

How Effective Graduate and Non-Traditional Student Communication was when Applying to Lindenwood University?

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I. OBJECTIVE

Student Assessment Scholars in the Fall of 2021 chose to work with the Enrollment Management project request. Enrollment Management was seeking to see how effective Graduate and Non-Traditional student communication was when the students were applying to Lindenwood University. To carry out the stake holders wants Student Assessment Scholars planned to set up focus groups in the Spring of 2022 that would find the areas that Enrollment Management needed to be better market, adjust, or were already successful.

II. METHODS

A. Met with representative from Enrollment Management

November 3rd, 2021, Student Assessment Scholars met with members of the Enrollment Management and Admissions Offices whom which representative of the Library Services Stakeholder. Student Assessment Scholars had this meeting to confirm the proposal and make sure that the goals and needs of the Enrollment Management will be met. The mentioned that they provided questions from a previous survey that was sent out to Traditional Services, and they recommended using them. Also mentioning that they preferred Graduate Students, but all Non-Traditional students would work.

B. Recruitment

Recruitment was difficult for this style of focus groups. We reached out to several Graduate Professor asking if they would be willing to let us to take up 30 min of their class time to run a focus group. Only one Professor responded, and we attended that Focus Group March 28, 2022. From there we regrouped and set up focus group with Lindenwood Student Workers April 5, 2022, and then had 4 focused groups set up during 3 different Professors classes.

C. Focus Group

Jennifer Sailor moderated all the Focus Groups using the Question Set listed in Appendix A. The Focus Groups were intended to be recorded and transcribed using Microsoft Teams.

The first Focus Group on March 28, 2022, had to be hand transcribed due to the teacher wanting to use Big Blue Button since a majority of his class was online. The recording did not include the students' comments that were posted online so the only data collected online was from what was repeated by the moderator Jennifer Sailor. The 3rd focus group April 4, 2022 at 11:00 AM was not included in the data set due to the vast amount of students, the owl technology not picking up audio, and visual well resulting in transcription and identification of speakers being near impossible to fix. All the rest of the focus groups ran as planned and transcriptions were edited by Jennifer Sailor due to some inaccuracies.

D. Data Analysis

The de-identified dataset was of the transcription from five focus groups. To make it easier for data analysis the transcription was put into a Microsoft Excel file. The file included the date of the focus group, the speaker, the text, and then a topic was added to each set of text. Due to the

program being used inability to know slang all “yeah” were manually switched to “yes”. This file was then converted into a comma-separated values file and examined in R Studio using downloaded packages. The packages included tidyverse, tidytext, and “wordcloud”. All speakers of type Traditional, Staff, Researcher, and Professor were excluded from data analysis because of their irrelevance to research question. (Appendix B).

Last minute, graphs were formed of data from Demographic papers received. This was due to a researcher having inaccurate results. This includes 27/28 Non-Traditional demographic forms due to the fact that one graduate student form was lost at time of analysis. All work was done in Microsoft Excel. Results are shown in graphs in part B of results. No other analysis was done on this due to late notice.

III. RESULTS

A. RStudio Results

Type	Number of Words Spoken	Number of Speakers	Average Words per Speaker
International	3717	10	372
Adult Learner	931	1	931
Graduate	863	3	288
International and Transfer	673	2	337
Transfer	541	5	108
Applying Graduate and Transfer	240	1	240

Figure 1: A table of the type of student (excluding Traditional Students), the number of words spoken, the number of speakers that fit that type, and the average words per speaker. This table should that the results are overall influenced by international students, but the Adult Learner bias is vast.

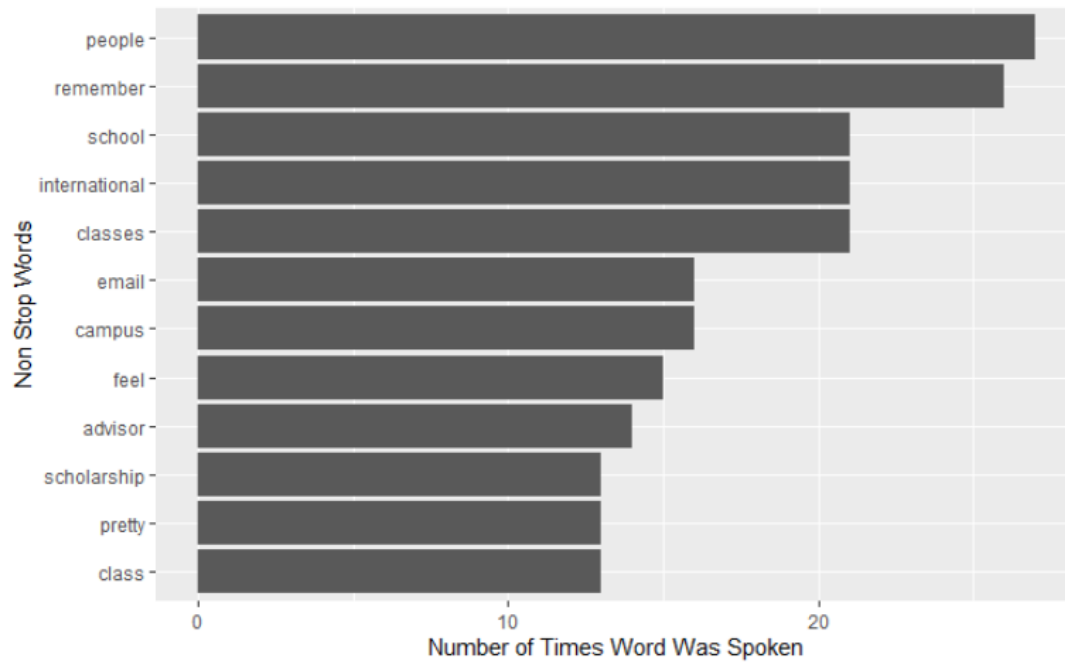


Figure 2 and 3: The two figures represent the count of non-stop words that was spoken during all focus groups.

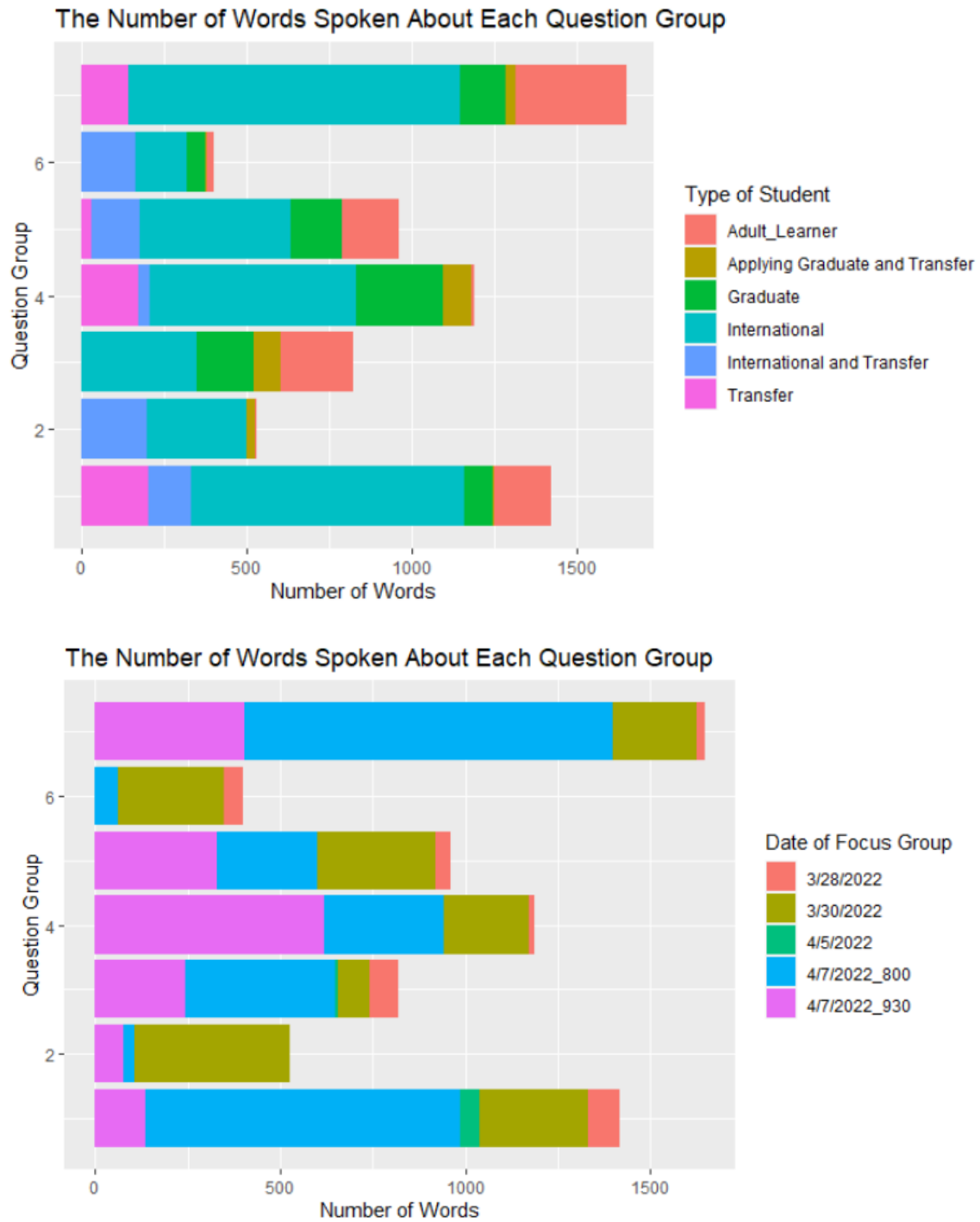


Figure 4 and 5: Plots of the count of words that was spoken during all focus groups by the Question Group then filled by the date of the focus group and the type of student.

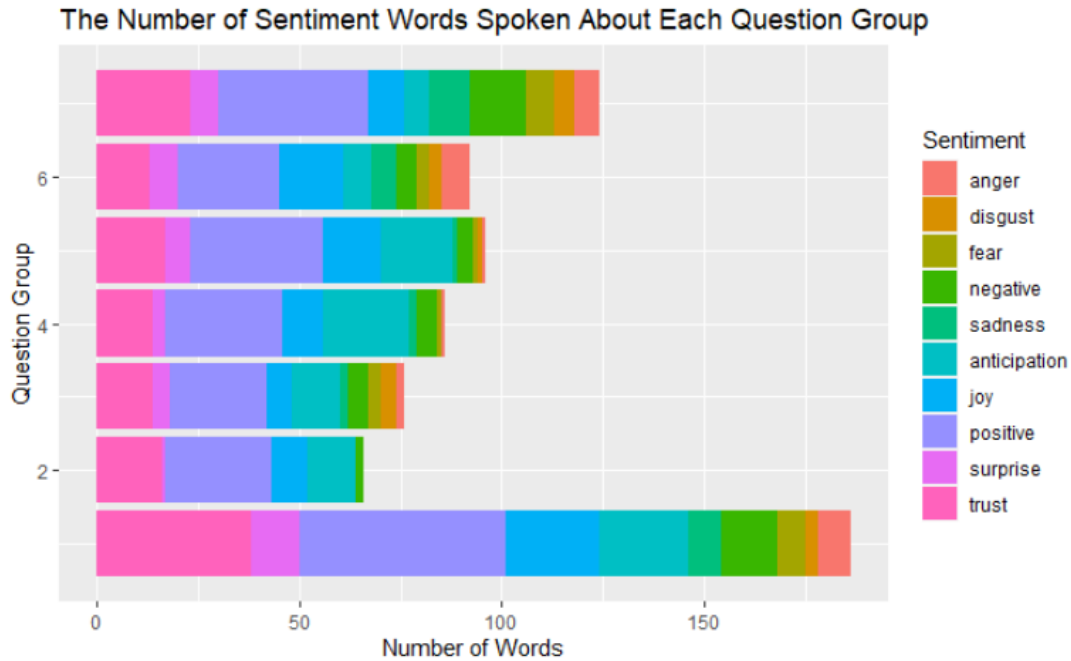


Figure 6: A plot of the number of sentiment words for each question group that were then characterized by each sentiment.

