

Student Advisory Council Transcript

February 3, 2022

00:00:29.010 --> 00:00:36.660

Wilson Garland: I'll introduce myself. I'm Wilson Garland I'm the project manager for the transformation projects and i'll turn it over to Maurice.

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00:00:37.410 --> 00:00:44.010

Maurice Ouimet: hey everybody i'm maurice ouimet i'm dean of enrollment and I am leading the student experience transformation 14.

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00:00:46.140 --> 00:00:47.010

Wilson Garland: And Gabriel.

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00:00:47.430 --> 00:00:53.040

Gabriel Wilkinson: I am Gabriel Wilkinson I the student Council President at for my technical college i'm on the randolph campus.

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00:00:55.440 --> 00:00:56.460

Wilson Garland: And Mike Stevens.

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00:01:00.300 --> 00:01:06.180

Michael Stevens: Well folks i'm leading team that assisting other teams and managing their various projects.

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00:01:08.220 --> 00:01:08.880

Wilson Garland: And Dee.

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00:01:14.010 --> 00:01:25.920

Dee Oakes: i'm dee i'm a junior here and be you London campus i'm part of the English major here but i've been to almost all of the Vermont state schools so i'm super excited to be part of this like always.

9

00:01:27.600 --> 00:01:29.220

Wilson Garland: Thank you Dee. Sophie.

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00:01:30.240 --> 00:01:33.930

Sophie Zdatny, Chancellor: hi i'm Sophie Sedan the Chancellor for the Vermont state colleges.

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00:01:36.540 --> 00:01:36.990

Wilson Garland: nolan.

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00:01:39.480 --> 00:01:45.030

Nolan Atkins: Greetings i'm nolan atkins on the provost at mbu and we'll assume that role for vcu.

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00:01:48.450 --> 00:01:49.380

Wilson Garland: And Perry.

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00:01:50.970 --> 00:01:58.470

Perry Ragouzis: A Hello everyone, I am a first year student from castletown outside in political science so yeah This is my first semester on this for.

15

00:02:00.480 --> 00:02:01.200

Wilson Garland: Thank you perry.

16

00:02:02.250 --> 00:02:03.000

Wilson Garland: glad to have you.

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00:02:05.730 --> 00:02:06.240

Wilson Garland: Hannah.

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00:02:08.370 --> 00:02:15.420

Hannah Cerasoli: i'm Hannah Sarah solyom with envy you online graduating in May as a professional studies degree major.

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00:02:19.140 --> 00:02:19.860

Wilson Garland: And Meg.

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00:02:21.390 --> 00:02:26.310

Meg Walz: Meg walls i'm in the chancellor's office it department and I like robots.

21

00:02:30.780 --> 00:02:31.410

Wilson Garland: All right.

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00:02:32.490 --> 00:02:33.000

Wilson Garland: Ryan.

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00:02:35.400 --> 00:02:38.460

Cooney, Ryan J.: i'm ryan cooney trustee Vermont state college systems board of trustees.

24

00:02:42.630 --> 00:02:44.340

Wilson Garland: Okay, and yasmine.

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00:02:45.600 --> 00:02:53.070

Yasmine Ziesler: i'm yasmine ziesler and i'm chief academic officer in the chancellor's office and I lead the academic operations team for transformation.

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00:02:54.990 --> 00:03:02.070

Yasmine Ziesler: And Dee I probably don't have you been but i've worked at almost all of the colleges in our system at some point or taught for them so.

27

00:03:06.360 --> 00:03:07.170

Tajae.

28

00:03:10.740 --> 00:03:15.900

Tajae Edwards: Hello i'm Tajae edwards and i'm the president of the N double ACP chapter accountable university.

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00:03:18.420 --> 00:03:19.230

Wilson Garland: And can.

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00:03:22.170 --> 00:03:30.360

Kayon Morgan: hello, my name is Kayon, and I am the Secretary for the naacp Capital Region and i'm a sophomore political science major.

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00:03:32.310 --> 00:03:34.530

Wilson Garland: Thank you and sarina.

32

00:03:36.870 --> 00:03:41.910

Sarina Pesinkowski: hi i'm Katrina present kosky i'm a senior here on the Johnson campus i'm a psych major.

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00:03:43.230 --> 00:03:46.980

Sarina Pesinkowski: there's a couple other little sub things But what if that's what you need to know.

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00:03:48.210 --> 00:03:48.660

Wilson Garland: Thank you.

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00:03:50.070 --> 00:03:51.030

Wilson Garland: Then chaz.

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00:03:56.820 --> 00:04:06.420

I'm Uneek: hi i'm Chas Jewett, and I am a senior at casting a university and I think this is my second semester on the Advisory Council.

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00:04:08.400 --> 00:04:09.660

Wilson Garland: yeah thanks for joining us.

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00:04:11.160 --> 00:04:12.570

Wilson Garland: Did I miss anyone.

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00:04:13.560 --> 00:04:14.460

Maurice Ouimet: Thank you go all.

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00:04:14.790 --> 00:04:31.920

Wilson Garland: Okay, great alright so and for those of you who are on the Council last semester you'll know we spent a lot of time last semester on discovery, we were trying to understand what's working what's not working, what are some things that we should consider as we're moving ahead.

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00:04:33.090 --> 00:04:40.140

Wilson Garland: Today we're actually going to be talking a little bit about design in that we're kind of headed into the point now where we've.

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00:04:40.590 --> 00:04:51.360

Wilson Garland: gotten through discovery and we're starting to think about what should things look like so we're going to start off tonight with some design discussions around student experience.

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00:04:52.590 --> 00:05:05.250

Wilson Garland: And then we'll have one discovery item towards the end if we have time, but before we do that we want to talk a little bit more about some of the concepts that we have going into the student experience design.

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00:05:06.420 --> 00:05:09.060

Wilson Garland: So with that, let me share my screen here.

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00:05:20.220 --> 00:05:21.930

Wilson Garland: Right can everybody see my screen.

46

00:05:22.800 --> 00:05:23.280

Yes.

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00:05:27.480 --> 00:05:37.740

Wilson Garland: Alright, and i'm actually going to let Maurice lead us through the discussion here on student experiences it's his team that is interested in getting your feedback on this.

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00:05:38.700 --> 00:05:39.570

Maurice Ouimet: Great thanks awesome.

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00:05:40.590 --> 00:05:49.260

Maurice Ouimet: So that evening again everybody So hopefully we can have a little fun tonight have some engaging conversations I think all of us really look forward to this time together.

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00:05:50.310 --> 00:05:57.180

Maurice Ouimet: Over the Semester so there's a question that we wanted to pose to you just to kind of get the thinking started here tonight, so.

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00:05:57.990 --> 00:06:03.960

Maurice Ouimet: curious what you guys would have to say to this question, and what you'd be willing to share with us, when you think about day to day living.

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00:06:04.500 --> 00:06:08.910

Maurice Ouimet: What kind of experiences are you looking for when it comes to things like your banking.

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00:06:09.540 --> 00:06:27.150

Maurice Ouimet: shopping, I might add, I know it's not there, but I might add, in like ordering takeout those kinds of things customer support for customer service on product support if you're having problems was something that you own etc so would anybody be willing to share their thoughts on that.

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00:06:37.380 --> 00:06:41.190

Sarina Pesinkowski: um just like their cursory like first thought.

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00:06:42.210 --> 00:06:50.340

Sarina Pesinkowski: Especially since i'm out of state see something like i'm trying to think like what exactly do I think of all these things together it's like.

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00:06:51.120 --> 00:07:03.000

Sarina Pesinkowski: Student discounts, if applicable, is something that I look for it, they thought about until I realized that that was something that I could access, because I know that here and view we have one that's like for.

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00:07:04.320 --> 00:07:12.900

Sarina Pesinkowski: Like if you're purchasing a new laptop and you go through Dell there's a student discount and things like products like adobe have a student discount their student banking accounts.

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00:07:13.830 --> 00:07:31.890

Sarina Pesinkowski: So I know that's not necessarily maybe the exact answer you're looking for and it might not be what everybody else's mind first but um but and especially like partnering with places in the area not currently but this the year that theory pandemic ruin, so the 2019 to 2020 school year.

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00:07:33.000 --> 00:07:45.060

Sarina Pesinkowski: Our SG a president Jesse streeter worked really hard and we ended up with these envy discount cards that worked at certain places in the in the area in Johnson morrisville and even some some in stowe.

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00:07:46.320 --> 00:07:55.140

Sarina Pesinkowski: They worked really hard to partner with the businesses and to get discounts for us, and of course it wasn't something that like automatically renewed every year, so it no longer exists but.

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00:07:56.940 --> 00:08:04.080

Sarina Pesinkowski: Something that like was very important to us as students, because we didn't realize it was like something we wanted to we realized that we had it.

62

00:08:04.290 --> 00:08:13.620

Sarina Pesinkowski: Because it was it Jesse worked really hard to make sure it was places we were already frequenting because, like, especially in a college town we're stimulating the call the town economy.

63

00:08:13.980 --> 00:08:22.500

Sarina Pesinkowski: I mean it's people like it's a there's a fair amount of us here, well, even when there isn't a fair amount of us here it's more than Johnson would have without us so.

64

00:08:23.760 --> 00:08:33.120

Maurice Ouimet: that's great feedback sorry, and I think that you may want to elaborate a little bit more on that later, when we talk about Community involvement and things so Those are some really good thoughts I guess.

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00:08:33.690 --> 00:08:38.640

Maurice Ouimet: In addition to that, I guess what we've asked you to do is when you think about this question kind of separate.

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00:08:39.060 --> 00:08:51.870

Maurice Ouimet: Your identity as a student from that and just imagine okay and day to day living what kinds of you know, when you think about personal banking what comes to mind when you think about shopping, what are the ones are the kinds of experiences you like.

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00:08:53.520 --> 00:08:56.670

Maurice Ouimet: You know so anyone want to take that.

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00:09:00.930 --> 00:09:09.600

Yasmine Ziesler: or even you know how would you find out about a discount How would you use it if you were shopping like what would be your preferred way to make use of that discount or.

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00:09:11.340 --> 00:09:21.240

Dee Oakes: discounting is kind of what this question is kind of challenging because I feel like my life as a student at school, like being residential is very different from when i'm home.

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00:09:21.660 --> 00:09:31.980

Dee Oakes: So when i'm home, I went to walmart or I might go to McDonalds with friends or go to the mall or something like that or.

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00:09:32.550 --> 00:09:45.090

Dee Oakes: i'll go with my family to the movies, or something, but when i'm at school, I feel like getting around, especially at a location like envy you were you sort of have to travel a little bit further to get somewhere it's a little bit different.

72

00:09:45.900 --> 00:09:58.410

Dee Oakes: Like my bank isn't here but there's an ATM at the hornet's nest so that's how I do that shopping there's a small grocery store, but I could travel further for another one if I want to do that.

73

00:09:59.280 --> 00:10:12.510

Dee Oakes: But if there's like a chance to go to the mall or something with a club then that's cool, but I think it's hard to kind of pick what I do day to day, because I feel like my day to day is different when i'm on campus then when i'm living at home.

74

00:10:14.070 --> 00:10:27.450

Maurice Ouimet: He can I ask you a follow up question to that because I mean you mentioned like when you're at home, going to like physically going to walmart and those kinds of things, how what kind of percentage of your shopping, would you consider to be in person versus like online shopping.

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00:10:29.130 --> 00:10:33.960

Dee Oakes: I always prefer to go in person, but that's because I don't want to support Amazon.

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00:10:36.150 --> 00:10:54.210

Dee Oakes: But I think a lot of people shop from Amazon, personally, I would prefer to go to a physical store to buy something like groceries and things like that, as well, but I think definitely because of cove it a lot more people are shopping online and in person and CC.

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00:10:55.620 --> 00:10:57.000

Dee Oakes: Can I think that's a hard question.

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00:10:58.560 --> 00:11:06.690

Maurice Ouimet: you're right, I mean in this pandemic environment it's definitely there are more people doing it out of necessity sure anyone else, want to share their thoughts on any of these.

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00:11:06.690 --> 00:11:07.050

Things.

