

PRESIDENTIAL STUDENT FORUM
HOWARD COLLEGE SAN ANGELO STUDENTS
March 4, 2019, 1:30 p.m.

Dr. Sparks welcomed the group and introductions were made. Dr. Sparks shared that we have been doing student forums for over 25 years. We try to keep the forum to one hour, but do a quick review of the items/concerns from the prior forum. The focal point of the hour is to give you time to share your suggestions/concerns. We do not want you to feel intimidated or uncomfortable about sharing something that needs improvement, we welcome constructive criticism. Comments/suggestions provided today are sent to the appropriate department for a response. Responses sent out are posted to the web page too. However, the open forum is not a time to talk about a specific individual whether it be a faculty or staff member or another student. For confidentiality, personal matters are handled on a one-on-one basis through other avenues. Dr. Sparks reviewed the fall 2018 items, followed by students sharing their concerns/suggestions/comments.

Student attendance is on file in the San Angelo Administrative Dean for Instruction and Student Services office.

SUGGESTIONS/COMMENTS/QUESTIONS	RESPONSE/ACTION TAKEN
GENERAL	
<ul style="list-style-type: none"> • Lanna gives wonderful guidance and advice • Whoever is doing the hiring is doing a phenomenal job – compassionate, loving teachers – creates a good learning environment • LEADS Program – very good program; have an instructor that cares 	Dr. Sparks thanked the students for these wonderful comments; they will be shared
<ul style="list-style-type: none"> • Dr. Sparks shared that students always have an opportunity to make a suggestion by using the site suggestion box located in the Student Connection Center 	No further action required.
FACILITIES/STUDENT SERVICES	
<p>Food Vendor</p> <ul style="list-style-type: none"> • Maybe if they at least stayed open until 11:00 a.m.; classes out at 10:45am with next classes at 11:00 a.m.; possibly could see business during that time • Cafeteria area seems busy at that time • Could be that the students have accepted the norm from the vendor, at a tipping point with the vendor—students no longer see them as an option • Menus on tables show food items, but then not serving those items • Maybe a marketing campaign for them 	<ul style="list-style-type: none"> • It is very difficult to find and retain a food vendor due to lack of business. Unfortunately, history shows that lack of business has impacted every food vendor who has been in operation at the WTTC/Howard College. Small family-owned as well as large nation-wide businesses, Subway and Chick-fil-A, have closed due to lack of business. Two food truck vendors have contacted us about coming out to provide food service. One we visited with twice, but unfortunately, both chose not to come. The food vendor also has another place of business and must leave here by 10:30 am. Due to lack of help and business, current hours are 8:30 am to 10:30 am serving breakfast items during the academic year. • The menus have been removed from the tables.

	<ul style="list-style-type: none"> The TBC Bookstore has increased their food options to include soups and sandwiches.
Vending Machines <ul style="list-style-type: none"> Card readers are good; step-up for the vending machines 	<ul style="list-style-type: none"> Thank you for the comment.
Textbooks <ul style="list-style-type: none"> Shared that students can go online to pre-order books Maybe let students know about this <ul style="list-style-type: none"> Flyers – new to the eye so they do not blend in with all of the other flyers Posting on the message boards Banner in campus connect Bookstore rep at NSO It was noted that Bookstore personnel do let students know when they are there in the bookstore 	<ul style="list-style-type: none"> Dr. Sparks asked how the individual new about this. They said they found on the Bookstore website. Response from Student Services Team: All flyers that the bookstore personnel would like to create, print and distribute will need to be reviewed and approved by the Howard College Marketing and Outreach department. <ul style="list-style-type: none"> The approved flyers will then be added to the news rotator by giving them to the Director of Student Support or Coordinator of Student Life. The NSO planning group will reach out to the bookstore to see how they would like to participate in future NSO's. Comments from HCSA Bookstore Manager <ul style="list-style-type: none"> It is on the Bookstore website. There are also HC links that take the student to the bookstore (IT is working to provide more or improve the current links). The Bookstore must follow a timeline before they can allow the student to pre-order. The books must already be arriving at the bookstore before they can open them to pre-order. They do get pre-orders from students, but not in large numbers yet. Bookstore manager is willing to either have new students tour the store or attend new student orientation to visit with the group.
Building Floor Plans <ul style="list-style-type: none"> Can the building floor plans be viewed from the Website Comment that there are floor plans on the website 	<ul style="list-style-type: none"> Dr. Sparks explained that for safety actual floor plans are not on the website.
CURRICULUM/INSTRUCTION	
Online Course <ul style="list-style-type: none"> Concern about Big Spring online course – slow response or sometimes no response at all 	<ul style="list-style-type: none"> Dr. Sparks said that would need to know the specific course. She also noted that if a student is having a concern about a course and does not receive a response from the instructor that the student can contact the instructors division and/or

	program chair
<p>Grades</p> <ul style="list-style-type: none"> • Is there expectations to post grades at a specific time • Face-to-face course; grades were supposed to post on Blackboard, but nothing posted yet; review of grade/scantron in class, but nothing since the first exam; can cause anxiety to student not knowing 	<ul style="list-style-type: none"> • Grades are usually posted around the 10th-week of the semester in Campus Connect as Mid-Term grades. Final grades are usually posted by the end of business on the last day of the semester. • This concern has been addressed with faculty and the instructional deans agree that grades needs to be posted in a timely manner.