

Big Spring President's Student Roundtable

October 24, 2022

Dr. Sparks welcomed everyone, reviewed the ground rules, reviewed how issues are addressed, and began student and staff introductions. Student concerns are sent to the appropriate areas to be addressed. Responses from HC staff are presented to students at the next President's Student Round Table to be held in Spring 2023.

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

STUDENT CONCERNS	Assigned Response
RESIDENCE HALLS	
<p>Students noted that the hot water in the men's residence hall is difficult to manage. It will be either extremely hot or will run cold but it is difficult to get a good middle temperature.</p> <p>Response: Maintenance has been out several times to adjust water heaters to find a comfortable temperature. Several rooms have had their mixing valves replaced because no cold water was coming out at all. Rooms 214, 211, and 226 have had their mixing valves checked and repaired. No work orders have been submitted about water being too cold. The hot water line sometimes bleeds over onto the cold-water line. Fernando is working on a solution to this problem. The water heater tripped on 8/22/22 causing the building to have no hot water at all, and it was corrected the following day. A work order was entered on 8/29/22 to adjust temp on water heaters.</p>	<p>Christi Mikeska/Melissa Strain</p>
<p>Students complained of multiple ants appearing in the men's dorm. Even with cleaning and removing trash/food, the ants continue to appear in rooms.</p> <p>Response: Pest control sprays in the dorm rooms before the beginning of the semester and at winter break. They come out quarterly to spray common areas. Weather stripping on doors helps to keep out insects, and I have not received any complaints/requests regarding ants. The most recent pest control work order I received was on 10/15/22 from room 118 because of a hole in the bathroom. A work order was submitted, and the issue was corrected the following Monday. Residence staff will check weather stripping on each room during next scheduled room checks to see which ones need to be replaced.</p>	<p>Christi Mikeska/Melissa Strain</p>
<p>The women's dorm appears to have dark mold in several of the bathrooms.</p> <p>Response: We will check with students to see which rooms have mold in the bathrooms and provide information on how to best ventilate the bathrooms by leaving the door open after showering, using a fan or dehumidifier to reduce condensation, and cleaning properly. Mold will continue to happen because there is not proper outside ventilation in bathrooms or dorms. We can provide students with bleach which will kill the mold and help reduce the problem.</p>	<p>Christi Mikeska/Melissa Strain</p>

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<p>The air conditioning in both residence halls is not consistent in rooms. Several noted that the A/C was having difficulty staying cool in the afternoons, and that some rooms (depending on their location) remain hotter than others.</p> <p>Response: Work orders were entered at beginning of year for the following rooms in the men's dorm:</p> <ul style="list-style-type: none">• 8/18/22-Room 221- AC not blowing very hard- repaired and no follow up work orders• 8/18/22-Room 225- AC not blowing very hard or cooling-repaired and no follow up work orders• 8/22/22-Room 126- AC not cooling- maintenance cleaned out and replaced the relay in the room to correct the issue, additional work order placed on 10/31/22- maintenance changed filter and checked air with temperature gun• 8/22/22; Room 215- AC not cooling, Maintenance repaired on 8/23/22, follow up work order entered on 8/29/22 for AC not cooling- maintenance cleaned out the relay and no further complaints made• 8/29/22-Room 226- AC not cooling over weekend, thermostat had an error message on it-reprogrammed by maintenance• 9/19/22-Room 224- AC not cooling, repaired by maintenance on 9/21/22 and no further work orders/complaints made. <p>Work orders entered for the women's dorm since check-in:</p> <ul style="list-style-type: none">• 8/19/22-Room 204- call on call maintenance and issue was fixed• 9/21/22-Room 150- repaired by maintenance and no follow up complaints or work orders• 9/21/22; Upstairs Study Room- Repaired by maintenance and no follow up complaints or work orders.	<p>Christi Mikeska/Melissa Strain</p>
<p>Students requested an ice or drink machine be installed in the residence halls. This would be used when the dining hall is closed in the evenings. Students also requested the availability of snacks in the residence halls for after hours. They acknowledged the vending machines but noted that the prices were expensive, and the options were limited.</p> <p>Response: The hours for accessing the dining halls have increased to include mid-day snack times, and dinner is served later. Students do have access to free RO machines in both residence halls that they can use to fill water jugs/bottles whenever the cafeteria is closed. The RO machines in the residence halls do not have the capability to support ice/drink machines. There is a food pantry/closet on campus students can utilize to get snacks for their rooms when they are in need. Vending machines are in both lobbies of the residence halls and have snacks that are only a few dollars each. The vending company came out on 11/1/22 to restock machines and swapped out the snacks available. Will be requesting they include healthier options in the future.</p> <p>Afternoon snacks need to be discussed further with GWD.</p>	<p>Christi Mikeska/Melissa Strain</p>