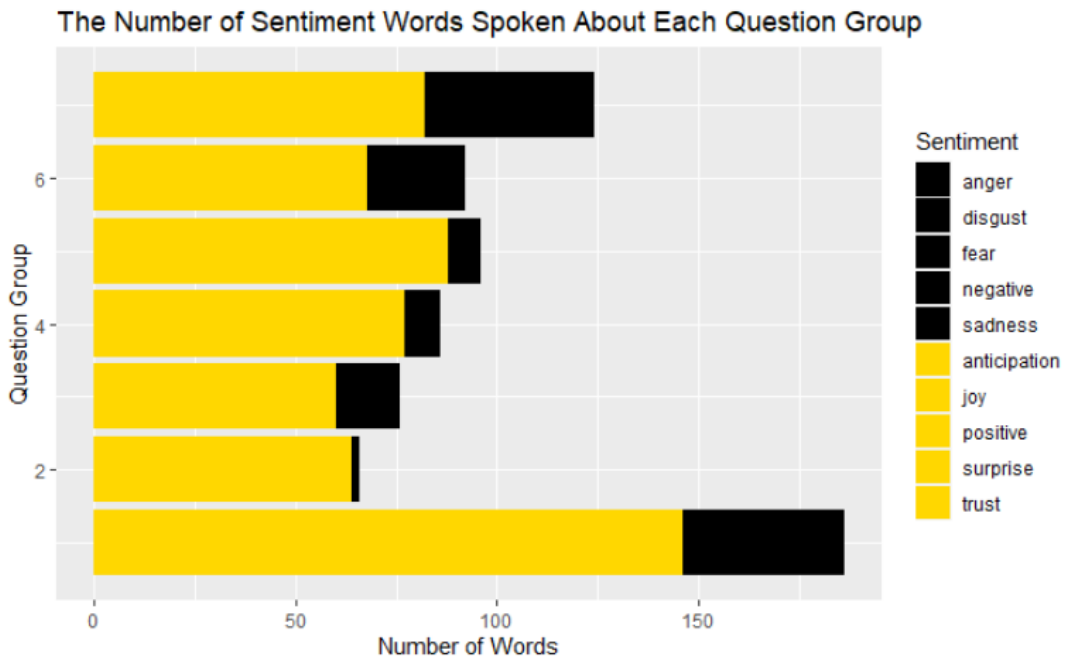
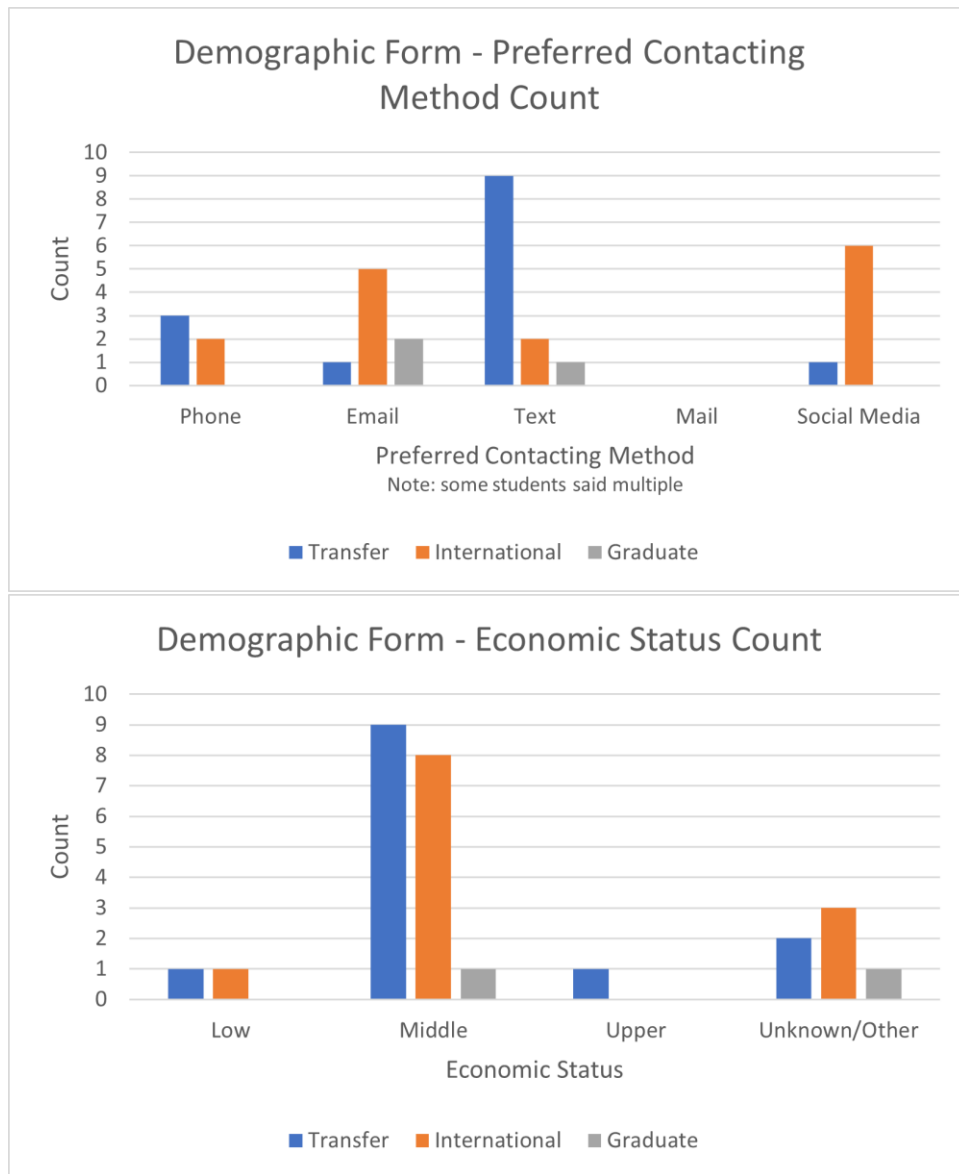
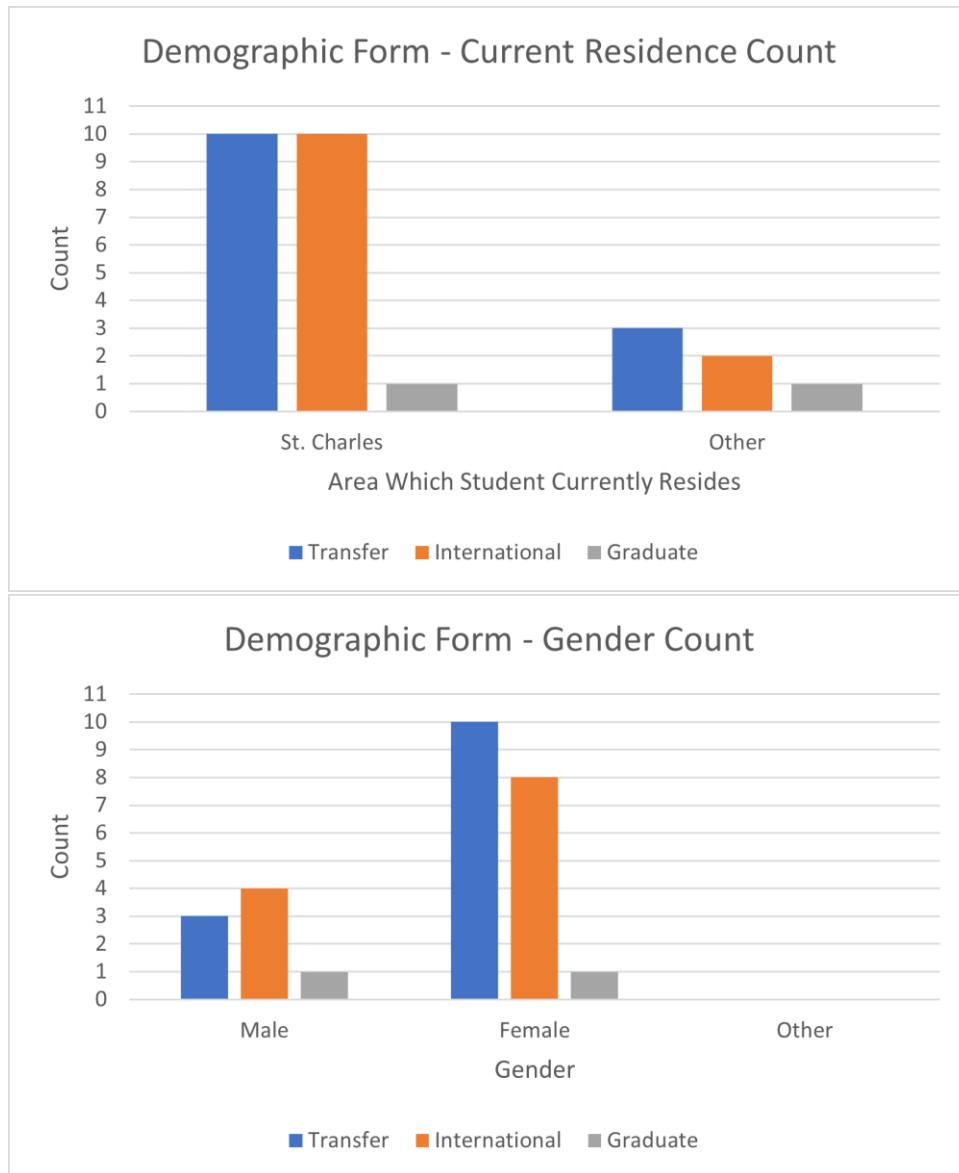
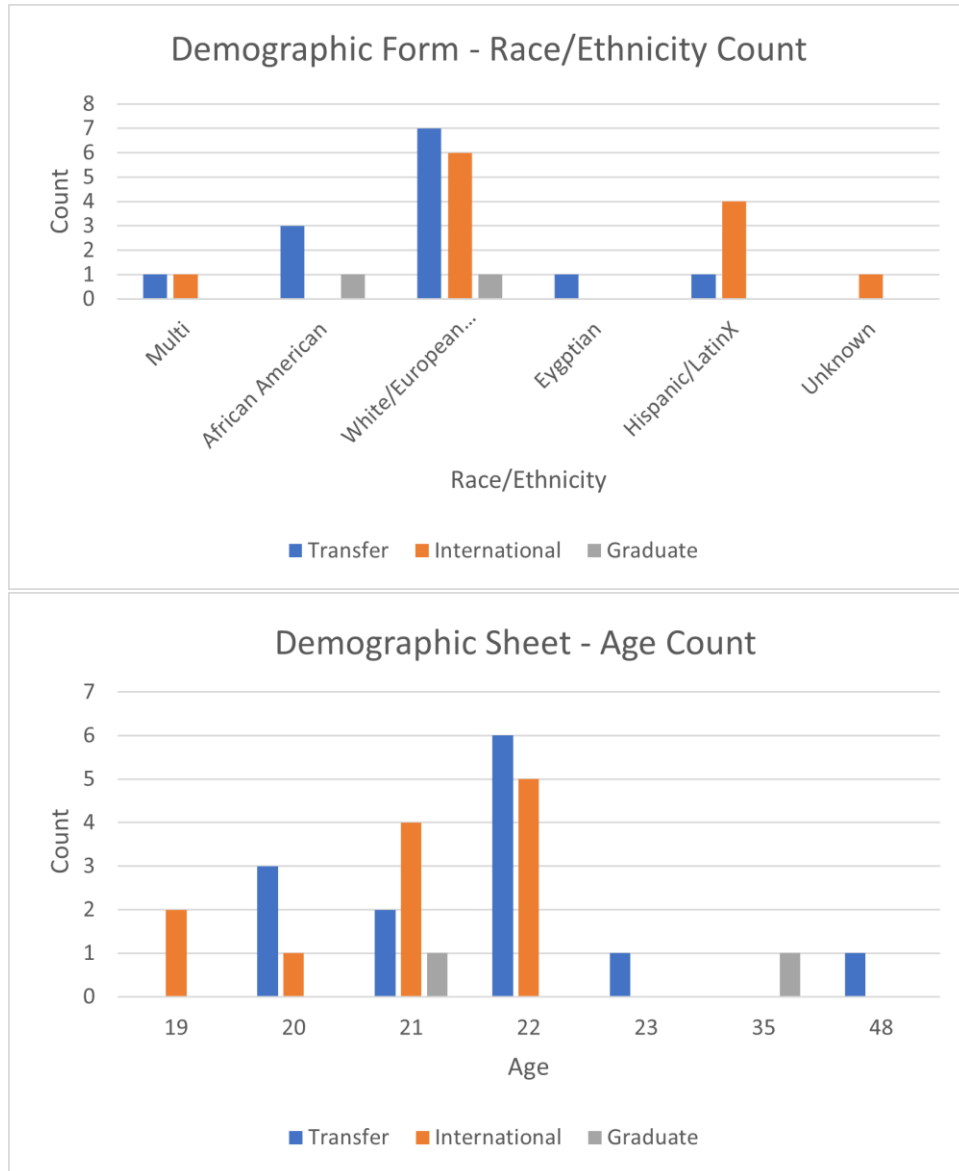