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00:11:08.610 --> 00:11:11.010

Sarina Pesinkowski: i'm going to go right or wrong answers does so.

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00:11:13.170 --> 00:11:15.240

Sarina Pesinkowski: i'm in a similar boat where i'm again in a.

82

00:11:15.720 --> 00:11:30.600

Sarina Pesinkowski: Different view school than deep but i'm Andy Johnson, and so like it's pretty it's relatively isolated and I personally am an out of state student and I also don't have my own car, so I do a fair amount if I need something and I can't get if it's like something that.

83

00:11:31.950 --> 00:11:38.370

Sarina Pesinkowski: I can get online, depending on what it is i'll buy it online for the ease and the convenience of it.

84

00:11:38.730 --> 00:11:50.190

Sarina Pesinkowski: But it's not because that's what i'd prefer to do and again the pandemic or and that for me a little bit too, because now, I feel nervous going out to many times but i'd also rather prefer in person shopping.

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00:11:51.570 --> 00:11:51.930

Devyn Thompson: But.

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00:11:53.280 --> 00:11:56.760

Sarina Pesinkowski: I think, having the option is important because, like for me personally.

87

00:11:57.600 --> 00:12:05.460

Sarina Pesinkowski: piggybacking off of what he was saying about banking like I am from New York, so I use chase bank which is nowhere, I think I think they have one location in burlington maybe.

88

00:12:06.360 --> 00:12:19.560

Sarina Pesinkowski: Clearly i'm not there, very often, so I use the mobile APP predominantly because, yes, I could use an ATM but the ATM has its own fee and then my Bank also has a fee so i'm better off just waiting until the next time I go out and getting cash back at a place.

89

00:12:20.640 --> 00:12:22.680

Sarina Pesinkowski: So it's like I think that the option is great.

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00:12:24.030 --> 00:12:34.920

Sarina Pesinkowski: Especially in the middle of the pandemic, but personally i'm aiming more for in person customer service and product support i'm very clearly not interested in doing that in person, unless it's necessary like, if I had a.

91

00:12:35.400 --> 00:12:46.860

Sarina Pesinkowski: problem with my laptop was still working i'd rather call somebody but I kind of like in my mind, banking and shopping versus customer service not customer service but product support are a little bit different if that makes sense.

92

00:12:48.300 --> 00:12:48.690

Sarina Pesinkowski: Thank you.

93

00:12:48.990 --> 00:12:49.410

Sorry.

94

00:12:51.030 --> 00:12:59.190

Hannah Cerasoli: I was gonna piggyback a little I offer a probably a very different perspective than everybody else, because I am I don't live on campus i'm.

95

00:12:59.610 --> 00:13:07.980

Hannah Cerasoli: Almost 30 and work a full time job and I run a food pantry so i'm very busy every single day, as well as taking full time courses.

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00:13:08.370 --> 00:13:20.010

Hannah Cerasoli: And so I totally agree, though, that kind of living in the real world ease of convenience is very crucial to making things work and the first thing I thought of with the banking was.

97

00:13:20.460 --> 00:13:36.030

Hannah Cerasoli: Usually using like mobile banking is just the easiest thing, unless I really have to go in, or i'll even call them and it's really easy for me to do that too, and I think that the pandemic has also altered my view on this a little bit too.

98

00:13:37.290 --> 00:13:45.690

Hannah Cerasoli: Because i'm more apt to support local farms and things like that, so I don't have to go to the big stores, I prefer to do that smaller it's local.

99

00:13:46.740 --> 00:14:03.990

Hannah Cerasoli: And so those types of things are important to me, I also live down mid state, so I have a lot available to me like that, but there may be also things in these areas too, I know so just a little bit of a different perspective I guess.

100

00:14:04.770 --> 00:14:05.100

Hannah Cerasoli: Thanks.

101

00:14:05.430 --> 00:14:21.600

Gabriel Wilkinson: that's great perspective I, I would also say that's basically been with banking it's I would do it on the APP because of convenience shopping I do it in person customer service such products for online or phone.

102

00:14:22.620 --> 00:14:29.460

Gabriel Wilkinson: Although over the phone it's often quite painful but that's just because nobody does it well, the most part.

103

00:14:30.750 --> 00:14:32.550

Maurice Ouimet: Why do you think they don't do it well, Gabriel.

104

00:14:33.900 --> 00:14:47.010

Gabriel Wilkinson: Because they're companies like comcast and they don't want to because they it's financially makes sense for them to not do it well, because you can't cancel your cable you can't talk to anyone to cancel it.

105

00:14:49.830 --> 00:14:50.040

Hannah Cerasoli: You.

106

00:14:50.340 --> 00:14:54.960

Hannah Cerasoli: guys is like that to you can't get a real person at all trust me.

107

00:14:55.530 --> 00:14:57.030

Sarina Pesinkowski: of an argue they outsource have.

108

00:14:57.420 --> 00:15:01.530

Sarina Pesinkowski: A real person who's like from another State or country and is like I don't know what you're talking about.

109

00:15:02.670 --> 00:15:04.080

Sarina Pesinkowski: I have like a different perspective for.

110

00:15:04.080 --> 00:15:07.260

Sarina Pesinkowski: smaller companies that are maybe not trying to screw us over so bad.

111

00:15:07.530 --> 00:15:19.950

Sarina Pesinkowski: I think the problem is also like miscommunication if you're talking and i've worked at the library here at Johnson for so long, and we do minor it things over the phone as well, so i've learned that being over the phone where there's no.

112

00:15:21.060 --> 00:15:28.620

Sarina Pesinkowski: People don't necessarily know enough about what they're talking about even their own problem to explain it well enough for the other person who's not looking at what they're seeing.

113

00:15:28.890 --> 00:15:33.900

Sarina Pesinkowski: Because we all see things and experience things in different ways, even if we're experiencing the same thing.

114

00:15:34.260 --> 00:15:42.060

Sarina Pesinkowski: So customer like that kind of thing over the phone and online for customer service online actually is easier because in theory, you can give them like pictures.

115

00:15:42.270 --> 00:15:49.140

Sarina Pesinkowski: But strictly over the phone there's so much more of a potential for a miscommunication or just things getting lost in translation.

116

00:15:49.680 --> 00:16:00.210

Sarina Pesinkowski: Questions that should potentially be asked, but the person helping them doesn't know that that's the actual problem like there's just there's such a gap with over the phone customer services.

117

00:16:04.500 --> 00:16:06.180

Maurice Ouimet: anyone else, want to chime in on this.

118

00:16:07.260 --> 00:16:08.730

Tajae Edwards: yeah I wanted to add that.

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00:16:09.930 --> 00:16:16.860

Tajae Edwards: that's one of the reason why I like to do things in person, as it pertains to banking shopping whatever I like to do it in person, because.

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00:16:17.400 --> 00:16:30.420

Tajae Edwards: it's still hard when something goes wrong or you get something the wrong thing gets shipped to you or you it's there's a defect in the product or service, you can get to someone and it's like even back in January.

121

00:16:31.590 --> 00:16:35.190

Tajae Edwards: When I was trying to try to order something online and they missed.

122

00:16:36.480 --> 00:16:44.220

Tajae Edwards: I wasn't deal with it when they were delivering the package so they brought it back where they were to the storage facility.

123

00:16:44.730 --> 00:16:52.020

Tajae Edwards: And you know I kept calling I had to pay a fee to have them keep it at a storage facility, but when I went there.

124

00:16:52.800 --> 00:16:58.860

Tajae Edwards: They told me that it's out for shipment again when I paid for them to keep it there, and then I tried to.

125

00:16:59.640 --> 00:17:08.490

Tajae Edwards: call us get someone on the phone and over and over again they they told me the same thing and at each person I got it's like they're trained to tell me the same thing.

126

00:17:09.270 --> 00:17:14.940

Tajae Edwards: So I kept getting the run around around around until I finally like demand, you know, like I need to speak to a manager.

127

00:17:15.870 --> 00:17:23.340

Tajae Edwards: Is where i'm at this is what I need and stuff like that, and if I didn't really do matt I would I would have been getting the same stories over and over, so I think.

128

00:17:24.330 --> 00:17:33.720

Tajae Edwards: customer service nowadays online is not really so much there is you're just trying to like you know calm you down or get you off the phone as quick as possible, I think.

129

00:17:36.570 --> 00:17:39.780

Gabriel Wilkinson: I have a question what why I asked this question.

130

00:17:40.800 --> 00:17:45.690

Maurice Ouimet: Well, that may be a good segue Gabriel to if there's anyone else have any other comments on this.

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00:17:47.040 --> 00:17:52.470

Maurice Ouimet: Before we move on, maybe we can move on to the next slide Wilson so as Wilson mentioned at the beginning.

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00:17:53.430 --> 00:18:00.210

Maurice Ouimet: You know we're moving into the phase where we want to start testing some different design concepts will do you guys to kind of get your feedback on.

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00:18:00.450 --> 00:18:07.080

Maurice Ouimet: What kind of experience, you would be looking for as students, as current students, even though a lot of what we're going to talk about tonight is.

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00:18:07.410 --> 00:18:15.810

Maurice Ouimet: For prospective students, as we start to you know design the different student experience, so this is for Vermont State University so.

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00:18:16.080 --> 00:18:22.500

Maurice Ouimet: We started that off just to kind of get you guys thinking about what day to day living is like right and everybody has different preferences.

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00:18:22.890 --> 00:18:27.900

Maurice Ouimet: Sometimes we like certain things one way and other times we prefer it another way, I think we just got a good.

137

00:18:28.320 --> 00:18:40.350

Maurice Ouimet: sense of that from all of your comments, so we wanted to present some different scenarios to you tonight and we're going to go through each one of them and we'd like to hear from you about what you like about each one and what you don't like about each one.

138

00:18:41.700 --> 00:18:52.890

Maurice Ouimet: And, as I said, your feedback is really, really important to us as we move forward so think of it this way you've just learned about Vermont State University and you want to know more information about it.

139

00:18:54.120 --> 00:19:11.130

Maurice Ouimet: So what kind of experience, would you expect going from there, so remember you just learned about it, maybe you saw an ad that came over your computer maybe you heard about it from a

friend and you and you went on the website filled out an inquiry form and you wanted more information.

140

00:19:12.330 --> 00:19:17.880

Maurice Ouimet: From that point forward what kind of experience, would you expect so did you move to the next slide Wilson, please.

141

00:19:19.560 --> 00:19:28.410

Maurice Ouimet: So this is what we're calling scenario, and I know there's a lot of content on these slides so we're gonna let you take a look at them i'll go through them to give you a quick overview.

142

00:19:29.550 --> 00:19:42.300

Maurice Ouimet: But this is the first scenario that we'd like you to consider and again tell us what you like about it tell us what you don't like about it, so you receive a personalized auto response and that could be a text or an email acknowledging your inquiry.

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00:19:44.430 --> 00:19:48.540

Maurice Ouimet: Of Vermont State University and they send you a link to.

144

00:19:52.290 --> 00:20:00.750

Maurice Ouimet: send you a link to an online Q amp a and a chat Bot that can function as you, step by step, guide through the admissions enrollment process.

145

00:20:01.140 --> 00:20:08.460

Maurice Ouimet: There are options to chat with a live person during published hours, who can help you when you're not able to get the information you need from the Bot.

146

00:20:09.060 --> 00:20:18.660

Maurice Ouimet: Examples of the information you could access are listed below so number one answer all your general questions about Vermont State University number to assist you through the admissions process.

147

00:20:18.990 --> 00:20:25.590

Maurice Ouimet: Number three financial aid information will be available there for cost of attendance information would be available there.

148

00:20:26.370 --> 00:20:35.100

Maurice Ouimet: Five this, they would assist you with the transition to becoming a student, including how and when to access academic advising course registration and signing up for campus housing.

149

00:20:35.940 --> 00:20:41.610

Maurice Ouimet: And number six would refer you as needed to other departments to answer more specific questions you may have.

150

00:20:44.730 --> 00:20:58.500

Maurice Ouimet: So again, these are scenarios that we're just testing it's important for you to know that these are just random scenarios that we want to get feedback from so what would you like about this, and what would you not like.

