

PRIMARY RESEARCH PLAN

Team: The Miners



“The question ‘Why doesn’t everyone know about these things?’ haunted us.”

Problem

As students progress in their education, they become disenchanted and disconnected from the university. This is due to seemingly diminishing academic culture of support, loss of connections over time, etc.



The Team soon discovered that there are abundant resources to help students make informed decisions but students still struggle. It seem to them that thus far, no matter how loudly they communicated it, according to Taylor H. “the information concerning the university is not reaching student ears” This begged the question who was at fault?



Objective

Determine the logistics of why and how students lose touch with the University.

Reflecting on the expert interviews Mercedes A. commented

“The information that a student needs for success is truly out there, but we don’t know where to find it. The faculty is clearly trying to help the students, but the students don’t really know it.”

Research Methods

Student Interviews

- Variety of students
- No career plans
- Concrete career goals
- Transitioning between majors
- Student government council members

It was apparent to the team that Universities have a big job to effectively teach students how to navigate the system. This difficult job has created an “information gap”. As the students progress through the university, the presence of this gap can often fester into large problems for students.

Additional Primary Research

- Advising observation/shadowing
- Survey student issues through social networking

The Miners then set out to discover how this journey was marked and how students were progressing to the finish line. They wanted to understand what the university was doing to support their students from start to finish.

Comparing the college experience with a marathon Kenneth said “I would never attempt to run for four or five hours, especially if the route wasn’t clearly marked and I had to find my own path to the finish line. Are you crazy?! Yet many college students intend to do just that: Spend four or five or more years trying to find that finish line, that magical college degree.”