Figure 7: The plot shows the number of sentiment words for each topic and was characterized by the sentiment of whether they were more negative (anger, disgust, fear, negative, sadness) or more positive (anticipation, joy, positive, surprise, and trust). Overall this showed that all the topics were more positive.

B. Microsoft Excel: Demographic Results





IV. LIMITATIONS

Throughout the research there were limitations that were not expected and some that could not have been avoided. Some that were not expected were Students not knowing if they are a traditional student leading to the researcher having to change their speaker type after making it clear that they were nontraditional. The difficulty of acquiring nontraditional students and getting quality focus group discussions. Some limitations that could have not been avoided within our means is the bias of the researchers all being Lindenwood Students who all three have been or going through the process of applying to graduate school.

V. CONCLUSIONS

In conclusion the effectiveness of communication during Enrollment Management is positive. Students representing several types of Graduate and Nontraditional Students mentioned the most effective communication was by email. When wanting to look at how to improve Enrollment Management look at Question groups 1, 3, 6, and 7 due to their level of negative sentiment words. However the overall admissions process was positive. Lastly, with 28 students and 22 of those being Nontraditional there was bias as a whole from international students due to there vast amount of participation by attendance and words spoken. There was even more bias as an individual from an Adult Learner due to her vast number of words spoken compared to the rest of the types of students.

Appendix A

Introduction

What is your name, major, are you traditional, international, graduate, or transfer student, and what is your second least favorite color?

Group 1: Question 2, 12, 3 from Stakeholder Application:

What was the number one deciding factor that led you to pick Lindenwood University?

- Ex. Affordability
- The school and/or learning center location
- Class Size
- Proximity to work or home
- Knowledge of someone who attends/graduated
- My employer partners with LU
- Meeting with an academic advisor or faculty
- The reputation of the school
- Graduation Outcomes

What was biggest obstacle during the college search process

- Ex. Financial
- Work/Life Balance
- Course offerings/Availability
- Accessibility

Group 2: Question 13 from Stakeholder Application:

How do you think LU can make the financial aid process easier to understand for prospective students?

Group 3: Question 4, 8 from Stakeholder Application:

When you started your college search, which person from a college would you have preferred to hear from?

- Ex. Admissions Counselor
- Academic Advisor/Faculty
- Student Financial Services

What do admissions counselor need to understand about how an professional student wants to be communicated with during their college search?

Group 4: Question 5, 7, 11 form Stakeholder Application:

What's the first kind of communication you think a college should use with a student at the beginning of the process?

In terms of communication, tell us how often you wanted colleges to contact you throughout your college search process in each of the forms below.

Ex. Once a day, once a week, once per month, never

Phone, Email, Mail, Text, & social media

How do you think the LU Admissions office should use social media during the student recruitment process? What should they show prospective students? Did they follow LU social admissions?

Group 5: Question 6 from Stakeholder Application:

What advice would you give LU about hosting virtual visits, open houses, or other online events?

Group 6:

Are you still happy with your choice of attending Lindenwood University?

Group 7: Question 14 from Stakeholder Application:

What is the biggest thing LU could do to make the college search process more manageable and less confusing for prospective students?

Appendix B

Transcript

date	Speaker	Type	Question Group	Text
3/28/2022	R1	Researcher	1	What was the number on deciding factor that led you to pick Lindenwood University?
3/28/2022	S2	Graduate	1	Dope Mascot
3/28/2022	S1	Graduate	1	Closeness to home
3/28/2022	R1	Researcher	1	Did affordability play into a factor in that at all?
3/28/2022	S2	Graduate	1	My company originally reimbursed me for my tuition at first but now I go to a new company and they do not.
3/28/2022	R1	Researcher	1	What about you, do you have a company supporting you?
3/28/2022	S2	Graduate	1	I did. Tuition was not a deciding factor for me. It was more about the proximity
3/28/2022	Online	Graduate	1	Football Team.
3/28/2022	R1	Researcher	1	Did you attend your undergraduate at Lindenwood University?
3/28/2022	S2	Graduate	1	I graduated from the University of North Florida in Jacksonville
3/28/2022	S1	Graduate	1	No
3/28/2022	R1	Researcher	1	What was your biggest obstacle during the college search process: examples include Financial, accessibility
3/28/2022	S2	Graduate	1	I did not have one I just picked a school signed up
3/28/2022	Online	Graduate	1	Only thing I did not understand was some early access for classes, having to reapply to the grad program
3/28/2022	R1	Researcher	3	Was it hard when you were going through the admissions office. Like using the website?
3/28/2022	S2	Graduate	3	For me I believe the process was pretty efficient only thing I would say was I had problems getting transcripts. It took a little longer than it should have
3/28/2022	R2	Staff	4	When you first got here to lindenwood were you wanting to be contacting through emails, phone call, text message. Which is more convenient
3/28/2022	S1	Graduate	4	Email
3/28/2022	S2	Graduate	4	Email

3/28/2022	Online	Graduate	4	Email
3/28/2022	R1	Researcher	4	How often do you check your email a day?
3/28/2022	S2	Graduate	4	I have my emails on my phone so I check it frequently throughout the day
3/28/2022	R2	Staff	5	What advice would you give Lindenwood about hosting virtual visits, open houses, or other online events?
3/28/2022	S2	Graduate	5	I knew all about Lindenwood in High school and would run Track and I took a tour because I got offered a scholarship
3/28/2022	S1	Graduate	5	I never did campus visits but I was up here enough with my kids for sports and activities
3/28/2022	R1	Researcher	6	Are you still happy with your choice of attending Lindenwood University?
3/28/2022	S1	Graduate	6	depends on what grade I get in this class?
3/28/2022	R2	Staff	6	If your not, we want to fix things. Is there anything we can make smoother?
3/28/2022	S2	Graduate	6	Online books are not user friendly
3/28/2022	S1	Graduate	6	Canvas is not naturally intuitive, but maybe that is because I am old and I have not been in college for awhile. There is definetly a learning curve
3/28/2022	R2	Staff	6	With that would you rather have us use different software or would you like a tutorial on how to use canvas?
3/28/2022	S1	Graduate	6	Sure, and that may exist but I don't know
3/28/2022	R1	Researcher	7	Lastly, the overall admissions process is there anything you would recommend with that.
3/28/2022	S1	Graduate	7	I wasn't even a good student in Undergraduate and I still was able to jump through all any additional hoops to get approved
3/28/2022	R1	Researcher	3	Was signing up for classes pretty straight forward
3/28/2022	S1	Graduate	3	I was just given classes
3/28/2022	R2	Staff	3	Did you like that or would you liked to be more involved in that?
3/28/2022	S1	Graduate	3	It was fine I have to take 18 classes so it doesn't really matter when I take them
3/28/2022	S2	Graduate	3	I am trying to think, I do not really have a presence
3/28/2022	R2	Staff	3	Do you talk with your advisor

3/28/2022	S2	Graduate	3	everyonce and awhile, mainly through email
3/28/2022	R2	Staff	3	Would your prefer for them to reach out or would you like to reach out?
3/28/2022	S2	Graduate	3	I guess would prefer me reaching out to them
3/30/2022	R1	Researcher	1	Alright, so we're going to get started. So we're going to be asking questions about your enrollment process into Lindenwood. So starting off, what was your number one deciding factor that led you to pick Lindenwood?
3/30/2022	S5	International and Transfer	1	Price
3/30/2022	S8	International	1	Price and international population
3/30/2022	S3	Applying Graduate and Transfer	1	Credits transferring.
3/30/2022	S6	International and Transfer	1	Same, we both wen to Belleville
3/30/2022	S5	International and Transfer	1	I would say probably. I don't know because I thought that since Missouri was like kind of like in the middle, there was going to be like not that many international people, but actually there is, butuh, because of that, like, I wanted to, like, get better with my English. And that was like the main thing.
3/30/2022	S6	International and Transfer	1	For me, also the soccer program and I wanted to come to like a place where it's like a city nearby. It's not like, you know, in the middle of nowhere and where you can party. And we like things outside.
3/30/2022	S8	International	1	Priority of college
3/30/2022	S7	International	1	English program but it doesn't exist anymore, so I guess it's just a good university
3/30/2022	R1	Researcher	1	During your process were you contacted by anyone that really sealed the deal or do you guys go on a tour or do you know any students that already went to Lindenwood?
3/30/2022	S4	International	1	I knew two people that were already here. Well, actually one though, is on this campus and the other was in Belleville. They talked really good about