151

00:20:59.430 --> 00:21:14.700

Gabriel Wilkinson: I personally don't really like chat bots i'm not sure, but everyone else, I have never even once interact with with one they've if all I have like once before, and it just like it wasn't a great it was kind of like annoying.

152

00:21:16.530 --> 00:21:22.380

Gabriel Wilkinson: I don't know whenever I see when I kind of just ignore it just on instinct i'm not sure if that's everyone else's kind of.

153

00:21:23.610 --> 00:21:24.450

Gabriel Wilkinson: Take on that, but.

154

00:21:27.270 --> 00:21:27.780

Sarina Pesinkowski: I think.

155

00:21:29.310 --> 00:21:29.520

Sarina Pesinkowski: well.

156

00:21:30.840 --> 00:21:31.620

I'm Uneek: i'll let you go.

157

00:21:33.510 --> 00:21:41.550

Sarina Pesinkowski: Okay, thank you um I think it's a good idea, but my main concern is kind of like with Gabriel said it's easy to ignore.

158

00:21:41.790 --> 00:21:50.610

Sarina Pesinkowski: Like it pops up and also we're so used to things popping up that somebody might not even realize that it's a chatbot instead of just being like oh like accept all these cookies and yada yada yada.

159

00:21:50.910 --> 00:21:54.810

Sarina Pesinkowski: So it's like it's also really easy for somebody to ignore it or not understand what it is.

160

00:21:55.170 --> 00:22:01.680

Sarina Pesinkowski: I think it's good in the sense that if somebody is getting an auto response that means they've already gone on the website so they're more.

161

00:22:02.250 --> 00:22:11.640

Sarina Pesinkowski: I would assume at least they're more acclimated to that online experience and so, therefore, they could interact with the chat Bot, and not be confused by it and I definitely appreciate the.

162

00:22:12.720 --> 00:22:21.420

Sarina Pesinkowski: The fact that there are going to be published hours, where you can chat directly with a live person, I think, as long as the ability, I mean and again, this is only one scenario we haven't seen them all.

163

00:22:22.290 --> 00:22:29.040

Sarina Pesinkowski: As long as the ability is there to still talk with somebody on the phone and do it that way, with them or over email, I think that there's no.

164

00:22:29.580 --> 00:22:41.910

Sarina Pesinkowski: There are small downsides to this scenario I don't think any of them are big enough downsides in my personal opinion, to say we should rule it out other than perhaps potential cost because kind of piggybacking off of what Gabriel said.

165

00:22:43.140 --> 00:22:59.070

Sarina Pesinkowski: A good chat Bot seems like something that I have rarely seen, and when I see a decent one it's usually a very large company, and so I just I don't know enough, but I would assume, given that experience that they probably a decent one is probably a fair amount of money.

166

00:23:00.270 --> 00:23:09.090

Sarina Pesinkowski: And I don't know that a chat Bot is like the best investment we could make not that it's a bad one, but I just don't know if it's, the most important one.

167

00:23:11.880 --> 00:23:21.810

Dee Oakes: I agree with a lot of that I think what would almost be better is in the personalized text or email a link to a page on our website that has all of this information.

168

00:23:22.170 --> 00:23:29.490

Dee Oakes: And then hours of someone like an admissions office, I can answer questions or things like that, rather than the chat box, I feel like.

169

00:23:30.270 --> 00:23:41.130

Dee Oakes: I just echoing what everybody else says there's not often chat boxes that are very well done and the times that I've experienced using them it's hard to know what questions to ask that get what you're looking for.

170

00:23:41.520 --> 00:23:45.540

Dee Oakes: But I also know that it's hard to find all of this information easily at our.

171

00:23:46.170 --> 00:23:55.380

Dee Oakes: Current website format, especially with like the updates in the portal, so I think if there was just like hey welcome you just enrolled or applied for.

172

00:23:55.740 --> 00:24:07.470

Dee Oakes: Vermont State University here's a link to all of our frequently asked questions about financial aid about cost of attendance and all of that in one spot in a direct link to I think that would be better than a turn.

173

00:24:10.260 --> 00:24:10.770

Maurice Ouimet: Okay um.

174

00:24:14.640 --> 00:24:23.490

Kayon Morgan: I was gonna say out until everybody I said I think a chat box can be like really useful, but I think also like if I when I was coming into a certain I.

175

00:24:24.240 --> 00:24:31.350

Kayon Morgan: went on the website did like the general search of general like don't really have everything that I was interested in and seeing what it was about.

176

00:24:32.550 --> 00:24:41.670

Kayon Morgan: um I think really what sold like or were provided me with like the most pivotal information was when I called someone checked in that way.

177

00:24:42.750 --> 00:24:58.620

Kayon Morgan: That was really the genuine experience from that was really what got me motivated to pursue the school as well, so I think chat boxes, they can be really vital for the general but a link to like a web page or something that can be a bit that's what I would.

178

00:25:00.660 --> 00:25:16.500

Kayon Morgan: go towards more and it's just a just a scenario, but I really think that it wouldn't miss out on the genuine connection of some of the tend to school or even the admissions counselors I can really provide valuable insight on the experience right Thank you.

179

00:25:16.980 --> 00:25:17.400

Very.

180

00:25:19.800 --> 00:25:32.850

Perry Ragouzis: um I mean I just know that and I think this is common knowledge that, like a Bot, is an attempt to simulate like a human experience and it's also, I think, common knowledge that and a lot of ways, almost everybody fails, you know that you're not.

181

00:25:33.210 --> 00:25:46.680

Perry Ragouzis: Having a real experience with a human that it's a one sided experience and that's not fun and I think that when I was a senior in high school looking for college, I was excited I wanted to have some fun with it.

182

00:25:47.490 --> 00:26:02.970

Perry Ragouzis: And if i'm going to go on a website and suddenly kind of just instead have a conversation with some thing that I know is not real that for me kind of sucks the fun out of it so having that bought there, well, it may be extremely informational.

183

00:26:04.110 --> 00:26:14.160

Perry Ragouzis: It seems like it's something that kind of pulls out that human experience that I think something we really want something that's more warm that that would just kind of eliminate.

184

00:26:15.210 --> 00:26:15.510

Perry Ragouzis: Great.

185

00:26:15.600 --> 00:26:17.220

Maurice Ouimet: Thanks very serena.

186

00:26:19.650 --> 00:26:24.930

Sarina Pesinkowski: Just piggybacking off of what they said I had two thoughts and I totally lost one of them, but i'm like it's.

187

00:26:25.440 --> 00:26:33.150

Sarina Pesinkowski: I agree it's very impersonal and I think that the benefit for some people may not necessarily outweigh the cons that the impersonal.

188

00:26:33.390 --> 00:26:41.040

Sarina Pesinkowski: aspect has because the more I think about it, the more i'm remembering that this is this person's first experience interacting with us so.

189

00:26:41.280 --> 00:26:53.160

Sarina Pesinkowski: Forget the fact that it's impersonal that would be okay, if they were already maybe committed, it could be more excusable to not have that human connection but it's the first impression that we're making really and I think.

190

00:26:53.610 --> 00:27:00.600

Sarina Pesinkowski: The chat Bot could be useful, but I don't know that that's the first impression we want to make, especially if it's the type that just pops up.

191

00:27:01.230 --> 00:27:17.340

Sarina Pesinkowski: Maybe a different option which I again I don't know if it's cost effective in the way that i'm thinking of it, but instead of having a chat box, like the the typical one that just pops up automatically having the option to click into it, rather than having it in your face.

192

00:27:18.510 --> 00:27:23.610

Sarina Pesinkowski: That way it's somebody is choosing that, rather than having it thrust upon them.

193

00:27:25.080 --> 00:27:38.430

Sarina Pesinkowski: That way it's it's still in personal but it's a choice so it's less of a we're making that impression and more this person is probably seeking it out, I don't know if that's the best solution to the impersonal aspect of it, but just the fact.

194

00:27:38.880 --> 00:27:41.460

Maurice Ouimet: That looks great Thank you it real.

195

00:27:42.540 --> 00:27:58.590

Gabriel Wilkinson: yeah I actually just had my treasure pop in perfect there he agrees, the chat bots are like usually bad they don't they have they're typically just kind of clunky and they're not great at answering your questions, I would prefer just a straight Q amp a like.

196

00:27:58.680 --> 00:28:08.880

Gabriel Wilkinson: A straight q&a section just it's simple it doesn't have the cold or like awful aspect of talking to a Bot that doesn't understand you have the time.

197

00:28:10.020 --> 00:28:13.380

Gabriel Wilkinson: And if there's any other questions we just leave them a phone number.

198

00:28:14.400 --> 00:28:22.980

Gabriel Wilkinson: or an email or Q amp a box, I mean, I can say also personally I almost never leave questions on text boxes, where they're like ask a question.

199

00:28:24.060 --> 00:28:31.440

Gabriel Wilkinson: yeah so you leaving a phone number is probably just better I know we have people that their whole job is that so.

200

00:28:32.610 --> 00:28:33.510

Gabriel Wilkinson: vicious apartments for.

201

00:28:35.220 --> 00:28:39.360

Sarina Pesinkowski: To piggyback off of that a tiny bit I remembered my second point, which was that.

202

00:28:39.960 --> 00:28:49.380

Sarina Pesinkowski: and hopefully to be less true once we once we merged but i'm assuming it would be true for at least the first year or two information is changing so rapidly that.

203

00:28:49.890 --> 00:28:58.590

Sarina Pesinkowski: Would we be able to have the chat box keep up with all the new information, I think that it would make a very horrible impression for somebody to ask the chat Bot, a question.

204

00:28:58.920 --> 00:29:07.740

Sarina Pesinkowski: And then, it gives them the answer that is maybe right two days ago, but is not right when they asked the question, and so we need somebody to be able to update it.

205

00:29:08.220 --> 00:29:15.390

Sarina Pesinkowski: As soon as the updates are made and that's not necessarily something that I think is sustainable, because okay say they make a decision on Tuesday.

206

00:29:17.340 --> 00:29:28.170

Sarina Pesinkowski: But this person like Tuesday afternoon right before closing like end of day, but then somebody with a chatbot it's 24 seven so somebody could then ask a question at 1am and the answer is different by morning.

207

00:29:29.430 --> 00:29:38.190

Sarina Pesinkowski: So I just think like a chat Bot is really it's a good idea, but there's a few flaws that I don't know how to tap full but that's also not my area of expertise.

208

00:29:38.970 --> 00:29:40.290

Maurice Ouimet: So those are good points, thank you.

209

00:29:44.430 --> 00:29:52.650

Tajae Edwards: yeah, I just wanted to add that i've never really valued chat bots because their information is so general I feel like they do it.

210

00:29:53.880 --> 00:30:03.900

Tajae Edwards: to serve for on you know years upon years of the years, so they put like this general response so that you don't have to change it as rapidly as information changes or things change.

211

00:30:04.260 --> 00:30:13.620

Tajae Edwards: And I feel like it gets annoying at times when you ask a specific question you can't get a specific response and I feel like a lot of the things that even though there's great you know.

212

00:30:14.100 --> 00:30:18.960

Tajae Edwards: topics for the chat box, I feel like it's so general that you can actually search it up yourself.

213

00:30:19.290 --> 00:30:25.800

Tajae Edwards: And if you want, like the personal or something you know it's not case by case enough where you can get a specific response, or the.

214

00:30:26.040 --> 00:30:34.590

Tajae Edwards: Sometimes they want people to feel where you're coming from understand where you're coming from regarding any of these processes or topics and you don't get that from the chat box.

215

00:30:36.510 --> 00:30:38.460

Maurice Ouimet: Thank you Alex.

216

00:30:42.540 --> 00:30:52.230

Alexandra Huff: I am not going to talk about chat box i'm a I would really, really appreciate an autoresponder email or text.

217

00:30:52.680 --> 00:31:04.110

Alexandra Huff: i'm extremely thankful that my admissions and enrollment process through the university was almost entirely in person, with the exception of the official common APP application.

218

00:31:05.100 --> 00:31:13.500

Alexandra Huff: But to have an auto response would be nice, I know I inquired into a couple of graduate studies recently and.

219

00:31:14.130 --> 00:31:25.290

Alexandra Huff: I filled out a form and then it disappeared into the void and then I just kind of sat there waiting for an auto response like yes we received your form will get back to you in the meantime xyz.

