

Meeting Student Expectations

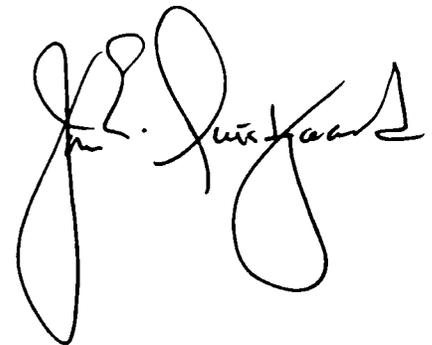
Student satisfaction and retention rates on the rise

As an undergraduate, I attended a very large university and, outside my circle of friends, was known primarily by my student identification number. While I was able to successfully navigate and thrive in such an environment, I have come to appreciate how much value is added to the undergraduate experience in a more student-centered environment such as Bemidji State University.

“83 percent of Bemidji State students say they would re-enroll again compared to 73 percent nationally.”

I'm optimistic these upward trends will also be reflected in an improved six-year graduation rate for our 2004-2010 cohort. The current trend looks promising. Our six-year graduation rate grew from 41.2 percent for the 1999-2005 cohort to 45.5 percent for the 2003-2009 cohort.

As we celebrate our progress on these key measures, we must remain cognizant of another growing trend in higher education – tuition is increasingly becoming the key revenue source for university operations. While Bemidji State always has been attentive to those it serves, our student centeredness becomes even more important in an era of shifting state support for higher education. We must continue meeting student expectations as well as needs. Current data trends indicate we are.



For more than two decades, we have been assessing what is important to our students and how satisfied they are with their Bemidji State experience. One such measure has been the Noel Levitz Student Satisfaction Inventory, which has been administered on multiple occasions since 1994. What we have gleaned from such research is that Bemidji State is a good "fit" for most of our students. They have consistently expressed their satisfaction with their University experiences and have indicated that, if they were to start over again, they would re-enroll.

Results from the latest Noel-Levitz survey indicate that 85 percent of our students are satisfied with their University experiences compared to 73 percent at peer institutions nationally. Similarly, 83 percent of Bemidji State students say they would re-enroll again compared to 73 percent nationally.

This is good news, which is reinforced by more good news related to the University's retention rates. The new freshmen retention rate improved from 68.2 percent in 2008 to 71.9 percent in 2009. At the same time, the retention rate for transfer students rose from 70.5 percent to 73.6 percent. Overall, the undergraduate student retention rate improved from 69.4 percent in 2008 to 71.8 percent in 2009.



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Bemidji State University is a member of the Minnesota State Colleges and Universities System.

For more information on Noel-Levitz survey results, visit:
http://www.bemidjistate.edu/offices/research_assessment/surveys/noel_levitz.cfm

Retention rate information is found in the Bemidji State University Data Book at:
http://www.bemidjistate.edu/offices/research_assessment/data_books/



Lake Superior College joins 360°

Bemidji State-housed Center of Excellence grows to 10 members

► Complete story available at BSU Today:

<http://www.bemidjistate.edu/bsutoday/news-updates/2010/02/03/360-lss-joins>

Lake Superior College in Duluth, Minn., has been accepted into the 360° Manufacturing and Applied Engineering Center of Excellence.

360° is a partnership between Bemidji State and nine community and technical colleges throughout Minnesota. The goal of the center is to offer technical programs that prepare students for today's technical world and global economy. The center also seeks to connect students to the industry and show students how the right education can help them make a smart career choice.

"We are really excited to have Lake Superior

College join 360°," said Karen White, director of the center. "Lake Superior College has a very high commitment to manufacturing education and will strengthen our ability to serve the education and workforce needs of this vital industry."

Lake Superior College brings a new geographic region to the consortium. The Center of Excellence has institutions in the Twin Cities and in southeast, northwest and central Minnesota, and with the addition of Lake Superior College has its first member in the northeastern portion of the state.