				the school and everything, and since I was already was applying to the school and I got like the offer, it was kind of easier for me to say yes because I knew someone that was there and they said, school is great. You know, like it's not something that you would not like so.
3/30/2022	S8	International	1	Yes, my brother-in-law came here and he was like, it's pretty cool. I said okay
3/30/2022	R1	Researcher	1	What was your guy's biggest obstacle during the college search process?
3/30/2022	S4	International	1	I didn't want to go to college at first
3/30/2022	S8	International	1	Price. It seems like everything so expensive and you know they were wanting to give me More money on scholarship. So I think in that moment there'd be a reasonable spot.
3/30/2022	S6	International and Transfer	1	Yes. For me, it's a scholarship and location, like, a mix of both. So and the fact that they had a soccer team, athletic scholarships.
3/30/2022	S3	Applying Graduate and Transfer	1	Cheer
3/30/2022	R1	Researcher	2	How do you think we can make the financial aid process easier? Do you guys have any recommendations?
3/30/2022	S6	International and Transfer	2	Maybe they could explain it a little more. Just like explain like before, for newcomers. Just explain it a bit more how it works and what are you actually paying for.
3/30/2022	R1	Researcher	2	Break it down?
3/30/2022	S6	International and Transfer	2	Yes, pretty much
3/30/2022	R1	Researcher	2	Were you able to talk to someone that spoke your language?
3/30/2022	S6	International and Transfer	2	Yes, because one of the coaches, spoke Spanish, but at the same time I didn't have any issues with the language
3/30/2022	R1	Researcher	2	So would you prefer that? like would you think that would be helpful for other international students?
3/30/2022	S6	International and Transfer	2	Yes for sure I could see.
3/30/2022	S5	International and Transfer	2	Yes I feel like, besides your tuition, there's, like, way more than you paid for

				example books like, I never in my life thought books were going to be that expensive, if that makes sense. So of course then you're like opting for like another book, you know, like I won't get it from like the bookstore instead. I'll just rent it from Amazon. So I don't know. That's like an extra thing that we got to do because we had no clue that. Books were going to be like that expensive, and also that they already charge you for some books like for the codes. Sometimes your class already like comes with the code and you have no option to like not take that class because it's your class. You have to get the book too.
3/30/2022	S4	International	2	That's the same class fees like oh, you need a camera. 100 bucks more for the class? Or you need a book or lab fees and stuff like that that we didn't expect to be on our expenses as an international.
3/30/2022	R1	Researcher	2	So when you restarted your college search, did you talk to a financial aid person or did you talk to like, additional, like, an admissions counselor or like an academic advisor?
3/30/2022	S4	International	2	I remember Oasis
3/30/2022	S8	International	2	Yes, Oasis
3/30/2022	S8	International	2	That was the first contact you have with university and then it's to your financial advisor. I don't remember what the issue was, but paying with an international card or trying to make transfers internationally, it seemed like they had no idea and they had only one solution and it was you have to pay through here, you know. And I was like, I can't do that right now. I mean, I'm from Honduras we have our Honduran Mac and like we still haven't figured that out. And they I just needed more explaining and I kept emailing like I need more solutions. because the what you have is not working for me right now and they were just Like that's the only thing we

				can do right now. Like they weren't very helpful until I had to figure it out basically by myself so.
3/30/2022	R1	Researcher	3	Student 3, for your process for grad school, have you got in contact with any people?
3/30/2022	S3	Applying Graduate and Transfer	3	Yes. I've had a few people, so I had my advisor finally reach out. I finally got assigned one, and that took almost three months. But I also am not applying to start until next August, so like I wasn't a priority. I've still got like some time, but since they reached out I've been in contact pretty easily, but I'm Also already on campus, so they are, you know, most of my information.
3/30/2022	R2	Staff	3	So since you got accepted, it took them three months to contact you sign in advisor?
3/30/2022	S3	Applying Graduate and Transfer	3	Yes
3/30/2022	R2	Staff	3	Would you prefer to hear from them quicker?
3/30/2022	S3	Applying Graduate and Transfer	3	Probably, yes. because, the timing just isn't great right now.
3/30/2022	R1	Researcher	2	Did you get financial? How was your financial process with that?
3/30/2022	S3	Applying Graduate and Transfer	2	It's going to be completely different than what I'm doing right now, so I haven't even started that process yet and I haven't been reached out about that yet.
3/30/2022	R1	Researcher	4	Is there anything that admission counselors need to know about how you want to be communicated? Like, do you prefer phone calls? Do you prefer emails? Do you prefer like once a week or do you prefer like every day? But you know what? How do you guys feel about that?
3/30/2022	S8	International	4	I would say email, yes
3/30/2022	S5	International and Transfer	4	Especially with phone plans especially international phone plans.
3/30/2022	S8	International	4	A call won't play internationally most the time so I think email is most

				effective. I think frequency depends on your own
3/30/2022	R2	Staff	4	How many times do you check your email a day?
3/30/2022	S8	International	4	All the time. More than I check my messages
3/30/2022	S5	International and Transfer	4	always.
3/30/2022	R2	Researcher	4	Do you guys check your email?
3/30/2022	S6	International and Transfer	4	Yes
3/30/2022	S7	International	4	Yes like 100 times a day.
3/30/2022	R1	Researcher	4	Do you guys know if about if we have a social media or would you like a social media for that kind of stuff for admission processes or?
3/30/2022	S7	International	4	Yes that'd be nice. Do you have a social media?
3/30/2022	S3	Applying Graduate and Transfer	4	Not if it's like for random stuff like
3/30/2022	R2	Staff	4	Like deadlines. What about if they posted like deadlines? For sure?
3/30/2022	S4	International	4	Yes
3/30/2022	R2	Staff	4	Like these are your admission counselors. They haven't reached out to you. Reach out to them
3/30/2022	S3	Applying Graduate and Transfer	4	I think that would be.
3/30/2022	R2	Staff	4	Yes, there's people that are starting. So you can kind of get familiar with those admissions counselors,
3/30/2022	S3	Applying Graduate and Transfer	4	Yes
3/30/2022	R2	Staff	4	And see them as they're coming.
3/30/2022	S3	Applying Graduate and Transfer	4	Absolutely.
3/30/2022	S6	International and Transfer	4	I think it would be better by email personally, I don't know, email is better than social media.
3/30/2022	S3	Applying Graduate and Transfer	4	I mean, you can always do both.

3/30/2022	R2	Staff	4	That way you could get out there and that could be like on your email, hey follow this account
3/30/2022	R1	Researcher	4	Do you guys feel like the deadlines were clear when you were applying? Like, did you know when to apply by when you would get your acceptance, were you guys aware of that?
3/30/2022	S7	International	4	French companies did everything for me
3/30/2022	S5	International and Transfer	4	Same a program did everything for me.
3/30/2022	S8	International	4	I do not remember
3/30/2022	S7	International	4	I'm trying to see how this program and it's pretty clear on the website. Sometimes just people are lazy and even more work and they're like, oh, we don't have the right information, right, I think. But they just are lazy.
3/30/2022	S3	Applying Graduate and Transfer	4	Yes. See, I was afraid that I was too late when I replied. Turns out I was too early that they didn't want to handle me. They took my application, but then like once that applied, they're like, Okay, you'll hear back in about 2 weeks. And then once I heard I heard nothing after that, like I got my acceptance and that was it.
3/30/2022	R1	Researcher	5	What advice would you give Lindenwood about hosting virtual events, open houses or like other online events? You guys like those for admissions? Would you use them? Freshman self applying this colleges?
3/30/2022	S7	International	5	No
3/30/2022	S6	International and Transfer	5	It really depends. If you're like, if you're coming through a sport, I think it the processes were different. But if you're coming like just to study, are you learning a sport? I could. I could see. Like, why would help because? You can also meet people that are in the same situation as you are. I don't know
3/30/2022	S4	International	5	personally, like, Student 5 and I, We already knew people here, so we kind of knew what the campus was like and the culture here. But for people that don't have, like, don't know anyone or

				international people that cannot come and get a tour, it would be like good to have like some kind of interaction through zoom something
3/30/2022	S8	International	5	like before actually starting classes or there's some people travel here the weekend before classes
3/30/2022	S5	International and Transfer	5	Like I would say like for example, whenever Covid started and everyone was like send it back to their houses. I remember like the President was having like zoom meetings and they were inviting the whole campus to join, you know, like, if you have that link, it's your choice to either join this zoom call or not. Right. And if you're really interested in it, you will join it, right.
3/30/2022	R1	Researcher	5	Would you guys like? Uh for both, Incoming undergrad or incoming Graduate would you like to be able to talk to current students within that program would have that helped you or do you have like that probably helped?
3/30/2022	S7	International	5	It would probably helped, we can probably ask questions.
3/30/2022	S8	International	5	If it's offered, like I would have been shy about it
3/30/2022	S7	International	5	It's just always good to us question in both like dorms or activities or anything
3/30/2022	S8	International	5	I think social media could work for that aspect. The more social aspect instead of like serious deadlines and like paperwork or whatever like application stuff I think is more emailing, but like social events or whatever like having a freshman class of the upcoming year Instagram and all of the people who are attending that year follow that page.
3/30/2022	S5	International and Transfer	5	They have that here
3/30/2022	S8	International	5	Oh, really?
3/30/2022	S5	International and Transfer	5	Yes, it's not like affiliated with Lindenwood or anything, but
3/30/2022	R1	Researcher	6	Uhm, tough question. Be honest. Are you still happy with your choice with Lindenwood?
3/30/2022	S7	International	6	Yes

3/30/2022	S5	International and Transfer	6	yes.
3/30/2022	S7	International	6	Hey, sorry, it could be better. It can always be better. But, I mean, if you see the price and the quality then it's a good school. All I have seen is Lindenwood so I can not compare it to any other schools but I'd say it's better
3/30/2022	R1	Researcher	6	Is there anything that like? I don't know, Red flags that you wish you would have known before coming down.
3/30/2022	S6	International and Transfer	6	The food
3/30/2022	S8	International	6	The price, yes the money
3/30/2022	S5	International and Transfer	6	That's right, food and money
3/30/2022	S8	International	6	yes like tuition increases every semester
3/30/2022	S5	International and Transfer	6	Yes, and like, no one told us that
3/30/2022	S8	International	6	And no, nobody told us, like financial aid doesn't increase like tuition keeps getting more expensive. But my financial aid doesn't keep increasing,
3/30/2022	S5	International and Transfer	6	also like international students that have, like, scholarships. You can not move off campus, otherwise you'll lose your scholarship.
3/30/2022	S7	International	6	Oh no
3/30/2022	S5	International and Transfer	6	Yes.
3/30/2022	S6	International and Transfer	6	No you don't.
3/30/2022	S5	International and Transfer	6	Yes.
3/30/2022	S6	International and Transfer	6	No you don't
3/30/2022	S7	International	6	It's for, I think you know, when I was, when I was at home during Covid, I wasn't losing a scholarship.
3/30/2022	S3	Applying Graduate and Transfer	6	Yes because that was Covid
3/30/2022	S6	International and Transfer	6	I know people live off campus and they are international.
3/30/2022	S5	International and Transfer	6	Yes, but they had, like, permissions because I asked because I wanted to leave off campus and what my financial

				advisor, my advisor and international office told me is like, if you want to do that, then you'll lose half of like your scholarship? Because my scholarship doesn't cover, like, housing, if that makes sense. So I will not pay for housing. And I think that that's the only way they get money from me from housing. That makes sense. So that's why. You can't live out of campus if you are an international student
3/30/2022	S7	International	6	I think it might depend on the scholarship
3/30/2022	S6	International and Transfer	6	yes.
3/30/2022	R1	Researcher	6	Probably. And that would just be something they need to make clear
3/30/2022	S5	International and Transfer	6	Right? Yes, because I didn't know that, yes. Probably depends on the scholarship
3/30/2022	R1	Researcher	7	And last question. Then what is the biggest thing that's Lindenwood could do to make the college search process easier? Anything you can think of?
3/30/2022	S7	International	7	Maybe more advertisements?
3/30/2022	R1	Researcher	7	More advertisements or?
3/30/2022	S7	International	7	Yes
3/30/2022	R1	Researcher	7	Okay
3/30/2022	S3	Applying Graduate and Transfer	7	For me, like I was going through a recruitment app for cheer, I didn't even know St. Charles was a thing, but they reached out to me
3/30/2022	R1	Researcher	7	And that's a recruitment app for cheer
3/30/2022	S8	International	7	Yes, but that's also just sports in general, like make sure you're reaching out to more than just your area. I know it's a big pool in this area, but there are people that are going to be interested from different States so remember that.
3/30/2022	S8	International	7	But like for my case specifically, I went in American school in Honduras, so my school had contact with so many other like universities and they kind of try to not push us but like recommended those because. I don't know what kind of affiliation my school had these colleges, but I feel like maybe

