

**Campus-Wide Listening Session Topic: This month we have two topics for students
“Student voices, is anyone listening?” and “Paying for School - Obstacles, Barriers and Resources”**

What we heard:

Being listened to

- Being listened to at UofL has been adequate, but I have a large network of people to talk to (graduate student). If I didn't have those networks, I would not feel like I would know who to talk to or who would even listen.
- Students feel like the high-level administration (dean of Students) needs to do some more front facing with students, both undergraduate and graduate level. Mostly they are only seen at orientation and graduation and that is about it. It needs to be improved.
- Problems with faculty members can be difficult to navigate, students do not always know how to approach that type of situation.
 - Sometimes students talk to other professors who students trust. The student and faculty member or advisor then can craft a strategy to work with the problem professor.
- Students do not know where to report a concern, or where the report goes, they are not followed up with.
- Students feel that the dean or chair is not always the first person to go, it is intimidating.

International student experience

- International students arrive at different times than most students, so they are not usually part of the orientation
- International students had an event recently to ask if they know their rights or if they how to get their way around, most don't know about the resources around the campus or the city. (Kroger, Blackboard) They struggle and feel excluded and could be here for a month before they are included in activities.
- Most information that international students are supplied is the legal process. New to the international students is the requirement to do taxes and most have no idea what to do or who to ask.
- COVID was exceptionally hard without the ability to work a little some students lost their housing and had to scramble to stay with friends
- In many cases, the international students are told in some departments: “If you do not publish in two months, you will have to leave.”

What does perfect communications look like?

- A class on first days what to expect, to make things clear. Have a course one day a week with each week a different resource center to explain where student can get help.

Resources that are available

- Student Success Center (are not able to work with Graduate students or international students)
- Persistence grants are sometimes available to international students and graduate students under specific circumstances.
 - REACH Center
- Dean of Students office
- [Cards camp](#)
- [Office of Admissions Scholarships](#)
- [Free Store](#)
- OASIS <https://louisville.edu/internationalcenter/iss/documents-and-forms/oasis/view>
- First Year Experience <https://louisville.edu/firstyear> provides programming and services for populations like 1st generation students <https://louisville.edu/firstyear/first-generation-programs>
- <https://louisville.edu/firstyear/events/ssc-success-series>
- Hispanic/Latinx & Indigenous Initiative at the Cultural Center
- Disability Resource Center at Student Affairs
- <https://louisville.edu/culturalcenter/scholarships>
- FYI - Fin Aid has this site with guides to scholarships managed by them and scholarships from UofL Departments: <https://louisville.edu/financialaid/scholarships-and-other-resources>
- Scholarships and Other Aid Resources — Student Financial Aid Office
- [U of L Departmental Awards — Student Financial Aid Office](#)

What we should be doing

- provide onboarding of international students in the first few days and weeks. Provide a contact that can answer questions on resources not just legal requirements.
- international students want to be treated like any other student and be included and plugged into resource groups.
- There needs to be a resource for Graduate students and international students on ways to find funding or job help.
- Even faculty and staff don't know where to send students for help with certain problems. Could there be a Learning café on how to help students.

- Look at the model that the COB has for international students and make it university-wide.
- There used to be something called the “Cardbook” it was a printed book that all new students received their first year. It had pride points for new students like how to throw up an “L” but it also had facts about the city and exploring campus. It was funded originally from the president/provost’s office and the office of communications and marketing. And some faculty used in in their classes for incoming students. But unfortunately, the funding was taken away (30K) and it has not been printed in a few years.
- regarding housing students are told there are no dorms for international students on the campus.
 - 60% + of our students in the MSBA program are international and they were wanting advice for housing, contracts, guarantors, etc. It might be a great idea to have a dorm for international students on the campus.
- Perhaps a centralized location for scholarships and financial resources that is easily accessed rather than an email that many of us will miss or not read completely,
 - Ideally that provides information students one resources like the Cardinal Cupboard, Student Success Center, etc.
 - We have yard signs promoting so many other things, perhaps having yard signs with scholarship or funding for students to see as they walk around campus.
- It would be great if there were mentors for international students who would work with them throughout their educational experience.

Are there other topics you would like to see discussed at future listening sessions?

- Understanding single parent students/faculty during time of COVID
- Forum idea: how to address campus climate issues
- how UofL can serve student populations like those who have aged out of foster care and students on the autism spectrum
- How to support students who must find a chosen family and support network following estrangement.