Recommendations Related to General University Services

1) CSUS Foundation Food Service should develop a plan to experiment with a variety of food service options and venues to be available until at least 7 pm., Monday thru Thursday during the summer. The plan should also be extended to include later hours during the regular academic year. Possible suggestions would be to utilize the Round House, Food Carts, and Union venues. Food venues should be located near high concentrations of evening courses during summer and Fall/Spring.

2) Expand union hours, including food service

3) Eliminate summer office hours and return to a minimum 8 a.m. - 5 p.m. schedule. Departments may make individual arrangements for modified schedules during the summer as long as the 8-5 time frame is covered. Key service areas should extend summer hours at the beginning of each session similar to the extended hours we have during the Fall/Spring semesters. For example, remain open until 7 p.m. during the first two days of each session and then stay open until 6 p.m. on Tuesday and Wednesday evenings after the first week of each session. Adjustments should be considered based on changes in scheduling patterns and student demand. Key service areas should include: Academic Advising, Admissions & Records, Student Financial Services Center and Financial Aid.

4) Large Academic Departments or academic departments with significant evening course offerings in summer should arrange to have advisors available on Tuesday and Wednesday evenings until 6 p.m. We recommend at least the following departments (based on the number of summer course offerings): Degree Program Center in the College of Business, Communication Studies, all departments in the College of Education, Foreign Language.

5) Medium to smaller departments should provide accessible advising during the evenings either on a scheduled basis or by appointment. Possible suggestions for staffing are:
   -If 12-month Chair, adjust schedule to be available Tues/Wed nights until 6
   -Provide assigned time for faculty to provide summer advising
   -Schedule evening advising appointments with 12-month chair or faculty member with assigned time

6) Administer this same survey, with some modifications, in future summers to determine whether improvement is being made

7) Explore the possibility of using the Student Service Connection in the University Union or a similar “one-stop” center to meet student needs during evening hours.

8) Once additional correlations are made and the analysis of the open-ended comments is complete, we recommend that the results be shared with Student Affairs department directors. This will assist them in defining additional questions and identifying possible programmatic changes to accommodate summer students.
Recommendation Related to Course Availability

While the primary purpose of this survey was to gather information on the needs for student services during the Summer Semester, there were also some very important findings concerning course availability, including:

- 600+ students paid fees and withdrew from the Summer Semester, most because they were not able to get the courses they wanted
- 46% of survey respondents either made some substitutions or took courses they didn't intend to take
- 72% of respondents had the impression that some or a lot more Summer classes are needed

We suggest that Academic Affairs and the Deans consider the following questions, which we believe may have a major impact on the university's success in expanding Summer Semester:

1. Which courses were the 600 students who withdrew unable to enroll in?
2. What are the responses to survey questions 4 and 5 (issues of course availability noted above) when tabulated by college? Share this data with college deans offices.
3. How can we use Summer Semester 2002 as effectively as possible to respond to course demands we were not able to meet in the previous Fall, Spring, and Summer Semesters?
4. Should departments and/or colleges conduct market surveys, i.e., ask the students in each college/department what courses they would like to take in Summer Semester 2002 and the likelihood that they would enroll if these courses were offered? (To be of benefit, this would need to be done very soon.)
5. Should faculty be surveyed about their availability for summer advising?