				Lindenwood doesn't know or like, really look into it that they are, there are American schools outside of the United States, so maybe like try to reach out to them because. I never heard. It's like I would have never heard of them if it wasn't for my brother-in-law. So maybe like, try to expand that way. Like that's an easier way. because. They were already American schools.
3/30/2022	R1	Researcher	7	Do you know how your brother got recruited?
3/30/2022	S8	International	7	His friend was here like I don't really know how his friend got here. I don't know who discovered.
3/30/2022	R1	Researcher	7	Long, long time ago you were friends with Sibley.
3/30/2022	S8	International	7	funny, yes
3/30/2022	R1	Researcher	7	Any more advice?
3/30/2022	S3	Applying Graduate and Transfer	7	No
4/5/2022	R1	Researcher	1	What was your number one deciding factor that led you to pick Lindenwood University?
4/5/2022	S13	Traditional	1	I really liked the campus and like the location. I did not look at too many schools because this was my dream school
4/5/2022	R1	Researcher	1	Did you come visit the school? So are you from the area or did you?
4/5/2022	S13	Traditional	1	I'm not 3 hours north.
4/5/2022	R1	Researcher	1	Okay so how did you hear about Lindenwood?
4/5/2022	S13	Traditional	1	One of my friends, I guess. They go here.
4/5/2022	R1	Researcher	1	Okay, cool.
4/5/2022	S12	Traditional	1	My family lives close to here. Then I did not have to go too far, and I don't have to stay on campus because I have a fear of leaving home so soon. I like that I feel like I am at school, but it is not like a huge, huge campus. It does not have a ton of people because I was supposed to be at Mizzou and that was very overwhelming
4/5/2022	S15	Transfer	1	I like that it is close to home because I live in East Saint Louis and I also like that

				it is holistic school so that when I applied transferring from SIUE I wrote a paper and we went from there and I was accepted despite my previous grades.
4/5/2022	R1	Researcher	1	Did affordability play into a factor for any of you?
4/5/2022	S13	Traditional	1	Yes.
4/5/2022	S14	Traditional	1	Yes.
4/5/2022	S11	Traditional	1	Yes.
4/5/2022	R1	Researcher	1	Alright, what was anyone have some obstacles during the college search process, like as an international student or a transfer student? Was there anything that was very difficult?
4/5/2022	R1	Researcher	3	How do you think that like Lindenwood could assist you in that college search process? Did you guys talk to and admissions counselor, any of you, you did, you did as well. Did you guys talk to an admission counselor?
4/5/2022	S10	International	3	What is that?
4/5/2022	R1	Researcher	3	Like did you have like an academic advisor or someone that like helped you through the process of enrolling.
4/5/2022	S9	International	3	Yes, an agency
4/5/2022	S10	International	3	Yes
4/5/2022	R1	Researcher	4	How were you guys communicated with from like with the school? Did you guys get communicated through email or is there a way that you preferred?
4/5/2022	S12	Traditional	4	Email and Text
4/5/2022	S13	Traditional	4	Email and Text
4/5/2022	S14	Traditional	4	Email and Text
4/5/2022	R1	Researcher	4	Did you prefer the text or did you? Were you fine with just the email?
4/5/2022	S14	Traditional	4	I tend to like the text. Mainly because I would be working, and it would come through my apple watch and I was able to read it.
4/5/2022	R1	Researcher	4	Is there an amount of times that would be annoying for that. Was it every day or every week? How often would you like to be, like reached out?
4/5/2022	S14	Traditional	4	I can't remember but I believe it was once a week?

4/5/2022	R1	Researcher	5	What advice would you have for like hosting virtual events or open houses? Do you? Did you guys attend any of those?
4/5/2022	S13	Traditional	5	Yes
4/5/2022	S14	Traditional	5	No
4/5/2022	R1	Researcher	5	Did you guys attend any open houses or virtual events before coming here?
4/5/2022	S9	International	5	No
4/5/2022	S10	International	5	No
4/5/2022	R1	Researcher	6	Are you guys still happy with your choice of going to Lindenwood?
4/5/2022	S13	Traditional	6	Yes
4/5/2022	S12	Traditional	6	Yes
4/5/2022	S14	Traditional	6	Yes
4/5/2022	R1	Researcher	7	Any suggestions so far for Lindenwood? I know you guys are just starting and in your first or second semesters?
4/5/2022	S14	Traditional	7	What do you mean by suggestions
4/5/2022	R1	Researcher	7	Suggestions like whenever you were enrolling I wish that I would have gotten to talk to someone earlier to sign up for classes. Or is there anything like that?
4/5/2022	S11	Traditional	7	Oh my gosh, I wish I had more information because when I came, nobody told me anything and just kind of showed up on the first day was like told to go to work.
4/5/2022	R1	Researcher	7	Would you want someone to walk through what the first day would look like?
4/5/2022	S11	Traditional	7	Yes. Yes. So, like, more information like about what goes on.
4/5/2022	S14	Traditional	7	When I went on my campus tour but it did not show me where my classes are.
4/5/2022	S11	Traditional	7	Yes, like only showed a basic dorm and Spellman and that was it.
4/5/2022	R1	Researcher	7	And anything else to help make the like college search process? How you found Lindenwood easier. Were you able to find all that information straightforward when enrolling?
4/5/2022	R1	Researcher	7	Well, that's it from us.
4/7/2022_800	R1	Researcher	1	Alright, so again, we're just doing a focus group on enrollment management. So our first question is going to be what

				was the number one deciding factor that led you to pick?
4/7/2022_800	S16	International	1	They offered me the most.
4/7/2022_800	R1	Researcher	1	Scholarship?
4/7/2022_800	S16	International	1	well so the government tried to take my citizenship. I was born in Romania. And they did it for several weeks and I was like. And then eventually, after several weeks of phone calls going out a tree of people they like, finally gave all my financial support back and the federal government giving money to.
4/7/2022_800	R1	Researcher	1	Was Lindenwood helpful in that financial process?
4/7/2022_800	S16	International	1	For me. Like, do you mean giving me money?
4/7/2022_800	R1	Researcher	1	just like communicating with them what's going on?
4/7/2022_800	S16	International	1	Not really at all. I wish I could say they were, but I still have to show up to some office every single year to prove my citizenship. Like it's going to change. I don't know how it could, but. Whatever, but for me it was just more so location it's like. Far enough away from my parents where it's like I felt like I'm on my own, but close enough words like if something goes South somewhere, whether it be my life or family members life. It is like a 45 minute drive terribly long.
4/7/2022_800	R1	Researcher	1	Location playing factor for anyone else.
4/7/2022_800	S21	Adult_Learner	1	In the right facility they were the first one that answered. They were my third choice, but they were the first answer back. Then when my first was accepted I already had accepted Lindenwood.
4/7/2022_800	P1	Professor	1	Why did you apply here in the first place?
4/7/2022_800	S21	Adult_Learner	1	My mother used to teach here. She was a professor here.
4/7/2022_800	R1	Researcher	1	That's really cool, yes?
4/7/2022_800	S21	Adult_Learner	1	And several of my sister-in-law graduated from here with her second Masters. And my aunt graduated from here with her specialist in education.
4/7/2022_800	P1	Professor	1	So a lot of families.

4/7/2022_800	S21	Adult_Learner	1	So a lot of family history here, it was affordable for my pocket because I have other children in college, so this was the most affordable as well.
4/7/2022_800	R1	Researcher	1	How about you boys? What led you to pick Lindenwood?
4/7/2022_800	S18	International	1	My brother was like a scholarship for soccer. And my parents can maybe come here. I mean, I don't regret it though. But it was not like a decision I made. Kind of like make it like they made it for me, my parents. But like I said I don't regret it.
4/7/2022_800	S19	International	1	For me it was already late enough to apply to other universities to apply to a couple, and they answered pretty quickly. I have to take that since that was the best choice at the moment that I could take.
4/7/2022_800	S20	Transfer	1	Yes, for me it was scholarship money too. And then we'll be like the best scholarship for me. And then when Belleville closed and I transfer here, they offer like the same to pay the same amount of money so.
4/7/2022_800	S21	Adult_Learner	1	I feel like that was me.
4/7/2022_800	R1	Researcher	1	Did that transfer go pretty smoothly?
4/7/2022_800	S21	Adult_Learner	1	Yes. Actually. They accepted some of my credits. Little dated that had everything they would. I thought I would have to repeat what I've had to do at other universities, and they didn't.
4/7/2022_800	R1	Researcher	1	Great.
4/7/2022_800	S17	International	1	I am basically just sport and getting a scholarship
4/7/2022_800	S22	Traditional	1	Same here, my sport. I did take synchronized swimming, but they cut the program, but I just ended up staying here.
4/7/2022_800	R1	Researcher	1	What was your guys' biggest obstacle during this college search process?
4/7/2022_800	S21	Adult_Learner	1	Never had one
4/7/2022_800	S18	International	1	Like the process of applying to yes.
4/7/2022_800	S16	International	1	So some of the systems didn't work properly for instance, I remember this for some reason, but there was like a page where you had just. There's a

				whole list of countries and you select if you've been to any of them in the last, like five years back in like 2017, and like the page didn't work. So I couldn't say like I haven't been that these places long as five years and as a result I had to get extra shots before coming here. Oh like more than just like booster like whatever they give you before you come here, but I had to get like more because the page wouldn't accept the fact that hey, I haven't been to Romania since like 1999.
4/7/2022_800	R1	Researcher	1	Did you guys have any troubles with like course offerings or availability?
4/7/2022_800	S21	Adult_Learner	1	My first semester here yet availability was rough. It was they had to kind of squeeze me in some places, but I have not since then No, I haven't had a problem.
4/7/2022_800	S16	International	1	Are we talking like classes? What do you mean
4/7/2022_800	R1	Researcher	1	yes, you can interpret that how you want. Like do they offer the courses that you wanted to take and then do they have them available for you often? Or were you been able to get into the class?
4/7/2022_800	S16	International	1	Kind of like for the most part. I mean, I don't really have like other comparisons to go off of. What, compared to other universities, so I can't apples to oranges, whatever. you know it sucks when it's like you see a class or a class course description. It's interesting. It's like, oh, it's only awkward in this period of time. Like if they're not going to be in here or the class shows up really fast. And obviously the reason. But I mean, it's not unique to Lindenwood or really anywhere else as a student. A lot of the schools have the same struggles.
4/7/2022_800	S18	International	1	Yes, I remember like whenever my first semester whenever I first started here, I was not mad about it because I didn't really care about. I was very confused about my first semester because they

