
SMALL GROUP DISCUSSIONS

Qualitative Research Study

California State Polytechnic University, Pomona
Spring 2017

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Overview

Purpose:

To identify student success challenges, obstacles and impediments from underrepresented students.

Limitations:

- The study was conducted with four student sub-groups: Latino/Chicano/Hispanic male students, Educational Opportunity Program (EOP) students, African American/Black male students, and Transfer students
- The sub-groups were selected based on national trends of retention and persistence rates, and as a result there were more men of color participants than female
- Due to time constraints and issues with administration availability, four small group discussions were scheduled and plans to continue this effort next year will focus on other student sub-groups including, but not limited to:
 - First-generation students
 - Student parents
 - Student leaders
 - Non-engaged students
 - International students
 - Commuters students
 - Living/Residential students
 - Undocumented students

Student Success Small Group Discussions (SGD)

<u>Sub-Group</u>	<u>Date</u>	<u>Liaison</u>	<u>Contact Info</u>	<u>Location</u>	<u>Demographic Information</u>
1. Men of Color (Latino)	Tuesday, March 7 th Noon – 1pm	Byron Howlett	behowlett@cpp.edu +1 909 869 3306	98 T5 Conference Room	11 Males First-Year Freshmen & First-Year Transfer students from Project SUCCESS
2. EOP Students	Thursday, April 20 th Noon – 1pm	Sara Gamez	sigamez@cpp.edu +1 909 869 3369	SSEP Conference Room (Bldg 94 Room 122)	3 Females and 10 Males Freshmen, Sophomores, Juniors, Seniors, and Graduating Seniors
3. Men of Color (African American)	Tuesday, April 25 Noon – 1pm	Tashiana Bryant	tsbryant@cpp.edu +1 909 869 3642	African American Student Center (Bldg 95 Room 201)	13 Males
4. Transfer Students	Thursday, April 27 Noon – 1pm	Lorena Marquez	marquez@cpp.edu +1 909 979 6368	SSEP Conference Room (Bldg 94 Room 122)	2 Males 5 Females

Methods:

- Locations for the SGDs were reserved and coordinated through liaisons to identify optimal spaces for student sub-groups
- SGDs were held during the lunch hour so Student Affairs ordered Round Table refreshments through Bronco Student Center Catering:
 - 3 Large 1 Topping Pizzas, 2 - 6 pack of Parmesan Garlic Twists
 - 2 - 2 Liter Sodas, 2 Bottled Waters
- Participants were offered white adhesive name badges to write their name for personable communication, not data identifying purposes
- Vice President for Student Affairs (VPSA), Dr. Lea M. Jarnagin and the Provost & Vice President for Academic Affairs, Dr. Sylvia A. Alva, conducted the SGD
 - It should be noted, the order of the questions shifted, as well as if each participants addressed each question
 - Both the VPSA and the Provost asked follow-up/probing questions to spark discussion, and clarify responses. In addition, both the VPSA and the Provost offered explanations and clarified university policies and procedures for student's concerns
- A graduate assistant served as a note taker via a Laptop as the small group discussions were not recorded
- Similar to San Jose State's Focus Groups, three questions were utilized to guide discussion:
 1. If you were President of Cal Poly Pomona for a day, what changes would you make at the campus so that [student sub-group here] students would be MORE successful?
 2. Please describe 1 or 2 things that Cal Poly Pomona does well?
 3. What do you see as Cal Poly Pomona's biggest challenge for supporting [student sub-group here] students?
- Students were identified through liaisons and solicited via e-mail (see example below)

What? Come enjoy FREE PIZZA and answer three simple questions

When? [Date] 12:00pm - 1:00pm

Where? [TBD]

Why? This is an optional opportunity to participate in a small group analysis for [student sub-group here].

The university is gathering data on student success impediments so that we may better serve underrepresented students. Your voluntary contributions will help increase the retention and persistence of all [student sub-group here] students.

How? RSVP to talexander@cpp.edu

Tim Alexander

Graduate Assistant, [Vice President for Student Affairs](#)

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Executive Summary

Men of Color (Latino)

- Explained issues of attending a commuter campus which cause a lack of school spirit and transition support
- Expressed a lack of awareness to find support and location of campus resources
- Asked for more visibility of male Latino/Chicano/Hispanics on campus
- Advocated for accessibility for non-traditional students and their intersectionalities
- Compared the proactive advising in the Economics department with the lack of appropriate advising in the Engineering department
- Feared the quarter to semester conversion and increased anxiety about what classes to take

EOP Students

- Commuter students attend class, and leave
- Stressed their appreciation for the Equal Opportunity Program's additional support, and recognized that other students do not benefit from this privilege.
- Shared the importance of studying abroad
- Appreciated the overall Library, specifically the 24-hour lab and Learning Resource Center
- Suggested University hour should be extended to increase engagement and facilitate competing involvements
- Mentioned Cultural Resource Centers as spaces on campus for minority students to get connected, relax, and feel at home
- Suggested changes to Orientation such as less of a focus on first year freshmen and orientation leaders continuing to serve as peer mentors throughout the year
- Complained about navigating the over 400 organizations on myBar
- Praised Cal Poly Pomona for hiring good faculty who engage students in out-of-the-classroom opportunities
- Suggested more alumni engagement with students in like-minded majors to serve as mentors

Men of Color (African American)

- Shared the need for increased housing to foster community and combat the commuter campus issues.
- Expressed concerns about campus security and student safety on campus proposing cameras as an answer.
- Cautioned about part-time lecturers being disinterested in their professional development and the need to hire more diverse full-time tenured-track professors.
- Advocated for more diverse staff who genuinely care about students of color, particularly in Admissions and Outreach and Academic Advisement.

- Commended Cal Poly Pomona's unique cultural centers and how the coordinator of the African American Student Center has fostered success for black students.
- Highlighted the Career Centers's Bronco Connection and events such as Resume Builders, Professional Clothing Drives, and the Career Fair
- Emphasized the importance of transition and summer programs for the recruitment African American students
- Pleaded for more accountability and transparency in terms of student fees and tuition
- Claimed that there is a lack of trust between the students, staff, and faculty. In addition to administration visibility, they hoped to also see some changes; preferably in their time as students, not after they graduate.

