Student Success World Café Report

A Qualitative Overview of Resulting Discussion Themes

Fall 2017 Convocation World Café

Executive Summary

Development of the 2018-2023 Strategic Plan began in March 2017. As part of this process a World Café event was held as part of Fall Convocation in August 2017. The topic of this World Café was Student Success and how COM can improve student outcomes at an individual and institutional level. There were three rounds of discussion:

- Round 1: In my role, what can I do differently to help students achieve their educational goals on time? (Try to expand beyond your job description or assigned duties.)
- Round 2: If I were president – What would I do to achieve the College's goal of student success?
- Round 3: Synthesize –
  - What did you learn?
  - What were the main points?
  - What are some action items?

The resulting comments and notes from the Student Success World Café were aggregated and coded for qualitative analysis. Six main themes arose from this analysis:

- Intake Processes
- Advising
- Student Support Initiatives
- Course Availability
- Communication
- Campus Issues

More opportunities to participate in the planning process will be coming in the next few months in the form of:

- COMmuniciate! Series
  - Faculty and Staff – November 3, 2017
    - Goal 2: Faculty and Staff Success
    - ICAT topics:
      - Teaching and Learning
      - Equity
      - Engagement and Communication
  - Student feedback
- Town Hall meetings
  - Community
  - Business and Industry
  - Chambers of Commerce

Introduction and Background

The process for developing College of the Mainland's new Strategic Plan began in March 2017. As part of this process a series of meetings have been held with the local community as well as with Faculty and Staff of COM. On August 21, 2017 a second World Café event was held as part of the mandatory Fall Convocation events for Faculty and Staff to prepare for the Fall term.

A previous World Café was held in April 2017 based on the Achieving the Dream Institutional Capacity Assessment Tool. Approximately 70 Staff, Faculty, Administrators, Trustees, and Students convened to discuss the Strengths, Challenges, and suggested Actions for the seven capacity areas: Leadership and Vision, Data and Technology, Teaching and Learning, Policy and Practices, Equity, Engagement and Communication, and Strategy and Planning. This resulted in a wide range of topics being discussed and a variety of possible points of action.

The August 2017 World Café focused specifically on Student Success and how COM can improve student outcomes at an individual and institutional level. There were three rounds of discussion:

- Round 1: In my role, what can I do differently to help students achieve their educational goals on time? (Try to expand beyond your job description or assigned duties.)
- Round 2: If I were president – What would I do to achieve the College's goal of student success?
- Round 3: Synthesize –
    - What did you learn?
    - What were the main points?
    - What are some action items?

Due to the World Café being mandatory for all full time employees it was split into three locations on campus: the Gym floor, LRC 255, and TVB 1135/1137. Each location had tables set up for 5-6 participants including the table facilitator. Table facilitators took notes during each session and

prompted discussion as needed. Participants were also encouraged to jot down their own notes as desired, all tables were covered with butcher paper and a variety of pens for this purpose. The three locations were set up so that all participants could hear the same instructions simultaneously and share general findings at the end.

Results and Discussion

After the World Café was completed all notes were gathered and typed into a word document. The aggregated notes were transferred into Microsoft Excel for qualitative coding and analysis. In total there were 1,225 comments. Two rounds of coding were conducted, pulling out the main points and themes of each comment. Through coding six main themes became clear: **Intake Processes**, **Advising**, **Student Support Initiatives**, **Course Availability**, **Communication**, and **Campus Issues**. Within these themes there was also considerable repetition in specific points such as customer service, technology, ease of use, and employee training.

A common theme revolved around the **Intake Processes** that applicants and new students go through and aspects to add or improve to increase the conversion from applicant to student, retention, and completion. Multiple comments referred to the *application process* and the need to streamline and simplify new students' applications. Along with simpler application processes, it was noted that the *admissions* and *financial aid* steps for potential new students are often frustrating. Throughout the *registration process* a heavier focus is needed on *customer service* for the students as well as smooth *cooperation* and *communication* between Admissions, Advising, and Financial Aid to decrease the amount of shuffling back and forth and confusion for students. Multiple comments centered around *orientation* as well. It was suggested that *orientation* should be held earlier and be mandated for all new students in order to better communicate various services and resources that could support them. There were also several suggestions that COM needs to offer some kind of *assessment* system to help students

identify their skills and interests and match them up with the pathway where they will be most successful. This *assessment* could occur during *orientation* or before creating a *degree plan* and registering for their first classes with their advisor. Some of the **Intake Processes** comments were as follows:

