

# DEDICATE *TO* GRADUATE

## Retention and Persistence Charge

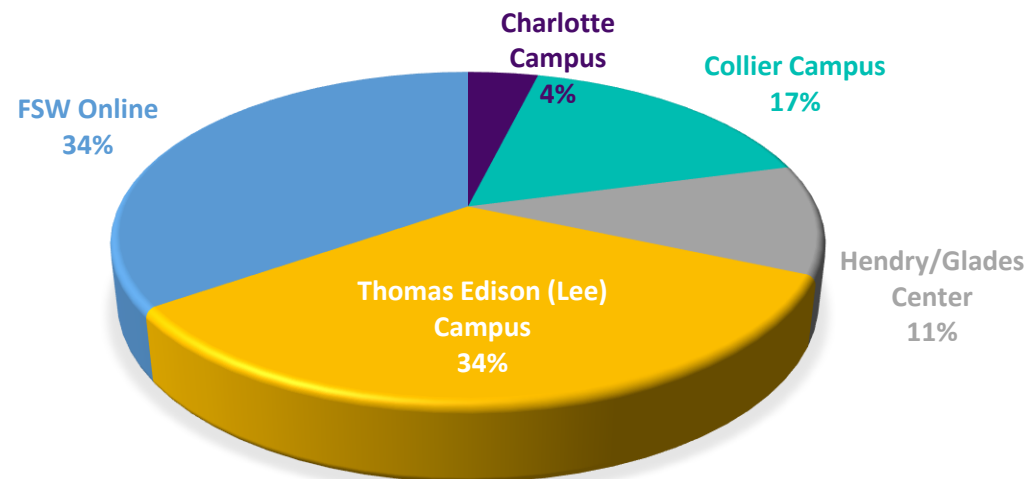
To assess and develop activities and sustainable practices designed to enhance persistence towards timely program completion.

