

Fall 2020 ETSU Student Focus Groups – Preliminary Themes
September 14, 2020 – October 1, 2020

Four Focus Groups – 20 students

- A. Student expressed a desire to have extended hours for some services (library/Starbucks)
- B. Students would like for us to review the “one guest” dorm policy
- C. Student expressed a desire for more social events - Concerts/Movie/Online Game Night (Among US)
- D. Some asked for a broader variety of food options (e.g. food trucks – healthy foods)
- E. Some of the remote courses are not providing the expected level of instruction
- F. All groups mentioned mental health as an issue and are concerned when weather will impact the ability to be out-of-doors
- G. Student think the university communication has been good and they appreciate the transparency
- H. All groups are thankful for the campus opportunities they do have
- I. Some students mentioned they see other institutions having issues and are glad our semester is consistent and not disruptive