220

00:31:25.740 --> 00:31:30.600

Alexandra Huff: And then, like a week later, finally, someone got back to me and I was like oh Okay, you did get my thing because.

221

00:31:30.930 --> 00:31:42.750

Alexandra Huff: let's be real technology you can't live without it, but you can't live with it and it like hates us and, like those connections don't always go through right so an auto response would be extremely appreciated.

222

00:31:43.140 --> 00:31:49.500

Alexandra Huff: And also, you know gives the students something to do, while they wait to possibly be contacted for somebody.

223

00:31:51.210 --> 00:31:55.710

Alexandra Huff: That said, I know we're talking about like a link to an online QA.

224

00:31:56.730 --> 00:32:17.070

Alexandra Huff: i'm all for that, but I do want to caution because right we're looking at one site for Vermont State University that's going to explain all five campuses to envy you to be etc and castles and right i'm the envy website, which describes two campuses.

225

00:32:18.240 --> 00:32:27.810

Alexandra Huff: No offense to the people who made the website is trash i'm like like it's it's so bad that I have to go to Google.

226

00:32:28.110 --> 00:32:44.160

Alexandra Huff: to search for things on the website, because there is so much stuff on the website that is not categorized correctly that it doesn't come up in the search bar like the first time I was introduced to the god i'm gonna get the name wrong I IRB.

227

00:32:45.390 --> 00:32:47.730

Alexandra Huff: Their review board people when you want to do a survey.

228

00:32:48.960 --> 00:32:57.060

Alexandra Huff: yeah I remember the first time I was like you know you need to go look up these people, you can try to look that up on the envy website.

229

00:32:57.600 --> 00:33:05.370

Alexandra Huff: It will not come up and you can search through all the tabs and it's not going to come up, you have to go to Google search northern Vermont.

230

00:33:05.760 --> 00:33:12.990

Alexandra Huff: IRB, and that is how you're going to like find the people and find that link, so I do want to caution.

231

00:33:13.620 --> 00:33:21.600

Alexandra Huff: When building the site and when linking people to like Q and a's and stuff I know there's a lot of information that you want to make sure they have.

232

00:33:22.050 --> 00:33:27.750

Alexandra Huff: But if you crowd the website too much it's going to crash the website, which, like.

233

00:33:28.170 --> 00:33:39.270

Alexandra Huff: I haven't visited the website since like I avoid the envy website as much as possible which sucks because I know there's a lot of great information on there, and people all the time, tell me why didn't you look the website.

234

00:33:39.660 --> 00:33:58.860

Alexandra Huff: It doesn't function I can't look at the website I physically can't it doesn't give me what I need so I I love an online Q amp a but our experience with a site just advertising to campuses with all of the necessary information it doesn't function.

235

00:34:00.480 --> 00:34:02.490

Maurice Ouimet: Thank you Alex yeah.

236

00:34:04.410 --> 00:34:07.140

Hannah Cerasoli: I actually was going to say something very similar.

237

00:34:07.200 --> 00:34:17.250

Hannah Cerasoli: To Alex about the auto response, I think that that would be really great and I was also going to mention that I think it's worth.

238

00:34:18.630 --> 00:34:33.330

Hannah Cerasoli: pointing out, but people come and inquire from all different paths, so I think we first think of maybe straight out of high school are still in high school, who are exploring to come on as freshmen.

239

00:34:33.690 --> 00:34:43.350

Hannah Cerasoli: But non traditional students come to you from all different backgrounds and experiences and most likely have very specific questions.

240

00:34:43.770 --> 00:34:50.820

Hannah Cerasoli: I know from personal experience, I was really looking to connect with somebody and probably all of the information.

241

00:34:51.510 --> 00:35:00.960

Hannah Cerasoli: As other people have pointed out, I would be able to find on the website, if I so wanted to, but I wanted to talk to somebody and one of the things somebody else also mentioned.

242

00:35:01.320 --> 00:35:14.100

Hannah Cerasoli: The the connection that I was able to make with real people made such a huge difference for me, I was able to email a couple times and then talk to somebody on the phone in the course of one week and apply that weekend.

243

00:35:14.550 --> 00:35:26.460

Hannah Cerasoli: And then I had my response to the following week, and it was a wonderful experience, but it was due to the personal connection that I had that offered validation as somebody who comes from a non traditional path.

244

00:35:27.960 --> 00:35:32.130

Hannah Cerasoli: I felt very welcome and comfortable to continue with.

245

00:35:34.230 --> 00:35:37.500

Hannah Cerasoli: This path, so I think that's worth it.

246

00:35:38.520 --> 00:35:38.790

Maurice Ouimet: yeah.

247

00:35:38.940 --> 00:35:45.420

Maurice Ouimet: Thanks yeah that's a really good segue actually to our next scenario, but Gabriel, you have one final comment on this one, or do you wanna.

248

00:35:45.600 --> 00:35:54.750

Gabriel Wilkinson: yeah I was just going to quickly just touch again on the idea of like having i'm not sure are we gonna have one, how is the application going to.

249

00:35:55.230 --> 00:36:07.890

Gabriel Wilkinson: Work for like I might I might in the future, like am I going to apply to for my tech and orion view or am I going to apply just to Vermont State University and then have to do some weird stuff from there.

250

00:36:08.220 --> 00:36:16.980

Maurice Ouimet: yeah so that's a great question, I mean we're just at the very beginning stages of figuring that all out the goal is to have one application for Vermont State University, but you're right.

251

00:36:17.580 --> 00:36:21.450

Maurice Ouimet: After that initial question you know you're applying to be Su.

252

00:36:21.840 --> 00:36:28.500

Maurice Ouimet: After that is it going to be dependent upon your academic program is it going to be dependent on a location that you're interested in so Those are some of the.

253

00:36:28.890 --> 00:36:40.050

Maurice Ouimet: The design areas that we're going to be delving into but the goal is to have one application so no longer be an end view application of Vermont tech application castletown application so okay.

254

00:36:41.430 --> 00:36:43.890

Maurice Ouimet: So I think we can move on to the next slide Wilson.

255

00:36:45.930 --> 00:36:59.430

Maurice Ouimet: So this is scenario be okay so everything down below is the same as you saw in the other one but up top is where it differs, so in this scenario, you receive a personalized response that could come in the form of a phone call.

256

00:36:59.730 --> 00:37:08.490

Maurice Ouimet: or an email acknowledging your interest from an enrollment specialist who introduces themselves to you as your point of contact along the entire journey up to enrollment.

257

00:37:09.060 --> 00:37:19.740

Maurice Ouimet: They share their email phone call and text options and video contact information with you and get help you with the following topics so tell us what you like about this scenario, and what you don't like.

258

00:37:19.890 --> 00:37:21.720

Maurice Ouimet: about the scenario, especially as it.

259

00:37:21.720 --> 00:37:23.250

Maurice Ouimet: compares to the one that you just saw.

260

00:37:24.090 --> 00:37:30.600

Dee Oakes: I think this is fantastic, and I do think it shouldn't be at and or though for phone call or email, I think it should be.

261

00:37:31.860 --> 00:37:34.230

Dee Oakes: because some people don't see email or.

262

00:37:34.710 --> 00:37:43.290

Dee Oakes: emails will be sent to spam and they won't get it, or maybe they get a phone call, but can answer it or the voicemail leave something weird or their phone tix to spam so there's so many different.

263

00:37:43.650 --> 00:37:54.570

Dee Oakes: Variations that can happen with that, but if it's a phone call slash email, I think that would be great, but I know this would have been incredible and I know as a transfer student having someone that I have.

264

00:37:55.500 --> 00:38:08.730

Dee Oakes: I had a transfer advisor who helped me along the way we met over video call and we talked about tuition and got into my question connected me with faculty members and students, I think this is beautiful.

265

00:38:10.860 --> 00:38:11.310

Dee Oakes: Thank you.

266

00:38:11.670 --> 00:38:12.270

jazz.

267

00:38:16.530 --> 00:38:26.250

I'm Uneek: i'm actually as a transfer student from one of the local colleges in the area, I had this experience, where I created like a relationship with.

268

00:38:27.120 --> 00:38:34.380

I'm Uneek: transitioning into the College and they did a really good job i'm just like answering all my questions that I had.

269

00:38:35.070 --> 00:38:49.620

I'm Uneek: Everything from like credits to like advisors and anything or not, that realm and then we still have that relationship, even now, even though i'm on my way out um so that's been really helpful.

270

00:38:52.020 --> 00:38:54.960

Maurice Ouimet: So you really liked that one person approach that.

271

00:38:55.050 --> 00:39:04.140

Maurice Ouimet: One person who could help you with all those things, and if they couldn't answer a specific question, they would at least point you in the right direction or or follow up with you at a later time.

272

00:39:04.410 --> 00:39:06.480

I'm Uneek: Yes, yep thanks.

273

00:39:06.660 --> 00:39:07.320

Gabriel.

274

00:39:08.790 --> 00:39:11.190

Gabriel Wilkinson: yeah I really liked, I had the phone calls well.

275

00:39:11.580 --> 00:39:14.550

Gabriel Wilkinson: i'm phone call and email it, I agree, is definitely huge.

276

00:39:15.600 --> 00:39:35.430

Gabriel Wilkinson: The I actually I think I did a lot of mine, through the trio, they are extremely helpful I am good friends with my trio advisor and talk frequently, and this is the kind of like personal connection that is super super critical and It made me like really loved about seconds of college.

277

00:39:36.720 --> 00:39:36.870

yeah.

278

00:39:40.290 --> 00:39:40.830

Maurice Ouimet: serena.

279

00:39:44.250 --> 00:39:53.100

Sarina Pesinkowski: I, personally, I really like this idea, but i'm wondering if there's a way to kind of merge the tool, a little bit or less and I don't know if this is there more than just scenario A and B.

280

00:39:53.580 --> 00:39:55.890

Maurice Ouimet: Know there's a scenario see as well, but.

281

00:39:57.030 --> 00:39:59.970

Maurice Ouimet: there's a lot of similarities and scenario see so.

282

00:40:01.440 --> 00:40:06.180

Sarina Pesinkowski: we'll get to that because I was just I was thinking, instead of necessarily merging scenario A and B.

283

00:40:06.360 --> 00:40:06.810

Sarina Pesinkowski: kind of.

284

00:40:08.100 --> 00:40:17.820

Sarina Pesinkowski: picking up on what Alex was saying, the idea of a confirmation email, because if some like this person, whoever the enrollment specialist is they're not going to be working 24 seven and.

285

00:40:18.900 --> 00:40:30.960

Sarina Pesinkowski: So the personalized response from a real person is a great idea, but I think in the interim between the expressed interest because honestly when I was in high school, I was doing this stuff at like 10pm at night clearly nobody's working.

286

00:40:32.790 --> 00:40:40.950

Sarina Pesinkowski: I was just busy and tired, but i'm like to have that confirmation email that lets you know somebody's going to reach out and how they'll probably reach out.

287

00:40:41.250 --> 00:40:53.610

Sarina Pesinkowski: I think would be something really imperative to add, because that offers reassurance and immediacy which are usually pretty important in this stage, in my opinion, and I know piggybacking off of someone of what he was saying.

288

00:40:54.540 --> 00:40:59.520

Sarina Pesinkowski: Sometimes people don't see emails that's true, but also, I know a lot of people are very anxious about phone calls.

289

00:40:59.790 --> 00:41:09.090

Sarina Pesinkowski: So it's on the opposite ends of the spectrum somebody might completely ignore a phone call, even if they know who it's coming from because that just raises their anxiety level, and then to know that they've got options.

290

00:41:09.660 --> 00:41:23.970

Sarina Pesinkowski: would probably be a good one, just a little bit of an abstract thought, if there was a confirmation email going out, I wonder if there could be some sort of way in that email like a link to click saying how they'd prefer to be contacted.

291

00:41:25.530 --> 00:41:38.760

Sarina Pesinkowski: I think, having that option is more convenient for students prospective students and also potentially their parents, maybe depending and also can eat some anxiety, I know some people hate emails some people hate phone calls.