Transfer Students

- Highlighted food insecurity sighting issues with the cost of food, and lack of healthy food options
- Shared the importance of an Education plan that suggested five classes a quarter
- Praised Cal Poly Pomona's care for them through incoming admission letters to proactive advisement
- Although Cal Poly has a critical mass of transfer student, participants confessed that they did not feel a sense of belonging
- Applauded the Career Center for the Career Fairs, personalized advisement, career assessment administration and evaluation, as well as the opportunity to utilize services after graduation
- Complained about the ineffective/inefficient tutoring support
- Advocated for additional staff in Counseling Services to meet the growing needs of mental health and wellness issues
- Ridiculed parking issues and suggested public transportation solutions.

Men of Color (Latino) Raw Data

1. If you were President of Cal Poly Pomona for one day, what changes would you make at the campus so that (you) Chicano/Latino/Hispanic male students would be MORE successful?

- As a transfer student, my experience is different. Tried attending community college and left for 7 years and worked. Stereotypical gap. Language gap. Returned to school and classified in 100 different ways. No resources. Lots in general for transfer students, but not for the identities I held. Never the stream-lined kid for college. Went to college because my Wendy's boss told me to take classes. I failed all my classes because I felt I wasn't academically at the level of a college student. Coming back was difficult. Also being first generation made college a hard system to navigate.
- More visibility of Latino males on campus. We do not see them as visibly as students where we can reach out. Unless you take a class, or someone told you to go to them. Who do I go to when I need that kind of counseling? First year was the most difficult. As a commuter, hated being on campus, but now I'm very involved on campus. I see more male Hispanics, who have made it. They did so can we.
- Sister went back to Mt. Sac at 25 and she is taking a study class right now, it was super stressful for her. Personally, as a freshmen, when I came to school I really did not know where to go. I decided to get really involved. Went to conferences. All the events on campus, not all of them. Bringing more awareness to events. Having a conference for Latino males and have keynote speakers. Going to Bronco Summit. Women's International Conference. Meeting new people. I'm a commuter too, so it is super hard to make friends, but I would not have done it if it wasn't for these events.
- I'm an EOP student and I was here for summer bridge and we had all these resources. My friends who couldn't participate in EOP were lost and I guided most of them with what to do. We had workshops on how to study. I got through high school without studying and I got in. So I came in not knowing how to study, so those workshops really helped. And management with your money, and they are actually very useful. I'm more manageable with how to manage my money. And I've been doing a lot lately. When my friend are commuters and they just go home and go back. We get all the workshops, but there should be something for them. So they can also have, what we got.
- Bronco Lead have a bunch of requirements, that provides accessibility to different workshops. As a transfer student, they would have workshops. Orientation provides a huge calendar to really set up the entire year. You can tell them about all the centers, OSLCC, myBar.
- I just wanna add the issue of being a commuter. I definitely feel that this campus has a lot of resources, and it tries to cater to a lot of different groups. A lot of these students do not attend these meetings. They come from home, they go to school, and they go back home. An issue we need to address. Most of our campus is a commuter school, and lacks school spirit. I do not know how to fix that. That would solve a lot of our issues. And students would not have a hard time transitioning from high school to college. They're living on campus and they have all the resources to help them
- I understand that IR, we have to be classified. I feel I become categorized as all I am. We do have great programs and services, and only if you qualify and you are the right text

boxes. I think we can have these services, without listing 12 out of the 15 identifiers. But in certain arenas, I am not given access because of these boxes. But in some other areas, I am only being seen as a disabled transfer Latino student. There are more than my labels. Slight cultural shift, yes give us the services, but do not categorize the person as that service.

- I'm not African American, but I just walk in and start talking to people. I went to their speed-networking. I was the only non-Black student, but I had fun.
- For faculty to stop making it so apparent that they offer disability accommodations. And they put a little too much emphasis on providing services or calling it out in a classroom. There is just more appropriate ways to be culturally sensitive for some of the language we use. Can those of you that HAVE to have testing. Or HAVE to record my lectures? And it is not a benefit. It is to make it equitable.
- A student asked how do you report university employees without them knowing?

Facilitators shared resources

- Prescribed classes, as compared to choice. Some students do not get a lot of flexibility. A middle ground of suggested tracks. The departments can try to provide the classes in a track-based system without mandates or force. Predetermined course work. Those majors have an opportunity to move around. Tend to be tailored and prescriptive. Similar to the Freshmen Experience. More in your field than random classes. I do not know what's going on with it. The survey was sent out.

2. Please describe 1 or 2 things that Cal Poly Pomona does well?

- Very true genuine CSU. The sense that it has small classrooms, the way that you can interact with the professor. We are able to interact with the different professors. Get what other UCs don't. The way that we are very diverse, we are not predominately white or Asian. We are generally first generation low income student that have a lot of problems. But we can find solutions for those problems.
- Kind of goes back to the first questions, as an Economics major. I think as a whole it is a really good department. Classes that are going to be offered and what we need. In our Kin Group meetings, I heard other students were not told what they should be taking. But when we have our Advising meeting, he sets up lunches to tell us what classes they offered, and provides one on one feedback, and he posted a polling, and the top two would be classes he offered for Spring and Winter. It helps students that need classes for graduation. And gives us access to what is needed the most. Not just for graduation, but for scheduling issues. If all departments do something like that for students to graduate on time, it would be good to do something similar to that.
- As an engineering student, every time I need help with my classes, they are not in the office, or busy helping someone else. By the time their office hours are done, I'd like to see that.
- This IAP campaign, is really cool. I have high hopes for it. Myself and many seniors have fought with the chair a lot because we are not stuck with the 3 year promise schedule. Participating in the IAP, which we didn't know about until this quarter. I am extending for an entire year because three core classes are not offered. Especially for impacted

classes, tend to do this wait and see, and for high demand classes, we should be funneling money especially in winter and summer to look at the demand. The Dean does a lot of core classes. Chairs do not hear from students unless there is a problem. Change in the culture. Created a class advising center. If you can get in. Oh are you a graduating senior? Oh No? You have to wait? You have made great attempts in trying new things. Continuity across departments, so that way it is a culture.

