

# Big Spring President's Student Roundtable

October 18, 2021

*Dr. Sparks welcomed everyone, reviewed the ground rules, reviewed how issues are addressed, and began student and staff introductions. The student concerns are 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 Spring 2022.*

*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.*

STUDENT CONCERNS	Assigned Response
<b>RESIDENCE HALLS</b>	
<p>Students mentioned the washers and dryers in both dorms are having issues. They stated there are holes in the lint filters in the men's dryers which may contribute to why they don't fully dry clothes. The women's dorms mentioned that there is a foul odor in the washers which leaves their clothes with a bad smell. Students also mentioned that there are not enough washers/dryers in the dorms because they are always full or running and it is difficult to find a unit to do their laundry in.</p> <p><b>Response:</b> Maintenance work orders have been submitted to fix the washer and dryer issues, and the maintenance department began working on them Wednesday, 10/27/2021. At Partee, two new washers have been ordered to replace the broken ones and all new dryers have been ordered. They are set to arrive and be installed before the beginning of next semester. A dorm meeting was held to discuss laundry room issues. Students were reminded to set timers for their clothes and informed that the clothes will stink of mold/mildew if they are left in the washer for too long after the cycle is complete. This also addresses the issue of washers/dryers not being available. Students were told that clothes left in the laundry room for too long will be bagged up and must be picked up from the dorm office.</p>	Christi Mikeska / Fabian Serrano
<p>Students in the men's dorm mentioned a water leak in one of the dorm rooms. They confirmed that a work order was sent in but there continues to be a leak that is now getting into the hallway and causing an odor. The women's dorm also noted that a pipe was leaking in one of the rooms and was causing mold on the carpet.</p> <p><b>Response:</b> The men's dorm water leak is due to a shower curtain being too short. A longer shower curtain with appropriate shower hooks will be ordered.</p>	Fabian Serrano / Christi Mikeska

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<p>Students requested better responses from the residence staff about issues or concerns. One student mentioned they were told they were getting a new roommate but never heard more information until several days later.</p> <p><b>Response:</b> This issue has been corrected. A new dorm supervisor had just been hired when this happened. She has been trained on what to do in the future. If this happens in the future, we will make sure to provide the students with status updates. The student who was supposed to move rooms ended up moving out.</p>	Christi Mikeska
<p>Students in the women's dorm noted that the computer room is often out of paper for the printers.</p> <p><b>Response:</b> More paper has been ordered. Extra reams will be available in the office so Resident Assistants can replace paper when needed.</p>	Christi Mikeska
<p>Students in the men's dorm mentioned a light has been out in the hallway since the start of school and they have submitted work orders for it.</p> <p><b>Response:</b> This light has been fixed. Sensors were changed so the lights automatically come on when it gets dark instead of keeping them on timers.</p>	Fabian Serrano / Christi Mikeska
<p>Students requested updating the pool tables and pool sticks in both residence halls due to their wear and tear.</p> <p><b>Response:</b> The table in the men's dorm has had the felt replaced, and custodians cleaned the felt on the table in the women's dorm. The table in the women's dorm will be recovered before the end of the year, and pool sticks will be replaced at semester.</p>	Christi Mikeska
<p>Students in the men's dorm noted there were little utensils and cook wear to use in the kitchen and requested more so they could utilize it more. Students also noted that there was little to no cleaning soap in the kitchen. They also requested better accountability for students to clean the kitchen after each use.</p> <p><b>Response:</b> The RAs have been enforcing the kitchen check-out policy/rules when students request to use it in the evenings. Since students have done better about following the rules/regulations set forth in the residence halls all kitchen cookware and utensils will be replaced during the semester break. We will add more items the students can use. Students are required to provide their own cleaning supplies, but residence life staff will stock the kitchen with cleaning supplies from now on.</p>	Christi Mikeska

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<p>Students requested longer hours to have visitors in the residence halls. They expressed they feel like they are not given the independence other colleges provide.</p> <p><b>Response:</b> We have surveyed other colleges to learn about their visitation policies. Results vary, but most of the colleges surveyed have longer visitation hours. Information collected has been sent to the administrative cabinet.</p>	Christi Mikeska
<b>CAFETERIA</b>	
<p>Students expressed a general concern and request for improved quality of food in the cafeteria. Several students noted issues with the food like finding hair, flies or bones in their food. They stated that the 'fresh' items in the salad bar were not always fresh or good quality. They also requested to have better quality food at dinner specifically, stating that it was typically something childish like corndogs or leftovers that were just thrown together. They requested food with more substance.</p> <p><b>Response:</b> Currently we are looking at new companies for a new contract with our cafeteria. I spoke with the cafeteria director and stated the students concerns. They have updated the salad bar to fresher items and changing out items for each meal. GWD employees are supposed to be wearing hairnets while cooking. Dinner was updated to meet this year's student's needs.</p>	Christi Mikeska
<p>Students noted that the cafeteria will often close before the stated closing time for different meals. This creates difficulty for students who return late from practices or try to grab food before a morning class.</p> <p><b>Response:</b> The GWD director has been informed to stay open and to not remove food until the specified time of closure for each meal to ensure that students can get all options until the time ends.</p>	Christi Mikeska
<b>ACADEMIC / INSTRUCTION</b>	
<p>Students indicated that faculty are slow to respond to questions in their emails about assignments or late work.</p> <p><b>Response:</b> Faculty were reminded to respond to emails in a timely manner during an update meeting. We will consider adding a statement to the syllabus about response times since there is a standard policy.</p>	Jenee Higgins

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<p>Students requested the need for a greenhouse to assist with the horticulture class.</p> <p><b>Response:</b> We have submitted a request to research the need for a greenhouse as a part of a regional grant project.</p>	Jenee Higgins
<b>INFORMATION TECHNOLOGY</b>	
<p>Students noted that WiFi access in the men's dorm is slow and will kick students out of the internet intermittently.</p> <p><b>Response:</b> Maintenance removed the wall and we successfully replaced the switches. This solved the power problems we were having before. As a test, we replaced two of the Wifi APs in rooms that had reported problems, and both came online without issue. We can move forward with adding all the missing APs and get the dorm to at or near 100%. We are looking at doing some of these next week and the first week after winter break when there are fewer students in the dorm. If all goes well, this project will be finished before Spring semester starts.</p>	Eric Hansen
<p>Students stated that they cannot access MyHC on the schools WiFi connect. They said each time they try, no matter their location on campus, they cannot access the site through WiFi. They are able to access it on the computers in the library or through WiFi off campus.</p> <p><b>Response:</b> This appears to be a DNS issue of some kind. IT is aware of the problem and working toward a solution.</p>	Eric Hansen
<b>Safety and Security</b>	
<p>Students requested the need for more outdoor lighting consistent across the campus to assist those who have night classes in the evenings.</p> <p><b>Response:</b> We have received a quote to upgrade post top fixtures to LED lamps for light posts east of the Science Building, between the SUB and Library, in front of the Warren Center, and the ones between the Cottage and the Warren Center. The total price is around \$25,000 and will be completed by mid-spring.</p>	Fabian Serrano