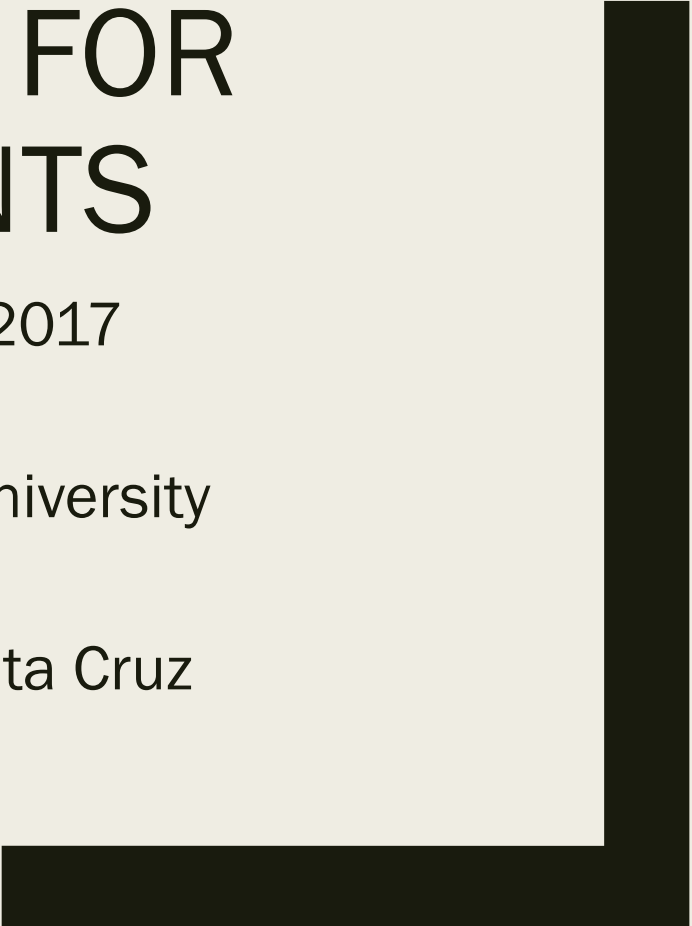
SUPPORT SERVICES FOR MASTER'S STUDENTS

CGS Annual Meeting, December 8, 2017

Ben Caldwell, Missouri Western State University

Nan Yancey, Lewis University

Tyrus Miller, University of California Santa Cruz



Missouri Western State University

- Regional Public Institution, offering bachelor's and master's degrees
- Established 1915 – St. Joseph Jr. College, St. Joseph, MO
 - 1968 – *Missouri Western College*
 - 2005 – *Missouri Western State University*
- 2007 – 1st graduate degree offerings –
 - 3 *Master's programs, 1 certificate,*
 - *41 students*
- 2017 – 5,562 total students, 241 graduate students
 - 25 *programs – 19 master's, 6 certificates*



Student Services?

- Majority of students (95%) commute or on-line
- Minimal use
 - *Residence Life*
 - *Recreation services*
 - *Health Center (excluding international students)*
 - *Counseling services*

Note: Student Affairs



- Writing
 - Writing boot camp
 - Peer writing support services
 - Center for Academic Support
- Support for ESL students –
 - Losing of English language learning program
 - *ENG 685 Writing course for non-native English language learners*

Getting Students Involved

- Engaging graduate students into the campus community
 - New Student Orientation
 - Student governance
 - Student Government Association,
 - Graduate Student Association
 - Graduate Coffee Hours
 - 3 Minute Thesis Competition
- On campus Employment – 22% of graduate students employed on campus
- Graduate Assistant Training
 - Teaching Assistants (6%)
 - GTA Training course
 - Athletic GAs/Assistant Coaches (67%)
 - NCAA compliance
 - Title IX & diversity training
 - Conflict resolution
 - Campus policies & procedures



Assisting students at a distance

- Advising generally rated very highly
 - > 85% *Satisfied/Very Satisfied*
 - *Concerns expressed about scheduling/access for working students*
- Front line office have limited hours
 - close at 4:30 PM
- Zoom
 - *Online course contents delivery*
 - *Advising & office hours*
- Library services
 - Live online video, chat, or texting consulting services
 - Library Guides – research guides for topic or subject specific content
 - Online tutorials
- International Students Services
 - Zoom sessions
 - sessions “Meet the Dean”
 - How to prepare for visa interviews
- Military Friendly