- Will there be workshops to help us transition to a semester environment. Or how many units we enroll in. Some units downgraded, and upgraded. I do not know anything. Other than it is going to happen. Tuition raise. I hope next year it will be better. I do not know where to go to learn about things on this campus.
- I'd rather go slow and finish strong. Last quarter I took 14 units, and I got a 3.6 GPA. I'm thinking of taking two classes in the summer, but because of financial problems, I need to take it close to home. Although I already know Cal Poly Pomona, I have to go somewhere else, get an ID, learn everything about the campus.

3. What do you see as Cal Poly Pomona's biggest challenge for supporting Chicano/Latino male students?

- Figuring out what classes I need. I figure it out on my own or ask friends. I rather get it from someone who knows, that has worked on it. This is what I need. So that way I won't stay here longer than I need to.
- My goal is to be done before the conversion happens, and that is going to be my biggest challenge.
- Not knowing where to go for resources.
- Medical or transfer institution will accept for admit.
- Accessibility for the non-traditional student: temporary parent, single parents, military students, anything that is outside the realm. We are lost and have obligations. Even if we want to seek it out, we don't have time to runaround. Campus hours. I have ditched classes to find resources. Even programming and classes in academic affairs going back to a night session. Worked 50-60 hours a week to support my tuition. Now I work on campus, you can't have more than this because I cannot put classes on two days a week now that it is five days a week.
- Project SUCCESS exist. A lot of programs are geared towards women. There is not a lot of men's programming. But there is not a lot of things about masculinity. We tried. With Men Against Violence. Cannot keep the momentum after folks have graduated because there are no institutional supports.
- Stigma about talking about your issues, culturally and socially. And when I do it is a sign of weakness, or this is why you are not succeeding. I'm not asking for all these Band-Aids, I'm asking for what to do. Recently I found a mentor to align with. All my mentors were female of color. There might be things the university has access too.

EOP Students Raw Data

1. If you were President of Cal Poly Pomona for a day, what changes would you make at the campus so that Equal Opportunity Program (EOP) students would be MORE successful?

- Two things: Engineering Department. All friends were looking for internships. 50/50 chance. No entry-level experience. Offer students summer internships on campus so when they get into the industry they can talk more about themselves.
- Re-take a class, not for credit, but to remind myself what I learn. To refresh myself
- Food Science emphasis in Nutrition Science, as a freshmen, very privileged to have had the opportunity to be in EOP had extra support, additional support from advising here and my department, most the time you get stuff done, it has to be done in your department.
- Not enough advisers. Not enough people who can help you out. My adviser is so limited to meet with. Can't meet for an hour or 30 minutes. Analyze what each department is doing what are the strengths and weaknesses
- Stronger peer mentoring programming so students don't feel like they are left out. Orientation leaders could volunteer their time for small groups of students. Downsize the group. Much more humble caring relationship. It can be tough for first generation students. You are gonna be on your own. It makes a difference.
- Coming in 2013 as a transfer, felt that kind of struggle to incorporate myself in the university. Felt like there wasn't a space for me. Orientation is very centered towards first years. They make it really fun. They get all up in your face. They are feeding us information that we kind of don't really need. I know there are programs now to help transfer students integrate into the system. I feel like CPP ignores our transfer students. It hurts me. Because I love this institution so much. Now I'm a Bronco. But I see how other Transfer students have a lot to offer. We want to get involved. We just don't have those resources. Giving them more exposure, and more resources for them on campus. We have one [center] upstairs. It is really small. And not a lot of students know about. Having a center for them, this is where you can come get to know other transfer students: internships, or advising. Anything like that. I was fortunate to be apart of EOP, but a lot of students do not have that privilege. Some just come in. And that's it. That effects retention rates. I transferred in with some students in my cohort, and they didn't make it because they felt alone. It sucks for us as a university that we cannot accommodate our own students
- Business Administration with an emphasis in HR. This is a tough change. I'd change the culture. Few call it home, but most people just come and go. Nobody sticks around. Most people don't know about the clubs. They only know the department specific clubs. But besides that. I only know clubs selling food. Sooner or later they are gonna sell food. And it's a little bit cheaper than off-campus. It is usually a lot of off-campus things and difficult hours. You can join a club and you can never truly be a part of it. Meeting times conflict with work and school. People ask me about Cal Poly. It's a commuter school. Only out of state and freshmen dorm. Everyone is from the surrounding community. Come, do your class, and go. They just don't like being there on campus. We could make it more of a community. Super blessed that I am in EOP. If I run into someone we start

talking and we grab lunch. It doesn't seem like... I don't know. I've been on campuses where you are walking and it seems like everyone knows each other. [Where it's] more inclusive.

- Parking. Adding an extra U-hour on Wednesday. More clubs could have meetings at U-hour. That might help with having more meetings available for students. Every club meets Tuesday or Thursday. If you want to join multiple clubs you have to choose which one you want to go to .
- As a commuter, all I do, is attend class, and just leave. Like he said, there isn't enough resources. They meet at different times that don't agree with my schedule.

Facilitator asked about how clubs should engage students:

- Computer Engineering. It's not that we don't have an abundance of clubs. I tried to join clubs early on. I noticed this is completely different from high school. New people every class. You don't see people every time. I was fortunate to be in Summer Bridge and other people that I know from there. Everyone has different majors so it's not like we can study together. It makes it difficult for me to learn everything. Went to the website and ok cool, I see the whole list of 400 clubs I could join. Click on one didn't like it. Stopped around 20. A lot of them are not even that active. Even if you wanted to join, they meet up once and a while and they do stuff. More days to advertise clubs. They had a club fair, about 20 clubs, what happened to the other 370.
- Upgrading the website to show here are some clubs to be categorized
- Video where every club could create a video. I have to read all the time for class, I don't want to read more on the computer. I think that would be nice.
- I've been an e-board member, and had the opportunity to be President, but at times, there are some clubs that the student leadership doesn't work properly. Most planning occurs over the summer. The travel is difficult to plan out the year. I've been to conferences to learn about being an effective President, protocol to be reinstated, rules for travel. But there are some clubs, they feel like they don't take it seriously. Not everyone can meet, not everyone from the e-board can meet. It is more reinforcing you have to be there. The student decides they don't wanna go.

