

**PRESIDENTIAL STUDENT FORUM**  
**HOWARD COLLEGE SAN ANGELO STUDENTS**  
**October 27, 2021, 12:30 p.m.**  
**Zoom Session**

Dr. Sparks opened the presidential round table (student forum) by thanking the students for attending. She stated that she was sorry that she could not be there in person, but thankful for the technology that allows us to be together. She provided a quick overview of the forum and noted that we try to keep to one hour to be respectful of student's time, but will reserve a little time at the end for an opportunity hear from you about safety/security and also share information on the college's vision and mission work.

Dr. Sparks began with introductions. She explained that student roundtables are being held at each college site this month and this year we also held a district-wide student forum via Zoom. She shared that we have been doing roundtables for 25 plus years and we attempt to do one every semester to get feedback from our students, and then we go to work on the suggestions/ideas that students provide. She stated that we need student feedback on what will make their college experience better, and that sometimes we cannot accomplish immediately, but implement later to improve the college experience for future students. She explained that the suggestions/comments shared today will be sent to individuals on campus for their response/feedback. Responses are posted on the HC website.

The ground rules for the forum were shared: We encourage you to share constructive criticism as we want to hear ways to improve, but we also want to hear about the positive experiences. We want you to feel comfortable. Share things that we are doing well too. Need to remember that we do not get personal. This is not the place to talk specifically about an individual faculty, staff or student. There are other avenues to handle those type of confidential issues.

Dr. Sparks then shared a quick review of the February 24, 2021 student forum items and then opened the forum to student comments, suggestions and/or questions.

Student attendance is on file in the San Angelo Executive Dean's office.

<b>SUGGESTIONS/COMMENTS/QUESTIONS</b>	<b>RESPONSE/ACTION TAKEN</b>
<b>GENERAL COMMENTS</b>	
<ul style="list-style-type: none"> <li>• Congratulations on Big Spring Nursing Program</li> <li>• San Angelo Advising team is amazing; I have talked with all of the advisors and they are great</li> </ul>	Comments to be shared
<b>STUDENT SUPPORT SERVICES</b>	
<b>Scholarships</b> <ul style="list-style-type: none"> <li>• Saw that the free tuition for community colleges has been removed from President Biden's proposal; knowing that students do not always read emails how will you let students know (spread the word) about scholarship opportunities; Could larger flyers/posters like ones used for blood drives be used for this</li> <li>• Could professors talk about in class; make announcements at the end of class to share information like this</li> </ul>	<ul style="list-style-type: none"> <li>• Dr. Sparks asked what forums students are using to get information. The students in attendance noted that they did not use social media, but had instructors who used a Remind Me App. Added that many students only come to campus for class and then leave. Pam noted that many have jobs and other obligations.</li> <li>• Financial aid sends information to all students by email for reminders of important dates, routine information, and other financial aid information pertaining to that aid year. Not only is it the</li> </ul>

<ul style="list-style-type: none"> <li>• App for alerts</li> </ul>	<p>school's responsibility to make sure information is emailed, but it is also part of the student's responsibility to routinely check their student email for important events or information. With help from our Marketing Department, information has been posted on social media, on the banner on our website at different times of the year, on commercials, sent to new students when they apply, and will be a discussion item at Live at 5 with our local news stations in November. In addition to these outlets, the Financial Aid and Marketing departments will plan to put reminders about scholarships in our rotation on the tv's students see around campus and print flyers, such as the ones used for blood drives.</p> <ul style="list-style-type: none"> <li>• Dr. Sparks discussed why the HC alert system is not used for routine information. Need to keep the alert system so you will know when you receive an alert that it is truly an alert for an emergency and/or weather event.</li> </ul>
<p><b>Student's Advisor</b></p> <ul style="list-style-type: none"> <li>• Is there a better way of letting a student know who their advisor is; more personal</li> </ul>	<ul style="list-style-type: none"> <li>• Advising is due to launch a new student learning management system by spring that should be more user friendly and allow for a more personal touch. In the interim, Director of Advising has reached out to Eric Hansen for assistance with adding a letter to POISE that will generate a more personal introduction letter to students with their advisor's name and contact information. Students have also been sent emails by their assigned advisors introducing themselves as assignments are made in POISE and phone calls are being made including, voicemail messages notifying students who is calling and that an appointment is necessary for intake and/or upcoming period of advising and other needs as they arise. Coaches and mentors are also showing students how to locate their advisor information in MyHC just in case they did not review their email, set up voicemail or if their voicemail boxes were full.</li> <li>• Instructors will make sure to share advising announcements with their students.</li> </ul>
<p><b>Vaccine Clinic</b></p> <ul style="list-style-type: none"> <li>• Have offered COVID vaccine for free; are there incentives to getting the vaccine. Will there be other clinics?</li> </ul>	<ul style="list-style-type: none"> <li>• Dr. Sparks shared that we will continue to have clinics as needed</li> <li>• Yes, at the beginning of the Spring 2022 semester we will offer another vaccine clinic. We have no plans to offer incentives for individuals to get vaccinated. We will continue following CDC</li> </ul>