292

00:41:39.810 --> 00:41:41.310

Sarina Pesinkowski: So, having like the option.

293

00:41:42.570 --> 00:41:50.430

Sarina Pesinkowski: Even if you want, even if you're fine with both I think for those who aren't the option would also give them a sense of comfort that could give us an edge.

294

00:41:51.840 --> 00:42:03.030

Maurice Ouimet: So serena just a follow up question on that, so what you're suggesting is if there were an online form to fill out and let's say it's 10 o'clock at night, like you were describing and you were on on the website.

295

00:42:03.690 --> 00:42:09.930

Maurice Ouimet: You want to be able to fill out a form at that time of night submit it with your communication preferences on it hit submit.

296

00:42:10.320 --> 00:42:18.450

Maurice Ouimet: and know that you got an auto response acknowledging that yeah we've got this and we'll be in touch what would be your expectation for follow up.

297

00:42:18.930 --> 00:42:27.630

Maurice Ouimet: Whether it be a phone call email or text message from a live person, if you did that at 10 o'clock at night, what would you expect for the turnaround time.

298

00:42:29.580 --> 00:42:39.900

Sarina Pesinkowski: Well, I mean I guess that a depends on time of year, because obviously like if it's if somebody is trying to come in the spring, instead of the fall there's probably less applicants, so that means less volume to.

299

00:42:40.290 --> 00:42:49.680

Sarina Pesinkowski: White wade through for the enrollment specialist I would personally I would assume they'll get back to me no earlier than the next business day operating hours.

300

00:42:50.340 --> 00:43:00.390

Sarina Pesinkowski: Clearly that doesn't mean they'll get back to me as soon as possible because i'm I would offer I personally would operate under the assumption that i'm not the first person that they have to call.

301

00:43:02.400 --> 00:43:07.080

Sarina Pesinkowski: I don't know that everybody thinks that way because we're a culture that's very used to immediate responses.

302

00:43:09.330 --> 00:43:24.270

Sarina Pesinkowski: But I mean also you could put a disclaimer in any email saying like somebody will get back to you in within you know what kind of like what some other customer service things say we'll get back to you within X amount of business days.

303

00:43:25.620 --> 00:43:27.420

Sarina Pesinkowski: So I think there's like a leeway there you know.

304

00:43:28.020 --> 00:43:29.700

Maurice Ouimet: Set the expectation exactly.

305

00:43:30.660 --> 00:43:30.930

Now.

306

00:43:32.280 --> 00:43:32.760

Maurice Ouimet: Gabriel.

307

00:43:34.140 --> 00:43:37.380

Gabriel Wilkinson: yeah So the question I was having was whether or not this is like either.

308

00:43:37.440 --> 00:43:47.130

Gabriel Wilkinson: or kind of situation, because I think B and a should both be like the idea of having like a good like faq section it on the website should be just kind of a no brainer.

309

00:43:47.760 --> 00:44:02.790

Gabriel Wilkinson: um, and this at the same time there's also, I think a really good idea having both is a great option just giving that versatility because, like like was mentioned before, as some people don't like talking on the phone or don't like receiving emails.

310

00:44:04.470 --> 00:44:06.840

Maurice Ouimet: Now I mean to answer your question there's no.

311

00:44:07.110 --> 00:44:10.530

Maurice Ouimet: all or nothing on these things you know again a design exercise when you.

312

00:44:10.650 --> 00:44:19.320

Maurice Ouimet: Creating something new and you present different options usually come up with a in this case a fourth option that may be a compilation of all of these things.

313

00:44:19.800 --> 00:44:31.350

Maurice Ouimet: that's why we wanted to kind of have you look at them individually and tell us what you like and don't like about them, because when we start building something new, we can take what you like from all of them and try to create something that's awesome so deep.

314

00:44:33.360 --> 00:44:44.130

Dee Oakes: I think one of the important things to also kind of keep in mind as we're hearing suggestions about like response time and preferences over emails or phone calls is that.

315

00:44:44.640 --> 00:44:54.420

Dee Oakes: During the application process but also preparing students for college and interacting on their own and communicating on their own, and so I think.

316

00:44:56.580 --> 00:45:01.740

Dee Oakes: I mean part of an email, especially if you're connecting with an individual person was probably like hey.

317

00:45:02.190 --> 00:45:07.080

Dee Oakes: These are the times i'm in my office, these are the time available here's my phone number I think some of this.

318

00:45:07.410 --> 00:45:18.450

Dee Oakes: They share email phone call and text options that already includes all of them, so I think that's great, but that, like response time like professors have like 24 hour to 48 hour response times.

319

00:45:20.220 --> 00:45:28.740

Dee Oakes: So I think that well, a lot of it is ideal and chat boxes and things like that might be able to respond faster we're also teaching students.

320

00:45:29.190 --> 00:45:37.470

Dee Oakes: How to be students at the same time in the application process and a lot of them are doing it on their own, or with their parents, because it's different for every situation, so I think that.

321

00:45:38.940 --> 00:45:45.000

Dee Oakes: While there's lots of ideals of situations there's also like what Polish will actually be like.

322

00:45:46.650 --> 00:45:47.190

Maurice Ouimet: Absolutely.

323

00:45:47.310 --> 00:45:48.600

And those are really good points.

324

00:45:50.280 --> 00:45:53.250

Maurice Ouimet: Any other feedback on on this scenario we slowly move on.

325

00:45:54.090 --> 00:46:00.930

Maurice Ouimet: So remember in this particular scenario, the person that you're working with is the same person on they're helping you with all these things so.

326

00:46:01.320 --> 00:46:10.110

Maurice Ouimet: If you are, you know, six months out prior to enrollment and you're making this inquiry yeah connect with this person and work with them right to live day up to the.

327

00:46:10.410 --> 00:46:11.460

bpfaff@ft.newyorklife.com: dealer and all the time.

328

00:46:11.490 --> 00:46:24.510

Maurice Ouimet: So let's move on to scenario seat so scenario see is very similar to the last one, the only difference here is that there's a split off so you're going to work with a couple different people in this scenario, so.

329

00:46:25.260 --> 00:46:36.630

Maurice Ouimet: Initially, you get your personalized response again it's a call or email or both, as you guys are suggesting acknowledging your interest from an admissions counselor this time, so this is someone who is very specific to the admissions department.

330

00:46:37.350 --> 00:46:44.790

Maurice Ouimet: There your point of contact along the entire journey, like the sub like the last scenario they share all their contact information with you and they're able to do.

331

00:46:45.150 --> 00:47:02.160

Maurice Ouimet: Everything the same in numbers one through four However, after you gain admission to the university you get an additional personalized response from someone in the financial aid and billing office who introduces himself do as a secondary contact to help you with specific.

332

00:47:03.690 --> 00:47:08.040

Maurice Ouimet: Procedures around applying for financial aid and reviewing cost of attendance information.

333

00:47:08.370 --> 00:47:22.260

Maurice Ouimet: And all those things so again it's very similar and that you have you know one point of contact for admissions, but at this point you'd be introduced to a second person who would be a go to person for those specific topics, what are your thoughts on that.

334

00:47:27.810 --> 00:47:28.980

Alexandra Huff: i'm.

335

00:47:30.930 --> 00:47:31.560

Dee Oakes: looks can go.

336

00:47:33.360 --> 00:47:34.680

Alexandra Huff: No worries um.

337

00:47:35.160 --> 00:47:48.540

Alexandra Huff: I think D can also speak to what i'm going to talk about so my partner works in residential life on the nb linen campus and since he's accepted that position.

338

00:47:49.590 --> 00:47:53.400

Alexandra Huff: His relationship with students, which is wonderful.

339

00:47:55.470 --> 00:47:59.430

Alexandra Huff: he's like the only point of contact they go to for anything.

340

00:48:00.450 --> 00:48:08.760

Alexandra Huff: i've had several students messaged me for his information, just because they know like he has helped them in the past with residential stuff.

341

00:48:09.630 --> 00:48:22.620

Alexandra Huff: I had a student messaged me asking for his email to get him to remove a thing from their bill, and I was like no he can't help you with that he's residential life.

342

00:48:24.210 --> 00:48:34.440

Alexandra Huff: You need to talk to person xyz and I think it's great that people make more than one contact and meet faces and meet people.

343

00:48:34.860 --> 00:48:47.580

Alexandra Huff: But as you do that, especially at the beginning, when in theory you're also applying to several institutions and you're inquiring at several institutions to be introduced to several people.

344

00:48:48.780 --> 00:48:59.850

Alexandra Huff: And you know you're going to bond with one more than the other you're going to ask them questions out of their wheelhouse that you should technically be asking the other person you're going to get confused.

345

00:49:01.230 --> 00:49:19.290

Alexandra Huff: And this, this is not anything that my partner, has said, it is just me watching the interactions and then dealing with people saying hey what's your partner's contact information so that I can ask them xyz and it's hindering their experience a lot, as some students.

346

00:49:20.370 --> 00:49:20.760

Alexandra Huff: Because.

347

00:49:21.840 --> 00:49:28.320

Alexandra Huff: I again like these students are asking for his contact info waiting for him to respond and.

348

00:49:28.710 --> 00:49:43.080

Alexandra Huff: He can't help them, he has to direct them to somebody else right, and while he can help students with a lot of stuff and he's an extremely friendly face and he does get stuff done he can't do everything so like.

349

00:49:44.130 --> 00:49:52.920

Alexandra Huff: My concern here is confusion on the prospective student and and also giving our.

350

00:49:53.490 --> 00:49:59.610

Alexandra Huff: admissions staff and possibly other staff i'm looking at like you know contact this person in.

351

00:50:00.000 --> 00:50:10.770

Alexandra Huff: Student administrative services financial aid registrar office whatever to figure out these this side of things about your housing and your meal plan and your classes and your this and that but.

352

00:50:11.460 --> 00:50:20.670

Alexandra Huff: Where do you go to ask the questions, once you put more variables in there to get the work that you need done done yeah.

353

00:50:21.360 --> 00:50:22.770

Alexandra Huff: Those are great points, thank you.

354

00:50:23.520 --> 00:50:26.130

Maurice Ouimet: Either do you have anything you wanted to add to that because I know you had your hand oh.

355

00:50:27.240 --> 00:50:36.840

Dee Oakes: yeah so sort of the same thing, I think the best case scenario, out of everything is one point of contact and people being CC on emails.

356

00:50:37.260 --> 00:50:42.360

Dee Oakes: I think one of the greatest things that i've experienced is communicating with someone like hey here's my list of questions.

357

00:50:42.810 --> 00:50:50.820

Dee Oakes: Then, and then they're like oh okay great i'm going to craft an email for you i'm going to see see you, and these people and then they're going to respond.

358

00:50:51.090 --> 00:51:02.460

Dee Oakes: And it's the questions that they know how to answer guest, I think, having two different people, especially at two different stages in people's admission process is confusing, especially if you're a prospective student being like.

359

00:51:03.540 --> 00:51:08.430

Dee Oakes: This is the money that I have, I need to answer questions regarding financial aid, before I even apply.

360

00:51:08.970 --> 00:51:23.310

Dee Oakes: And I think waiting until after people gain admission to be able to have access to those resources, at least in this kind of way, because obviously they could call financial aid anyways um would be a bit confusing like Alex said on the perspective, students and.

361

00:51:24.750 --> 00:51:37.290

Dee Oakes: So I think the last scenario, with one kind of point of contact, but then furthering that by like they should know who would it be able to put you in contact with like through the email chain, or something would be ideal.

362

00:51:39.030 --> 00:51:39.900

Maurice Ouimet: Thank you let's.

363

00:51:40.650 --> 00:51:41.250

get real.

364

00:51:42.300 --> 00:51:52.290

Gabriel Wilkinson: yeah i've always had the idea of you get one central person and that person kind of just points for you, you, you get to know that first you get you like them.

365

00:51:52.800 --> 00:52:04.710

Gabriel Wilkinson: And they they kind of just point you are in the right direction, so say hey i'm having dropped my bill, where do I go and they're like oh okay here's the phone number and email of the person over the financial aid department here.

366

00:52:05.430 --> 00:52:15.630

Gabriel Wilkinson: he's a contact them IPTV thing i'd be happy out and it was like that I have a yeah I was out with that relationship with a few of the people there and it's.