2. Please describe 1 or 2 things that Cal Poly Pomona does well?

- Cultural Centers giving students who are minorities to get connected like Raza Grad
- Two year Transfer Pledge and can get you out the door
- Resources like Health Center and Wellness Center and CAPs. If you are sick, you can see doctors, you have education, you have survivor advocacy. Resources there if something were to happen.
- Culture. Safe Place. Even with the current political climate. Whenever something happens, President Coley issues a statement. I heard on other campuses they are not as diverse. We aren't hostile. I like how we handle situations.
- Faculty. Hire a lot of good faculty. Wonderful opportunities because of everyone in my department. I want to give back after I graduate
- Resources. One-stop. I didn't think I was going to go there so much. They answer my questions right away. They are listening. And not sending me somewhere else.

- Library. Open very late. For me to study. 24-hour lab. I don't use them as much. The fact we have that. I've been able to have good grades
- I feel so spoiled. I came back in 2011, and I just feel like whatever I want or I'm looking for is here. I went to study abroad, and it was the best experience. Now I see myself and I look back [and I'm] so thankful for everything CPP has done. Learn by doing. Even though I'm a political science major, I experienced working with Parliament and advocating for foster youth in Sacramento. No one came to me and showed me. No one knows what my interest. But whenever I throw myself out there and write down what grabs my attention.
- Kinesiology. LRC and everything in the library. Without them my papers would have been high school standard. Bio labs in Building 3 and advising. Academic Resources
- EOP is one of the greatest programs. The Library offers great resources. 24 hour lab, printing, working on papers. Hope they keep em like that
- Class sizes are manageable. I've only been in one class that has over 100 students. And that was Biology. My major classes have been fairly small. Maybe, not even passed, 40 people. They struggle to get to know your names. In College you have to make name tags. Professors recognize me when I walk down campuses. I don't think that happens on other campuses where they have 200 300 students two three times a day
- Overall green feeling. It's atmospheric. I'll go to Cal State San Bernardino. It's supposed to be in the mountains. But its kind of dead. Not as green as here. Space. I can breathe. Granted it is quite a long walk. Cal State Fullerton, everything is compact, and office looking.
- Help you with the transition from high school to college. Offer a college class and gave you experience with a work load that college classes offer. Faculty help with putting you in the right direction. They have this feeling of hopelessness. The 24 hour lab. LRC is great. Cultural Resource Centers. The centers like EOP.
- Cultural centers. [I] go to the Cesar Chavez Center everyday. I watch tv there. I sometimes nap. All the people are really friendly. I feel at home there. I'm always there like everyday. Sometimes I struggle in classes and I go to drop-in appointments.
- Having that one secretary send a lot of good emails with internships and research opportunities. Not sure how other departments are. I just filter her name in my email. The campus is pretty active. They tell me they don't stick around because there is not that much to do. I'm Greek. So that might be why I hear about these things.

3. What do you see as Cal Poly Pomona's biggest challenge for supporting students?

- Work full-time. Internship. Full-time student. Monday – Sunday. If classes were a little bit more accommodating. Had to switch my schedule at work so I can get the appropriate classes. Luckily my employer was flexible with my schedule. Thinking about if I didn't have an understanding employer. I wouldn't be able to go to class without work. I had friends drop out. If I skip work. I can't pay for classes. Double-edged sword.
- Involvement on-campus. Sophomore Slump. Described it as the period of time you don't know where you are heading off. Start losing interest. For the most part it was all true. Get more involved. Have more time to be on-campus. My winter quarter, I was going through the sophomore slump. Anyone can overcome it. It resonated with me. But

like...how do I DO THAT? My mom always told me, friends are special they are really hard to come by. I like high school so much because I grew up with them. So coming here. I have acquaintances. Would I go out with them? You have spaces where you hang out. I don't feel like I have a true connection with campus

- Promoting self-care. A lot of students. We're all guilty of this. When it comes to our classes. We go all and above to do it. We forget to eat. We have all-nighters. There's that moment when you don't know where you're heading towards. Or this is not the major I want to be in. Not only academically, having self-doubt. No self-confidence. Resources are here. But promoting that more, not just in resource fairs. In the dorms. Especially for our freshmen. Little workshops here and there. You have to take care of yourself, before you do anything else.
- Some of our classes we can get certified elsewhere. They took it in the summer and they didn't learn anything. I'm getting certified through Cisco. It's like a company. Test out of it. Or not have to take 307. Even if it was 5 weeks and it was quick.
- I had the opportunity to study abroad. When I was out there, I felt like I didn't have a space for me as an international student, and I feel like that for my international students that are here. I think it is a good to build national relationships. Because of some of those relationships. I have a chance to teach English and get paid for it during the summer before applying to grad school. Try to build more global relationships with different universities and more people. I want to see more international students here. Engaged
- Want to do engineering or biology but don't know what specific field to go to. Have alumni come and share what they do with the job they got here. Know what they are actually doing. You can read people's testimony. But it is better to have that one on one
- Students' Parents. Workshops directly for them. Finances. Health. During final weeks, you need to make food, so they eat healthier. I try to translate to my parents, but some things in Financial Aid, I can't translate.
- Was Mechanical Engineering and switched to Computer Information Systems. There was some in between where advisers weren't really giving me the right answers. I've talked to different advisers, and EOP, and I kind of get different answers about Academic Renewal, and that I don't qualify. Academic transition. EOP
- Graduating now. And I have these people trying to get me in the alumni association. I'd rather just go back and talk to students in my department. Alumni Night. Some incentive beyond homecoming to have Alumni come back. I'd like to see some students from my department come back and try to guide me if they have time. Really a wonderful resource for students, even if they are changing majors. Some of the alumni go through the same things we did.