- *The process to apply to the college and financial aid is too hard and have heard that we are rude. Needs to be simpler. Suggestion – hire someone to walk students through the process*

- *Mandatory student orientation to introduce to available support services before classes start*

- *Career inventory exams to understand interest and further desire of students' needs – more follow up at academic plans with students*

- *Simplify the registration process – students cannot navigate it*

- *Every student should have a team: academic advising, financial aid advising, faculty advising*

Many comments for improving student success revolved around **Advising** resources and processes. Several comments recommended shifting to having advisors dedicated to and trained for *specific degrees* or programs rather than being assigned students and advising them regardless of pathway or program. It was also suggested that there be more safeguards in place to ensure that students go through the *mandatory processes* that will better prepare them for success such as New Student Orientation, meeting with their advisor before registering for classes, and creating a degree plan. Once students are on a pathway and have a degree plan the *registration process* should require an advising meeting and override to take classes that do not align with the plan. There should also be more *cooperation* and *communication* between advisors and faculty that serve students in the same program.

Faculty could do some *informal advising*, invite advisors to their classes to present on specific services or resources for the students, and take initiative in the *early warning process* to intervene if students are struggling. It was also suggested that there may be a need for more *staffing* in Advising and that there should be some focus on decreasing the amount of *turnover* in that department. Some of the **Advising** centered comments are as follows:

- *Advisors should specialize in specific programs so that they are very knowledgeable when giving information to students*
- *Requirement for advisor to sign off on a pathway (mandatory)*
- *Instructors and department heads take an active role in supporting Advisors – communicate directly with students*
- *The college consistency in identifying and intervening with low performing students, for example intervene early and everyone isn't using early warning*
- *More advisement (wrong classes, more knowledge of what their major should be)*

Several comments revolved around different types of **Student Support Initiatives** that would improve the likelihood of students' *retention* and *successful completion*. It was suggested multiple times that having a *centralized tutoring center* covering all subjects would be beneficial rather than having tutoring in different subjects spread out across campus. Multiple comments also recommended a ca*reer services* advisor or center to advise students of careers in their pathway and create connections for *internships*, *co-op classes*, or *jobs* after completing a certificate or degree. Comments also indicated that a *mentorship program* linking students with a faculty member or employee would help students feel more connected, engaged, and supported. A variety of *social services* to support the *economically disadvantaged* students in our community were recommended such as facilitating connection to public transportation, health clinics, creating a food bank, meeting clothing needs, and a community garden.

Several comments advocated for all student and support services such as advising, financial aid, IT support, dining services, and childcare to be available for *evening* and *weekend students*. Another suggested initiative to support students is to give a college orientation to students' *families*. Some of the **Student Support Initiatives** comments are as follows:

- *Centralized tutoring for all disciplines, open lab times, hands on learning opportunities*
- *Open career center to help with job search, résumés, interviewing*
- *Counseling/Advising – counseling about career choices, tailored to specific students' needs and situation, ensure student is well informed about requirements of the program of their choice and make sure students have basic skills required to be successful in their program*
- *Expand business hours – library, admissions, advising, evening childcare (no summer 2 childcare)*
- *Regular mentoring to develop a rapport, engage the student, and to make sure they are in the correct courses*

A frequently commented theme was **Course Availability** as a method of *increasing enrollment* and improving *time to completion*. Several comments recommended increasing the number of *evening and weekend classes* offered, which may increase the likelihood of full-time enrollment and would also benefit many part-time students who have full-time jobs or other responsibilities. It was also recommended that more *8-week classes* be created, as well as possibly creating *4-week classes*, so that students could take one class at a time but still have a full-time load for a term. Suggestions were made regarding actively communicating with local community and industry to be aware of *program and training needs*. COM could offer *training programs* to fulfill specific business and *industry needs*. There is also concern that some students near the end of their programs become frustrated with the lack of

availability of the *higher-level niche classes* they need or that those classes may be canceled due to *low enrollment*. Ensuring that students have the classes they need available at times they can take them (or offering flexibility such as hybrid or online offerings) is vital to completion. Some of the **Course Availability** comments are as follows:

