YRO Student Support Services Workgroup
Minutes of February 7, 2003 Meeting

Present: Glasmire, Griffith, Camera, Harris, Norton, G. Self, Cote, Egger,
Tucker (for Davis), Kent, Souza (for Sutee)

Absent: Worley (excused), Cockrill (excused)

Summer CASPER Survey Questions

Glasmire asked for feedback from the group on questions that should be deleted, added or changed. After some discussion we agreed that most of the questions should remain as is so that trend analysis could be accomplished. However, we did agree to make the following changes:

Delete question #8 [now #7 after shifting the order], a question about the services that the ASI fee should provide.

Add new question in place of #8 [now #7 after shifting the order], as follows:

Are you taking a course to meet the foreign language requirement that you were not able to get in the Fall/Spring because it was full?

If yes, press #1
If no, press #2
If this question does not apply or your prefer not to respond, press #5
If you want to hear the question again, press #6

Change question #10 {now #9 after shifting the order} to read as follows:

When would you most likely use the University Union’s expanded hours during the summer?

If Monday or Wednesday evening, press #1
If Tuesday or Thursday evening, press #2
If Friday evening, press #3
If Saturday morning, press #4
If none of these apply or you prefer not to respond, press #5
If you want to hear the question again, press #6

Glasmire will check with Pat Worley about question #18 [now #17 after shifting the order] to see if ASI still wants to include it. If so, we will eliminate response #3 (if off campus housing through the Student Access Center), because the Student Access Center no longer provides this type of information. It is provided via the Office of Residential Life.

Harris indicated that question #17 [now #16 after shifting the order] could be deleted if another more important question were identified. We will leave it in for now, pending feedback from other groups who are reviewing the questions.

A general question was raised by Camera regarding whether the order of the questions would be changed. The concern was that the same students (if registering again in Summer 03) would receive the same questions if we kept the order the same (since the questions are keyed to the last digit of the student ID number). Souza will check to see if this methodology has been used for
the Fall/Spring surveys and report back.  

*(NOTE: Souza reported that the order has not been changed for Fall/Spring surveys in the past, because a different set of questions is asked in Fall than in Spring. However, the IR folks think it would be a good idea to incorporate this new methodology. We will “shift” the order by one to eliminate this potential problem. The IR folks will do this for the Fall, Spring and Summer CASPER surveys from now on.)*

*NOTE: I have attached a new DRAFT of the CASPER survey questions reflecting the above changes, including the “shift” in the order.*

**In-Class Summer Survey**

Glasmire asked the group to closely review the most recent draft of the in-class survey instrument that we plan to administer to students in their summer classes. Glasmire incorporated the changes that were identified at our last meeting in April 2002. We will discuss any revisions to the survey at our next meeting.

G. Self noted that “Cashier/Student Financial Services” should read “Student Financial Services/Cashier”, because students now refer to SFS rather than cashiers. Glasmire will make this change (see attached new version for review at our next meeting).

**Next Meeting**

Our next meeting is March 14, 1:30-2:30 in Lassen 3008

Meeting adjourned at 2:25 PM.