Men of Color (African American) Raw Data

1. If you were President of Cal Poly Pomona for a day, what changes would you make at the campus so that students would be MORE successful?

- Determine how much money in the budget to allocate to different teachers to allow more classes for students. In the engineering classes alone we have classes of 30 with a waitlist of 15
- Preaching the diversity of our school. Proud of the diversity of our school. Mimic the student diversity within the staff. Because as a math major I only have two black males I can go to. In the college of science, there is only 4 or 5. Major concern too, not only as black males, but Latino, as Asian maybe.
- Before academics, I would try to figure out how to make the campus more lively. Building more housing. More housing available for not just first year, but second years. Less of a commuter school. More of a college town. You have Mt. Sac right there. They have more of the same things if not more as Cal Poly. There's no reason to be at Cal Poly, other than going to class. Students don't have any interest. We got a Basketball Team, and I don't even know if they are playing right now. There's really nothing to do.

Facilitator asked two things that would elevate their time

- Starts with housing. You got more people staying around here. Which is gonna get people to go to the games because I'm close enough. That's already gonna get more around it. You can get a football team which is also gonna turn it up. I see people building all these buildings on our campus, they could be our dorms.
- Cal Poly needs a better internet service. Just yesterday I was in the library and I couldn't connect to the internet. Probably the infrastructure or connection at that time.

Facilitator asked about specialized software and access limitations

- All agreed that that is an issue. Member of ASI Instructional Tech Committee. We are talking about that right now. And it is not available through funding and other stuff. If I need a program on campus and I live in Fontana, that's half an hour a way. How am I gonna do that with traffic. Wasting gas, putting maintenance on my car. If I could do that at home. I could save time.
- Campus Security Better. There have been instances where I have had to park in the new and old structure and there was broken glass. They were breaking into people's cars. One of my roommates had her car broken into. Emphasize campus security. So students feel safe, and so they are not so guarded.

Facilitator probed about campus security concerns

- Safety in general. I feel safe, but there are people that don't feel safe all the time. Matter of campus security patrolling the campus. Security cameras would be a good addition. I don't know if they have some. I haven't seen any in the structure. See what's going on. The surroundings. Off-campus people would walk in and out of the 24 hour lab. There

was a situation last year where a girl got harassed by a guy that didn't go to Cal Poly. She didn't feel safe after that. Cameras would help

- Find another way to improve internship opportunities for students on campus. Being on this campus, I've been highly involved within my community that applies with other cultural centers, that platform. I feel like if there were a way to send the coordinators like Tash a list of internships opportunities it would be a gateway for us. Our departments do that. Another asset to that. That's originally where students come to network and socialize.

Facilitator asked for clarification about communication about internship opportunities or...

- Expansion would be essential. When we get them, you need a certain GPA, but we don't hear about all the internships opportunities. Help us be more successful as professionals.
- A way for people that identify as black [to find internships]. Another engineering organization are two different worlds. The predominately white club, there aren't many people or minorities in that club. I was able to find an internship in two weeks, but in the black one.... Leaving us out of the job market. Having a closer connection with industry.
- Giving the teachers more responsibilities. Almost every teacher that we have is in the industry. And telling us about their job. We are getting ready to graduate and there's no communication. There's no life. We go to your class. I come to your office hours. Even some of my advisers. They are telling me to mark this and this and go to my classes. All the people that are on the wall in these buildings. I'm an engineering major at Cal Poly. We're the best. You should put me through the doors. There's no problem. Having more standards for the teacher to be more involved in the class. Some of my teachers treat Cal Poly like this is my side job. I thrash on you guys, and you guys get out of here
- A lot of professors there is like their part-time job. More consistent full-time job, to teach at a better pay to instruct more and care more. They have better office hours. Better availability. The students can see them more. In engineering you are not going to get everything from the lecture. When they don't always have that office hour. It limits what they can do.
- Collaboration is how I have been successful here. When you go to class, a lot of commuters they go to class and leave. They don't understand how to talk outside of class.

Facilitator asked about the NEP

- NEP has mentors. Quest program over the summer. 30 of us. And we collaborated throughout the summer. We all stayed connected throughout our freshmen year, we always had at least one engineering class we stayed together. We learned each others Names, Majors, Goals in life. Everything about each other.

2. Please describe 1 or 2 things that Cal Poly Pomona does well?

- The cultural centers are a great opp. For different cultures, minorities to come together and network with each other. You go to other campuses, and these don't exist. There's just specific areas where people hang out. They provide services. They put on events. Tash sends out e-mails. I'm from Sacramento, and I didn't know a soul on campus. It was

coming to the African Student Center, I felt comfortable and was able to meet more people in the process of doing that.

- Centers, people feel involved, they do provide different resources. Link you to other resource centers. Suggest things specifically with Tash. She does provide that sense of home on campus away from home, to the campus.
- Business. PYRA, HR club. Even with that I've been in contact with people from Target and Chino Hospital. It is really good that you have A LOT of resources. This school has been putting in work to provide for their students. I wish those resources could come out to Black clubs like NESBI and BBSA.
- Focusing on like your first year. When you are a freshmen, they delve in on you. They make sure you are comfortable here. There is a fallback...
- Variety of a different clubs to function. Having that variety gives myself more leeway and paths to success. Just the clubs. The variety of clubs.
- Summer programs for incoming people. It's a very enthusiastic good way
- Bronco Connection, I found my job through Bronco connection. Don't wanna go into hospitality. The whole website is people literally looking for Cal Poly students. I talked to one of my friends who got a job through Bronco connection. She is looking for Cal Poly
- Learn by doing. Honestly, I get sick and tired of projects, it is the best way that I've learned. Classroom kind of gets boring.
- Career Center is a useful tool for building connections with different companies and jobs. They also have their resume builders, free clothes, are in charge of the career fair. They assist students in their professional experience.
- Hiring faculty and staff that do care about the students. Not speaking for every faculty or staff. I've been in communication with several faculty and staff and they have told me they want me to succeed. Not all of em'
- Transition was different than everyone else. CPP reached out to students outside of the area. I had no interest in attending. Reintegration Academy. Met faculty and staff. I appreciate the campus a lot more than I did before. Hold their image well. Maintain their image. In my daily life. I plan on attending Cal Poly. Work. I meet a lot of people, alumni, that are really proud to. I got business cards. Referrals. A lot of opportunities through just mentioning Cal Poly.
- Advising Center in Building 5. Rocky road map. They've seen me struggle. They have helped me out a lot. Promoting that more often to freshmen and sophomores. Free advising for everyone. If you don't have an adviser. I can just go upstairs. You can make an appointment whenever you can.