367

00:52:16.110 --> 00:52:22.650

Gabriel Wilkinson: it's it works great I, I know, for example, like I said trio, is where I always go back to because they're my one of my favorite departments here at the school.

368

00:52:22.980 --> 00:52:33.120

Gabriel Wilkinson: is like I know I can go to my true advisor Mary Cooper and literally ask her anything and she could solve the problem for me, and that is having that having that resources awesome.

369

00:52:34.200 --> 00:52:43.350

Gabriel Wilkinson: And even if she's not the one that solves it hmm and usually she isn't usually she wants me to someone else but, having that one person is really nice.

370

00:52:45.960 --> 00:52:47.640

Gabriel Wilkinson: Like you're sorry, no.

371

00:52:50.760 --> 00:53:02.670

Sarina Pesinkowski: I have a little bit of a different perspective, actually, I think that for prospective students, this might be a little confusing, but I definitely do think that after you get admission talking to somebody directly from financial aid would be wise.

372

00:53:04.050 --> 00:53:13.770

Sarina Pesinkowski: Especially to get further info like if you were just getting the generalized information before applying that's one thing, but once you've gained admissions and are actually very much so, considering, I think.

373

00:53:14.160 --> 00:53:26.700

Sarina Pesinkowski: Financial aid would have the most concise information for you most accurate that's, not to say that financial aid couldn't kind of like feel it lay liaison to whoever the admissions counselor is and.

374

00:53:27.510 --> 00:53:32.610

Sarina Pesinkowski: They could kind of be like a middleman I think that makes more work for the school, but could make it easier for the student.

375

00:53:33.420 --> 00:53:43.740

Sarina Pesinkowski: However, I disagree with the idea that having one point of contact is best i've had a lot of weird hurdles that i've had to jump through here at Johnson, in the last five years.

376

00:53:44.130 --> 00:53:54.810

Sarina Pesinkowski: And I have discovered that and this This is something that maybe would stress, a lot of other people out but i've discovered that somebody pointing me in the right direction doesn't mean i'm going to get where I need to go.

377

00:53:55.860 --> 00:54:03.210

Sarina Pesinkowski: Just because they're pointing me in the right direction doesn't mean doesn't mean that I know exactly where i'm going it doesn't mean that they pointed me in the right direction.

378

00:54:04.440 --> 00:54:07.800

Sarina Pesinkowski: And just because they think that somebody else is going to know the answer doesn't mean that they will.

379

00:54:08.040 --> 00:54:16.800

Sarina Pesinkowski: I do not, I personally do not believe that there is a single person on any campus that could solve every problem or even would know how to go about solving every problem so.

380

00:54:17.520 --> 00:54:30.330

Sarina Pesinkowski: I do agree that having one point of contact would be less stressful for prospective students and freshman I don't know that I believe that it's the most effective, let alone the only way to do it.

381

00:54:32.670 --> 00:54:36.600

Sarina Pesinkowski: And like I said with something so specific and important like financial aid.

382

00:54:39.120 --> 00:54:42.330

Sarina Pesinkowski: To have that one point of contact would be great for some, but.

383

00:54:42.540 --> 00:54:50.370

Sarina Pesinkowski: Financial aid is such an important aspect that I personally would feel a lot more comfortable talking to somebody who deals with that directly every day.

384

00:54:50.610 --> 00:54:59.700

Sarina Pesinkowski: Then somebody from admissions even if they're an enrollment specialist if they're not working, the financial aid office, I would be sure I would personally be worried that the information was not accurate.

385

00:55:00.060 --> 00:55:07.470

Sarina Pesinkowski: And I know from personal experience that the worst thing in the world is to think you know how much you owe and suddenly you have a out of pocket expense that you can't afford.

386

00:55:09.810 --> 00:55:18.030

Sarina Pesinkowski: So I think that the if we were talking about a department, other than financial aid, I might agree that one person, one point of contact will be best.

387

00:55:18.300 --> 00:55:29.850

Sarina Pesinkowski: But with financial aid it's so specific and so important and so definitive and how somebody chooses what school to go to that it's it's worth at least considering keeping that option open.

388

00:55:31.410 --> 00:55:32.220

Sarina Pesinkowski: Thank you very much.

389

00:55:33.300 --> 00:55:34.080

Okay, Brittany.

390

00:55:44.010 --> 00:55:49.080

Maurice Ouimet: We appear to be still muted Brittany, I don't know your mute icon is gone, but we can't hear you.

391

00:55:50.400 --> 00:55:51.480

bpfaff@ft.newyorklife.com: You guys hear me now.

392

00:55:51.960 --> 00:55:52.740

Maurice Ouimet: yeah we can hear you now.

393

00:55:52.830 --> 00:55:57.240

bpfaff@ft.newyorklife.com: Okay sorry, so I said, forgive me for being late, I had to take care today.

394

00:55:57.450 --> 00:55:57.930

bpfaff@ft.newyorklife.com: don't worry I.

395

00:55:59.070 --> 00:56:05.910

bpfaff@ft.newyorklife.com: Also apologize for i'm coming late into the conversation, and I might be off a little on what we're talking about but i've been listening so.

396

00:56:06.900 --> 00:56:15.930

bpfaff@ft.newyorklife.com: My experience i'm gonna start just from the beginning, because it'll make it into more context with where my opinion comes from So when I started this journey.

397

00:56:16.380 --> 00:56:25.890

bpfaff@ft.newyorklife.com: I decided to go back to school in August of last year, I was very specific on what I wanted to do I knew I wanted to do something with alternative medicine or holistic medicine.

398

00:56:26.640 --> 00:56:36.000

bpfaff@ft.newyorklife.com: Traditional Chinese medicine, something that respect but it had to be online, because I am a i'm a single parent mother who's a full time professional to and that's just what worked within my.

399

00:56:36.720 --> 00:56:44.970

bpfaff@ft.newyorklife.com: What I needed, so I did a little research and I literally came down to two schools that worked within what I wanted this one Vermont and another one out of Florida.

400

00:56:46.110 --> 00:56:52.050

bpfaff@ft.newyorklife.com: I have to say, though, and forgive me if a lot of you've been here for a long time Vermont experience of.

401

00:56:52.590 --> 00:56:57.480

bpfaff@ft.newyorklife.com: enrolling as well as applying was a worst college experience i've ever had in my life.

402

00:56:57.990 --> 00:57:05.340

bpfaff@ft.newyorklife.com: No i've been out of school for about 12 years but I don't remember there being such a lack of communication ever in my life.

403

00:57:06.000 --> 00:57:19.260

bpfaff@ft.newyorklife.com: When I first started the process when you put your inquiry and I did have somebody text me they never call and I checked my voicemails to make sure that I wasn't losing my mind, they did tax, I talked to somebody like sporadically here and there.

404

00:57:20.490 --> 00:57:27.480

bpfaff@ft.newyorklife.com: And then I just lost contact they never they never contacted me again I kind of went around because you had almost the perfect Program.

405

00:57:27.840 --> 00:57:37.950

bpfaff@ft.newyorklife.com: It didn't necessarily work into my schedule completely because you required more classes and the other school, but you were within my budget, which was a huge deal you're not really that far away from where I live in New York.

406

00:57:39.150 --> 00:57:43.230

bpfaff@ft.newyorklife.com: And you had the program I really, really wanted and it fit everything else.

407

00:57:43.620 --> 00:57:53.550

bpfaff@ft.newyorklife.com: But I had no communication I had so so many questions financial aid was one of them, I wanted to know you know if I chose to go part time versus full time versus three quarter time.

408

00:57:53.940 --> 00:57:57.330

bpfaff@ft.newyorklife.com: I had questions about the program itself like where they're electives whether this.

409

00:57:57.780 --> 00:58:06.720

bpfaff@ft.newyorklife.com: I literally went all over your website and I spent hours days, weeks researching before I made any decisions.

410

00:58:07.080 --> 00:58:15.120

bpfaff@ft.newyorklife.com: I actually ended up going with the other columns and study you, even though they weren't quadruple the cost, because I couldn't get Ahold of anybody, I called a email different departments.

411

00:58:15.480 --> 00:58:23.010

bpfaff@ft.newyorklife.com: And nobody got back to me I finally was like I really want to get somewhere with Vermont so I put the application in and applied.

412

00:58:23.730 --> 00:58:28.020

bpfaff@ft.newyorklife.com: One person that same person that had contacted whoever it was because they've never gave me a name.

413

00:58:28.530 --> 00:58:38.670

bpfaff@ft.newyorklife.com: I asked him one question they responded once never responded after that I put the application and just kept checking your portal to see what the portal sudden what you guys needed from me, in order to move forward.

414

00:58:39.300 --> 00:58:46.050

bpfaff@ft.newyorklife.com: I started that process in October I submitted everything, finally, in the beginning of November.

415

00:58:46.500 --> 00:58:55.770

bpfaff@ft.newyorklife.com: and never heard anything back from Vermont whether it was approved or or you know not accepted until the end of December, but by then I had already chosen the other school.

416

00:58:56.520 --> 00:59:04.020

bpfaff@ft.newyorklife.com: Now still nobody's contacted me I got a letter in the mail from you guys, I called I called the admissions department, I called I went to the website and.

417

00:59:04.470 --> 00:59:10.140

bpfaff@ft.newyorklife.com: phone different Councils, I called an email them nobody responded to any of those finally.

418

00:59:11.010 --> 00:59:20.880

bpfaff@ft.newyorklife.com: Patrick Rogers sent me or I somehow I got to him I don't know how, but he called me back and he was like i'm so sorry for all of this, he goes.

419

00:59:21.240 --> 00:59:27.240

bpfaff@ft.newyorklife.com: I apologize, I said I already chose the other school I need to know, can I still come to your school if you guys, you know you guys, except to me.

420

00:59:27.870 --> 00:59:33.000

bpfaff@ft.newyorklife.com: And he was like yes he's like I will put you in contact with somebody he said somebody should have reached out nobody reached out.

421

00:59:33.570 --> 00:59:41.790

bpfaff@ft.newyorklife.com: It was literally I think I got my approval and the end of November, and it was literally the energy summer by anybody that contacted me he was the only one.

422

00:59:42.180 --> 00:59:49.470

bpfaff@ft.newyorklife.com: And I know over the holidays was a little iffy, but I just I would have liked to communication, regardless of which scenario works best for everybody.

423

00:59:50.280 --> 01:00:01.950

bpfaff@ft.newyorklife.com: Whether that's one single point of contact or multiple but knowing who we need to be in contact with you need to have communication, I mean it was very, very poor I was I almost didn't come here.

424

01:00:02.940 --> 01:00:10.560

bpfaff@ft.newyorklife.com: Just because of the lack of communication and I was worried about funding, you know financial aid was something that was important to me and I wanted to make sure I was doing it right.

425

01:00:11.070 --> 01:00:17.640

bpfaff@ft.newyorklife.com: And that it worked for me so whichever scenario gets chosen overall for the College, the biggest thing.

426

01:00:17.970 --> 01:00:23.730

bpfaff@ft.newyorklife.com: Regardless of whether it's one point or multiple points of contact, we need to have communication whether it's telephone text message.

427

01:00:24.120 --> 01:00:38.130

bpfaff@ft.newyorklife.com: emails even if it's saying hello, I have you your your my my student i'm going to get back to you you're in the queue I apologize or short stuff whatever just be upfront honest but use communication because it, I was so stressed out.

428

01:00:39.240 --> 01:00:42.990

bpfaff@ft.newyorklife.com: And like I said i'm a single parent so that just added to it.

429

01:00:43.590 --> 01:00:50.070

bpfaff@ft.newyorklife.com: And then, like I said I was it was time to go to this other school and I really wanted to go to you guys and I was like I didn't even know if I could switch.

430

01:00:50.340 --> 01:01:00.420

bpfaff@ft.newyorklife.com: Thank God for Patrick getting a hold of me and calling me and emailing me and following up, but he was literally the first person I talked to so from October until mid December, nobody but him.

431

01:01:01.230 --> 01:01:08.790

bpfaff@ft.newyorklife.com: And he was in beginning of December so um, but I have to say, those that I had been in contact since then whether i've initiated they have.