Support Services for Masters Students Council of Graduate Schools

Phoenix, Arizona
December 8, 2017

Nan Russell Yancey, PhD

Dean, School of Graduate, Professional, and Continuing Education
Lewis University
Romeoville, Illinois



Facts about Lewis University

- ❖ Founded in 1932 by Chicago Archdiocese as technical school for boys
- ❖ Sponsored by the De La Salle Christian Brothers since 1960
- ❖ Located in Romeoville, Illinois
 - 35 miles southwest of Chicago
 - Regional sites in Tinley Park, Oak Brook, and Albuquerque, NM, and many online options
- ❖ 410-acre arboretum-designated campus
- ❖ 4 Colleges and the School of Graduate, Professional, & Continuing Education
 - 6,500 students including 2000 graduate students
 - 80+ undergraduate programs
 - 35 graduate & 2 doctoral programs
 - Aviation/transportation; chemistry/physics; computer science/data science; business/MBA; nursing; social work; occupational therapy; criminal justice/public safety; psychology; education; leadership



Trends Affecting the Graduate School

- ❖ Illinois demographics, politics, and economics
- ❖ Recent and coming University administrative changes
- ❖ 2017-2022 Strategic Plan
- ❖ Technology Resources:
 - Banner implementation (ERM); SLATE (CRM); TK20; EAB
- ❖ Establishment of Faculty Senate
 - Clarified Faculty Governance Structure/Processes
- ❖ Restructuring of colleges/programs in process
 - 5 colleges proposed
 - The School of Graduate, Professional, and Continuing Education
 - Established November 2017
 - Merger of Office of Graduate Studies (including Research/Sponsored Programs) with the School of Professional & Continuing Education
 - One dean of both since Fall 2016
 - Graduate Studies, Adult/Online Education, and Office of Research & Sponsored Programs

Support Services for Graduate Students

❖ A PARADIGMATIC CULTURE SHIFT

❖ Persistence in raising awareness

- Graduate students and their needs
- Importance to our academic community



Graduate School Support Services

❖ Online Resources

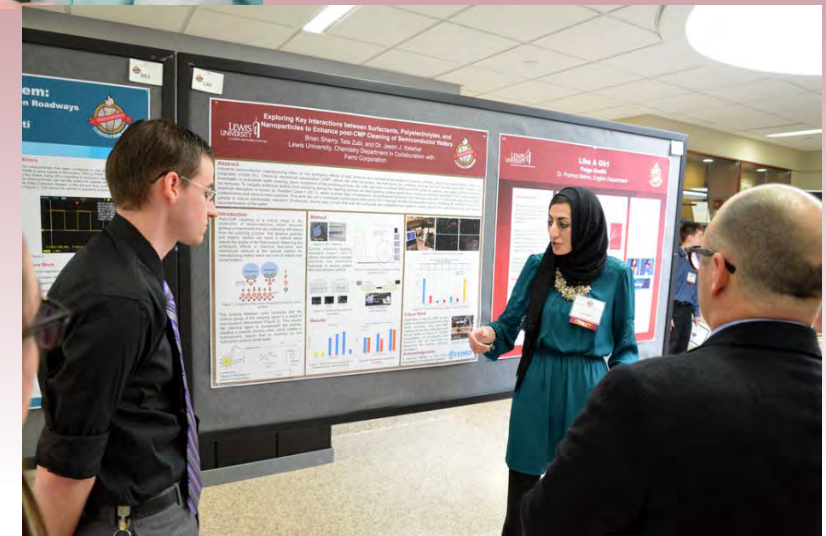
- Graduate Student Orientation
- Webpage
- Resource Guide

❖ Advising

- Professional Academic
- Professional Disciplinary

❖ Research and Scholarship

- Celebration of Scholarship
- Grants
- Student Academic Conference Support Program
- CITI Training/RCR
- Writing Center
- Library



University Support Services

❖ Academic Support

- Center for Academic Success & Enrichment (CASE)
 - BrainFuse; Disability Services; LU Cares; Testing Center; Presentation Assistance
 - Writing Center
 - Online (virtual & real time), Extended Hours, Regional Site Services
 - 3 tutors specifically qualified to work with masters and doctoral students
- Library – local, phone, online, regional
- Academic Technology Services