3. What do you see as Cal Poly Pomona's biggest challenge for supporting students?

- Strictly on our community: I think, CPP does well with preaching diversity. We think it does. Strictly because of these cultures centers. If we look at the actual population ratio. There is a big difference. We are only 3% of this campus. We are a commuter campus. There needs to be more retention done, as far as African American males. Admissions & Outreach as a solution should hire more African American males and then have the African American males go out to different high schools not only in the Pomona area but where there is a lot of African Americans. My friend knew someone who knew someone.

I didn't know CPP existed. I'm sure all these men would be willing to reach out. SO there's more than just one black person in the class.

- That's not something that's being done through Project SUCCESS. I would encourage that to be done.
- I know the whole campus can't keep tabs on all their staff. It is through the hiring process that you make sure staff generally care about their students. I had to drop a class this quarter because my professor was answering none of my emails, no questions in office hours. It felt like she was there to come teach. Outreach is key. My dad works in Watts LA at a high school. One of his students is dying to get into the CPP engineering program. He advised to resend the application. I found out about Cal Poly through the Black College Expo my junior of high school. And came in through the RISE program, both years. Upcoming High School Seniors and Incoming Freshmen.
- I transferred from physics to engineering tech, I didn't know who my adviser was. I'm coming into this new major, let me not mess up, because that person is supposed to help me. He isn't there. He's on a trip. Okay, nice to meet you, my name is. Cool. I'm your adviser. Just trying to meet you. Well, just come to me when you get a paper sign and that's it. Oh, cool... Later on, I'm having trouble with my APR, go to the engineering center and they help me out more than my own adviser. I have a professor in the college of science that help me out more than my own adviser. Its mainly because I'm black that they want me to succeed. Robinson and Dr. Page. Checking up on me ever since I took their class. They've been checking up on me since my freshmen year. My own adviser does not check on me. There is an small percent that its just a job. It's just a 9-5pm. Let me get this pay. And that's it.
- Trust between the students and the campus and the school. 1) How all of our prices raise, but the students don't see the results. Getting another parking structure. Now there aren't spaces to build the CLA. 2) Parking permits go up. As a math major, I'm looking at the numbers, and want to know the Return on Investment. 3) The school doesn't seem lively. From my freshmen year until now, I feel like it is less lively. Regular events Homecoming had a lot more attention, than it does now.
- Culture has changed. Not only are we not seeing improving the student life. We are also paying more money to not see
- Faculty Staff and students: It makes no sense. That students cannot go to the correct adviser to find the support they need. As a physics major he can't go to Engineering to get signatures. Disparity for black men, are already not looking at ourselves, are not seeing black men in these positions to help us get there. And then we are also turned away. They are hired to advise him. I've heard that story thousands of times. That's no exaggeration. Distrust to the student who is experiencing. And the students who is hearing about it.
- With no trust it is very hard to move forward. We had this conversation and nothing happens. Or we won't even come to the conversation because nothing will happen
- The communication with administration and the students. I'm a transfer student and the reason why I've been laughing about graduating. I would tell students to never come through. Because of what I've done here personally. Transfer in state, but the biggest downfall was battles I fought with the school, when I do the right thing. In my mind, I'm already going crazy. Ima do ABC, and I go do ABC, and I don't even hear from you guys. The phones is always busy. Counting numbers. I can't pull up and just say I've

been here for 5 years as a transfer student. Above a 3.0 GPA. What am I still doing here. Paying tuition here. There's no real reason. Denial. No communication. Teacher who was discriminating with me. My battle and everything that got disputed on no he said she said. As soon as I try and put my next challenge in. That's just how it is. Just protecting yourself. How it feels. I'm not giving no dime to Cal Poly. I'm getting the hell out of here. Because of the way I've been treated. Not be all in these hills. We see ya'll. All the doors is locked. I was able to deal with guys. Help me get out of that school. To get to CPP. It should be no reason why I can't even see the person handling my money. I'm supposed to pay you quickly. It doesn't make sense to me. The fact that you guys have a parking issue. The student are paying more than the faculty. We don't have money. So why are we paying more. It don't make sense. Ya'll draw a lot out of us. And we don't see what you guys are doing. That you work for these people. Stay upstairs. And expect us to stay down here and make it lit.

- Some departments have come to the center and asked us questions, and we are giving her a bunch of ideas, and she is writing them down and this was the last time I saw her. That was two years ago. I don't know what she did with those ideas I don't want this conversation just to be a conversation. I'm not saying that will happen. We would like to see some change. Some solutions to concerns and saying I would want some type of substance. Accountability.
- Project SUCCESS is that first step. More funding should be given to Project SUCCESS. There's a lack of more Latino males than there are African American males. I'm confident to be more than willing than to participate. Something to work for. And that is actually the betterment of our community and our diversity.
- The classes should have been happened. A million dollars have been made to where it could be spent. Stop all these celebration. Everything I'm saying, its too late. I'm done in the Spring. But its like. Will he get to see it. It is too slow. They already went through. Years ago. Now that you guys are just now meeting us here. We are already over it. Guys are moving now because Poly is behind. All the animals here, I know they aren't just sitting around.
- Add courses. But sadly there were some courses taken out. They said it was for staffing issues. Com 100, my course section all the course sections. I had to make a whole need schedule, the week school started. The other class I wanted to take did not match up with my other classes. In like two days.
- The same thing happened to me last quarter. The Monday of add drop. My math class was dropped. Luckily a professor was letting me in on wait list students. After the next Tuesday, I can't add another class. Pay back my Financial Aid. Under a full load. I'm scrambling to building 94 and 8. Talking to the math department. Well we hope you can find another class. If there wasn't enough students taking this class, but don't drop the course the last day of add drop. Because if I can't, AND, I'm not here for another quarter. If I don't have a math class as a math major, what am I doing? I understand everyone can't get one class. But when a class is established and schedule is established, two three classes a quarter get dropped. I was siting right out here. 2pm. Add/drop ended at 5pm. That comes down on the department, the schools. Lower tier decision of the College or the department. And those things need to be adjusted to.
- Push 4 year graduation. That is near impossible without priority registration. Very minimal amount of ways to find priority registration. Trying to get out of here but can't

