



# Taking Action: The Importance of Implementing Student Feedback

Aryana Agli, Jocelyn Cassone, Aldayr Ochoa, Nicole Rotonde, Julianna Scirocco  
Department of Psychology, University of New Haven



## No to To-Go

Students provide feedback on the University's new to-go box initiative. This initiative asks students to spend additional funds past their dining plan to be able to take their food to-go at Food on Demand. Charging for this option might make it harder for lower income students to take their meals to-go, so if they cannot find the time in the day to eat the meal in the building, Food on Demand is inaccessible for a meal.

## Stealing Space for Greener Initiatives

What once was space for 20+ students to park, this green was installed by the University as a part of their “commitment to sustainability,” but leaves students to search parking lots longer to find a spot. The little parking available on campus is already a primary concern for commuters and residential students alike. The green is blocked from much light for many hours of the day, resulting in very little visitors. To take away parking for a green area that is rarely used has infuriated and disappointed members of the campus community.





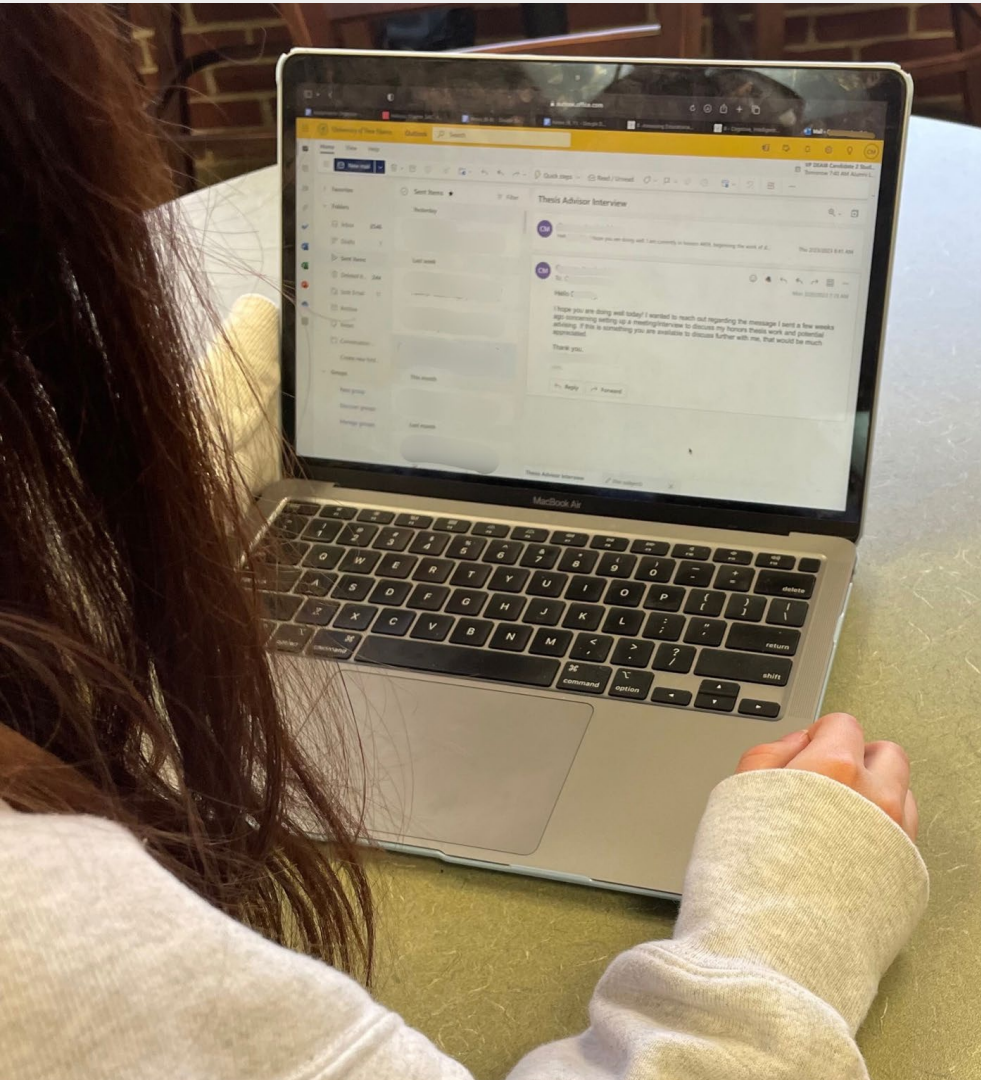
## **Sit & Wait**

Multiple students sit in wait to meet with professors and advisors. Typically individuals will patiently wait for unknown extended periods of time. Students often feel as though their time is unrespected and their concerns regarding issues they come to present to faculty are consequently unheard.

## The Impossible Parking Phenomenon

Commuter students are expected to park in this leftover lot when no other spots are available on campus. This parking lot is furthest from classrooms and lays at the bottom of a steep hill. As seen in the right half of the photo, even at the most undesirable lot, the designated parking spots get filled. Students have spoken about the parking issue at nearly every student meeting, but nothing has been resolved. Students have began solving their own issues, as seen in the left half, where they are left no choice but to park in restricted spots, risking consequences like tickets and towing.