	<p>guidelines when sharing information about who is eligible and who should receive a booster vaccine.</p>
<p><b>COVID Protocols</b></p> <ul style="list-style-type: none"> <li>Scanners, are they being used; students not being as cautious as they should be</li> </ul>	<ul style="list-style-type: none"> <li>Dr. Sparks shared that nothing has changed. Students and employees are asked to self-assess before coming to campus. The thermal stations are for a temperature check that should be done upon arriving on campus. Discussed that as the surge goes down that people get comfortable thinking that things are better, then they become lax on following procedures. However, the rules/protocols for COVID are still there and we need to continue to follow them.</li> </ul>
<p><b>Snacks</b></p> <ul style="list-style-type: none"> <li>Could we have more healthy food options for student events</li> <li>Encourage health options</li> </ul>	<ul style="list-style-type: none"> <li>Free food provided by the Baptist Student Ministry on Tuesdays is donated by community supporters who, partially because of COVID regulations, usually bring fast food options that they believe the majority of people would enjoy. When Student Life provides meals, we have a budget we need to follow, and unfortunately catered, “healthier” options are more expensive, which would not allow us to feed as many students. For the “Walking Taco Wednesday” event we did ask the caterer for additional lettuce so participants could make taco salads instead of just the nacho option, but unfortunately, they did not provide it as asked. We will try to provide more fruit and vegetable options moving forward</li> </ul>
<p><b>Ping Pong Table</b></p> <ul style="list-style-type: none"> <li>Where are the paddles/balls for check-out</li> </ul>	<ul style="list-style-type: none"> <li>Pam shared that they have been by the ping pong table, and another student mentioned they were in a side flap by the table.</li> <li>The ping pong table was stored because of COVID-19 precautions, but has just recently been put back out for use. There is a pouch that was on the far side of the table (hard to see when you walk in). It has been moved to the side that can be seen when entering the room. Additional balls were added. We may need to replace some paddles with damage.</li> </ul>
<p><b>CURRICULUM/INSTRUCTION</b></p>	
<p><b>RN Program</b></p> <ul style="list-style-type: none"> <li>Not enough direction; program is not organized</li> <li>Example: one instructor grades one way; other instructor grades differently or tells the group something different</li> <li>Feel like they cannot report on a professor; some students do not have the courage to discuss concerns with a professor</li> </ul>	<ul style="list-style-type: none"> <li>The Program Chair has discussed student concerns with faculty. All instructors follow a rubric for grading. Selected assignments are graded independently by one or more instructors to establish Inter-rater reliability on assignments. We will reemphasize to students that if they have questions about grades and processes to please ask the instructor or Program Chair and they will be happy to review grades and processes</li> </ul>

