

Big Spring President's Student Roundtable

February 8, 2024

Dr. Burchett 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.

STUDENT CONCERNS	Assigned Response
RESIDENCE HALLS	
<p>The temperature in the softball and basketball rooms in the women's dorm is too warm and very uncomfortable.</p> <p>Response: Most HCBS buildings, including the Turner Residence Hall, are heated and cooled with a chilled water and hot water closed loop system. Because the chilled water lines for the women's dorm are exposed on the roof, they must be drained if we have several consecutive days of below freezing temperatures as we did in January. Not draining those exposed chilled water lines during those cold days would cause them to burst. Our plan was to restore the chilled water supply to the women's dorm yesterday, but we now have an underground chilled water supply leak west of Turner Hall that is preventing us from supplying chilled water to Turner Hall and the Science Building. We hope to have this fixed within the next week to restore comfortable temperatures within the buildings. In the meantime, please turn off each unit within the dorm room when it gets too warm.</p>	Fabian Serrano
<p>The men's hall smells like marijuana. It has been very bad in the past. Seems to be getting better.</p> <p>Response: We are addressing this issue.</p>	Christi Fenter
<p>The furniture in the men's dorm lobby is falling apart.</p> <p>Response: We are budgeting to have the furniture recovered. If we have extra funds this year, we will begin having furniture recovered.</p>	Christi Fenter
<p>We would like the windows in the men's lobby tented for privacy.</p> <p>Response: Christi will check with Mick and see if he can design window/door coverings (like</p>	Christi Fenter

Big Spring President's Student Roundtable

February 8, 2024

<p>the fitness center). This will help with appearance and with privacy issues. We will also look at doing this in the woman's dorm and SUB.</p>	
<p>Women's dorm needs to be renovated; needs new carpet. Study room chairs are broken.</p> <p>Response: This is on our facilities master plan. We would like to pull up all the carpet (both dorms) and buff the concrete. We will budget to replace the study room chairs.</p>	<p>Fabian Serrano Christi Fenter</p>
<p>There are plumbing issues with the commode in Room 155 of the men's dorm.</p> <p>Response: These issues have been submitted to the maintenance department.</p>	<p>Fabian Serrano Christi Fenter</p>
FOOD SERVICE	
<p>Sometimes the bread is moldy. Also, we need more allergy free options, a student reached out to the director about a dairy allergy but never heard back.</p> <p>Response: We held a Food Service Committee meeting. Students were able to speak directly with the food service director. Christi is going through the menu each week and then discussing the options with the food service director. We want to ensure there are gluten and dairy free options at every meal.</p>	<p>Christi Fenter</p>
<p>A student said they would like more homestyle cooking.</p> <p>Response: We will get input from the Food Service Committee. We are hosting a Mom's Kitchen to You on March 26th which will be home cooking.</p>	<p>Christi Fenter</p>
<p>Students made positive comments about the food stations. (omelets, stir-fry, etc.)</p> <p>Response: We are working hard to keep this going but Great Western Dining.</p>	<p>Christi Fenter</p>

Big Spring President's Student Roundtable

February 8, 2024

ACADEMIC/INSTRUCTION	
<p>My online 8-week Psychology course is too fast paced; everything seems crammed together.</p> <p>Some students responded favorably toward 8-week courses. One student commented that some courses are more suited for the 8-week model than others.</p> <p>Response: We strongly encourage students to express their concerns with instructors and to have an open line of communication. Staff continue to receive training and resources available to them. We will work with students to help them schedule their study time to be successful in their classes. We are evaluating student outcomes and making adjustments as needed to help improve student success.</p>	Luci Gabehart
<p>Blackboard Ultra doesn't always work.</p> <p>Response: Sometimes there are outages that are unexpected. These issues are sometimes related to login issues rather than issues with Blackboard. If there is an issue, we encourage students to reach out to the help desk as soon as possible to make sure that the issue can be resolved quickly. We're always happy to help troubleshoot issues with Ultra if the students will let us know what issues they are having.</p>	Jenee' Higgins
<p>The new MyHC is not working very well. It's not as user-friendly as the older version.</p> <p>Response: We will set up a student roundtable to ask for suggestions. Student feedback will be included in any design changes.</p>	Eric Hansen
<p>I had to drop my Chemistry course because it took so long for the supplies to be delivered to the bookstore.</p> <p>Response: We are working with the bookstore to keep this from happening in the future. The bookstore is ordering class capacity of kits 3 months in advance.</p>	Jenee' Higgins
STUDENT SERVICES	
<p>The food pantry could use more gluten-free options.</p> <p>Response: We will add more gluten-free options to our list when purchasing more items for</p>	Cindy Smith

Big Spring President's Student Roundtable

February 8, 2024

<p>A student voiced concern over the stray dog(s) on campus.</p> <p>Response: We will continue to request assistance from the city's animal control department with this issue.</p>	Fabian Serrano
<p>It's too dark behind the HGC, next to the baseball field, when walking back to the men's dorm.</p> <p>Response: In the last five years, we have added 6 exterior LED light fixtures on the east face of the HGC building, two exterior LED light fixtures on the west face of the McKinney building, and one large pole mounted LED light fixture on a telephone pole located in the southeast corner of the baseball field parking lot. Parking lot pole lights can be added to the facilities master plan to provide more lighting in this area.</p>	Fabian Serrano
<p>Several outside lights are out at the men's dorm.</p> <p>Response: Fabian will ask night security to provide me with a list of exterior lights that are not working throughout campus but especially around both dorms. We will fix those lights once identified.</p>	Fabian Serrano
<p>Some sidewalks have holes in them, and some are not level (example: between the library and SUB).</p> <p>Response: It is part of our plan to address this issue by identifying all sidewalks in need of repairs and hiring a concrete contractor to replace those areas.</p>	Fabian Serrano