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<p>Students noted that some rooms in the residence halls were not thoroughly cleaned before move in. They noted that there was trash and other items left behind from whoever lived there previously.</p> <p>Response: Rooms are cleaned twice during the summer before move in. Once before FFA camp and again after FFA camp is over to prep for Fall move-in. One student reported trash between bed and desk at beginning of the year in men's dorm. Custodial staff took attempted to vacuum and clean/correct the problem to the best of their ability. Trash/small debris has become stuck in the past because of the built-in furniture that cannot be moved. I think the ultimate solution to this problem would be to have modular furniture in the residence halls that can be moved and more effectively cleaned around. We will continue to evaluate this issue and do a better job of checking for trash.</p>	Christi Mikeska/Melissa Strain
<p>Room 204 in the women's dorm has dim lights in the bathroom, making it difficult to see. They have replaced the lights but still have trouble with how dark it is.</p> <p>Response: Joslyn is going to work with Fernando in maintenance to see if there is something that can be done regarding the dim lights. Possible solutions to explore are different light bulbs or replacing the light cover with a transparent one that has less of a dimming effect.</p> <p>Lighting is an improvement needed in the dorm rooms.</p>	Christi Mikeska/Melissa Strain
<p>Room 160 in the men's dorm stated they have a leak in their ceiling and mold on their tiles as their bathroom floods easily.</p> <p>Response: This issue has not been reported. A work order will be entered for the leaking ceiling, and the shower curtain will be replaced with an extra-long one to help prevent future flooding. We will provide students with Tilex or bleach to clean their floor to help eliminate mold.</p> <p>We need to have the shower poles lowered – this will allow students to use an average size shower curtain instead of the college ordering extra-long curtains.</p>	Christi Mikeska/Melissa Strain
DINING HALL	
<p>Students noticed that the ice cream freezer was empty and not working</p> <p>Response: We are in the process of getting quotes for a new ice cream freezer.</p>	Christi Mikeska

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<p>Students stated that cutlery and dishes in the dining hall were often dirty and had water spots on them.</p> <p>Response: The new dishwasher is not working properly. The dish room and dish drop off area needs to be re-designed so it works better for GWD and HC. A better lay-out and a working dishwasher would help with the cleanliness. New plates and silverware will need to be purchased</p> <p>Ecolab was here recently (11/17/2022) to work on the dishwasher.</p>	Christi Mikeska
<p>Students noted that the dining hall hours don't align with athletic practices. They are not allowed to take food to-go during the dinner or lunch hours, but the dining hall is closed when they return from study hall or practice, not giving them the opportunity for a full meal. They requested better/heartier food options during the snack time 1:30-5:00 p.m.</p> <p>Response: We are working on this with GWD. The new director started 11/14/2022. I will begin discussing snack ideas with him.</p> <p>HC and GWD are supposed to meet once monthly to discuss issues, ideas, and concerns.</p>	Christi Mikeska
<p>Students requested healthier options for food in the dining hall like more vegetables, rice, grilled items. They also noted that the food isn't always cooked properly.</p> <p>Response: We will discuss this with the new director.</p>	Christi Mikeska
STUDENT ACTIVITIES/STUDENT SERVICES	
<p>Students requested additional activities throughout the semester including larger events or more bowling. They also requested the addition of an air hockey table to the Student Union Building</p> <p>Response: Katie is going to incorporate more bowling activities in the spring in replacement of some of the smaller activities. With basketball and the other teams being busy with their seasons in the spring there will be more evenings with things to do in conjunction with activities. Katie is also going to do another Chick-Fil-A activity to which the students were receptive. She will look for quotes and budget for an air hockey table that can be added to the Student Union Building.</p> <p>Offering more large (and typically more expensive) events will require us to cut out some smaller activities and/or increase the activity budget.</p>	Christi Mikeska/Katie Creswell

