



Newsletter

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Student Service Surveys

Summarizing the findings

Sioux Falls – Last fall we divided the entire student population here at the University Center (those who primarily attend here) into four groups. Each group received a survey about services offered here. The four areas were – academics; student services; facilities and marketing; and business office, bookstore, technology and resource center. I would like to thank the 348 individuals who responded.

In this newsletter, we will provide some of the results and observations we gleaned from these surveys in the areas of academics and student services. The next newsletter will include the remaining two areas. The report is on the inside pages and is written directed to students.

These surveys are important to us as we try to shape our services to meet your needs. The only real purpose we have is to serve students and if we are doing that very well, everything else will fall into place. We review the results, identify changes that need to be made and work to implement those changes. This type of incremental improvement may be hard to see, but is critical to success. It is also important to note that while surveys can be a great platform for improvement, they are also often a great source to validate what we do well. That happened more often than not in this survey.

I'll begin with a brief demographic description of those who completed the four surveys.

Demographics – One caveat to this survey that is important is that the students who filled it out tend to take larger class loads than the typical student at UC.

This has happened in the past as we believe those with more at stake are more likely to respond. The demographics of UC were pretty well represented by the respondents. Students here are 2/3 female and older than a traditional campus. We found that over 90% of you are employed with about 50% full-time. About 38% of you are married and about 36% of you have children. And, your purpose for being here (over 90%) is to earn a degree.

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Student Service Surveys

Summarizing the findings

Academic Services

The basis for the existence of University Center was the original efforts by the universities to bring academic courses and programs to Sioux Falls. It is still the single most important thing we do and all other services have to be aligned to support this mission. What did we hear/learn in this area from the survey?

Academic Advising—We learned that you generally prefer to be advised in-person and strongly prefer to meet with the same advisor from term to term. Nearly 70% of you agree or strongly agree that you are satisfied with the advising you are receiving. Only about 8% are dissatisfied. We believe this means we are on a very good track, but with a little work to do.

Faculty and Teaching—83% of you agree or strongly agree that the quality of teaching here is satisfactory and no one “strongly disagreed” in this area. Very good validation.

Degree Programs and Classes in Your Major—It appears you are quite satisfied with the range of degree programs here with less than 20% indicating dissatisfaction. This is one area where we have come a long way from a few years ago. However, you remain a bit more dissatisfied with the number of classes offered to support your major with over 35% saying we need more. New facilities will create new capacity and it is up to us to meet your needs here.

Academic Technology Use—You are very evenly split on the advantages of a required laptop for all students and your satisfaction with “DDN” courses. You

find the website useful with only 7% of you disagreeing. You would also be inclined to take internet-based courses to complete your degree with over 69% agreeing. There also seems to be enough of you interested in hybrid and technology enhanced delivery that we should proceed in these areas even more.

When Should UC Offer Classes?—As to the day of the week, the most popular (by far) were Tuesday and Wednesday. Monday was next, Thursday was fourth and, frankly, you do not want to be here much on Fridays or the weekends. As to the time of day, we now find there is fairly even demand for all time periods beginning at 9:00 a.m. and going until 9:45 p.m. This is a dramatic departure from a few years ago and gives us more confidence to use more of the day.

Student Services

To successfully support your academic efforts, we have to have the right set of services. Our student services are very focused on things that we believe are important to you as you consider starting your studies here and as you persist toward your degree. That is our focus.

Reception—You told us that when you come to UC you are received in a friendly professional manner. In fact, less than 3% of you felt otherwise.

Employer Support—About 35% of you have employer tuition assistance programs. That’s great news, but it also means that 65% do not. Also, over 78% of your employers will allow you to ‘flex’ your day to take classes. This once again reinforces the ability of us to extend our class offering times.

Financial Aid Support—You expressed strong satisfaction with the support you get here in the area of financial aid with only about 10% expressing dissatisfaction. This service was added a couple years ago in response to student input and you are starting to use it and you are finding it valuable.

Tutoring Services—Only about 17% of you said you used the tutoring services and you expressed some level of concern about availability. You are, however, quite happy with the quality with only 4% expressing dissatisfaction.