432

01:01:09.120 --> 01:01:21.030

bpfaff@ft.newyorklife.com: everybody's great it was just the lack of communication to start the process and that's, the most important process, in my opinion, is getting here and knowing that Vermont is right for me and it's not another school.

433

01:01:22.320 --> 01:01:24.150

bpfaff@ft.newyorklife.com: Okay sorry because then I.

434

01:01:24.240 --> 01:01:24.480

bpfaff@ft.newyorklife.com: Can.

435

01:01:25.200 --> 01:01:28.740

Maurice Ouimet: Go that's okay that's really great feedback we appreciate your candor.

436

01:01:29.340 --> 01:01:29.730

D.

437

01:01:32.460 --> 01:01:41.820

Dee Oakes: I think one of the greatest things and opportunities about this this merger is finding out what has been the case with other schools and things like that, and then in this next.

438

01:01:42.270 --> 01:01:51.780

Dee Oakes: University that's everybody to kind of find the best of both worlds and all the worlds, for everything so students have the best interactions with people, I also think that.

439

01:01:54.660 --> 01:02:00.900

Dee Oakes: I know this is all just planning a potentials for how this works, but just clarification on.

440

01:02:01.290 --> 01:02:10.200

Dee Oakes: how it would work because to me it sounded like this would be your one person and then, if you have a question regarding financially they connect you directly to a financial advisor.

441

01:02:10.560 --> 01:02:19.320

Dee Oakes: that's what that sounds like to me, but it sounds like other folks it sounds like one person answers all the questions it's one person answering all the questions that doesn't make sense, because nobody knows all things.

442

01:02:19.350 --> 01:02:20.070

Maurice Ouimet: Well, I think you could.

443

01:02:20.730 --> 01:02:23.550

Maurice Ouimet: make them that one person D is like a generalist.

444

01:02:23.820 --> 01:02:32.550

Maurice Ouimet: So they can answer general questions but i've heard some of you mentioned like when it gets to the nitty gritty and details about you know, making final decisions and making sure.

445

01:02:32.850 --> 01:02:38.580

Maurice Ouimet: Students understand their cost of attendance and their financial aid, you definitely would be referred to someone else.

446

01:02:38.790 --> 01:02:49.650

Maurice Ouimet: Besides that one person, but I guess that one person in this concept is kind of managing helping you manage the process and pointing you in the right directions when they can't answer the question for you themselves yeah.

447

01:02:49.710 --> 01:02:50.190

Dee Oakes: I think that's.

448

01:02:51.780 --> 01:02:52.230

Dee Oakes: Very.

449

01:02:55.170 --> 01:03:05.400

Perry Ragouzis: um yeah I just have been hearing the word process a lot and I know that, like we're, this is obviously a conversation about design and stuff but just drawing it back to.

450

01:03:06.660 --> 01:03:19.770

Perry Ragouzis: The word experience I really like that you guys are gunning for making it an experience, not a process clearly when this merger happens, this is not going to be a conventional university.

451

01:03:20.490 --> 01:03:30.180

Perry Ragouzis: i'm coming out from Colorado i've seen a lot of big universities out there CU boulder CSU stuff like that um and a lot of them use plans like this.

452

01:03:30.600 --> 01:03:41.160

Perry Ragouzis: to manage their campuses of much larger students um but, again, this is not going to be I don't think a conventional university so having a.

453

01:03:42.000 --> 01:03:52.680

Perry Ragouzis: plan that is very streamlined is going to be a good process I don't think that necessarily means it's going to be the best experience, I think that we all have.

454

01:03:53.700 --> 01:03:57.180

Perry Ragouzis: resources that we don't even know about when we merge we're going to have more students.

455

01:03:57.870 --> 01:04:05.190

Perry Ragouzis: That we can use, and I think that means that when people try and get in contact for the first time we don't have to wait for admissions to put.

456

01:04:05.640 --> 01:04:15.120

Perry Ragouzis: New people who are interested in contact with students, we have success coaches here at Castle 10 we also have advisors and we have students support staff.

457

01:04:16.140 --> 01:04:26.640

Perry Ragouzis: And they all get in contact with students after admissions if I was coming to this new university and I was immediately put in contact with.

458

01:04:27.150 --> 01:04:35.820

Perry Ragouzis: A someone from admissions someone from a financial aid and a student that's an experience right there I can start to understand the entire life.

459

01:04:36.600 --> 01:04:51.450

Perry Ragouzis: surrounding the process and I think that trying to not just make something that streamlined, but again, making it an experience, not a process, I think that that's a really good goal and trying to stay focused on that goal would be really good moving forward.

460

01:04:52.020 --> 01:04:56.580

Maurice Ouimet: So Barry, can I ask you a clarifying question, so what you're suggesting is that you would appreciate.

461

01:04:56.640 --> 01:05:00.870

Maurice Ouimet: Initially being connected to a number of people, including Austin.

462

01:05:01.470 --> 01:05:05.340

Perry Ragouzis: ya know, I think that that's probably best because.

463

01:05:06.450 --> 01:05:14.940

Perry Ragouzis: I know that not everyone works well with everyone So if you are coming here and you'd get matched with someone that, for some reason you just don't get along.

464

01:05:15.360 --> 01:05:25.230

Perry Ragouzis: You don't want that to be the only person you're in connection with if you don't get along with someone from financial aid, but you're talking with the students and you just really enjoy talking with.

465

01:05:25.860 --> 01:05:41.280

Perry Ragouzis: that's going to counter that's just going to balance out there and that might end up being kind of a safety net, a failsafe that's been put in place there, and again it eliminates the idea of a process and makes it more of an experience right when you start to discover this university.

466

01:05:42.720 --> 01:05:43.170

Maurice Ouimet: Thank you.

467

01:05:48.390 --> 01:05:56.220

Sarina Pesinkowski: For the comment and then clarifying question or two, so I would like to just say as an on campus based justice didn't who's also from New York.

468

01:05:57.750 --> 01:06:05.040

Sarina Pesinkowski: Patrick Rogers is one of the most passionate people i've met here, he, like absolutely a junk he loves Johnson so much i'm not surprised to hear.

469

01:06:05.430 --> 01:06:19.260

Sarina Pesinkowski: That he is so the one that he's the one who helped Brittany absolutely applies to me i'm glad to hear that he was kind of like helping you and the deciding factor and i'm really sorry Britney that that happened, what did not that interested excuse.

470

01:06:20.430 --> 01:06:32.430

Sarina Pesinkowski: me the admissions Office here has gone through a lot of staffing changes recently in the last year and a half or so, so that probably has something to do with it not, that it makes it better and i'm hoping that something could fix it will emerge.

471

01:06:34.050 --> 01:06:43.290

Sarina Pesinkowski: But just some like insight, as somebody who's here and has worked admissions here and knows Patrick and all that, but my question is so when we merge.

472

01:06:44.580 --> 01:06:56.130

Sarina Pesinkowski: it's going to be one application is the tuition and the room and board is going to look the same at every school because if somebody who's from work and applied to a few suny schools.

473

01:06:56.760 --> 01:07:03.360

Sarina Pesinkowski: Which is you know Sunni is not the same as the vs you idea but it's similar enough, and the fact that it's a state school system.

474

01:07:04.380 --> 01:07:11.700

Sarina Pesinkowski: All the schools have different tuition costs different room and board cost so if we're connecting somebody with financial aid.

475

01:07:13.260 --> 01:07:23.910

Sarina Pesinkowski: If it's one application what considering multiple campuses is the price going to be the same, because if it's not then would they have to be in charge in in contact, more than one financial aid person.

476

01:07:24.210 --> 01:07:39.000

Sarina Pesinkowski: Because forget the fact that people would rather be in contact with one person or more than one person being in contact with more than one person is similar permit, but at a different campus I feel like that's a disaster waiting to happen, unfortunately, and.

477

01:07:40.140 --> 01:07:43.140

Sarina Pesinkowski: Also, if we have admitted specialists enrollments best.

478

01:07:44.340 --> 01:08:04.020

Sarina Pesinkowski: Are they going to be specialists in each campus because we'll have, I think, five campuses and a lot for one person to know, in my opinion, because, like you said if it's if it's one application, but schools and if somebody were to get in to vs you as a whole.

479

01:08:05.460 --> 01:08:07.950

Sarina Pesinkowski: But potentially is.

480

01:08:09.990 --> 01:08:22.410

Sarina Pesinkowski: able to pick a program at more than one campus that just seems like opening a can of worms for lack of a better term because that's it seems like it's just going to lead to a lot of confusion if if we're not careful, so i'm.

481

01:08:22.530 --> 01:08:26.880

Sarina Pesinkowski: Just a little loose on yeah I can speak to that a little bit for you so.

482

01:08:26.910 --> 01:08:37.110

Maurice Ouimet: You know the goal, I can bring all the admissions teams together as one with one application, the goal will also be to do the same for financial aid, so there will be consistent.

483

01:08:38.160 --> 01:08:39.120

Maurice Ouimet: Financial aid.

484

01:08:40.170 --> 01:08:47.160

Maurice Ouimet: parameters and tuition prices across Vermont State University, and you know, there may be some.

485

01:08:49.140 --> 01:08:59.130

Maurice Ouimet: Differences based on academic programs and things like that So those are all things we're figuring out right now, but the goal is to not have one, be a different price, on the other, or all that everything would be consistent.

486

01:08:59.820 --> 01:09:03.240

Maurice Ouimet: When we're done with that, so thank you for raising that because you're right if things were.

487

01:09:03.450 --> 01:09:05.430

Maurice Ouimet: going to continue to be different you couldn't have.

488

01:09:05.460 --> 01:09:11.100

Maurice Ouimet: One enrollment specialist trying to help a student navigate different prices here, there and.

489

01:09:12.450 --> 01:09:19.740

Maurice Ouimet: different policies and procedures, these are all things that we're we're bringing together as one, so that the consistency across all the campuses.

490

01:09:20.970 --> 01:09:28.560

Sarina Pesinkowski: Well i'll tell you one thing I like that plan a whole lot better than I, like New York state school plan, with all their different and there's also so many more schools have a bear so.

491

01:09:28.980 --> 01:09:29.850

Sarina Pesinkowski: I like that idea.

492

01:09:30.300 --> 01:09:36.000

Maurice Ouimet: And the other thing that's being considered, too, is that you know, depending on your academic program of interest.

493

01:09:36.780 --> 01:09:45.030

Maurice Ouimet: There may be certain enrollment specialist assigned to different academic programs, so they become experts in those areas, so they can explain, you know.

494

01:09:45.240 --> 01:09:57.120

Maurice Ouimet: An engineering program really well, they can explain the nursing program they can explain the political science program really well so that that way they they become expert in those content areas so Those are some of the things that were considered the answer.

495

01:09:57.330 --> 01:09:57.750

Sarina Pesinkowski: So just.

496

01:09:59.040 --> 01:10:05.250

Sarina Pesinkowski: A follow up question based on that new information So what about a student who was enrolling as undeclared.

497

01:10:07.050 --> 01:10:10.200

Sarina Pesinkowski: So it wouldn't be the same idea that there'd be somebody with a more general.

498

01:10:10.950 --> 01:10:18.390

Maurice Ouimet: Exactly yeah they could be assigned to someone who you know works with students who are still trying to decide what they want to do and help them explore different.

499

01:10:18.810 --> 01:10:29.190

Maurice Ouimet: Possibilities because that's a very we always joke about it but that's a very popular major for a lot of students right being undecided because you want to come in and explore different things and it's a really wonderful opportunity to.

500

01:10:29.790 --> 01:10:42.390

Maurice Ouimet: To you know figure out your path forward so we want to make sure there's someone there to support you and beyond admissions through academic advising career services and things like that they'll be a lot of supports in place to help students who are are undecided.

501

01:10:43.560 --> 01:10:44.580

Sarina Pesinkowski: Great thanks for explaining.

502

01:10:46.830 --> 01:11:00.450

Maurice Ouimet: So I think we can probably move on, you guys are giving us a lot of really great input on this really appreciate all the ideas you have and what you're telling us about each one of these scenarios, so I think we can move on to the next slide.