				just did not communicate with me like what classes I would be taking so I remember just like waking up and I had like this schedule like classes that I was supposed to go and also freshman and I was not from here like I'm not and whenever I first saw it, I was just very confused. But like I said. It might just have been something that I would have preferred if they could have just communicate.
4/7/2022_800	R1	Researcher	3	So did you have an advisor? Sign up? It sounds like you had an advisor sign you up for classes you didn't like Meet with them to sign up for class,
4/7/2022_800	S18	International	3	and I don't know if that was my fault for
4/7/2022_800	P1	Professor	3	No
4/7/2022_800	S18	International	3	Just like you know, it was a bit confusing, but after that it has been awesome. Like I have an advisor now and I have a pretty I have a very nice relationship with something
4/7/2022_800	S21	Adult_Learner	3	First semester they kind of came in here anyway, but my first semester I was just giving classes and it's like wait he had to shuffle some things because it was like wait, I got credit for this class already. You can't just throw me in that so then I really didn't touch base with that advisor, and I guess because they didn't put me in as a psychology major yet. So it was it was really all over the place the first semester. But it wasn't an issue if it ran smoothly. As soon as I said something, it was taken care of. It's just, it's just how it was. And then after that I've had the same advisor since
4/7/2022_800	R1	Researcher	3	Did anyone else fall into that boat where they their advisor, signed up for classes?
4/7/2022_800	S19	International	3	Yes
4/7/2022_800	S20	Transfer	3	Yes
4/7/2022_800	S16	International	3	You're dumped on an advisor. Like for example I had a before I was criminology because I came in with like an Advisor who worked for the criminal Justice Criminology Department, and it wasn't until I was told hey you should have

				someone who's like in your degree program. And I was like I don't want to put more on your plate she's like, no, that's how it's supposed to go. OK, so then you know we did the paperwork and we got it fixed. One of the issues I still faces a lot of times, and this isn't like I'll get like kicked off of my advisor roster. like she won't be able to look at my stuff, so I'll have to like to reapply and be like hey, yes no, it's the same advisor had the last five years like
4/7/2022_800	R1	Researcher	3	So would you guys agree like? Would you guys want to meet with your advisor to confirm your classes? Do you guys say that that would be something you would want to do at the start of each, like as a freshman or as an incoming student?
4/7/2022_800	S21	Adult_Learner	3	As an incoming student, I think that's very important because that's a stage like they want to be. Do you hear what I mean? Do you understand what I mean? And then when you first come in, people are like kind of confused as to how to do everything, and that transition didn't go the greatest. But it still wasn't terrible if that makes sense.
4/7/2022_800	R1	Researcher	3	Yes, no, I understand.
4/7/2022_800	S21	Adult_Learner	3	Yes, but I think there needs to be more hands on during that time because as they go that second semester to kind of fluid now third semester fluid so.
4/7/2022_800	R1	Researcher	2	Now switching to like our financial services. How did that go was that more fluid? Were you able to have clear on what the costs are going to be?
4/7/2022_800	S16	International	2	Eventually It was like the whole fallout I previously mentioned, but I mean after that it is been pretty decent, I would say
4/7/2022_800	R1	Researcher	2	How about you? Did it go well?
4/7/2022_800	S17	International	2	I have not talked to them.
4/7/2022_800	R1	Researcher	2	And that's because of this, like with sports and stuff,
4/7/2022_800	S21	Adult_Learner	2	Yes
4/7/2022_800	R1	Researcher	4	Alright, what kind of communication do you think the college should use to contact the students at the beginning of

				the process? Do you guys prefer email text message?
4/7/2022_800	S21	Adult_Learner	4	When they first get here
4/7/2022_800	R1	Researcher	4	like you just got approved that you're able to go to Lindenwood and you sign paperwork. Now what do you want to be contacted by?
4/7/2022_800	S16	International	4	I think both ways that would be good is through mail and email because they get to hold it in their hands because I watched my children just get so ecstatic when they see this offer. You know the offer letter and the acceptance letter and things like that. And then of course there are checking the emails. And it's like you get both, and I've seen where they done both and I think they should keep doing that. And let's see me. I'm more of a phone person is like hey. But the mail still works.
4/7/2022_800	S21	Adult_Learner	4	What about texting?
4/7/2022_800	S17	International	4	I like it.
4/7/2022_800	R1	Researcher	4	texting is great. That's like my first choice of things, but if it's my acceptance over the phone, I don't know.
4/7/2022_800	S18	International	4	I would say email is the best for International, with mail it may take a long time and phone It is expensive because both sides have to pay for the bill obviously and even text message. If you send from like an international phone number to the US, you still have to pay for it. So I feel like for international it might be good to get an email 1st and then eventually like paperwork afterwards. But that always takes a while, and it's still sometimes I receive things I need in the US at home in Germany, where I'm like, what am I supposed to do at the beginning of the semester? I'm not going to get it until I'm home. But it doesn't really make sense. And like then maybe the school should look at the address and be like oh, that's an address in Germany. I cannot send it that way because she

				won't be able to get it for like I don't know how long. Some internationals stay in USA over the summer and Christmas, and I'm not going home for several years and then documents like this they're gone, so I think email is one of the safest ways.
4/7/2022_800	S19	International	4	Now other international students. Do you agree email?
4/7/2022_800	R1	Researcher	4	Yes
4/7/2022_800	S21	Adult_Learner	4	Yes
4/7/2022_800	R2	Staff	5	So what advice would you give Lindenwood when hosting virtual visits or like on campus visits or open houses? Do you guys attend those?
4/7/2022_800	S21	Adult_Learner	5	I did it in the virtual. I did attend the on campus and I attended the Open house with my daughter. Was thinking about coming here so but I was already here. I wasn't interested in the open house because it just wasn't but the virtual and I did have a tour when I came myself. So I think all of them. Actually, really work. I'm glad that they have options like that because all three are available, so those that are international would really benefit from the virtual because I thought it's very thorough. I actually wanted a lot. And then the on campus when we actually when I came, it was unexpected, and they were able to give me a grounds tour right on the spot. So that was pretty good. They were very flexible and then the open House of course it has certain dates and my daughter was really excited about coming up here so and they were very. It was more than I expected. It was actually pretty
4/7/2022_800	R2	Staff	5	Do you think they should give tours on your orientation day or during? Orientation week of what buildings are going to be in for your major?
4/7/2022_800	S21	Adult_Learner	5	Yes
4/7/2022_800	P1	Professor	55	so you would know where your classes are and things like that.

4/7/2022_800	R2	Staff	5	Yes I do the mentorship, lindenpeers here and a lot of the students complained about. You know their orientation and they're like kind of lost and things like that which helped me learn the school a little better. And but they did complain about we don't know where to go. We don't know what to do. Where do I go from here and then after they? And acclimated to everything, I started getting less calls but it was more so they did not know where anything was because Evans they were like where's Evans like. That's where food is laundry is. So when that that clicked they realized where that was.
4/7/2022_800	P1	Professor	5	So Google Maps now has a cool little code that you can get for any dropped pin on Google Maps. And if you if you click on that code it takes you. For example I had to do this in maybe because if I ordered lunch it never got to me like repeatedly. Never got to me because the location wasn't correct on Google Maps or whatever so I dropped it in and I put this. It's now my email signature that that specific application so students can do that. Anybody can just click it. If we had a list of campus buildings, or if it was on our map that that little clickable code I think is students can like have such easy step by step directions for how to get everywhere on campus, that'd be really handy.
4/7/2022_800	S16	International	5	I think public safety is trying to do something like that. Cool because I know they're partnering with the City of Saint Charles so we could get like first responders here quickly and to the correct buildings, right? So I believe they're trying to do something, but I think if we ask admissions to jump in on that too, maybe we can get something going by fall.
4/7/2022_800	R1	Researcher	5	It's so easy to find all of them and just be good.

4/7/2022_800	S16	International	5	I learned everything by Landmarks. Loo for the green house and that is the science building. Where is the Library oh it's the brand new shiny building
4/7/2022_800	S21	Adult_Learner	6	So hard question and I need you to be honest. Are you still happy with your choice of Lindenwood one?
4/7/2022_800	P1	Professor	6	Yes
4/7/2022_800	S21	Adult_Learner	6	Yes, same here.
4/7/2022_800	S18	International	6	I can leave the room
4/7/2022_800	R1	Researcher	6	I'm very happy. I thought about going to grad school somewhere else, but I'm probably going to stay here
4/7/2022_800	S18	International	6	Yes, I liked it. I'm about to graduate. I think we all are and I liked it a lot.
4/7/2022_800	R1	Researcher	6	Even though you were forced to come here
4/7/2022_800	S17	International	6	Yes, I like.
4/7/2022_800	R1	Researcher	6	And I know you came here for sport, but did you still like it for academics?
4/7/2022_800	S17	International	6	Academics yes, and sport no, like the food is not the best either.
4/7/2022_800	R1	Researcher	6	Yes, sadly we did not get requested to do a food focus group, but if we did I would be here for that
4/7/2022_800	R1	Researcher	7	Alright, last question anymore advice for enrollment management? Anything you've thought of along the way? Any suggestions for an advisor? Pretend you're an advisor and you, as a new student, ask you what like what do I need to know about Lindenwood? This my first week Is there anything that you would want to make sure to highlight that you don't feel like you got told
4/7/2022_800	S16	International	7	just for like the prior and things are so like where the cafeterias are, which dorm and you're going to? Because like all the old buildings are the same. I remember I like I went to the map that they have online and then onto Google Maps and just did it based on the shape of the building I'm like this could be Erwin, maybe, hopefully and then I like added it to Google Maps. 2 weeks later I got an email that they added it onto google maps which was nice because I

				went off campus for doctors visits and other obligations and needed to know how to get back to my bed you know. So then a lot of times as find that there can be a disparity in I'd say, like the, I guess I don't want to say obligation of the advisors because I'm sure like they're all obligated. But like how you come off is obligated is very different.
4/7/2022_800	R1	Researcher	7	Making students feel priority
4/7/2022_800	S16	International	7	Yes, instead of feeling like you're just rushing them out the door and I understand like professors are overwhelmed
4/7/2022_800	R1	Researcher	7	Or is it a compliment that you know?
4/7/2022_800	S16	International	7	You still want to feel like the person that is helping you with the future project.
4/7/2022_800	P1	Professor	7	How would you all say that you feel generally about that? Like, do you feel like people are able to take the time that you need with you?
4/7/2022_800	S16	International	7	Yes, so Professor A. Yes, I'm going to drop. And then I have a criminology advisor. Is one of the most intelligent people in the world, but she is going to push people kind of brush it down the door. I haven't like sat and talked with her and like three years or four years I don't know. But like it always makes me a priority, which is very nice. But like I'll have like the portal unlocked like sign up for classes and it's like no one told me that I was able to sign up for classes, so that turns I'll miss like times and miss slots and that's you know. Rushing to try and catch up so 50/50
4/7/2022_800	P1	Professor	7	some more communication and yes, more time do others feel the same way or do you have a different experience?
4/7/2022_800	S21	Adult_Learner	7	in the psychology department I think they have been very accommodating with not fishing. For me for this psychology department they have been overly accommodating It has been a great experience for me. So the only thing that I would say as I stated before, it's the taking more time with the

				<p>touring because locations like I said it was difficult trying to find certain buildings and things like that because now I had the tour. Yes, it was generalized. But actually it was actually incorrect, like one of the classes they were saying my classes over here. It actually wasn't And so it really needs to be like this is where this is. This is where arts building this is, where psychology and some of your mathematics are over here. And even if it's still basic, it still should give an idea of where things are located. This is the business building where most of the business classes are right now. They don't do that, they just say, well, this is Spellman, and that's the auditorium. And that's the gymnasium and. So right, it's just things need to be or even give them a map because we have them. And locate, even if you did it that way. And if you drove in a certain vicinity because we have a a main spot and then you say if you go to the right or if you go to the left. They're not going to remember, but they'll have an idea because someone puts in their mind. That's what I remember, and they'll have an idea as to where to go because in parking it's like even tell them where different areas to park. Now here in the psychology guide down at Young Parking is a little better than everywhere else. If you have classes, other places. You have to walk.</p>
4/7/2022_800	R1	Researcher	7	You know, but or be important to point out if you're parking at young, you have to be a commuter
4/7/2022_800	S21	Adult_Learner	7	exactly, and that's the other thing.
4/7/2022_800	R2	Staff	7	Signage I heard is a really big thing that many students have wanted on campus
4/7/2022_800	S16	International	7	signage, and it's like they'll talk about that like new plants and stuff it's like no one cares about plants. They want parking spots or like they'll start construction once school starts, it's like.