get out of here because they can't get out of here. They are offered to people who want to take these classes, but only given to priority registration

- How was the decision to switch over to the semester system made?? I don't remember getting an e-mail or a survey. Now that we are switching to semester.

Transfer Students Raw Data

1. If you were President of Cal Poly Pomona for a day, what changes would you make at the campus so that students would be MORE successful?

- Quarter to semester. Yes it takes a little longer to graduate. But I have a learning disability. When going into class you did not have enough time to find my rhythm and my flow. A study routine and a test routine. At the junior college it gave me time to figure out what is the best way I could study, what is the best way I could learn. You already have to have a way of understanding how you study and how you learn. For some people that might be okay. Math and Science might be a little harder for me. We are pushed against the wall to do desperate or unhealthy things just to pass the classes.
- Clean up the math department. There's so many issues. When I signed up for business calculus. One or two names. Everyone else was Staff. Staff. Staff. Staff. First quarter professor. Went to fast. Business Calculus. Heavy accent. Low rating on rate my professor. He was the only one available. Focus on math department. I just don't want to keep seeing Staff. Staff. Staff. And not know the quality education I would get. I tried twice and I got two F's.

Facilitator explained hiring faculty that meet students where they are

- Article about the majority of students. Think about 8 out of 10 go without eating. I've been a part of that statistic. There's been times that he has fed me, given his food, and shared. Stressful about getting my next meal. Food on campus is about \$10 a meal. I can lower it down to \$7 or \$8 if I bring my own drink. Maybe once a day, offer a meal for free for a student.
- I've noticed the Carl's Jr was owned by a franchise store. If they are paying a subsidy to Cal Poly. It is not regulated to the students. Makes me wonder. If the university is allowing the vendors to sell their product, but also it should be the case that you rather eat on campus because it's cheaper, more available. Getting a discount. It is a commuter school. Not everyone has that opportunity. People staying on campus do have a budget to go to Los Olivos. [Not] those who are commuters, I'm here from 8am to 10pm. All my meals are here
- I don't have time to go home and prep for the next day. Limited scope of students. Budget doesn't allow for this. Including things that are necessary like infrastructure. If you want to focus on the students. Food is important. If you are hungry.
- Food. Food waste. Beginning from Maslow's Hierarchy of Needs, if your basic needs are not being met you can't be a successful student. The healthy food options on campus are not great. Salad, food, or nothing. I have been to Los Olivos once. There needs to be some better system. We have an amazing Collin College. Why can't they come over here and do a student café.
- Tried registering for STEM summer classes, and I didn't find any. I only found one 5 week course. It was an elective. Not a class I needed to take. I know most people want to take a break, but I want to get out of here as quick as possible. Now I'm looking at research and internship opportunities because I can't take the classes.

- Grading Scale, in my CC, maybe we were babied a little bit. Most professors do not post it on blackboard. You cannot assess [your grade], I need to make office hours to check my grade. Have them have it more transparent. I'm taking 21 units. 1 or 2 jobs (second one is on/off). I have to make appointments all the time.
- Extending the 2 year pledge and 4 year pledge. I do know that music majors are excluded from that. Opening it up for Engineers.
- Opening up classes. I could graduate this Fall, but the classes I need are not offered. I have to wait until.

Facilitator explained the Individual Advising Plan (IAP) and how it is used to make informed decisions about future quarter schedules

- U-hour. Extended it. Changing it. Getting rid of out. A lot of things happen at the same time and it limits our chance to be involved.
- Stop putting so much emphasis on 2 and 4 year. When I hear people taking more than 14, more than 20. It makes me feel intimidated and insecure. I just feel so much pressure. Only did I meet one person that said, just take your time. That really calmed me down. Stop emphasizing. Because it intimidates more. Take your time. I don't even have a job. It makes me feel intimidated.
- Leveling Up. For some reason when you are thrown into it. We don't understand when you rise to the occasion. I took three classes first because it was recommended. Then I took four classes. Give yourself sometime. Things will get overwhelming. Everybody goes through the motion
- Ed Plan the counselors gave me. They had me taking five classes in the first quarter. They wanted me out summer 2017.
- Last quarter I was taking 5 classes. Mondays and Wednesdays fit with my work schedule. I felt very excluded. Everything happens on campus Tuesdays and Thursdays. Didn't feel like I belonged last quarter. One day Tuesday and one day Wednesday.
- First start with, learning formula in general. It should be mandated that every student attends a "get to know Cal Poly" session. We do a very good job . Takes you about 2 or 3 quarters. Library opens up at 7:30am. Yet if I happen to be here and I was standing there. I counted a 150 people walked with me. This is what it look
- This library needs to be open sooner.
- We have people living in the 24 hour lab. They were so shocked. Okay well, I'm gonna take a back seat. I should have this to my attention. I don't see any security. Weeks 8 and 9 Lifetime. There's nobody checking. At least patrolling the parking area
- Racoon infestation. Winter session gotta run
- Call boxes do not work on campus. We don't have a buddy system. We have a limited safety system. Safety should always be first. Cadet program. Escort for women. Way up at building 7, and have to come down the hill.
- The shuttle is beautiful idea. However, it does not meet the population of this campus. Routing is not conducive. Lucrative. We are taking the students where they do not need to go. There job is safety. You making me 15 to 20 minutes late to a class. A lot of professors will not let you into class. No 10-minute grace period. My handling it. Would be I would run from [building] 1 to 45. It was good to have this experience. Someone should have changed this route.

