2014 MUSSA Survey on Student Success

How would you define Student Success?

From a staff prospective there is an array of perceptions across the campuses, including:

- degree or certificate completion
- an enriching and rewarding experience
- meeting or exceeding personal learning goals
- greater depth of knowledge in regards to their curriculum
- marketable skills to obtain a job in their field or the next step in their career

Please tell us about the things you do at your University/College that positively impacts student success.

- Advise and provide degree and career guidance
- Provide excellent customer service by treating each student as a person, not a number
- Mentor and encourage students to achieve their academic & career goals
- Provide challenge and support
- Provide infrastructure and student services necessary to support a student’s academic career

From a staff perspective, what are some of the obstacles to success faced by students attending Montana higher educational institutions?

- Poor advising
- Financial impacts; cost of higher education and financial literacy issues
- Ineffective, overwhelmed or disengaged faculty/staff; high staff turnover frustrations creates lack of continuity
- Decentralized student services allows for misinformation, confusion and disconnection between offices and information students receive
- Space issues (not enough classrooms/dorm space/parking, etc)
- Students often academically, emotionally and socially unprepared for college

From a staff perspective, what things should Montana higher education be focusing on to impact student success?

- Continue to permeate a culture of “putting the students first”; they are our purpose for being there
- Educate frontline staff and faculty who are often the best resource at directing struggling students to helpful resources, including:
  - Advising
  - Mentoring
  - Tutoring
  - Financial Assistance and Education
  - Mental Health Support Services
  - Career Services
  - College/Life Management
  - Campus and Community Engagement
- Provide additional frontline staff
- Provide strong certificate and two-year degrees that are very marketable in our community, continued development of articulation agreements with four year schools, improved relationship and assistance to local high school teachers and counselors
- Provide coordinated student services