

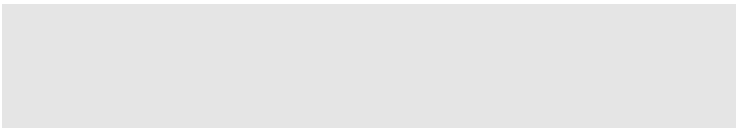
Memorandum

To: Enrollment Management Committee
From: Linda Avelar, Dean
Date: March 1, 2006
Re: Improving the Campus for Evening Students

During the first week of the spring semester 2006, the following observations were made regarding the campus environment and the lack of services and assistance provided to students during the evening hours:

1. Lost students with no central place to ask for assistance.
 - a. Students were often looking for classrooms with confusing information (such as Room 4-18-204 which actually represents CSM, Building 18, Room 204).
 - b. Student schedules listed classrooms as TBA but there was no point of contact to locate the assigned classroom.
2. Poor lighting, especially down the central spine of the campus as well as around the northern buildings.
3. Classrooms that were not large enough to accommodate the number of students attending the first class meeting.
4. Parking lots that were not adequately marked with parking restrictions, resulting in parking tickets for students who did not see the signage.

Management Council representatives (Linda Avelar, Lorrita Ford, Danita Scott-Taylor, John Sewart) met to discuss the above observations and submit the following recommendations:

1. Division Offices should remain open during evening hours for the first week of classes (Monday, Tuesday, Wednesday, Thursday evenings) until all classes scheduled each evening have been checked by the division dean.
 2. The Instruction Office should be available to reassign classrooms when needed.
- 

3. Hours of operation for support offices on campus should be extended with consistent closing times during the add/drop period each semester: Library, Admissions, Cashier's Office, Counseling, Financial Aid
4. Two information areas at different locations on the campus, which are well publicized and marked, should be staffed in the evening during the first week of classes.
5. TBA classes should be linked to the website so that students can check assigned rooms before coming to campus. There should also be a centralized place for students to go on campus for assistance with TBA classrooms (see number 7).
6. Paper handouts, information postings, website postings – should be consistent and accurate.
7. Clearing house for room changes and dissemination of information.
8. ITS should change the method of identifying campuses from the present numerical method so that students do not confuse the campus number with a room number.
9. Lighting must be improved throughout the campus. Special lighting should be placed along walk ways and stairs.
10. Parking lots that are not open for student use must be clearly marked with large signage. These lots could also be partially blocked during the first week of classes.