- *Be aware of our P/T populations as they compare to our goals – be realistic and help to sustain them. Revisit evening/weekend/more online classes*

- *Implement four-week classes so students can take 1 class 4 times a semester and will end as a FT student – one class at a time creates less stress*

- *Course offerings to fit the needs of our student population (more night, hybrid)*

- *Need to make sure we offer all courses for a degree/certificate so students don't have to go somewhere else*

- *Aligning and having specific certificate/degree programs for local business/workforce needs*

Several comments revolved around the theme of **Communication**. Commenters mentioned a need for more effective *transfer of information* on multiple levels – internally to and among employees, with students, and with the community. Comments suggested that having *direct communication* from a *single source* would be beneficial for college-wide information among employees as well as opportunities for direct 2-way communication with leadership such as *First Friday* forums – a regularly scheduled forum in previous administrations where on the first Friday of the month the President held an open forum with Faculty and Staff. Communication and *cooperation* also need to improve among *departments* and *divisions* in general, but especially in dealing with students. Having *consistent messages* conveyed to students going through processes that involve multiple departments (Admissions, Advising, Financial Aid, etc.) would decrease *frustration* and *confusion* for the students.

Along that same vein, some work needs to be done to make sure that the *policies* and *processes* impacting students are *accessible* and *understandable* to the student. *Community outreach* is also an important aspect of communication. The *local community* should have clear and frequent communication about what is going on with COM and feel welcome for various campus events. Several comments suggested that COM needs to focus on *marketing* various *programs* to raise awareness of their existence and communicate what they offer students and the community. Comments also referenced a need for focus on *public relations* to create and maintain a positive *reputation* for COM and work on the relationship with the community. Some of the **Communication** comments are as follows:

- *Better communications among departments is needed to help students. Most of us don't know how to handle questions from students. The COM Communicator newsletter could provide info about new programs*

- *Registration process is difficult and there is a lack of communication on what to do next – students get discouraged and quit*

- *Communication – administration to employees, COM to students, COM to community*

- *Need more marketing, advertising of all programs*

- *Have a dedicated person/group of people for community outreach and to keep a finger on need and wants*

The final frequent theme within comments is **Campus Issues** – current problems or recommendations on ways to improve *campus facilities* and *campus life*. Many comments referred to the need to update and improve the physical campus facilities and urge continued pursuit of a *bond* to address those problems. Specific needs were also referenced such as *classroom space* and *amenities*, *PTEC* classrooms and technology, *science labs*, and *technology infrastructure* as well as various suggestions such as investing in "green" energy like solar power or creating a community garden project

on campus. Multiple comments touched on *dining services* and a desire to improve those options as well as make sure options are available for *evening and weekend students* and employees. *Morale* was seen as an issue in some comments. It was recommended that steps be taken to improve "*school spirit*" for both students and employees, for instance organizing more events and activities on campus to benefit and involve students, community, and employees or creating an *athletics program* to attract students and increase school spirit. Several comments also referenced employee needs such as *continuous training* and investment in *professional development* as ways to improve the caliber of our employees and increase morale. There is also a desire for more direct interaction with and *visibility of leadership* on campus. Some comments suggested that the President and administration should be more visible on campus, observe classes, and engage in "undercover boss" type work to see what is happening on the front lines. Some of the **Campus Issues** comments are as follows:

- *All classrooms are not equal, ex. Some have outdated, unmatched tables and chairs*
- *Spend money on technology, staff, infrastructure*
- *Morale is low across campus, lack of accountability*
- *More dynamic student life. Academic clubs; consistency with events semester to semester (zombie run, color run)*
- *Employees need to be more visible at student events so they feel connected to the college – especially Administration*

Next Steps

Over the next several months there will be more opportunities to provide feedback as part of the strategic planning process. The President along with the Cabinet and OPEAR have been holding a series of town hall meetings to gather information from the community and other key stakeholders such as the local ISDs, businesses, and Chambers of Commerce. November 2017 will have the first

COMmunicate! Series session inviting Faculty and Staff to convene to discuss College Goal 2: Faculty and Staff Success and ICAT topics Teaching and Learning, Equity, and Engagement and Communication. All employees are encouraged to participate in this important process as we determine the future direction of College of the Mainland.