Disability Services—These services are designed to get you the accommodations you need if you have a documented disability. Only about 6% said they needed such services, but those who did use the services were overwhelmingly pleased.

Career Services—Only a small percentage of you reported using career services here. That was no surprise since it is only a part-time and new activity. However, you strongly stated that career planning services need to be considered for the future.

Child Care—As noted in the demographics, about 36% of you have children living with you. Of this group, about 54% said they would be interested in child care options near UC. If these numbers are valid, we have nearly 700 students here with children. 54% of 700 results in 378 individuals who would be interested in child care close to UC. This data is important as we talk to potential child care providers.

Direct Deposit of Student Account Refunds

A credit balance in your student account is created when financial aid, personal payments and credits exceed total charges due. A refund of the credit balance will generally be processed and returned to you by check.

Now there is a new option for having your financial aid overage (credit) direct deposited to your checking or savings account.

How does Direct Deposit work?

The South Dakota Board of Regents (SDBOR) University System offers to students the convenience of electronic Direct Deposit. This program allows you to have your Student Account Refund deposited directly into your personal checking or savings account. Most financial institutions throughout South Dakota and the United States are in the direct deposit network.

Once you enroll for direct deposit, the SDBOR University System will send your Student Account Refund electronically to your financial institution. The SDBOR University System will send an email notice to your University assigned email account to inform you that the transaction will be deposited into your designated account within 1 to 2 business days. Please confirm with your bank that your funds are available before you begin to write checks, pay bills or withdraw money.

You may add, change, or delete your direct deposit information by completing the enrollment form on Web Advisor.

What are the benefits to direct deposit?

- Quick and convenient
- Safety and confidentiality is assured with electronic transfer to your personal bank account
- Avoid lines at the Cashiers Office windows
- No more waiting for the check in the mail
- No risk of misplacing your check
- Eliminates the possibility of your check being lost or stolen
- Avoid lines at the bank lobby or drive-up
- Saves postage costs and avoids delays of banking by mail

What am I agreeing to by enrolling for direct deposit?

Direct Deposit Terms & Conditions

Yes, I elect to have all student account refunds, including Federal Financial Aid in excess of my charges, deposited into my checking or savings account through direct deposit.

I authorize the South Dakota Board of Regents (SDBOR) University System and the financial institution listed to initiate an electronic deposit to my account. I under-

stand it is my responsibility to inform my home university of any change to my direct deposit information. Unless I notify my home university otherwise, this authorization will remain in effect for all semesters for which I am enrolled in the SDBOR University System.

I acknowledge that the SDBOR University System may initiate a reversing entry to my account to correct an erroneous credit or debit entry previously initiated by the SDBOR University System. I also acknowledge that the origination of direct deposit transactions to my account must comply with the provisions of US law.

I understand I must contact Human Resources at my home university to make changes to my direct deposit information for Payroll and payments other than student refunds.

How do I enroll?

You enroll for Student Account Direct Deposit via your WebAdvisor account. Log on to WebAdvisor and under "Financial Information" click on "Direct Deposit Refunds." Using a check or a savings deposit slip as a guide, you will need to fill in your bank's routing number, account number, indicate whether it is a checking or savings account and agree to the terms and conditions. That's all there is to it. The agreement is effective immediately upon completion.

Tutoring

Check out the tutoring services! Stop at the Resource Center to sign up for a math or English tutor or a tutor to help you with basic English or computer skills. Our tutors are proficient in their discipline

and have been recommended by your instructors.

Tutor availability, days and times, are posted on the bulletin boards.





Tax Time and FAFSA Time

It's tax time again and just a reminder that once you do your taxes you can do your 2008-09 FAFSA! Once you receive your 1098T from the school and your w2's from your employer you will be ready to do your 2007 taxes. Remem-

ber the sooner you do your taxes, the sooner you will be able to complete the FAFSA and that increases your chance of receiving grants.

Don't overlook the education tax credits that are offered. Some of those would be:

- Hope Credit

- Lifetime Learning credit
- Student loan interest deduction

Any questions on tax credits should be directed to your tax consultant.