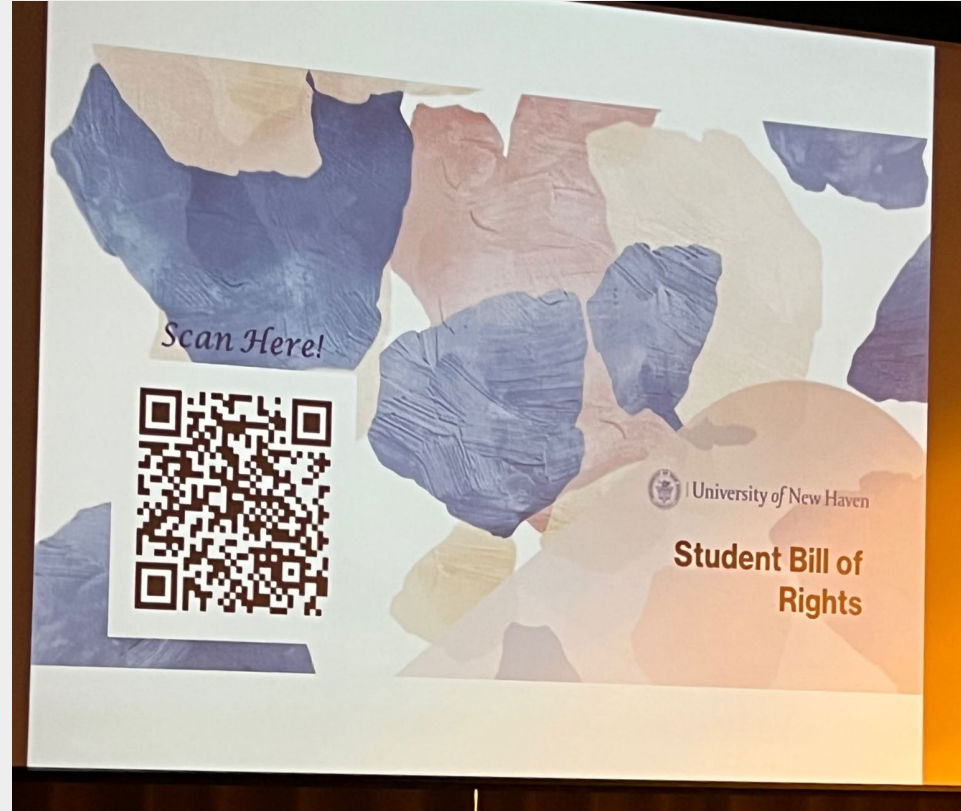


## No Response

Students wait indefinitely for responses through email from faculty, going a number of days without reply. Often, students must send multiple messages to advisors and professors in order to receive the necessary answer. Sometimes individuals are forced to resort to emailing a number of different people just to get answers, creating unnecessary stress for students.

## Let's See it Happen...

This photo is focused on the Student Bill of Rights. Since this was being voted upon at the time, there was a need to voice opinions during the voting. There was discussion between members and a bigger sense of what can be done in order to create an environment that fosters change.





## One Student One Opinion

You may feel like you're alone with discussing or saying your opinion, but there are always others that may have and share the same opinion out there.

As a student sometimes you feel restricted in what is going to be said and may even feel like you are not being heard. You may hold back on even saying anything because there is doubt that there is anything going to be done or applied.





## All Ears

The focal point of this photograph are the senators getting ready for the USGA meeting. Not only are these members voting for policy changes and programs, they are also voicing their concerns about campus climate, how the board handles certain situations, and what can be done to have more of the student body engage with them. This is promising because voicing concerns that affect the entire student population directly to the USGA can lead to a sense of urgency that can lead to more changes being done around the school.





## **Stressed or Pressed**

Ever tried to send an email and wait for a response? Getting overwhelmed easily is very common for students, no matter who are you. Trying to get your opinions and voices heard through a computer may be a lot harder than one thinks. Sometimes having more in person meetings to make sure opinions are heard decreases stress for students.

# Identified Themes

- Lack of considering student opinions and acknowledging frustrations
  - taking away things that benefit students in place of options that make the school look better on paper
  - No working resources for voting/giving student input
- Need for a sense of urgency/emphasis on preparedness from leadership



# Recommendations for Solutions

- Based on previous research, we know that students succeed more when they feel that they belong to their university
  - Astin's theory of student involvement explains that involvement has a critical impact on students (Foubert & Grainger, 2006)
  - Emphasizing a faculty-student connection and creating more interpersonal relationships between students will encourage students to speak up and for faculty to hear them out
- How can we do this?
  - Increase awareness and accessibility of faculty members who students can reach out to
    - Host a meet-and-greet panel during freshman year
  - Invite faculty and staff to host meetings regarding students concerns
    - Office hours
    - Make sure students know where offices are and which offices to go to for what needs
  - Encourage faculty and staff to respond with urgency and preparedness on student concerns
    - Include an expected follow-up date in automated emails
    - Introduce a policy that requires a follow-up response within 3 work days

# Recommendations for Solutions

- When looking into the interactions between students and those in charge, there is more urgency and action when communication is high.
  - In Hutchin's Systems Theory, it is valuable that a system, "understands how it achieves its purpose" (Bridgen, 2017).
  - It is valuable to know all of the factors that go into how members of the USGA can communicate with members of the board and express their concerns on current University issues.
- Possible solutions:
  - Have all current participants in USGA fill out a survey anonymously and at random meetings. This survey will contain questions regarding efficient ways to communicate to the student body.
  - After every meeting with a faculty member, students will be given a survey to rate their experience and if the faculty member met their needs.

# References

Bridgen, Sean. (2017). Using Systems Theory to Understand the Identity of Academic Advising: A Case Study. *NACADA*, 37 (2): 9-20.

<https://meridian.allenpress.com/nacada-journal/article/37/2/9/36387/Using-Systems-Theory-to-Understand-the-Identity-of>

Foubert, J., & Grainger, L. (2006). Effects of Involvement in Clubs and Organizations on the Psychosocial Development of First-Year and

Senior College Students. *NASPA*, 43(1), 166–182. [https://www.albany.edu/involvement/documents/effects\\_of\\_involvement.pdf](https://www.albany.edu/involvement/documents/effects_of_involvement.pdf)