Dr. Sparks welcomed the students. She shared that student roundtables/forums have been held for more than 20 years at each district site in the fall and spring semesters. Students are part of the team and this is your time to share your viewpoint on ways to improve…constructive criticism. Your ideas/concerns could improve the experience for future students. She added that comments discussed today will be shared with appropriate department for comment and any actions that might be needed and then a status will be provided. Dr. Sparks also informed the students that issues which are personal will be handled on a one-on-one basis for confidentiality. Dr. Sparks then reviewed the spring 2015 items, followed by students sharing their concerns/suggestions/comments.

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

<table>
<thead>
<tr>
<th>SUGGESTIONS/COMMENTS/QUESTIONS</th>
<th>RESPONSE/ACTION TAKEN</th>
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<tbody>
<tr>
<td><strong>General</strong></td>
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<tr>
<td>• Receptionist Answering Phone: With that the receptionist position cut, who will be answering the switchboard? This is a concern because some students may not know who they need to talk to. Having someone answering the phone could help direct students to the right person.</td>
<td>• Ms. Jamie Rainey explained that the switchboard has been moved and calls will be answered by the staff in the Records/Admissions offices. Incoming calls to ring at the same time on three individuals desks. The staff in these offices have more knowledge than a general operator…they will be able to answer questions and direct calls efficiently. Dr. Sparks asked students to give us feedback on the phone service.</td>
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<tr>
<td>• Thank you for the Howard College Banners that will be put in place soon.</td>
<td>• No further comment required.</td>
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<tr>
<td>• Buildings are great…students staying longer on campus…looks like a campus</td>
<td>• No further comment required.</td>
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<tr>
<td>• Students had a general discussion on student activities on site; understanding that more things for students to do and participate in when they are not in class is needed; noted the recent Walk for Alzheimer’s event and the upcoming Freak-Out</td>
<td>• No further comment required.</td>
</tr>
<tr>
<td><strong>Student Services</strong></td>
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<tr>
<td>• Testing Center: The concern is who will be taking over the Testing Center when Ms. Boyd retires</td>
<td>• Ms. Jamie Rainey explained that we are planning the duties for the testing center to be transitioned to the academic advisors</td>
</tr>
<tr>
<td>• Testing proctor requirements</td>
<td>• Ms. Jamie Rainey explained that there are different requirements for the test proctor based on what test is being given</td>
</tr>
</tbody>
</table>
- Financial Aid: Student concern that they have had nothing but problems in getting scholarship awarded. Student accepted the award, but then Howard College never completed the process to have funds placed in the student account; Scholarship processed and tuition balance paid; however, student was on a payment plan and the delay caused an additional payment to be taken from account even though tuition was already paid which resulted in overdraft fees and then refund did not go back to students account, but to a HC debit card.

Ms. Jamie Rainey will follow-up with the student as needed and discuss concern with Director of Financial Services, San Angelo Business Office and Financial Aid. Both the Financial Aid department and the Business Office have reviewed and all processes and policies were followed.

### Instructional

- Tutors: We need more tutors in the Tutoring Center; needed for other subjects

  Tutoring needs will be serviced out of the new Perfecting Achievement in Student Success (PASS) centers that will be funded by a grant. The new center will be focused on student success with tutoring being a component of that. Discussions are still taking place on the specifics, but will be shared as soon as possible.

- Students would appreciate it if they could finish what was started on the computer before they are asked to leave the Tutoring Center due to lack of staff or tutors; students want to work in the tutoring lab even if they are not with a tutor.

  Ms. Jamie Rainey explained that the tutoring lab must be supervised and funds are not available to hire a general lab monitor to keep the tutoring lab open all day for open study

### Information Technology

- Still have frequent issues with WiFi; signals not available, slow or weak; Students were specific with problems in Room TC B105 during BCIS 1305.402 M/W, 11:00am class

  The old Engenius AP’s have been replaced with upgraded HP MSM460 AP’s. The WiFi signal is significantly better and speed tests are averaging around 70Mbps

  Each building has its own communications room with switches that send and receive data

  Students are asked to contact the Information Technology Department as soon as possible on issues like this so that troubleshooting process can begin.
**Computers in Room TC B121:** There are three computers in the classroom with no network access; students are asked to bring in their own laptops so that they can do classwork. What is the status to fix the three computers?

**Currently IT does not have a work order in the system for these computers, but now that IT is aware of the issue, they can begin to look into getting them back on the network.**

**Facilities/Safety/Security**

**Smoking Areas:** Currently it is not clear where the designated smoking areas are. We need signs posted. Students are smoking in the courtyard area or near the academic building.

**Plans were to provide a covered smoking pavilion with seating on the west side of the WTTC, but the funds were cut. A designated smoking sign is now placed in that area. The other designated smoking area is in the front of the WTTC.**

**Campus Safety:** With an increase of shootings in colleges/schools we should have an emergency plan in place. When are we going to implement tornado and fire drills? Students were not made aware of the incident last year when the campus was locked down due to an individual with a firearm that was near Ethicon.

**Ms. Jamie Rainey explained that the district does have an emergency plan. The Emergency Management Team will have announced and unannounced drills (fire, tornado, etc.) this semester. The date for an announced fire drill for the WTTC Building and WTTC Building 2 will be done on November 4. The 2015 District Emergency Operations Plan is now on the HC website.**

**Food Vendor:** Would like to see other options for eating at the campus; current vendor has good food, but can be expensive; less pricy options; more healthy choices – fruit, salad bar

- Vending machines with more healthy options
- Afternoon no food service at all

**Could bookstore sell more healthy options**

**The first week of November 2015, the on-site food vendor expanded the menu to provide a greater variety of selections and items less expensive. Until on-site enrollment increases, it is very difficult to retain a food vendor and to have extended hours of operation due to lack of business.**

**District vending contracts will soon be under review. The availability of healthier options for food and beverages will be part of the selection process.**

**The bookstore has added Lunchables and go picnic combination food packs to offer more variety of choices. Recently they added a new diet drink. The bookstore will pilot offering salads and fresh fruit. Because the new food items are perishable more quickly they will begin with a limited supply until they determine the demand.**