# Check-In Survey

Fall 2021



**1701**  
Students  
complete the survey



Average Age: 22.5  
Age Range: 15-71



53% are first semester students



46% Received Financial Aid



27% are Male



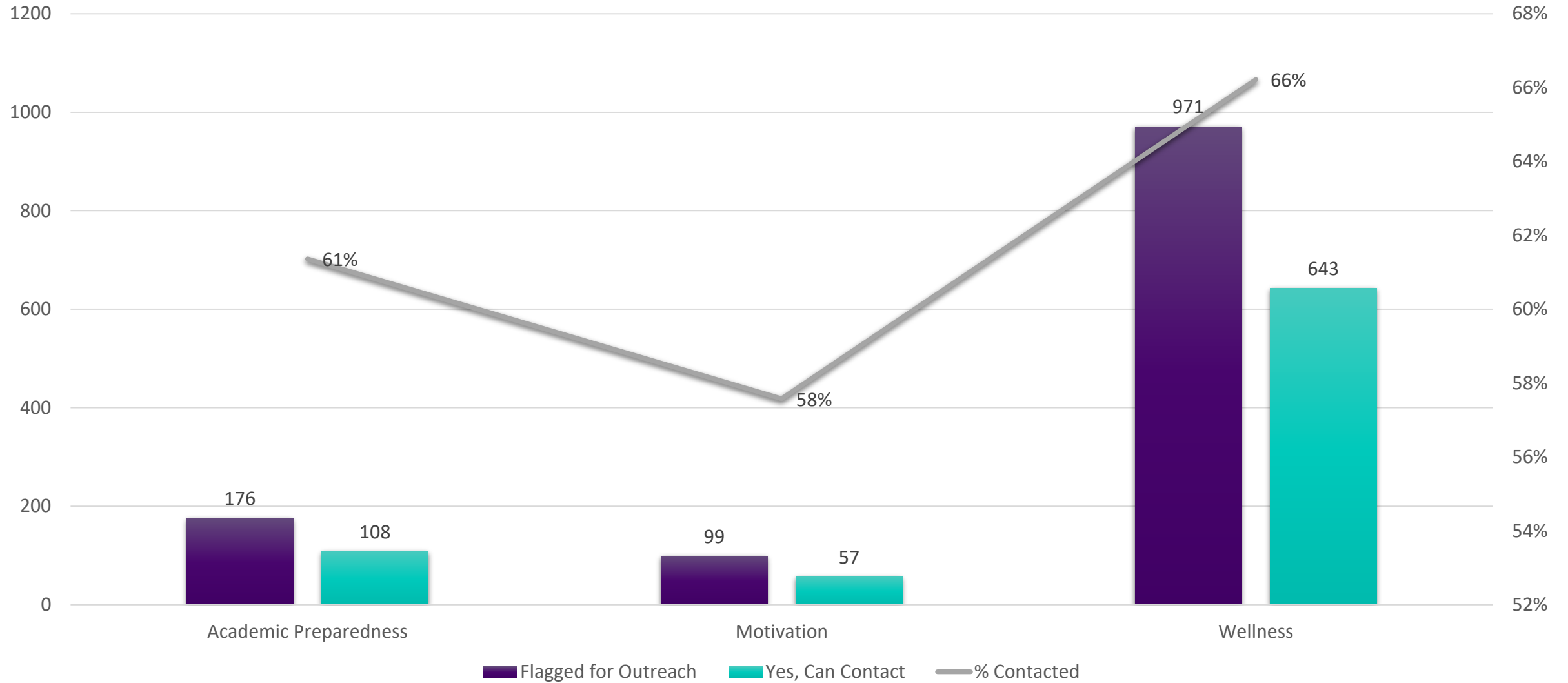
2% are Veterans



23% are Dual Enrolled

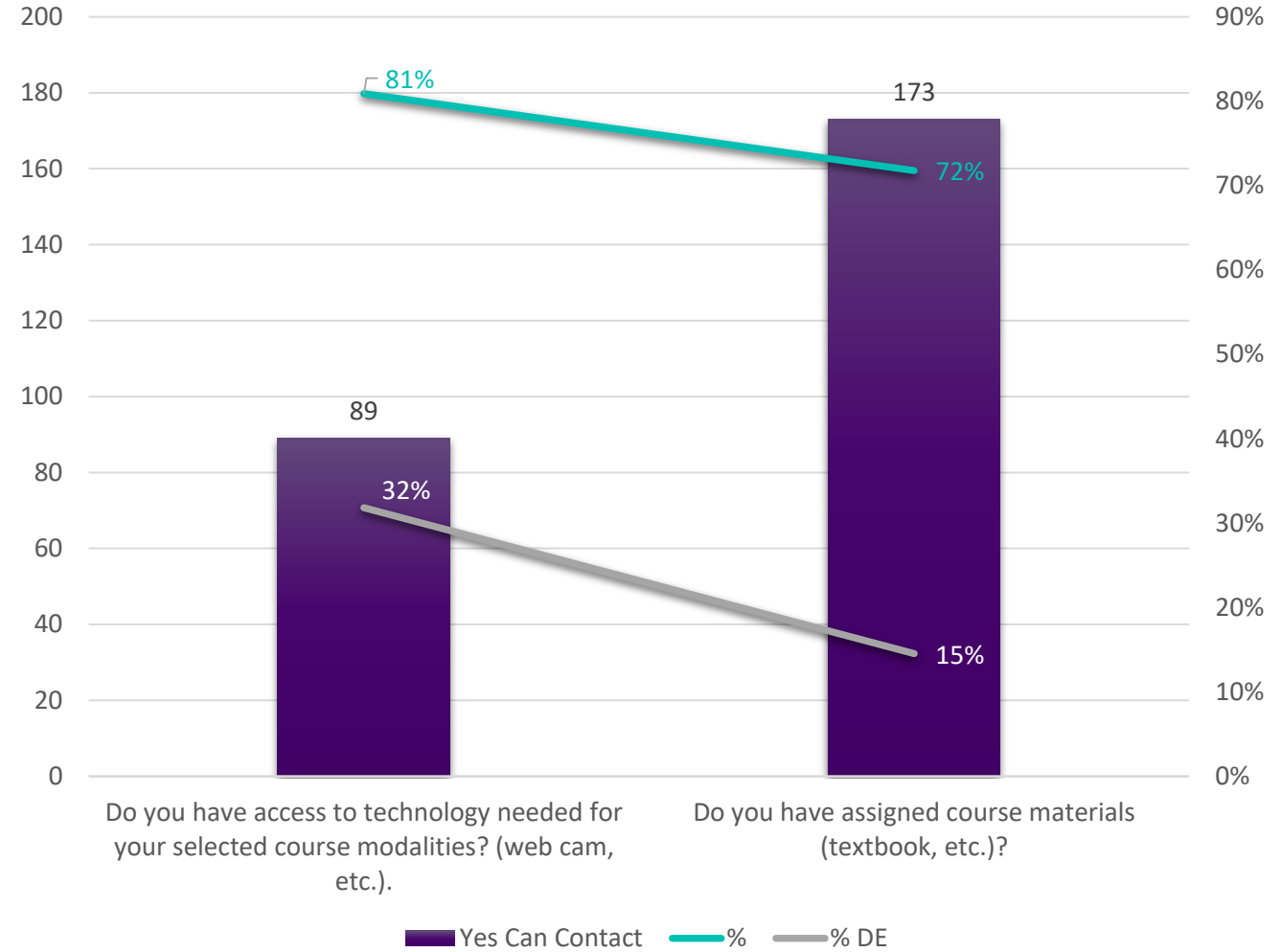
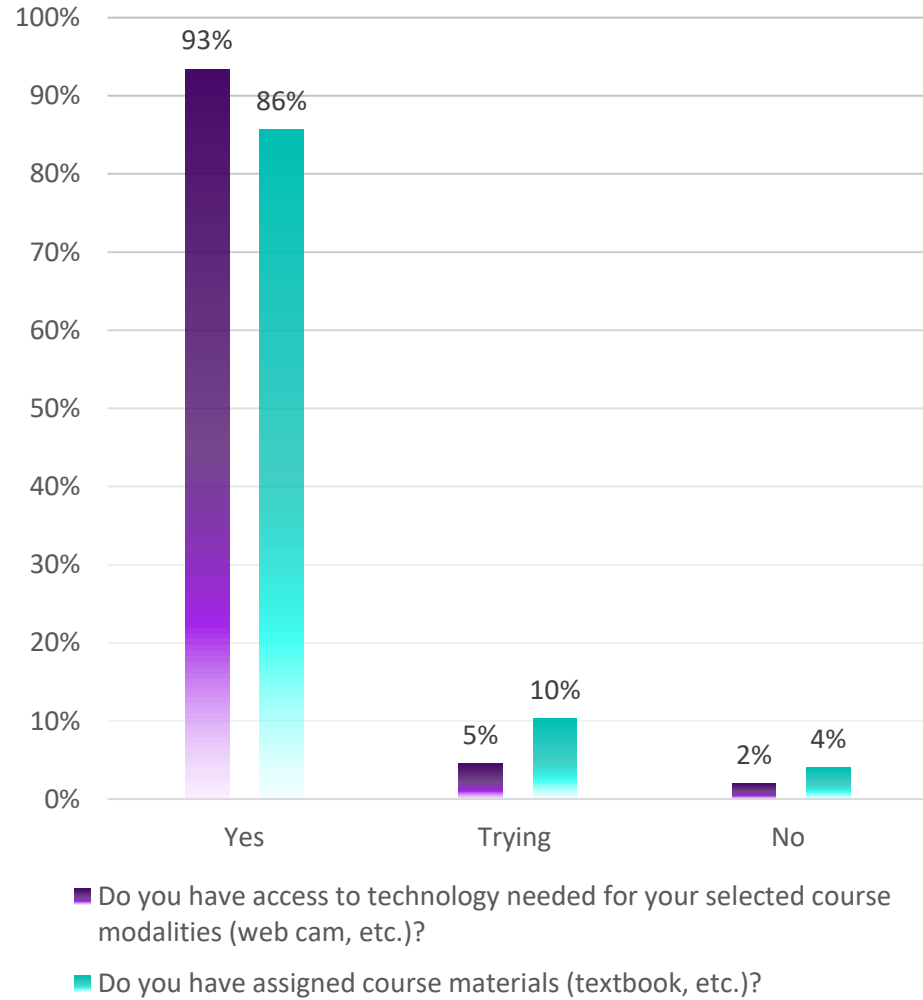
# Check-In Survey Outreach

Fall 2021



# Check-In Survey Outreach

Fall 2021





### Technology Helpdesk

Whether you are on-campus or online, the Technology Helpdesk is here to support you! Use the [Knowledge Base](#) to search for answers to questions like "How do I connect to the WIFI" and "How do I add or drop classes?" or get personalized support by [submitting a helpdesk ticket!](#)

### Student Technology Check-Out Request

Students can request technology from FSW's Office of Information Technology [here](#).