	<p>individually or in the class setting. The program strives to provide the most relevant information from multiple instructors in a consistent manner.</p> <ul style="list-style-type: none"> <li>• We appreciate the student’s patience as this has been an extremely difficult semester with numerous changes in the program related to faculty changes beyond our control. We continue to search for the most qualified faculty to fill our openings. A new adjunct instructor has been hired to help support the 1st year program students. We also recently extended an offer to another nurse educator to assist the program and we hope they will be able to begin in December. Students are encouraged to reach out to their instructors, other ADN faculty or program chair, ensuring that they follow the chain of command as outlined in the student handbook. Multiple methods of contact available including remind, email, phone and in-person.</li> <li>• Dr. Sparks shared that we have procedures to follow, but want students to feel comfortable that they can talk with their professor if they have a concern; need to get the word out</li> </ul>
<p><b>Zoom Classes</b></p> <ul style="list-style-type: none"> <li>• These classes are a good thing, but need more accountability; Professors do not have all students engage with a microphone/camera</li> <li>• How do you know that the student is really attending class</li> </ul>	<ul style="list-style-type: none"> <li>• Instructors should be using Zoom as an alternative option for students during a time that would call for altered state of instruction. Howard College does have a best practice for Zoom instruction and it does include having student turn on their camera for zoom instruction. However, there are sometimes where an exception may be granted due to an extenuating circumstance. If Zoom is used as an instructional tool, we would like all to be active and engaged in the class.</li> </ul>
<p><b>Distance Learning Class</b></p> <ul style="list-style-type: none"> <li>• Takes 15-20 minutes for class to begin because of technical issues; is there a way to get them fixed in a timely manner; now have some students doing via Zoom instead of attending in the classroom</li> </ul>	<ul style="list-style-type: none"> <li>• This complaint pertains to room HGC 202 in Big Spring. We are working with our Visionality engineer to resolve the issue in 202. We’ve ordered a refurbished/used piece of equipment and had it shipped directly to Visionality for programming. They should receive it today, October 28. Visionality tells us that we should receive the refurbished and reprogrammed piece of equipment by November 3. <i>If it works</i>, the used equipment will resolve this complaint. We also have audio issues in HGC 204, but we are working with our IT department as we speak to resolve it asap. Before the semester began we asked the ITV</li> </ul>

	<p>instructors to use Zoom as a backup should our equipment have issues during the semester.</p> <ul style="list-style-type: none"> <li>All ITV instructors work close with our ITV department to share concerns and try to troubleshoot problems that might arise. We will encourage instructors to try and communicate back up plans to their students in case of technology issues.</li> </ul>
<p><b>LEADS Program</b></p> <ul style="list-style-type: none"> <li>This program suffered this year because of COVID</li> <li>Something needs to be set in place to prepare better for this; feel students did not get full value</li> </ul>	<ul style="list-style-type: none"> <li>Changes in programming and delivery for DREAMS Week were made last minute to adjust for the surge in COVID cases that were happening at the time. A student survey was completed at the conclusion of the DREAMS week and an additional student survey is completed at the end of each semester for the LEADS program. We have had our students attend all semester in-person, except when the campus went virtual for two weeks. We take the input of the surveys seriously and have already began to make plans for upcoming semesters with student input driving the changes.</li> </ul>
<p><b>Safety and Security</b></p> <p>Dr. Sparks asked the question, do you feel you have a safe and secure environment? Response was everything is good. Dr. Sparks reminded students that as part of the college’s continuous quality improvement that there are suggestion boxes on each campus.</p> <p><b>HC Visioning</b></p> <p>Dr. Sparks explained that the college has gone through a substantive review of our vision, mission, values and goals. As we went through the process we reached out to employees, students and community leaders and were very pleased with the great responses received. The Howard College Board of Trustees approved the Vision statement, “We will be known for enriching the lives and futures of those we serve as a unique rural community college national model of success that includes a campus specializing in deaf education”. She noted that students are a part of that vision. The Howard College mission statement is in statute. From our values, which are “A family culture based on: Students, Community, Diversity, Unity, Excellence, Integrity, we create strategic goals and objectives. These goals and objectives are worked on throughout the year</p> <p>Dr. Sparks closed with a thank you.</p>	