- There used to be a trolley. Like San Francisco. Students were just jumping off the thing. We need govern each other.
- Energy and cost efficient. Gas and things like that. Learn by doing community. A million engineers walking around. Get me some free fuel.
- The best essence, we don't see the bi-products of the learning by doing. Created by Cal Poly Students. Featured by Cal Poly Students.
- Students spend a lot of hours here. We need sleep pods. I understand you tired. Not trying to see bodies laid out in the library.
- BRIC, voted on a BRIC. The BRIC hours need to change. There are some graduate students. 8-5 we are not bankers. We are a 24 hour situation. 6am -11pm.
- We should not build another building without a parking structure. Can we dig under. I would rather be below me than on top of me
- This campus represents what Pomona is. I need a trail rail stop

2. Please describe 1 or 2 things that Cal Poly Pomona does well?

- Knowing my resources because of PolyTransfer. I knew what was allotted to me. I knew where to go to. Knew the Dean. Cal Poly empowers me. James goes above and beyond for a job. Who does that? To tell me you care enough about me to pray for me and make sure everything is okay. We over utilize him because of that. I have one adviser who is very sweet. On the other hand, I have an adviser who excuse my language you damn near told me what to do that you were supposed to do for me. You didn't want to sit down with me to do your job efficiently. My fault and his. But still, again. I knew how to help other students. Why don't you go over to this resource center. And then you go over there. To fail. Some classes are easy to fail. You have to want to fail some things. Because there are so many resources to help you.
- Extend the PolyTransfer orientation program. It was overwhelming. One class. One class. Not a lot of social interaction. Got to meet AFTER. Not during.
- Applied to 7 schools. When it came down to make a deposit. Pomona was the only one to give me an award letter. First to accept. Organized. Care about me.
- Try to bring up school spirit. Giving away shirts and host dances. That's one thing you don't see at many Cal States.
- Love student clubs. One thing I was really involved in. I don't see them as active or accessible
- When I was researching this school. 51% start at here from beginning to end. 49% are transfer students. Balance. Transferring is shameful. It was very important to feel accepted. I knew nobody at all. Coming from San Diego. PolyTransfer helped me meet people.
- As an ambassador for Poly Transfer, I'm very familiar with the campus and the resources available. Whatever you need it is here. I think Cal Poly does that well. This Career Fair, this has been the third Career. If I ever am worried about finding an internship, I know there is an opportunity. How often activities have been held on a campus. I'm here Monday through Friday.
- We have a year to come back to use the Career Center services. That doesn't mean I all of a sudden am out. I can print my resume. Still use my resources. Even though you have a degree, I'm not just kicked out of the house.

- Best campus ever. Toe to toe with the big boys. Career Center, excellent. They gave me 4 test. Guaranteed that I did make the right decision. Broke the test down. Gave me the confidence.
- [In terms of major] Each one of the representative helped me identify the right type of grad school. Gave someone a list. Find 20 internships. Helped me write my personal statement. Transfer Program is very important. Needs to be built out other more. Or combined with other programs. EOP reached out to Scheduling. Business. Went to ask a simple problem. And solved all my problems. 15 minutes or less. Well if you are thinking about it this is what we can do for you. Didn't push it.
- We do a lot for our Vets. Says a lot for our diversity on campus. The Learning Disability Center. We go in there and take a test. No one is asking question. There's a dyslexia test. We are trying to meet people where they are
- Social Media to match us. We are very fabulous. When you google wise. You don't know who we are. You really sleep on Cal Poly Pomona.

Facilitator shared that we will recognize faculty and staff that have gone above and beyond and encouraged students to share their gratitude with them specifically.

3. What do you see as Cal Poly Pomona's biggest challenge for supporting students?

- Mental resources. I was having a little depressed time. We could go over there. You can go over there. Go over there and talk to somebody. Counseling Services. We're college students. We have meltdowns sometimes. I don't know what to do. I had a whole quarter of that and was able to go to somebody. If I would have dropped out or did something. Tell girls in my class. You don't have to pay any extra for that. \$12 for antibiotics. Kept me from dropping out and saved me from an ear infection. Us stopping and telling someone. That stops someone from themselves.
- Got academically disqualified. I'm not the smartest person. Got two D's and two F's. When I try to figure out information about it. I heard so many different things.
- Here the tutoring center is not the greatest. It is 15minutes. Super quick. Can only ask one question. In the Learning Resource Center. We had the Math Success Center at my old community college. You could be there all day. You could get questions answered. Chaffee [Community College] has a good center. Open. You studied.
- Issue last quarter. Had a paper for Communications. In APA format. Community college stressed MLA. When I went to the writing resource center, the person did not help me. They gave me papers. I needed someone confident in APA. All she said, "Here's the pen. I can't write anything on your paper. Tell me what you need help on." My point of view, I think its perfect. I need someone to point out my flaws.
- I went to PCC. They gave you a ticket with a number or whatever. They would check it for you. They won't do it for you. The same thing happened here. They asked, what do you think is wrong here.
- Counseling Services is bad. Students have to wait an entire month
- Hiring more people
- Parking. I understand that's a really hard thing to solve for a commuter school. Of course you can build more structure. But its a lot more complicated. I've experience both public transportation and a car. I honestly like public transportation a lot better. I do my

readings. Not have to worry about parking. The fee is \$153. To take a break. This time I won't have to pay. I commuted to Chaffee college. They actual give you a free bus fare for being a student. Cal Poly doesn't. They do subsidy fairs, but they don't do a free fair. You do have a lot of students. Over the last two weeks, I've seen so many people get off at the Cal Poly stop from 6am – 9am. I know there's a significance amount of students. I know its inexpensive. I don't know to what scale. If San Bernardino can do it. I do think we can do it as well. Only South Campus and Temple. Pressure Foothill Transit to drop off students on the other side of campus.