4/7/2022_800	S18	International	7	We have so many parking spots. Feel like there's so many parking spots on campus. The only reason.
4/7/2022_800	S21	Adult_Learner	7	Right, and I feel like it's a lot of parking like in the residence halls. It's not as accommodated.
4/7/2022_800	S18	International	7	I apologize. I've never been in that position. But I was going to say that I think I whenever I first got here, since I already knew, you know, my siblings. Yes, we're here and they're friends wasn't really hard for me to accommodate, but I think it's good for people to be lost first because that, like it's like a way for you to know other people like hey, do you know where this building is? And I think just giving a map which I was giving a map and I was given a map and that helped a lot. Like people are nervous whenever they get here. So if they if they have like a tour and like they go through every building, they're not going to remember anything. They're not going to remember. Yes, so like, just give them a map and that that's nothing that's great. And the one that I had been given I still have
4/7/2022_800	R1	Researcher	7	good for you, you are organize
4/7/2022_800	S17	International	7	Orientation week groups like had and different number groups were coming together. And I think at this point it is what we have but it was very hot inside. Nobody was really motivated because it was so boring and like we just came here as international students. We were just overwhelmed anyway. And then you have to remember all this. You have first of all internationally. You have to learn the language. You have to be confident to speak the language and then you're getting so much information. So I think just giving you that at this point is more helpful than being like, hey, we're doing here we are there, and you have to remember this and this and this. And basically everything is known.

4/7/2022_800	R1	Researcher	1	Our first question was or is what was the number one deciding factor that led you to choose one of one. How about you when you choose? Oh, go ahead.
4/7/2022_800	S23	Transfer	1	I just didn't say like the affordability in college, offering things like that
4/7/2022_930	R1	Researcher	1	Are you in a sport or anything
4/7/2022_930	S23	Transfer	1	No
4/7/2022_930	S26	International	1	For me it was swim team at first then it was the program set up.
4/7/2022_930	R1	Researcher	1	Did you just look into sports when you first enrolled or did you also look into academics?
4/7/2022_930	S26	International	1	Mainly the sport but then my major is the only academic requirement, but it turned out to be better than I expected.
4/7/2022_930	R1	Researcher	1	How about you?
4/7/2022_930	S28	Transfer	1	cost. My main deciding factor was cost then like it is close to home.
4/7/2022_930	S25	Transfer	1	Mine was forced, but.
4/7/2022_930	S25	Transfer	1	That didn't end up doing sports, so I just need a couple people went here.
4/7/2022_930	R1	Researcher	1	Anything else that like? So you said you knew someone who went here. Did you guys have anyone else that went here that you like? Heard good reviews on or have any friends?
4/7/2022_930	R1	Researcher	1	Alright, what was your biggest obstacle when choosing Lindenwood? What did you have any financial problems?
4/7/2022_930	P1	Professor	1	any Communication challenges
4/7/2022_930	S25	Transfer	1	I mean, it wasn't like your guys fault, but like my transferring credits from my old school.
4/7/2022_930	R1	Researcher	1	was Lindenwood like able to communicate you well with that or like what that process was going to look like or.
4/7/2022_930	S25	Transfer	1	Yes like just started happening recently. Actually a professor helped a lot. And I think it was another professor too but I could be wrong. Yes. They both helped a lot. So it was easy on their part. But on my other schools part it was a pain.
4/7/2022_930	P1	Professor	1	Anything else? Other hiccups challenges now is your time.

4/7/2022_930	R2	Staff	3	Did they contact you enough, like through your admissions process? Did they contact you too much? did you not hear back from them for a little bit? Were you confused it all through any process?
4/7/2022_930	S26	International	3	I remember we had to pick like the LNL classes and that was kind of confusing.
4/7/2022_930	R1	Researcher	3	What's that?
4/7/2022_930	P1	Professor	3	They are called UNIV now. It's like the freshman introduction class.
4/7/2022_930	S26	International	3	And I remember having to assemble the top five or whatever you want. And I remember being a little bit confused about that. I don't remember exactly what I was confused about, just that thinking of that class and I also know that I couldn't create my own schedule the first semester. I don't know if that was because of the school or because the coaches picked it for me, like I don't remember, but I know that I had a schedule set for me and then I had to go and change it once I got here because it was overlapping with some practice times.
4/7/2022_930	R1	Researcher	3	did you have a meeting with your academic advisor before you came here? Do you remember?
4/7/2022_930	S26	International	3	And met her. Because I came to visit, but I didn't talk about like classes in that setup at all
4/7/2022_930	R1	Researcher	3	But is anyone else in that case?
4/7/2022_930	S26	International	3	It could also be because I'm international. I don't. I don't know.
4/7/2022_930	R1	Researcher	3	You're not the only one
4/7/2022_930	S27	Graduate	3	That happened to me too But definitely that class, those freshman classes. I remember that too, because I was confused to tell.
4/7/2022_930	R1	Researcher	3	You got your classes chosen for you, is that? Did you have to change any? Or would you have wished that you had contact with your advisor prior?
4/7/2022_930	S27	Graduate	3	I think I'm what I wish I had contact with my advisor prior just cause so like I'm in grad school now and I already got in

				touch with my advisor to sit there and take my classes already and like it was like the same thing as how we do it here. So I wish they got a would have done that because. But other than that
4/7/2022_930	R1	Researcher	3	How about you guys over there? Did you guys feel like you're classes got assigned to you? Did you guys get reached out by your academic advisor?
4/7/2022_930	S24	Traditional	3	My class has got assigned to me and I think they assign like 18 credit hours, freshman year and I was a student athlete. So it was a lot. So I had to drop some of them.
4/7/2022_930	R2	Staff	3	That's insane.
4/7/2022_930	S24	Traditional	3	And I didn't really talk to my advisor at all coming in. And I don't think I've talked to them until I went to drop the class.
4/7/2022_930	P1	Professor	3	Can I add something to yes if you guys? A few years ago, well, several now maybe we used to have the enrollment days and students would show up in person and we were there. I really liked those. I feel like we got to welcome folks and I got to just help them feel a little bit more comfortable asking questions about what their goals were. Choose some classes with times that worked for their practice schedules or whatever else was going on. And I know there's been kind of a shift away from some of that and automating it more. And I understand that. But I do think we're missing the more personalized piece. Yes. And I would love to see that happen. I, like, I've, I know. Maybe I'm not in the majority, but I would totally do that again. It was cool.
4/7/2022_930	R1	Researcher	3	I participated in lined day future liON day. You've signed up for. You're about to sign up for classes day, whatever it was, and I really appreciating it because I met with my advisor and I signed up for my classes and choose my time, and it was all it was overwhelming, but it was.

4/7/2022_930	R1	Researcher	3	Sometimes I would sign up people that were in the School of sciences at the time, not College of Science, Technology and health, but whatever. And they weren't necessarily decided. Or maybe they were undecided or something, but we could still assist him with it. Just felt good to have a human connection in that process, and I think parents appreciated that I could take into a lot of different questions
4/7/2022_930	R2	Staff	4	So another thing I wanted to ask is what was your guys's take on your? Oh, coming to Lindenwood with thing like. Did you like doing the orientation week? Did you? How did that feel to you? Was that like? Yes, this is needed here. Or were you guys like oh no like if this one automated it is what it is. Or is there things that you guys wish you guys would have had during your enrollment or during your advising or during? Any financial part or during that orientation week.
4/7/2022_930	S24	Traditional	4	I think orientation. I remember going to like the activities like the first day and a half and then after I really did it keep going. So it really didn't keep our intention always said that and I know my roommate and a lot of people in my home, they didn't go as well. So I mean, maybe it was just like a lot because it was like I remember taking a big ole nap that the 1 st day So maybe just too much going on.
4/7/2022_930	S27	Graduate	4	Also I really like with sports cause I've cheer. So like football cheer and like all like fall Sports. They all come in teams early, so we already know each other. We are really campus like we feel like we already like have been here already. So a lot of us really want to go to that because like I'm up here and told the state of information like that in here already.
4/7/2022_930	R2	Staff	4	OK, that's good feedback

4/7/2022_930	S26	International	4	From you is also a bit different because I had the international orientation week as well and I remember it being kind of a hassle of having to go to these things, but also it was very informational and there are a lot of things that the International Office was talking about and how they do things and stuff., but it was a overwhelming that for sure, like the orientation week with all the activities and then go into practice and then go into the international and then go into classes and it's just like a lot for that first week.
4/7/2022_930	R1	Researcher	4	Is there anything that starting what would technically be your first day of school that anything that you were left questioning that you didn't know that you wish you would have gotten during the?
4/7/2022_930	S26	International	4	Not from the university but from my coaches yes
4/7/2022_930	S23	Transfer	4	So I am transfer student and I would say like the whole meal plans system because I went to University of Kansas, which is a really large school starting off and coming here like the whole, like, scanning your, ID I don't know how. But like that really confused me because there was this entirely different and the system I was used to. So I mean that would have been nice to know.
4/7/2022_930	R1	Researcher	4	Also congratulates on KU winning march madness. Anything else?
4/7/2022_930	S27	Graduate	4	And I'd like to like the one thing that was fun, that actually did bring more people out was that bonfire that we had, like, if there was more like a relaxed like events everyone actually got to me more and like talked to each other instead of like sitting in a room and being like told information. They're really more things like that. So like events is like better. It's like once we all got out there there's like. Everyone's going around asking people like, where they are from and it's like everyone comes here pretty much

				either with like one friend or no friends. Yes, especially if you're international like you're from out of state. I knew absolutely no one So like, everyone trying to make friends. So I feel like more that atmosphere. It's like better than like.
4/7/2022_930	R1	Researcher	2	Switching gears a little bit financially, did you guys get enough information on all that? Were you guys able to get clear statement? Is there anything that you would like of a student was coming? It's like I'm so confused with my what I'm am offered financially. Can you help me out? Is there anything you would want us to just to them? Or is it all pretty straightforward?
4/7/2022_930	S26	International	2	I feel like it's pretty straightforward. I've only had a couple questions this year about financial status and stuff, but I was able to call them and they could give me the answers. So if you have questions and you reach out, then they're really helping you. I do recommend by phone because that's just the easiest way to contact. For me, that was all pretty straightforward. Even with having to pay internationally was quite easy to do.
4/7/2022_930	R1	Researcher	4	With communication overall, do you guys prefer a certain type as an international student? Do you prefer phone, email, text messages?
4/7/2022_930	S27	Graduate	4	Ideally, school wise, it's like always emails, which is what I personally like, because then it's all there and it's on your school. It's just easy to go and find
4/7/2022_930	R1	Researcher	4	How about you? What kind of method do you prefer?
4/7/2022_930	S28	Transfer	4	Email
4/7/2022_930	S26	International	4	I do like the social media involvement, though. The that Evans and the library post all these things and what's going on. Because I feel like social media is used a lot more than email, so to have quick updates I really like that
4/7/2022_930	R1	Researcher	4	which platforms are best.