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<p>Students noted it was difficult to fulfill community service hours for scholarships if they are not familiar with the community.</p> <p>Response: We are working to create a comprehensive list of community locations where students can volunteer. This will be a work-in-progress. Students in the meantime may contact Katie Creswell or Christi Mikeska for more information.</p>	Christi Mikeska
<p>Students noted the bookstore was expensive for many students and requested a better advertisement of when things are on sale.</p> <p>Response: The bookstore is having a foosball tournament - students can win a discount. They have a sale from time to time and have a rack and table with discounted items. We will work with Angelina with Texas Book Company to ensure all sales are made known to our students.</p>	Christi Mikeska
BUILDINGS/MAINTENANCE	
<p>Students requested additional lighting around the baseball field and between the men's and women's residence halls at night.</p> <p>Response: Two LED walk packs have been attached to the west exterior wall of the McKinney building, and a quad LED shoebox flood light has been mounted on a telephone pole located on the southeast corner of the baseball field parking lot. This significantly increased lighting around the baseball field entrance and parking lot. The baseball field parking lot was found to be the darkest area while walking to/from the residence halls. Also, a quad LED shoebox flood light was installed on the northeast corner of the coliseum roof. We also upgraded seven pole lights around the Hall Center for the Arts building with new LED pole top fixtures.</p>	Fabian Serrano
ATHLETICS	
<p>Students were under the impression the baseball clubhouse was to be open 24/7 to athletes but noted it currently closes at 8:00 p.m.</p> <p>Response: The clubhouse closes at 8 p.m. but is available any time after that if a coach is present.</p>	Kyle Cooper
<p>Students requested extended hours to be in the coliseum. A few mentioned they were asked to leave the coliseum in the evenings.</p> <p>Response: The coliseum is open after-hours if a coach is present with the students.</p>	Kyle Cooper

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FITNESS CENTER	
<p>Students requested updated equipment in the Fitness Center including additional bands for workouts.</p> <p>Response: In the past 12 months the following updates have been made to the fitness center:</p> <ul style="list-style-type: none">• Purchased sled pull and harness, back extension machine, and stair master.• New rules/regulations signs have been installed as well as motivational graphics in the back weight room.• Recently (within past 30 days) all new barbells were purchased for back weight room.• All equipment in back weight room was reupholstered.• Janna will be purchasing more resistance bands to add to what is already available in the fitness center. Students approached one of the employees on Wednesday (10/26/22) about ordering longer bands so those will be included in what Janna orders. Additional heavy-duty bands were ordered on 11/8/22.	Christi Mikeska
INFORMATION TECHNOLOGY	
<p>Students noted that the Wifi will cut in and out while students are in the residence halls throughout the day.</p> <p>Response: To better troubleshoot what the problems are, students should report any Wifi or internet connectivity issues to the Coordinator of Residence Education including the location of the issues and what type of device they are using. Once we gather this information, we will be able to assess the problems.</p>	Eric Hansen/ Quintinn Stewart
SAFETY AND SECURITY	
<p>Students reported no concerns about campus safety and security. When asked if students felt safe around campus, they replied they did.</p>	