503

01:11:01.380 --> 01:11:03.990

Wilson Garland: The Gabriel, did you have something you wanted to add before we we've done.

504

01:11:04.080 --> 01:11:17.190

Gabriel Wilkinson: I just wanted to quickly ask about i'm not sure I don't know this is a kind of a general question do does it do other colleges in the breath the University has a lot of satellite sites like etc does, because we have 12 across the entire state.

505

01:11:18.780 --> 01:11:26.130

Maurice Ouimet: yeah so I mean there's castles on has two locations in addition to the main campus and castles on so there's the killington.

506

01:11:26.760 --> 01:11:38.670

Maurice Ouimet: resort in hospitality management program that's located right at killington and then there's a bennington nursing site, which is very similar to the sites you're describing for remote tech so not as many, but certainly a couple additional sites.

507

01:11:40.350 --> 01:11:50.400

Gabriel Wilkinson: So it was really the only question, I guess, I just I just I forgot how I guess, they would be I guess they'd be kind of part of the same processes, this whole thing, just like you to be kind of a little weirder.

508

01:11:50.940 --> 01:11:53.850

Maurice Ouimet: Well, you view it exactly and that's why it's so important for.

509

01:11:53.850 --> 01:12:00.990

Maurice Ouimet: us when we design, all of these students services to kind of take that digital first approach, because there are students in our university now.

510

01:12:01.470 --> 01:12:04.650

Maurice Ouimet: Who don't have access to main campus and it's really challenging them for.

511

01:12:04.890 --> 01:12:15.540

Maurice Ouimet: them to go about their day to day lives because they can't go to the registration and financial services office they can't go to key student services because they're at a site in the northeast kingdom right so.

512

01:12:15.870 --> 01:12:27.420

Maurice Ouimet: We need to make sure all these services are accessible for all students wherever they're at and students who are you know, an online programs accessing our educational services from home to so that's why.

513

01:12:27.450 --> 01:12:37.410

Gabriel Wilkinson: it's just yeah I also want to make sure it's the big thing when applying is making sure it's obvious which sites are the main sites and which are satellites because.

514

01:12:38.070 --> 01:12:45.600

Gabriel Wilkinson: When I was applying for etc, I can tell you, it was pretty confusing because I was like oh look there's a vpc college site.

515

01:12:45.840 --> 01:12:48.660

Gabriel Wilkinson: Literally across the street from my house in brattleboro.

516

01:12:50.040 --> 01:12:54.060

Gabriel Wilkinson: I should walk over there and I walked over there and i'm like where the heck isn't.

517

01:12:54.180 --> 01:12:55.590

Gabriel Wilkinson: And I see the sign and i'm like.

518

01:12:56.040 --> 01:12:58.950

Gabriel Wilkinson: This is it right like that's not right.

519

01:12:59.250 --> 01:13:13.050

Maurice Ouimet: Well you're you're bringing up an important issue, because we need to have clear definitions about what campuses are what locations are and what sites are we use terminology interchangeably and you make a really good point that we have to be clear on what those so right.

520

01:13:13.560 --> 01:13:15.870

Wilson Garland: Now, and did you have a question before we move on.

521

01:13:18.930 --> 01:13:30.690

Nolan Atkins: No question, I just wanted to point out, it in view we have instructional sites in different states for one of our graduate programs in Alaska Wisconsin maine and new Hampshire.

522

01:13:32.190 --> 01:13:33.540

Nolan Atkins: It complicates it even more.

523

01:13:33.660 --> 01:13:34.260

Wilson Garland: Great point.

524

01:13:36.840 --> 01:13:47.700

Maurice Ouimet: So we've touched on this a little bit because each of you have kind of viewed these scenarios, through your lens and whatever status, you are as a student right now but i'd like it to kind of think for a minute.

525

01:13:48.360 --> 01:14:00.600

Maurice Ouimet: Would you have answered any of these scenarios differently if you were fill in the blank a graduate student a part time student working a full time job, a student taking one class for professional development.

526

01:14:01.800 --> 01:14:03.060

Maurice Ouimet: Any reactions to that.

527

01:14:04.290 --> 01:14:07.260

Gabriel Wilkinson: You know I mean, I think that.

528

01:14:08.280 --> 01:14:21.180

Gabriel Wilkinson: Most of these are kind of fine I mean I guess if you're taking a lot of these like doing an online it's probably going to be your most your best pet like not just the other good bosses, but they can classes themselves.

529

01:14:23.610 --> 01:14:37.650

Gabriel Wilkinson: The like, especially the part or like the graduate student taking those in person is fine if they're trying to just take like if they're trying to get another degree or something or they're just taking us but part time student working full time job probably getting take them online.

530

01:14:39.420 --> 01:14:43.140

Gabriel Wilkinson: us to dig in one class for professional development, probably take it online.

531

01:14:44.190 --> 01:14:47.730

Gabriel Wilkinson: Unless like is that almost, of course, you have a satellite right across the Street View.

532

01:14:49.230 --> 01:14:49.560

Gabriel Wilkinson: yeah.

533

01:14:50.700 --> 01:14:51.270

Maurice Ouimet: serena.

534

01:14:53.520 --> 01:15:07.650

Sarina Pesinkowski: um one thing I just realized we haven't really talked about is the main difference if there's any process between somebody who's enrolling to be in person versus somebody who's enrolling to be online I don't necessarily need answers about that now, but now that we're talking about.

535

01:15:08.670 --> 01:15:12.300

Sarina Pesinkowski: These questions differently if I was busy type of student that just occurred to me.

536

01:15:13.530 --> 01:15:22.950

Sarina Pesinkowski: I think, for me, personally I don't know that I speak to all of these because I am not necessarily a part time student working a full time job or taking class for professional development.

537

01:15:23.430 --> 01:15:33.300

Sarina Pesinkowski: As somebody who's looking into graduate school for the near future, I would say that I think the financial aid portion is even more important, and that I would definitely expect somebody.

538

01:15:34.050 --> 01:15:44.340

Sarina Pesinkowski: To be interacting with somebody in that capacity, because financial aid options for graduate students are so much more limited than they are for undergraduate so it's even more important in my opinion.

539

01:15:46.170 --> 01:15:52.380

Sarina Pesinkowski: So, like as a prospective graduate student who has been looking into the admissions process but not yet having had have.

540

01:15:52.830 --> 01:16:09.090

Sarina Pesinkowski: i've not to actually submit any applications, I think that the financial aid prospect for a graduate student is probably one of, if not the most important and so At that rate, I think that the enrollment is important but financial aid is potentially more so.

541

01:16:11.760 --> 01:16:19.020

Sarina Pesinkowski: And also, I feel like a lot of graduate students are also then part time students working a full time job as well, so I tend to.

542

01:16:21.060 --> 01:16:21.480

Sarina Pesinkowski: Do.

543

01:16:23.100 --> 01:16:32.850

Dee Oakes: Is the one who's been a dual enrollment student a full time student with a full time job and online student a part time student all the students kind of things.

544

01:16:33.480 --> 01:16:39.840

Dee Oakes: I think that it's still ideal to have one main person we communicate with within helps you.

545

01:16:40.470 --> 01:16:49.800

Dee Oakes: connect to other resources if you have a question like hey i'm just really specific question about financial aid, do you have a name I can reach out reach out to who will probably know how to answer this question.

546

01:16:50.100 --> 01:16:59.880

Dee Oakes: I think is ideal anytime i've tried to navigate through multiple people I just either don't get replies or get vague answers, but when i've had a really strong connection with someone like hi.

547

01:17:00.180 --> 01:17:09.150

Dee Oakes: i'm really excited about this opportunity, can you please help me find the answers to these questions, it ends up super like it's such an easier process yeah well, thank you.

548

01:17:09.900 --> 01:17:19.380

Maurice Ouimet: So i'd like to just kind of recap, a little bit where what we've heard tonight, just to see if what i've absorbed is in line with what you guys are thinking so when we go back to.

549

01:17:19.950 --> 01:17:27.150

Maurice Ouimet: scenario a what you liked about that as you like the opportunity to get an immediate response after inquiring.

550

01:17:27.960 --> 01:17:43.890

Maurice Ouimet: But you also would like to have the expectation set as to when you might be able to connect with a live person and and as long as the expectation is set you'd be satisfied with that i'm assuming it's going to be sometime in the next 24 hours or so right.

551

01:17:45.030 --> 01:18:00.420

Maurice Ouimet: we're kind of lukewarm on the idea of a chat Bot, but like the idea of an faq with as much information available on the website you kind of like the idea of the possibility to chat with someone during established hours are those all.

552

01:18:01.530 --> 01:18:03.750

Maurice Ouimet: accurate assessments of the first scenario.

553

01:18:06.240 --> 01:18:12.900

Maurice Ouimet: scenario, there was a lot of interest in scenario be because of the the one person connection I know some of you feel like.

554

01:18:13.380 --> 01:18:23.220

Maurice Ouimet: You know it's it's nice to have that one connection all the way through the process others of you would prefer to be referred to someone who's a little bit more of a specialist in a specific content area.

555

01:18:23.670 --> 01:18:32.970

Maurice Ouimet: To get more information, especially as you get closer to making those big decisions is are those are all accurate statements, based on the second scenario.

556

01:18:34.590 --> 01:18:49.170

Maurice Ouimet: And then the third scenario again very similar to the second one, but there was some interest in in working specifically with someone in financial aid for a number of you, especially when it comes time to making those decisions okay alright cool.

557

01:18:50.310 --> 01:19:03.390

Maurice Ouimet: And then it's kind of a mixed reaction based on just preferences, as to whether you would like to receive a phone call versus a text message versus an email, but the idea of being able to put your preference and how you want to communicate.

558

01:19:03.810 --> 01:19:13.110

Maurice Ouimet: With one of these scenarios, is the most important thing right, some of you want to talk on the phone some of you want email, some of you don't mind texting D.

559

01:19:14.130 --> 01:19:18.690

Dee Oakes: Think The easiest way to do that it's in the applications hey what's the best way to contact us.

560

01:19:18.750 --> 01:19:19.110

Dee Oakes: or for.

561

01:19:19.140 --> 01:19:24.180

Dee Oakes: us to contact you, and then you don't have to worry about emailing another forum back and forth.

562

01:19:25.140 --> 01:19:29.880

Maurice Ouimet: So right getting that information, right up front is is really important, from your perspective good.

563

01:19:31.320 --> 01:19:45.030

Maurice Ouimet: Anything else that you feel that I missed in that quick summary, I know that we had some really robust conversations and I want to thank you for all the input it's been great, and I know some of you have to jump off, so we appreciate you sticking with us to till now.

564

01:19:52.290 --> 01:19:55.200

Wilson Garland: Thanks Maurice, for we must have the that discussion.

565

01:19:56.580 --> 01:20:06.600

Wilson Garland: We were almost out of time, so rather than we had a separate topic we wanted to delve into, but I think this has been such a valuable conversation, and we really appreciate all the.

566

01:20:07.260 --> 01:20:20.070

Wilson Garland: interaction and time that you all spent going through this scenario, so that's been very helpful and that will help us re craft some of our questions for the next time too, so, so thank you very much for all your input tonight.

567

01:20:21.390 --> 01:20:23.280

Wilson Garland: i'm looking forward to the next one.

568

01:20:24.390 --> 01:20:28.590

Wilson Garland: Which is making you help me out with what the data, the next one is.

569

01:20:30.840 --> 01:20:31.980

Meg Walz: Putting me on the spot.

570

01:20:32.040 --> 01:20:32.370

Right.

571

01:20:34.470 --> 01:20:36.090

Wilson Garland: And that was in the invite may 20.

572

01:20:36.360 --> 01:20:37.020

Wilson Garland: So you can.

573

01:20:37.650 --> 01:20:38.730

Wilson Garland: What was that Gabriel.

574

01:20:38.790 --> 01:20:39.870

Gabriel Wilkinson: February 24 yeah.

575

01:20:39.930 --> 01:20:40.950

Wilson Garland: There you go okay.

576

01:20:41.640 --> 01:20:52.380

Wilson Garland: So Anyway, thank you very much and and, as always, you know feel free to reach out to us in the meantime if there's other things, but really appreciate your time and and good luck on your courses.