

Big Spring President's Student Roundtable

October 3, 2024

Dr. Sparks reviewed the ground rules and how issues are addressed. The student concerns will be sent to the appropriate areas to be addressed and then these are presented to our students at the next President's Student Round Table to be held in Fall 2024.

The President's Student Round Table has been implemented for over two decades now and the purpose behind this is to find out how Howard College can serve our students better.

There was a great representation of Howard College student clubs, teams, etc.

STUDENT CONCERNS	Assigned Response
RESIDENCE HALLS	
Students would like better internet connection for the Men's dorm. Response: <i>All rooms have access points for Wifi. In order to better help students with specific problems, it is preferred to have individual IT Helpdesk tickets so that IT staff can troubleshoot each student's problem. Will remind residence hall staff to communicate this to students when they are having issues with internet connection.</i>	Eric Hansen/Quintinn Stewart
Dryers in the Men's Dorm (the ones stacked on the bottom) do not dry the clothes well. The dryers stacked on top seem to work appropriately. Response: <i>Maintenance requests have been done to clean out the built up lint to see if that corrects the issue. If this doesn't resolve the issue, we will move on to the next step in maintenance and repair.</i>	Christi Fenter/Fabian Serrano
The Men's dorm students would like to have more than 2 working washing machines. It is difficult for everyone to get their laundry one. There are too many dryers (12) compared to the number of washers (2). Response: <i>A work order has been put in and we have a company coming in to work on the machines. We will budget for new machines for the 2025-2026 school year.</i>	Christi Fenter
Men's dorm doors – some of the doors get stuck and are permanently unlocked. When it rains, the rooms on the top floor have water that runs in the door. Response: <i>The complaint about the door sticking has been entered in the maintenance software. We have continuous issues with rain coming in the ceiling or under the doors. This has been reported to our facilities and maintenance department. Dorm replacement is a part of the college's masterplan.</i>	Christi Fenter/Fabian Serrano

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<p>Some of the beds in the dorm are Twin XL size but the mattresses are only twin sized. It makes for a very uncomfortable bed especially for tall students.</p> <p>Response: <i>New mattresses were budgeted and have been ordered. Delivery will be during the fall semester 2024.</i></p>	Christi Fenter
<p>The air conditioning units in the Men's dorm leak water.</p> <p>Response: <i>This is a maintenance issue and we are making sure things are reported. The students are referring to the individual units in each dorm room. Dorm replacement is a part of the college's masterplan.</i></p>	Christi Fenter
<p>The bathroom showers in the Men's dorm seem dirty and dingy.</p> <p>Response: <i>We have the dorms deep cleaned each summer. The bathrooms/dorms are old and tile, toilet seats, counter tops, mirrors, etc need changing out. Lighting updates might help as well. The floors need to be buffed – we will work with maintenance and janitorial staff to get this scheduled for the summer break. Dorm replacement is a part of the college's masterplan.</i></p>	Christi Fenter
<p>The women's dorm rooms get very humid and hot which cause the room to become stinky and musty.</p> <p>Response: <i>Work orders are entered - again dorms are old, air doesn't circulate well, and we know there are ventilation issues at times. Dorm replacement is a part of the college's masterplan.</i></p>	Christi Fenter/Fabian Serrano
<p>The fire sprinklers in the women's dorm leak and drip rusty water on the bedspreads.</p> <p>Response: <i>The issue was addressed through work orders and the college replaced the student's items that were damaged due to the leak.</i></p>	Christi Fenter/Fabian Serrano
<p>The ping pong table in the women's dorm is broken and they would like it fixed and put back out for use.</p> <p>Response: <i>Director of Residence Education is investigating the options for repairing the table. If we cannot get the table repaired, we will see if there is budget availability to purchase a new table.</i></p>	Christi Fenter

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<p>The students in the women's dorm are requesting an ice machine for the lobby.</p> <p>Response: <i>This issue has been brought forward previously. There are many variables and additional costs that have an impact on the ability to have an ice machine in the dorm lobby. With other more significant issues in our residence halls, we are not pursuing adding an ice machine to the residence hall lobbies at this time.</i></p>	Christi Fenter
BUILDING AND GROUNDS	
<p>The Softball clubhouse is not complete and there is no locker room, it is inconvenient for practices and workouts. Some of the players change in the parking lot</p> <p>Response: <i>Architecture plans have been made and we have a bid from a company in Lubbock to complete construction of the clubhouse. This is being followed and addressed by the Board of Trustees as well.</i></p>	Fabian Serrano
STUDENT SERVICES	
<p>Students suggested having more weekend activities. Some students find it difficult to go to activities during the week with their classes and homework.</p> <p>Response: <i>The Director of Student Life has been made aware of the request and will work on scheduling some new evening and weekend activities.</i></p>	Christi Fenter
<p>The Fitness Center only has one set of clips for the weights. Students must wait to use the one set.</p> <p>Response: <i>The Fitness Center Director states that the Fitness Center does have more than one set of clips for the weights. They are kept in a cabinet and are available for check out.</i></p>	Christi Fenter
<p>Student Government Association (SGA) is going to put out a suggestion box for ideas student activities, everyone was asked to put in any ideas so that Stacia can plan accordingly.</p>	
<p>Students complimented the Howard College professors. One student stated that "all of them were amazing and good people." The student said they have worked with them adjusting to the 8-week classes and that the classes seem to be going well. The students gave a round of applause to all the professors.</p>	

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ATHLETICS	
<p>Student athletes requested another trainer, the current one is not always available to do treatments when she is away with another sport, etc.</p> <p>Response: <i>Our current budget does not have the flexibility to hire another full time trainer. We have student assistants that are available. We are very fortunate to have one full-time qualified trainer to serve as a head athletic trainer for us as it is very difficult to find qualified staff to fill this role.</i></p>	Cindy Smith / Kyle Cooper
<p>The women's basketball locker room is very warm.</p> <p>Response: <i>There are no air conditioning/heating vents in the locker rooms. We are going to mount fans in the locker rooms to provide additional air flow and help cool things down. Additionally, when we get the units replaced at the coliseum, we hope that helps cool the rooms down as well. Maintenance will be purchasing and installing the fans as soon as possible.</i></p>	Cindy Smith/Fabian Serrano
FOOD SERVICES	
<p>Weekend lunches have seemed to decline in quality. The students notice that some of the items served during the weekend were from lunches during the week. Sometimes the pizza and chicken tenders are raw (undercooked). They also voiced concerns about the cafeteria closing early on a couple of occasions and not having enough food to feed all the students. Students were told they got there too late.</p> <p>Response: <i>Dean of Students monitors the conditions of the cafeteria and quality of food/services with Great Western Dining. She has contacted them about the issues identified and has received response. They are working on the meal planning issues, have already resolved some complaints, and purchased food thermometers for all staff to ensure that all food is cooked to proper temperature. GWD was reminded that students are paying for the meal plan and the cafeteria is to be open and available during all designated times and is not to close early for any reason.</i></p>	Christi Fenter
<p>A student complained that the silverware appeared to be dirty due to water spots on them.</p> <p>Response: <i>The local water quality sometimes leaves spots but the silverware is cleaned and sanitized.</i></p>	Christi Fenter