Appendix

Table Notes

Round 1
In my role, what can I do differently to help students achieve their educational goals on time?
(Try to expand beyond your job description or assigned duties.)
Have bilingual students go to right place
Have more bilingual staff (contact list of bilingual staff – help students)
Educate students on more financial opportunities (waivers, exemp, sch)
More donors for programs that underserviced
A one-stop shop including all student related departments
Students blocked from classes that are outside of their degree plan
Students educated more on Student Planner – students planning their semesters based on the students degree plan
As a faculty, Financial Aid and/or Foundation speak to your class about applying for Fin Aid and/or scholarships
Refer students to Speaking, Reading, Writing Center to help with sch essays
"shopping cart" so that students can tentatively add classes without actually registering to see whole cost of their semester
Degree specific advisors
More flexible to meet the unique needs of students
Be more knowledgeable of community resources that could help students with childcare
Be more knowledgeable about the financial opportunities that could help students with childcare
Advising – make sure student has a plan and knows the plan
Populate plan in SP (automated) to help pre-plan students semester by semester
Not allowing students to take courses outside of their plan
Requirement for advisor to sign off on a pathway (mandatory)
Reaching out to students as soon as possible
Course availability, do not cancel courses due to low enrollment
Offer more summer course to speed up completion
More online offerings in all disciplines to increase availability
Encourage students to be full time
Mentorship program among studnets
More resources (tutoring) (SI)
More centralized career/transfer center
Rewards for milestones
Course offerings to fit the needs of our student population (more night, hybrid)
Process the students F/A funds in a timely manner so they will be able to pay for classes
Make self available for students before/after class for remedial needs
Understand the process of enrollment to better communicate with the students on campus
Cross communication
Cross training faculty, make them aware of dates/times/programs available for students
Having check list for programs to give student direction on getting into program completing programs
Help students overcome the obstacles to education – child care, transportation, finances, etc
Refer to financial aid, COM foundation, COM child care lab, workforce child care grants
Use student planning to plan their degree out – demonstrate PT vs FT so the student can see
Encourage/require the instructors to use the early warning system
Work to resolve textbook costs for math students enrolled in the coreq course (2 codes)

Educate COM students about how their Pell is only good for 6 years full time (12 years PT)
Look at developing a centralized tutoring center modeled after the Reading, Writing, and Speaking lab
Offer more internet and creative scheduling for courses (Utlcc TTh examp) more 8 week sessions
Advice/Guidance
Friendly customer service
Academic evaluation (see clearly)
Not changing requirements mid registration
Assessment – high school? If not do here
Avoid taking unnecessary classes
Focus on pathway
Program/computer assisted
Make sound decisions
Follow up/Feedback
Talk with student in more depth about career choice
Assessment and Testing Center
College Connections/Advisors in high school
Push the assessment
Easier to see Academic plan
Parent- confidence- investment in student interest
Transfer credits – adivsors knowledgeable
Return calls from department within 24 hours
Push off to another area
Match career goals with student abilities and aptitudes and marketplace opportunities (use internet inventories)
Connect students to counselor with expertise in career preparations
What is causing students to take so long?
Explore alternative delivery methods
Find out what is stopping our students
Students: attend, read, attend reading and writing center
Recruit and retain quality faculty and staff – employee surveys
Student mentorship for retention
Financial aid, scholarship question, enrollment to counselor and advisement(?), documentation/website/resources
Communication and repetitiveness
Contact info and employee education
Secure point A to point B
Employee mentorship to reach out to students
Community resources – training
Students to choose employee of the month and more student voice in decision making
Employees attend student orientation
Degree audits in TRiO
Continue program audit – 1 active degree program for FinAid purposes
Class visits to inform students about TRiO and other campus programs/resources
Student peer to peer class presentations about COM resources
Inform students of what the OSV offers. What do they do?

