



Staying on Track

February 20, 2015

SUSTAIN THE MOMENTUM AND ACCOUNTABILITY FOR BOTH OURSELVES AND STUDENTS: PAVE THE WAY FOR SUCCESS. KEEP CALM AND STAY ON TRACK.

CONVERSATION ACTIVITIES:

Throughout the conversation, our colleagues within UAA Student Affairs identified the multitude of stakeholders at UAA and the surrounding community. Students were identified as one of the key stakeholders and the group identified several prominent expectations students have of higher education.

- ✧ Each table focused on a different stakeholder group and considered, what expectations do these stakeholders have of us? And how do we demonstrate we are fulfilling those expectations to this particular stakeholder group?
- ✧ What are students' expectations of us? How do we know that these are their expectations? What are the top 5 expectations of students?
- ✧ How do we demonstrate to students that those expectations have been met?

Having evidence that we demonstrate to students that we are meeting their expectations, also demonstrates to students that their expectations of us matter. Participants declared the following:
 "I pledge to meet the student expectation of _____, by _____. I will demonstrate to students that I have met this expectation by _____."

KEY INSIGHTS: Participants identified what they perceive as the top expectations of UAA by students

- ✧ Get their money worth
- ✧ Consistent experiences
- ✧ Safe place to learn
- ✧ Faculty and staff who are knowledgeable about the university
- ✧ Staff that can be relatable, showing personal care & compassion
- ✧ UAA processes will be clear, streamlined, and transparent
- ✧ Transparency and being included in decisions
- ✧ Get a degree for self-improvement, better financial outlook, career training, life goals, etc.
- ✧ Every transfer credit should meet a UAA degree requirement
- ✧ That staff will listen to them and respond to their needs
- ✧ Immediate resolution to every "problem/issue" that walks in the door
- ✧ UAA will have something of value to offer them
- ✧ Be there when needed! Follow through
- ✧ Leadership development opportunities
- ✧ Career advice/direction and a job after graduation
- ✧ Clear and timely guidance with student friendly language
- ✧ Accurate and accessible information

I Pledge to meet the student expectation of *Providing Leadership development*

• *By collaborating with Student Affairs Areas and promoting our student employee opportunities*

||||| I will demonstrate to students that I have met this expectation by

Sharing student employee experiences in creative and innovative ways

utube social media campaigns

POSSIBILITIES FOR CO-CREATION:

- ✧ Inventory communication to stakeholders—what are we communicating and through what means?
- ✧ Systematize a communication plan to students unit-wide
- ✧ Use creative methods to demonstrate to stakeholders that we are holding ourselves accountable and meeting their expectations
- ✧ Consider and assess the degree to which we are actually meeting their expectations