Career Services

Hello, my name is Denise Heidebrink and I am an employment representative from the SD Career Center. I can assist you with many employment services such as mock interviewing, resume development, job search assistance, providing wage information as well as administer

"Choices", a computerized career assessment tool.

I am located across the street from University Center in the Sullivan Health Science Center in room 200 D. I am typically there on Monday-Wednesday from 8-5. It's best to call ahead for an appoint-

ment however, so I can make sure I'm available to meet with you.

I can be reached at 367-4819 or by email at: dolcareercenter@southeasttech.edu. I look forward to working with you!



On Academic Probation and Need a Little Help?

Join the UC Success Program Today!

UCSuccess is a program developed for students on probation. This program is designed to work one-on-one with you will help identify academic goals you would like to work on and discuss resources available to help you meet those goals. Some areas that UCSuccess can help with are managing your time efficiently, developing good study habits and learning test taking tips.

To discuss how the UCSuccess program could benefit you this semester, or to answer any questions you may have, please contact us by phone (605-367-5647), email (UCSuccess@SDUniversityCenter.org) or by using UC Online Chat available through our website www.SDUniversityCenter.org. Let us help you find the road of success!

Student Parking

While students are no longer required to purchase parking permits, they are asked to refrain from parking in areas designated for Staff or Visitors. Security is patrolling the parking lots, and parking in restricted areas will result in a \$25 fine.

University Center Employee Selected as USD Career Service Employee of the Month

Chris Assmus, Program Assistant I in the Department of Academic Coordination at University Center was selected as the January 2008 USD Career Service Employee of the Month. Chris, a native of Stickney, SD, has been employed at University Center for the past seven years.



USD President James Abbott, January CSA Employee of the Month Chris Assmus, University Center Executive Dean Mark Lee

WELCOME

Please join us in welcoming Kristin Ablen who recently accepted the position of Academic Support Advisor in the Office of Academic Coordination. Kristin's bio is below:

Greetings to all of you at University Center! I am thrilled to be here as the newest academic advisor! It is very exciting to become part of such a dynamic organization, and I am thankful for this opportunity to help serve so many amazing students. I am eager to continue learning from all of you as I try to be as helpful as I possibly can be!

I come most recently from Augustana College, where I was a Hall Director for over a year and a half. Living in a residence hall with 200 freshmen was quite the experience! I also have experience in Admissions Counseling and Processing at

South Dakota State University, which is where I received my Masters degree in Counseling and Human Resource Development with an emphasis in Student Affairs this previous May.

I grew up not far from here in Mitchell, SD and then headed off to Marshall, MN where I attended Southwest Minnesota State University. There, I was inspired by *my* academic advisor to enter the field of Student Affairs! I received a B.A. in Psychology, worked as a tour guide for the Admissions Office, was active in several student organizations, and met my husband, Justin Boerboom, on a co-ed softball team. After we graduated, we left Minnesota and moved along Interstate 29 from Brookings to Dell Rapids and then happily settled down in the great city of Sioux Falls. We have a very spoiled

Cavalier King Charles Spaniel named Charlie.

I really like to stay busy (so I know the University Center is the right place for me!). In my free time, I enjoy reading a wide variety of novels, walking and jogging, knitting and crocheting (although not well), and spending time with my family and friends. I am also in my second year as a school-based mentor for a second grader, which has been a truly fun and rewarding opportunity.

Stop by and say Hello. I look forward to meeting a number of you, and I know 2008 is going to be a great year!

Calendar of Events

February 18	President Day Holiday – NO CLASSES / OFFICES CLOSED
March 10-14	Mid-term Week
March 17-21	Spring Break – NO CLASSES
March 24	Easter Recess – NO CLASSES
March 25	Easter Recess Ends, Classes Resume at 8:00 AM
March 27	Last day to withdraw from the University (ALL CLASSES) and be eligible for a prorated refund of University charges based on federal regulations and Board of Regents policies and Board of Regents policy and receive a grade of “W”
April 7-25	Pre-registration for current students by priority date for Summer and Fall 2008
April 10	Last day to drop a full semester class or withdraw from all classes/university, and receive a grade of “W” - NO REFUND
April 28	Open registration for Summer and Fall 2008
May 5-9	Final exam week
May 9	End of Semester

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