TRiO Degree audits
FinAid declare 1 major to make sure that students are on the right program

Reverse articulation

Invite more retention programs like Writing Center/TRiO to do class room presentation

Embed services offered at COM by students (Speech courses doing presentation regarding services)

Addition information training to faculty regarding COM resources so faculty can help refer students

Exposure of clubs to students as additional resources

Expand TRiO like program (institutionalize)

Assist students in researching careers prior to starting courses

Provide extensive academic support to students around gate keeper courses

Reevaluation of degree plan after each semester

Align high school endorsements with college degree plans

Ensure courses scheduled to meet needs of students – sequence, timing

Start talking more spontaneously to community members (unofficial recruitment of community members)

Customer service. People are ping-ponged

Minimize expenses – facilitate book exchange between former and current students, new edition every year publisher driven supplies (lab fees/scrubs)

Online catalog – reorg into pathways is good

Student Planner – not user friendly and encouraging

Training all employees regarding student services (communication across all campus)

Usage of one program for all staff in order to eliminate miscommunication

Staff, familiarize ourselves with all or most resources to help the students in more than one way

Marketing resources – how can we deliver resources to students? If so, how can we monitor that students retain resources given?

Case management type advising – reenrollment, create evaluation, personal contact

Faculty create a learning community – get student to bond

Provide advising in class – make students aware of resources

Use short mandatory conference periods for each student

SNAPP students needing a pat or a push

IT tickets faster

Abolish co-op class for certificates – requirement for work hours

Do your job

Help identify pathway

Guest wireless access easier and other resources

Easier for potential students to access resources

More awareness of password reset revamp of welcome to COM email

Make more regular inquiry with students with regard to their program study

FinAid – more clearly communicated federal aid limitations

Incentivize programs (similar to H1B)

Advising so focused on core curriculum so students aren't aware of other opportunities such as fine arts

Allow students to explore and find passion

Ensure the right opportunities are available for student needs – ex. Marketable skills

Scholarships for fine arts students – activity scholarships

Help students figure it out early – encouraging

Empowering students that they can finish

Listening/try to assess their situation

Make connection with *someone* on campus

Be welcoming

Repetition with student you see

Pay attention to what students are going through
Be personal
Encourage students to ask questions, talk to faculty
Directing students to resources – on and off campus
Teach them how to seek help
Taking away so many choices – choice can be overwhelming
Suggesting resources – library
Designated area to study (open lab) 24 hours during finals
Lab hours lengthened
Incentivize students staying on campus – create community
Expand childcare so students can take more classes
Student mentors/ambassadors
Talk to them not at them
Be intrusive with students – get in their business
Graduation application electronically
Better communication for applying for graduation
Advisors look at students courses to see if they are close to a program to complete
Have marketing do a video and post on website – graduate instead of worksh
Incentivize to apply for graduation and give them something – cap and gown
6 drop rule – no error message to show they are at 6 hrs
ABE coming in and getting into a Cert to get completed in a program
SP – plan ahead
Ask to talk about graduation process in advisor training
Training on SP with Public Services group
Recognize and refer to the early warning program sooner
Regular mentoring to develop a rapport, engage the student, and to make sure they are in the correct courses
Guest lectures, field trips
Showing student their progress according to milestones for positive reinforcement
Early engagement and early intervention
Increase tutoring
More office hours
Supplemental instruction for all disciplines
Tutors for every discipline
Encourage full time students whenever possible
Faculty as informal advisors
More financial aid
More work study
Establish an academic tutoring center using graduate students as tutors
More intrusive advising
Screening, questions for advisors (more intrusive advising)
More use of personality/interests instrument
Build relationships with community to build enrollment
CHS relationships with local area business Marathon/BP are good. How can we get additional funds from other industry
Use of Early Warning System
Become more engaged with students
Faculty members assist with advising (mentoring)

