

## Big Spring President's Student Roundtable

March 30, 2022

*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 Fall 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 in the women's dorm noted that some of the washing machines don't seem to run warm or hot water even when it is selected on the cycle.</p> <p><b><i>Response: Joslyn Smith CRE submitted a work order. The washer in question is fixed.</i></b></p>	Christi Mikeska
<p>Students in the women's dorm stated that the showers in the dorm rooms tend to clog easily and that water stains are growing in Room 248 (need to double-check room number with students).</p> <p><b><i>Response: The issue has been resolved by maintenance via a work order. There have been no reported issues of clogged showers/drains since the start of the Fall semester.</i></b></p>	Christi Mikeska
<p>Cabinets are broken and equipment is run-down in the kitchen at the women's dorm. Students expressed the need to update and fix broken areas in the kitchen.</p> <p><b><i>Response: Broken cabinet is fixed. The kitchens in both dorms need updates. They are both outdated, but both kitchens have received new cookware within the last year and a half. Money was included in the 2022-2023 budget to purchase new furniture and make updates to the Turner Hall kitchen. Joselyn Smith has started researching furniture options to replace the outdated items.</i></b></p>	Christi Mikeska
<p>Students in the men's dorm stated that certain A/C units in rooms do not cool down. They noted that the units turn on but cool air does not blow. (Need to confirm room numbers with students.)</p> <p><b><i>Response: 1/27/22- Student reported HVAC unit was only blowing hot air and making a rattling sound. Maintenance came and checked it the next day.</i></b></p> <p><b><i>2/15/22- AC filters for the entire building were changed. This was not because of hot air but to help combat allergy issues. Reminder is set to change them again on May 16<sup>th</sup></i></b></p> <p><b><i>3/7/22- Room in overflow was too hot. Work was completed on 3/10/22. Chiller lines</i></b></p>	Christi Mikeska

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<p><i>were down at this time per e-mail from Kim. Maintenance also checked a valve within the unit that did not appear to be opening properly.</i></p> <p><i>3/9/22- Room 117 texted about room being too hot. Advised student to turn unit off. Chillers were not working at this time.</i></p> <p><i>3/27/22- Student needed batteries for thermostat. RA got them for resident the same day.</i></p> <p><i>3/27/22- Student texted that AC was not working and asked to have W/O put in. Texted a follow up 2 hours later to disregard that it was fixed.</i></p>	
<p>Students expressed dislike of the current residence hall visitation policy and hours. They requested to have an open visitation policy.</p> <p><b><i>Response: We have created a survey for dorm students (please see attached) and we researched other colleges (see attached). We feel based on our dorm set-up our visitation is both fair and reasonable students. The policy currently in effect allows for study time and allows for all students in each room/suite to have their personal space respected.</i></b></p>	Christi Mikeska
<b>STUDENT ACTIVITIES</b>	
<p>Students noted that although new pool sticks were recently purchased for use in the SUB, they are already breaking and the tips are coming off. They requested for better quality sticks or for repair.</p> <p><b><i>Response: We are purchasing new pool sticks from Basin Billiards to see if these are a better quality.</i></b></p>	Christi Mikeska
<p>Students expressed poor advertisement of the clubs and organizations they are in. They talked with staff about better promotion of the clubs and organizations on social media and around campus but have not seen improvement.</p> <p><b><i>Response: We put all available information on TVs on campus and on social media. Katie Creswell utilizes Remind to send out information on club meetings and events. Theater shows are posted on the student activities calendar.</i></b></p> <p><b><i>Clubs/Organizations need to contact Katie Creswell when they are hosting an event or as a reminder for meeting notifications. Clubs/Organizations can also make flyers and bring to the Dean of Students office, and we can stamp them and then post them around campus.</i></b></p>	Cindy Smith / Christi Mikeska

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CAFETERIA	
<p>Students requested a better selection of food in the cafeteria including more variety in their meals.</p> <p><b><i>Response: We are currently providing 2 entrée choices, pizza, hamburgers, salad bar and a varying type of specialty bar, dessert, ice cream and other grill items. Our biggest concern is consistency in taste and in quality. Leftovers are used too often. I believe our hot line (entrees) and consistency in our grill are the biggest needs for improvement.</i></b></p> <p><b><i>Improvements in the cafeteria are in the works and should be in place by Fall 2022</i></b></p>	Christi Mikeska
BUILDING / MAINTENANCE	
<p>Students raised concern that the roofers were working on the roof of the women's dorm as early as 7:00 a.m. causing less sleep for students.</p> <p><b><i>Response: The College and the roofing company both realize that this kind of work can be disruptive. Management met with HC's dorm supervisors prior to the start of the project and cleared the 7:00am start time. The remaining work should not be as noisy or disruptive. We apologize for the inconveniences this has caused the dorm residents.</i></b></p> <p><b><i>The reasons that work needed to begin early in the morning is because some phases of the work cannot be done in the heat of the day due to the extreme temperatures of the roofs during the day. High temperatures of roofing materials can make this work impossible to complete.</i></b></p>	Fabian Serrano / Terry Hansen
<p>Students at the men's dorm stated that the equipment from the roofing project was taking up multiple parking spots, making it difficult for them to find parking close to the residence hall.</p> <p><b><i>Response: Parking spaces are blocked off for two reasons. First, because there is the possibility of objects falling from the roof which could injure people or damage cars. The second reason is because of the access needed for the large roll-off dumpsters. When these need to be filled with debris or removed and replaced with empty dumpsters, the large trucks must have clear access. Since the tear-off of the old roof is now complete, these dumpsters should be gone relatively soon.</i></b></p>	Fabian Serrano / Terry Hansen

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DISCIPLINE	
<p>Students expressed that they believe not all students are treated equally in terms of discipline for breaking rules at the residence halls.</p> <p><b><i>Response: We do our best to treat all students equally when issuing discipline and enforcing policies and student conduct. Concerns related to specific situations should be communicated to the Dean of Students.</i></b></p>	Christi Mikeska
<p>Students noted a need for stricter policy concerning students who leave clothes unattended in the residence hall washers and dryers. Students stated it was difficult for others to do laundry when some students leave their clothes unattended.</p> <p><b><i>Response: A remind is sent out asking students to check their clothes. It also states clothes will be bagged within 10 minutes of the remind (wet or dry). This will continue to be enforced and evaluated.</i></b></p>	Christi Mikeska