Cedar Apartments wins "Do It In the Dark" challenge

Cedar reduced Nov. 2009 energy usage by 10.3 percent over Oct. 2009 levels

► Complete story available at BSU Today:

<http://www.bemidjistate.edu/bsutoday/news-updates/2010/01/22/do-it-in-the-dark-2009>

In Nov. 2009, resident students in Bemidji State's Birch, Linden, Tamarack, Pine and Oak Halls and the Cedar Apartments participated in the "Do It In the Dark" challenge to see which hall could reduce its energy usage by the highest percentage over its October 2009 usage.

The second annual competition, sponsored by Bemidji State's Students for the Environment club, encourages residence-hall students to do anything they can to reduce energy consumption. Students were asked to turn off lights when leaving a room, turn off and unplug electronics,

such as computers, when not in use, and washing clothes in cold water and then drying them on a line. The winner was determined by comparing November energy usage to that from October, and calculating which hall reduced its usage by the highest amount for the month.

Cedar Apartments captured this year's trophy by reducing its November energy consumption by 10.3 percent as compared to its use in October. Average savings among the six halls was 7.7 percent, and in total the November energy bill for the halls was \$913 lower than in October.

Volunteer Income Tax Assistance program underway

Free tax help available Tuesday and Wednesday evenings through April 15

► Complete story available at BSU Today:

<http://www.bemidjistate.edu/bsutoday/news-updates/2010/01/15/vita-program-starts-feb-3>

Bemidji State students who have completed the Tax I course and passed Internal Revenue Service certification tests are again donating their time to the community for the IRS Volunteer Income Tax Assistance program.

The free workshop is open from 4-7 p.m. on Wednesdays and Thursdays through Thursday, April 15, in Decker Hall 14.

The student volunteers will use their tax knowledge to provide assistance to other students, including international students with special requirements, low-income and elderly individuals in the area who may be uncomfortable or

unfamiliar with tax law and filing requirements.

The program not only offers free preparation, but also free e-filing for those who qualify. With e-filing and direct deposit, those who qualify typically receive their refund in eight to 10 days. In the preparation process persons who qualify for Earned Income Tax Credit are able to receive a larger refund than just the taxes that have been withheld from their paychecks over the tax year.

Minnesota Property Tax Refunds for Renters can also be prepared and e-filed by VITA. However these refunds do not usually arrive until late July or early August.



New sound equipment installed in Bangsberg Hall

New system to benefit concerts and academic presentations in Thompson Recital Hall

A new sound system recently installed in the Carl O. Thompson Recital Hall of the Bangsberg Fine Arts Complex will help improve its ability to serve as a high-quality host to both academics and concerts.

"We had sound equipment in the recital hall that was getting old, and some of it didn't work very well," said Del Lyren, professor of music and chair of the Department of Music.

Lyren indicated that the process to get new equipment for the recital hall began several years ago. The department received notice in the fall of 2009 that it was scheduled to receive the requested equipment, and installation began late last year.

New equipment in the recital hall includes a stereo receiver, compact disc and tape players and a turntable for vinyl

records. In addition, a new screen was installed for video presentations.

"The new equipment has really improved the sound quality in there," Lyren said. "That's an important thing for our students. Our classes do a lot of listening to music in that room, so improving the quality of that experience has been probably the best thing about this.

"The new equipment doesn't really change the capabilities of the room," Lyren said. "It just makes everything we're doing sound better."

Another significant new feature in the recital hall is a wireless mic system.

"That helps a lot with concerts," Lyren said. "For jazz band concerts, we can just plug right into the mic system. We don't have to haul around our own mic systems any more."

The wireless mic system has already been put to good use, Lyren said.

"When we hosted the Parker Quartet in January, they were pretty insistent on having wireless mics available," Lyren added. "We just happened to get this new stuff set up about a week before we hosted that concert."

The new system will help make the Thompson Recital Hall a more suitable environment for academics as well.

"Definitely, the wireless mics make a difference," Lyren said. "They'll make it a lot more convenient for teaching in there. There are classes with as many as 150 students in there, and sometimes it's hard for everyone to hear. Having the wireless mics make teaching in this room a lot easier; you just clip it on and everyone can hear you."

Friday, February 5, 2010

Staff Feature

Mary Herried, office and administrative specialist, Department of Physical Education, Health and Sport

What's your job at BSU?

"I am the administrative assistant for physical education, health and sport and campus recreation. In other words, I'm the secretary."

How long have you been here?