Personal connections with professor or someone on campus
First day (week) have ambassadors/clubs directing students
Online – break down how to read your schedule with descriptors (of where/when/who)
Tutoring/mentoring
Collegiate High School – mentoring students, different backgrounds of expertise, once monthly gatherings, job shadowing, mentorship
Some statistics – change of majors due to lack of guidance, 25% receive F/W – mentoring/tutoring
Students just don't care, don't think they're accountable
don't have a problem in the military, no incentive for staying in. GI bill – those recipients do work
Parents drove the student to college – instead of the degree plan, this change them to a certificate
Unsure of what they will
Are advisors on a schedule?
Horror stories about advising. PSC/Nursing – area
How are students
Clearer path
Not everyone has seen the catalog
Users manual for the catalog
% of high risk identified – list of those students to follow up
COMPeers – good group to join in the request mentors
Monetary incentive and 100 students or 100 mentorship measurable outcome – monetary incentive
Formatting to fit the responsibilities
Be a good steward of the money; making sure
Facilities – making sure students are safe, comfortable
Increase the contact with students
Way finding
No wayfinding for summer; student life that would help
Disjointed
All staff needs to know where areas are at
Increase staff awareness
Work more closely with advisors on degree requirements
Putting on appropriate plan (give them a purpose)
Taking a look at pre-reqs for classes, although it doesn't make them finish faster, they are fewer repeats
Timing: break up or chunk class time for science courses. Engage students
Student accountability – have to study
Centralized tutoring/access to open lab to learn outside of formal classroom time.
Our "stuff" is also dated
Rescheduling science classes so that they meet less time (3 times a week instead of 2) and open lab
Co-req Gen Bio and A&P
Promote financial aid/grants/scholarships
Be more vocal in every day activities about COM
Push productiveness on students part
Mentorship
Promote financial aid/grants
Be more vocal in everyday life – let know about resources
Have faculty point out resources during class – repetitively
Push proactiveness on students part
Streamline processes for students – make information easier to find, be consistent with times open, etc
Consistency throughout the college (student heavy) a lot of services close at 5 pm

Make sure resources are accessible times in evening

Job Fair – learn more about actual jobs COM helps get

Orientation is good, but forget after 2 months

More motivation throughout semester, workshops

Mentorship program – bring back?

Tutoring

Institution needs to reach out/administer target/one?

Why 101 hours? Something wrong – changing their mind? Not getting advised?

Do schedules accommodate work schedules? Online? Life happens

Expand knowledge on departments that I do not know about to help answer students questions

Expand on personal knowledge on options for non college ready students

Checklist or map on pathways to help guide students on the admissions process

Having staff/faculty as personal mentors for students. Also providing these mentor the training needed to mentor students

Instructors and department heads take an active role in supporting Advisors – communicate directly with students

Find a way to link scholarship application to enrollment and registration process

Emphasize advising opportunities within syllabi – ie during hours

Small tuition or fee discount/waiver or credit at bookstore for full time course load in back to back semesters or certain milestones along degree path

Check up their progress – faculty alert – advisors, frequent communication and deadlines, get to know students

What is your degree plan? Help them focus

Required visit to advisor? Once a year, twice

Be proactive about switching degree plan if unsuccessful in current plan

Ask or spell out if they belong in the course where they can succeed

Prepare in advance students expectations about courses they should be in i.e. nonmajors vs majors courses

Some students in particular CHS late sometimes 1 hour, can we do better with expectations?

Make sure they know their pathway – degree plan

Attend class – encourage knowing who is in your class

Explain "W" clause

Tutor in all areas

Out of class discussion groups

Scholarships – helping with cost

Early warning when in class not doing well

Less messy with phone

Move success stories in their career they're going fo

Help students find mentors

Use faculty advisors in their area

Move connection with students in their area

Provide more external learning experiences (field trips, symposium)