	Charlotte Campus	Collier Campus	Hendry/Glades	Lee Campus
<a href="#">Computer Labs</a>	<b>Library – Building B</b> M-R: 7:30 a.m. – 7:00 p.m. F: 8:00 a.m. – 4:00 p.m. Sun: Noon – 6:00 p.m.	<b>Library – Building G</b> M-R: 7:30 a.m. – 7:00 p.m. F: 8:00 a.m. – 4:00 p.m. Sun: Noon – 6:00 p.m.  <b>Academic Support Center – J-204</b> <b>eLearning Lab J-127</b>	<b>Library – Building B</b> M-R: 9:00 a.m. – 8:00 p.m. F: 8:00 a.m. – 4:00 p.m.  <b>Building A, Room 108</b> M-R: 8:30 a.m. – 9:00 p.m. F: 8:30 a.m. – 4:30 p.m.	<b>Library – Building J (2<sup>nd</sup> Floor)</b> M-R: 7:30 a.m. – 7:00 p.m. F: 8:00 a.m. – 4:00 p.m. Sun: Noon – 6:00 p.m.
<a href="#">Laptop Kiosk</a>  Check out a laptop at one of our laptop kiosks.	<b>Building B, First Floor</b>	<b>Building G, First Floor</b>	<b>Building A, Main Lobby</b>	<b>Building J, Second Floor</b>
<a href="#">Zoom Room</a>  Access your Zoom classes while on campus.	<b>Building B, Room 116</b> M-R: 7:30 a.m. – 7:00 p.m. F: 8:00 a.m. – 4:00 p.m.	<b>Building A, Room 101</b> M-F: 8:00 a.m. – 10:00 p.m.	<b>Building A, Room 108</b> M-R: 8:30 a.m. – 9:00 p.m. F: 8:30 a.m. – 4:30 p.m. Web cameras available at front desk	<b>Building A, Room 211</b> M-R: 8:30 a.m. – 9:45 p.m. F: 8:30 a.m. – 4:30 p.m.
<a href="#">Proctorio Room</a>  Take exams via Proctorio using space specifically setup for this purpose.	<b>Building D, Room 209</b> M-R 8:30 a.m. – 6:00 p.m.	<b>Building J, Room 217</b> M-F: 7:00 a.m. – 10:00 p.m. Sa: 7:00 a.m. – 4:00 p.m.	<b>Library – Building B</b> M-R: 9:00 a.m. – 8:00 p.m. F: 8:00 a.m. – 4:00 p.m.	<b>Building H, Room 213</b> M-R: 7:00 a.m. – 10:00 p.m. F: 7:00 a.m. – 7:00 p.m. Sa: 7:00 a.m. – 3:00 p.m.
<a href="#">Enhanced Wi-Fi Parking Lots</a>	<b>Lot 4 (near building O)</b>	<b>Lot 6 (between buildings N,E, &amp; J)</b>	<b>All parking lots</b>	<b>Lot 8 (behind building O)</b>

Good Afternoon,

Thanks for completing FSW's Start of Term Check-In Survey. You noted you were trying to secure or did not have access to the required course material (textbooks, etc.). We wanted to let you know about a few possible options to help you access your required course materials.

### [eReserves](#)

The FSW Libraries now provide students with digital eReserves copies of course reserve materials ([eReserves](#)) placed on reserve by their instructors. Students select the title from the list below, download MyDocs app (a digital rights management PDF viewer) when prompted, and have 24/7 access to the title for a 3-hour checkout period. If a book you need for a class is not available, you can always ask your professor about making it available via the library reserves.

### [Technology Helpdesk](#)

Many instructors use online resources to enhance student learning. Some online resources may be free, while others may have a cost to use the platform (i.e. MyMathLab). If you have difficulty with the technical aspects of the platforms, you can get personalized support from FSW's Technology Center.

FSW Technology Center	
Lee Campus	Building G, first floor
Charlotte Campus	Building J
Online	<a href="#">Submit a helpdesk ticket</a>

### Utilizing Financial Aid Funds

If you have excess financial funds after paying for courses and other fees owed to the college, you may use a portion of these funds for bookstore and dining purchases. Federal regulations require Florida SouthWestern State College (FSW) to obtain authorization from you to apply excess financial aid funds towards other educationally related non-institutional charges, such as books, parking fines, etc. If FSW does not have your authorization, you cannot use your excess financial aid funds to charge books.