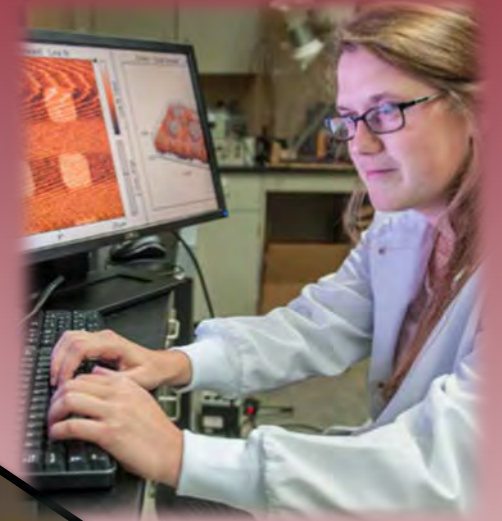
❖ Services with limited availability to Graduate Students (office hours/online)

- Financial Aid (advisor specializing in working with graduate students)
- Business Office (Banner – 24/7)
- Registrar (Banner – 24/7)
- Health and Counseling Services
- Career Services

❖ Graduate Student Housing

- Culture change!

Lewis University Graduate Students



Thank You

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MASTERS PROGRAM SUPPORT AT A SATELLITE LOCATION

TYRUS MILLER, VICE
PROVOST AND DEAN,
GRADUATE STUDIES, UC
SANTA CRUZ

UC Santa Cruz
in Silicon
Valley

UCSC MAIN AND COASTAL SCIENCE CAMPUSES, SANTA CRUZ CA



UCSC MAIN AND COASTAL SCIENCE CAMPUSES, SANTA CRUZ CA



UC SANTA CRUZ'S SILICON VALLEY CENTER, SANTA CLARA, CA



90,000 ASF FOR SHARED ACADEMIC USE



BACKGROUND

- UC Santa Cruz in Silicon Valley: 2/3 Extension, 1/3 for “Campus” programs
- Huge SV office space boom with Google, Apple, Facebook, buying up everything
- Irvine Co. wanted our building for redevelopment.
- Deal to purchase new larger building on favorable terms: BUT quick timetable, major logistical and governance challenges
- Coincided with campus initiatives to spur and fast-track new Silicon Valley-related masters programs: Computer Gaming, Serious Games, HCI, NLP

KEY AREAS OF CONCERN

- **Multi-client service needs**
 - Legacy clients from other remote locations (NASA Ames)
 - Existing clients being relocated (Extension)
 - Nascent programs (Computer Gaming)
 - Planned but not yet launched programs (HCI, NLP)
 - Other clients (UC Scout, Industry Affiliates Program, Incubator)

KEY AREAS OF CONCERN

Governance structure not settled: overlapping authorities

- No overarching “dean” for all UC Santa Cruz’s SV activities
- Dean of University Extension: market-driven needs and transient student population
- Director of Silicon Valley Initiatives responsible for SV “campus” and research and industry activities
- Dean of Baskin School of Engineer is academic dean for masters programs and faculty at SV site
- Vice Provost and Graduate Dean has overarching authority for existing graduate programs
- Vice Provost of Academic Affairs has responsibility for new program development
- Silicon Valley Governance Group formed to develop governance scheme: work in progress

KEY AREAS OF CONCERN

- **Distributed support model: local vs. main campus**
 - **Role of departments and academic divisions-schools: admin support, advisors, processing of forms and documents, space “ownership”**
 - **Role of central campus: IT and network services, safety and compliance, police, fire**
 - **Service contractors**
 - **Budgetary**

KEY AREAS OF CONCERN

Academic Support/Student Success: local vs. main campus

- Are local program directors entirely responsible for student success?
- How can students access mentoring / tutoring / professional and pedagogical support from main campus?
- Note: these programs have Professional Degree Supplemental Tuition, for special instructional, equipment, and professional development needs
- Appropriate spaces and financial responsibility for their equipping and upkeep
- IT support: computational intensive programs
- Library support and licensing

KEY AREAS OF CONCERN

- **Student Services/Student Life: local vs. main campus**
 - **Housing**
 - **Health Services**
 - **Fitness / Wellness**
 - **Community space and programming**

KEY AREAS OF CONCERN

- **Community**
 - Isolation from main campus
 - Affinities with alumni: unresolved how to include graduates of program with current graduates
 - Engineering School fellows program?
 - Incubator program affiliation?
 - Relation to PhD students

CONCLUDING OBSERVATIONS

- Attend carefully to governance and evolution of governance as site uses change and mature
- Cultivate “startup” mentality and avoid entrenchment of provisional, pragmatic forms
- Think about horizontal linkages and overlaps
- Don't underestimate the costs and resource needs of a remote location
- Keep in focus need to build community at site