4/7/2022_930	S26	International	4	Instagram.
4/7/2022_930	R1	Researcher	4	Do any of you Not follow social media. Do you follow the social media or no
4/7/2022_930	S24	Traditional	4	Yes, really. Not always something like whatever post the food trucks, that's all. All, all. I don't know what else goes to follow?
4/7/2022_930	R1	Researcher	4	I guess my question would be. What information? Would you want to see on those social media? So it made it purposeful to follow them?
4/7/2022_930	S23	Transfer	4	Like the new students, or current student
4/7/2022_930	R1	Researcher	4	either.
4/7/2022_930	S23	Transfer	4	I don't know. I want to know more about like, because part of mine is a business major. So like they have like the month of April for anyone like every Tuesday, like financial seminars, basically like savings investing, things like that. But I mean that I'm a part of like a a business group over there but like. I mean they posted on LinkedIn, but most people aren't really like browsing on LinkedIn, so maybe something like that. Like what's going on like in your field or something.
4/7/2022_930	R1	Researcher	4	Where would deadlines for like admissions been helpful for you?
4/7/2022_930	S24	Traditional	4	yes Deadlines. Then there's always the extension that always gets sent out.
4/7/2022_930	S26	International	4	Changing and opening times of things. And that times where I was going to do laundry at Evans, but then they closed it and didn't really say that they were going to close it. I always check the Instagrams to see what time dinner closes because I keep forgetting the name times.
4/7/2022_930	S24	Traditional	4	Yes, I think that was a big problem for me. Yes, I never knew when meal plan hours were. So I always like this missing lunch
4/7/2022_930	R1	Researcher	5	What advice would you give Lindenwood on? Virtual visits? Open houses. Did you guys go to those? Do

				you think they were effective? So you went to one,
4/7/2022_930	S27	Graduate	5	yes.
4/7/2022_930	R1	Researcher	5	Did you go to like virtual or on campus or?
4/7/2022_930	S27	Graduate	5	Yes, I flew out because I had to meet the cheer team first so that I just like was on a golf cart driving around
4/7/2022_930	R1	Researcher	5	Is there to do like everything you saw. Would you have liked to see more were you able to see your classes? But that's been something that you would have appreciated.
4/7/2022_930	S27	Graduate	5	Yes, we ran into old side I don't even remember, but we, like ran into like one of the classes, but there's like empty. You know, you just walked here. I do not remember walking through the LARC. Like I'm seeing all the seniors and juniors walking through like with their little like group and I do not remember walking through the LARC.
4/7/2022_930	R1	Researcher	5	You when did you graduate in 18?
4/7/2022_930	R2	Staff	5	It was open then. Yes. Interesting
4/7/2022_930	S27	Graduate	5	I feel like when I came on to the campus, I already knew I was going here because of its aesthetic and the cheer program
4/7/2022_930	R1	Researcher	5	Did anyone else attend virtual or in person?
4/7/2022_930	S26	International	5	I came here as well because my mom, she was like, well, if you're going to choose to school, you have to be certain that this is going to be a school You want to go to. So she would say you're going to go to the United States and visit. So my dad and I flew here and then my coach at that time, he gave me a tour on foot, not by golf cart
4/7/2022_930	R1	Researcher	5	he wanted to see how athletic, right
4/7/2022_930	S26	International	5	Yes for me, My dad? Not so much. So yes, he gave me a whole tour of the foot and I remember just being confused of all the buildings and stuff. He led me into one of the dorms and showed me the rooms and he was saying because at that time the freshman dorms weren't

				there yet, or it wasn't assigned to the freshman. So that was our first year where the freshman dorms were actually the freshman dorms. So it was like, yes, you're going to be in one of those buildings later. Yes, that's not really on the school. That's also on the team that they showed me everything.
4/7/2022_930	R2	Staff	5	During your freshman orientation week, were you, did you guys go see the classes and, like, did you know where your buildings were whenever you like, what buildings should go to for your classes? Some of you transferred. So you had a different transition. Is that map helpful or does it need to be like updated in any sort of way?
4/7/2022_930	S28	Transfer	5	I mean what it was kind of annoying like I had to flip back and forth is there so many things? but once you got there was about that.
4/7/2022_930	R1	Researcher	6	Hard question, Are you still happy with your choice of Lindenwood?
4/7/2022_930	R2	Staff	6	One it's OK if you say no. Just FYI. Like this isn't going to get you in trouble or anything. Like if you're not, tell us why? Because we're trying to make improvements
4/7/2022_930	R1	Researcher	7	any more suggestions for admissions, anything you would like to tell an incoming freshman that you don't feel like you got?
4/7/2022_930	R2	Staff	7	Like if student on a tour just randomly bumped into you and was like panicking about college and was like, what do I need to know right now? What are like top five most important things I need to know, good or bad about Lindenwood? Tell me.
4/7/2022_930	S27	Graduate	7	You are playing get involved. Do not isolate yourself. Do not be scared to make friends. They're like. You have to be able to like, be willing to like what others want like you have to make friends. It's like you don't come in.
4/7/2022_930	S24	Traditional	7	No, I was going to say like, food wise, like on the weekends. Don't start. You

				can see you there. We served twice something we cannot reset. So don't stop on the weekends and early on Friday. It's always missed it on Friday.
4/7/2022_930	R1	Researcher	7	You're not the only. There's always a walk over to shnucks around 7:30. We got two. We need three more. That's when you tell the student.
4/7/2022_930	S26	International	7	Use the resources that they have. Because there's a lot of good resources that I feel like people don't really know about.
4/7/2022_930	R1	Researcher	7	How did you find out about them?
4/7/2022_930	S26	International	7	Accidental. Like people are just like, OK, you can do that. Like what? And the same with, like, the Wi-Fi you have to guess Wi-Fi. We also have the one with the little lock. Seniors still right now used to guess Wi-Fi constantly, like you don't have to. You don't have to.
4/7/2022_930	R1	Researcher	7	You have the username and password yours.
4/7/2022_930	S26	International	7	Right. But people don't know that. So I was literally telling
4/7/2022_930	R1	Researcher	7	do you not know?
4/7/2022_930	S27	Graduate	7	We have a whole other wifi?
4/7/2022_930	R2	Staff	7	So I love this right now
4/7/2022_930	S26	International	7	Yes. Just enter your and then your password is your normal password. So you don't need the Linda one but that's going over that all private the little walk one.
4/7/2022_930	S27	Graduate	7	Yes. And then it just connects you automatically whatever building you go except for the dorms and stuff.
4/7/2022_930	R2	Staff	7	You'll learned something today
4/7/2022_930	P1	Professor	7	And like at the LARC has a laptops for you to use and stuff. I feel like a lot of people don't know about that
4/7/2022_930	S27	Graduate	7	I don't know.
4/7/2022_930	R2	Staff	7	They have VR headphone rentals. Cameras
4/7/2022_930	S26	International	7	Picturing emojis for you.
4/7/2022_930	P1	Professor	7	The mind blown one.
4/7/2022_930	S25	Transfer	7	See, so people are not in the know if things that are here, how would you like

				to know about those things? Is it during like an orientation, would it be via social media? Would it to have more signage of telling you about it, it's the best way to get that out.
4/7/2022_930	R1	Researcher	7	Orientation is so overwhelming that people say something to you, you're cool, but then it's the other ear, sure. So I feel like posting it or having it signed in the LARC like these are the things that you can rent here because I've seen it on the board. Where it's like, oh, you can have the VR glasses. So it's been more when I, I guess I'm more visual image of those things actually being available to help.
4/7/2022_930	P1	Professor	7	Sure. Student 25, you've been quiet. Do you have anything to add?
4/7/2022_930	S25	Transfer	7	I mean, just like, if you need to talk to a professor, like, reach out to them because every professor I have had here is either understanding or just flat out cool like, I mean.
4/7/2022_930	R1	Researcher	7	He's wanting extra credit.
4/7/2022_930	P1	Professor	7	I know. No, that's very kind. I know that's not up everyone's experience, but it's nice to hear what it is the case.
4/7/2022_930	P1	Professor	7	Anybody else?
4/7/2022_930	R1	Researcher	7	We do have one. We need one more.
4/7/2022_930	P1	Professor	7	So you're going to be forced to talk suggestions for things you wish you'd known or things people should know,
4/7/2022_930	R2	Staff	7	like this random students about to start crying on the floor. If we don't give them another answer like. They will be crying in the bathroom on the first day here
4/7/2022_930	S27	Graduate	7	I believe there's like little things and it's all like didn't know about like it was like the commuter lot, and it wasn't about that. I feel like I didn't, and I parked my car. I was getting tickets.
4/7/2022_930	R2	Staff	7	Would it be nicer to have like signs possess as as the commuter lot or these are commuter spaces on campus or have a bigger commuter lot
4/7/2022_930	S27	Graduate	7	yea that would be nice

4/7/2022_930	S23	Transfer	7	And it got to the point where ripped my sticker off because I was tired of getting tickets and there was nowhere to park. I was going to have to walk halfway across campus because my stuff was all the way on the side. So definitely a bigger computer, like, you know,
4/7/2022_930	R2	Staff	7	or just more spots that aren't residence because a lot of people that come and live in the dorms don't have vehicles or finding out. So half of those parking lots just sit empty.
4/7/2022_930	R1	Researcher	7	or if you live on the other side of campus like the freshman dorms, they drive to class instead of walking. So now a commuter parking spot is being taken up.
4/7/2022_930	P1	Professor	7	Did anybody feel like they wished they'd made a different choice for school because were quiet. You can be honest about that.
4/7/2022_930	R2	Staff	7	Like if you tell us like, yes, I wish I would of went somewhere else because of AB and C, we'll write AB and C down here, and we're going to change it. We'll get it changed. Like that's why we're doing this. So if you have problems with Lindenwood we can fix those problems, and by Lindenwood one I mean us three.
4/7/2022_930	R1	Researcher	7	how are you concerns with like our new as athletes transitioning into D1, how would you want those incoming freshmen to know about their new college experience?
4/7/2022_930	S26	International	7	I feel like for the athletes it is a lot of the coaches though
4/7/2022_930	R2	Staff	7	so good or bad? Good or bad experience with the coaches?
4/7/2022_930	S26	International	7	Bad. Well, both good and bad, but bad
4/7/2022_930	R2	Staff	7	Are they, like, not understanding? Is it more of a lack of communication? Is it more of a pushing aspect?
4/7/2022_930	S26	International	7	All of the above?
4/7/2022_930	R2	Staff	7	Got it. Got it. OK. Which is good
4/7/2022_930	P1	Professor	7	You can send more feedback to Meredith at that. Please do