[Title IV Authorization Information \(PDF\)](#).

### Bucs C.A.R.E.

The Bucs C.A.R.E. Office connects students to a wide variety of resources at FSW and in the SWFL Community. The Bucs C.A.R.E. Office oversees counseling services, food pantry, and case management. If you are having trouble affording books, you can contact the Bucs C.A.R.E. Office.

### Bucs C.A.R.E. Contact Information

(239) 985-3448

[BucsCARE@fsw.edu](mailto:BucsCARE@fsw.edu)

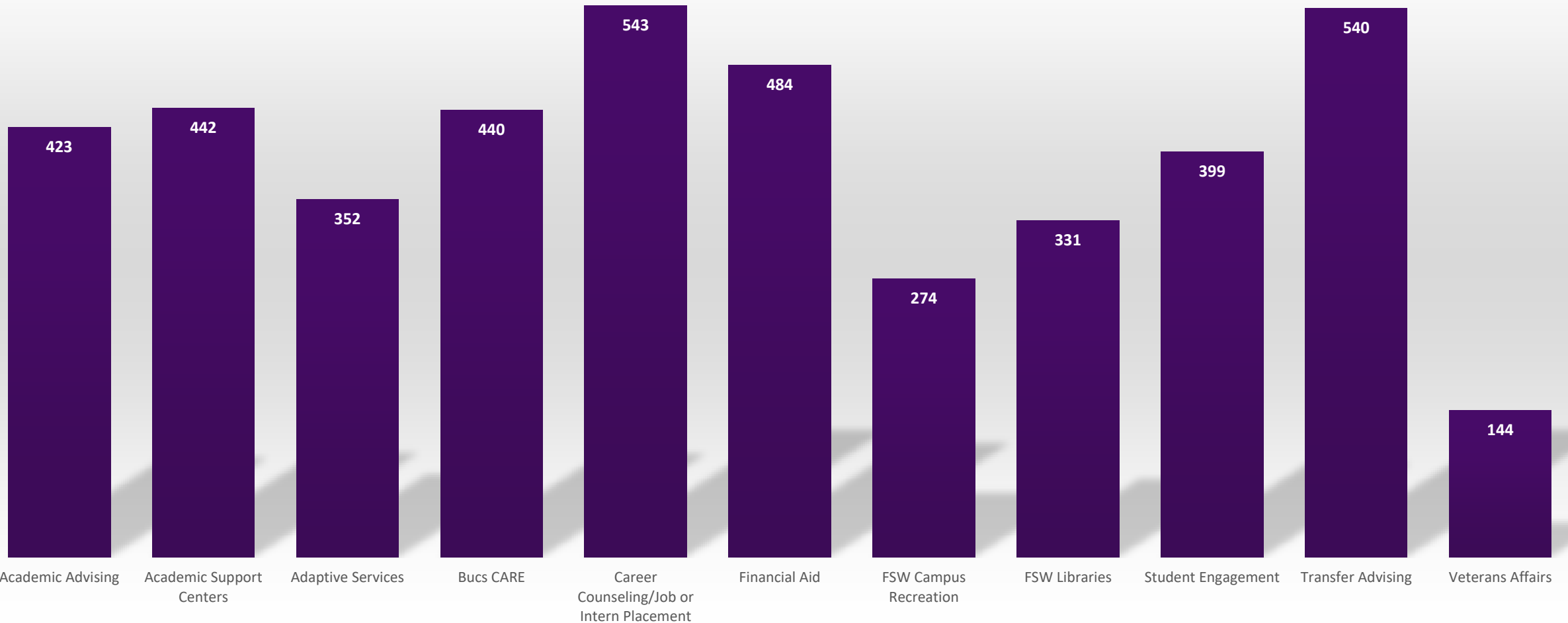
Lee Campus, Building S Room 204



# Check-In Survey Outreach

Fall 2021

Departmental outreach based on students' noted desire for more information



# Outbound Communications

Fall 2021

808

Academic Preparedness,  
Motivation, Wellness

262

Technology/Course Materials

4371

Departmental Outreach

# Check-In Survey

Fall 2021