"I've been at BSU since 1986, 24 years. I've worked with the state of Minnesota for 33 years."

What's your favorite thing about being at BSU?

"Everything. The students, the staff, the people. I love people, and there are some great people here."

Inside the Beaver's Studio

1. What is your favorite word?

"Valentine."

2. What is your least favorite word?

"There is a word I hate. 'Random.' People say it all the time."

3. What turns you on?

"Going to Dunn Bros. and having a large turtle mocha latte."

4. What turns you off?

"Bickering and fighting, people being mean to people. In the end, all that matters is kindness."

5. What sound do you love?

"The sound of a sleeping baby. That breathing... It's just so soothing."

6. What sound do you hate?

"Loud motorcycles. Things without tailpipes on them."



7. What profession other than yours would you like to attempt?
"A nun"

8. What profession would you not like to do?
"Truck driver"

9. If heaven exists, what would you like to hear God say when you arrive at the pearly gates?
"It does exist. 'Welcome, daughter. Come and meet all your loved ones. You made it. Yes!'"

Thanks to Mary for playing along for this issue's staff feature! Participants for this section are selected randomly using a process that involves jambalaya and the Saints winning the Super Bowl this Sunday.

This is intended to be a lighthearted look at the non-professional side of some of our favorite professionals. If you have suggestions for a faculty or staff member you'd like to see featured here, e-mail Andy Bartlett at jbartlett@bemidjistate.edu or call my office at 2746.

Entries for campus notes are compiled by reporters in each college, school or administrative area and submitted to the Office of Communications and Marketing for inclusion in BSU Insider. Photos used in Campus Notes are submitted. Photos for use in Campus Notes can be e-mailed in high-resolution (300 dpi) JPEG format to: jbartlett@bemidjistate.edu



Personnel News

New faces and old friends in new places

- **Ben Baird** joined the Department of Intercollegiate Athletics as an assistant track and field coach, effective Jan. 25.
- **Pamala Bezotte** joined the Student Center for Health and Counseling as a case manager and counselor, effective Jan. 19.
- **Shawn Callagan** joined the Physical Plant as a seasonal stationary engineer, effective Feb. 3.

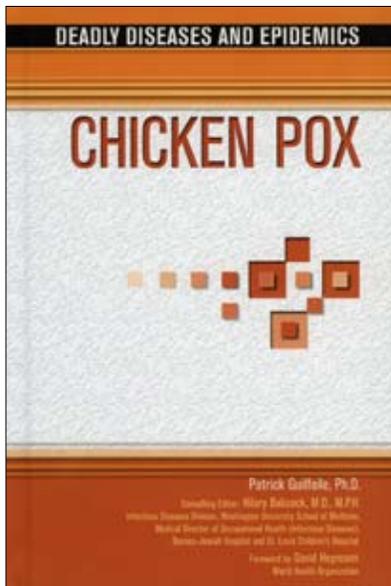
Campus Notes

Updates on the activities and achievements of our friends in the campus community

Academic Affairs

• **Dr. Patrick Guilfoile**, interim associate vice president for academic affairs, recently had a book published entitled "Chicken Pox." The book is intended for high school or lower-division college audiences, and is part of a "Deadly Diseases and Epidemics Series" put out by Chelsea House Publishers.

The book is available for purchase at Amazon.com.



Arts and Sciences

• **Dr. Kyle Crocker**, associate professor of art history, has been named interim chair of the Department of Humanities. His appointment is for the spring semester of 2010.

Business, Technology and Communication

• **Dr. Bonnie Higgins**, associate professor of technological studies, **Steve Sundahl**, associate professor of visual arts, and **Randall Acker**, adjunct faculty in technological studies, will be traveling with several students in the design technology program to the Exhibitor 2010 Conference in Las Vegas, Nev., March 14-19.

• **Dr. William Scheela**, professor of business administration, published case studies and teaching notes for "Venture Capital in Asia," a course Scheela taught during his fall 2009 sabbatical at the Asian Institute of Management in Manila, Philippines. The case studies and accompanying teaching notes are entitled "Ben Hur Gomez: 747 Pilot and Entrepreneur" and "ICCP Venture Partners in the Philippines." They were published by the Asian Institute of Management's Case Study Resource.