Use of professional as guest for class to explain their career opportunities

Career testing – see what their interest is

Nursing assign mentor to student

Exit interview if dropped out to help identify what they need help

RN unsuccessful – advise to LVN

Review their progress, including grades 75 or less

Mentors and students receive a counseling referral to meet with their instructor
One on one review of exams – all students encouraged
Evaluations – low completion
… told grade won't be posted
Less barriers – registration process less errors and streamlined
Fast track registration
Triage for problem is in registration
Calls being answered with helpful info
Make sure classes are conducive to students schedule, Saturday evenings afternoons etc online
Career counseling, aptitude testing (more)
Is full time schedule available in all programs for students to complete on time
Be aware of personal needs of student in order to offer student help
Add tutors for A&P as well as math and science
Teach students time management – instructors enforce class times, etc
Teach students organizational skills
Teach students study skills
Intrusive advising
Use early alert program
Instructors introduce student to services – labs, advisors, instructor info
Asks students to write brief bio and how teacher can help beginning of class (lets professors know struggles in advance)
Be flexible with students regarding teaching methods
Be a human on the line and answer their questions
Treat students individually, make every attempt to listen intently
Make sure students get the help they need and follow through
Help students navigate college systems – maps, buildings
Develop resource sheet for students with priority deadlines
Simplifying website for navigations
Make online learner workshop more efficient
Admin needs to plan out how online learner workshop and communicate effectively throughout
Improve communication with internal processes
Run evaluations for them and give them grad app to make sure they
Advising contacting faculty when they're not there
Program coordinator not under contract and not available to see students answer questions
Faculty need to be in the loop/consulted before decisions are made that affect them
Guaranteed schedule that isn't guaranteed – we have to offer classes even if low enrollment (cancelled organic chem makes sense but 3 years now) not guaranteed
Need to have
Can't put finances over goals, but make best decisions for betterment of our students
Keeping their advising on track
Follow degree plan/matrix for PTEC
New student orientation for PTEC
Free tutoring for PTEC
Promote student activities – engagement
Better welcome center, better location, full time person
Make Blackboard help more visible link in blackboard and on webpage
Extended Blackboard help hours
Blackboard hotline not visible on login page

Know all of resources
More information on social media
Remind app to communicate to students
Tammy Stafford goes to PTEC to speak about scholarship every semester
Need advisor who are well educated in what is needed for the specific program they are currently in instead of preparing for courses to help the
New student orientation – mandatory – have students register then for right degrees
Follow through with initiatives and requirements
Ensure certain classes are taken in the (PSYCH 1300)
Increase communication about services available on campus
Council on challenges of online trainings/programs to make sure students are aware and well suited to be successful in those programs
Student success is our top priority. COM will be the college of choice in our community.
Assign students to mentors in nursing
Counseling form given to mentor if the fail test or failing course
Taking things they don't need to take – avoid
Not advised in HS
Use of Student Planning in Web Advisor
Better advising before they get into nursing
Future degree – don't look at what's needed for that but what you're in now
Changes in family life
Better planning
Consistency in program policies and procedures
Students need to have more defined plan
Knowing what major in the beginning
They don't ask questions
Registering online – how to guide their path
New student orientation, advising, conference earlier
Every new student must see an advisor before registering for classes
Student planner
Follow through with what is in place
No consequences
Faculty talk in general about careers
Encourage students to see advisor
Communication with students
Faculty lines of communication, open communication
Mandatory – no follow through consequences
One pathway to register 2-4/3-5 steps simple
What are other college doing? Model best practices. Follow through
Problem – try to fit new into old. Try one new thing and perfect before moving on
Teach students how to use the student planner.
Advisors need to know what is needed to get a job and communicate this to students.
It seems that all the students want to be either teachers or nurses.
Have the info about jobs and classes in the library in other areas, facilities etc.
Better communications among departments is needed to help students. Most of us don't know how to handle questions from students. The COM Communicator newsletter could provide info about new programs.

There are not enough staff to help students to that do not speak English -- have someone in the enrollment center that speaks Spanish at all times. Have a list of all people that speak Spanish in the directory.

Find student assistants who speak Spanish.

Try to prioritize facilities projects that impact students. Top of the list should be Safety and things that can impact students like a/c, toilets.

 People who call the college on the phone are not given enough info.

Have access to better directions for students. There should be "building maps" in each building with a floor plan.

Provide a career inventory for every student at beginning of their educational career

Implement strength finder to identify strengths of students to help put them on a path that they are interested in

Expand child care services – long waiting list - students cannot take a class with no child care options

       Educating students on how to find child care – ask prospective students if they need child care services

Need to make sure students have a plan – child care, transportation, etc. so they know what to expect.

Offer more kid camps during the summer so students have a place to take their kids while they are in class.

Bring in guest speakers that explains what types of jobs are available – what types of careers you can have with types of degrees – not just the obvious career choices – get students excited

       Tap into our alumni on what jobs they have with degrees received

Walk students through FAFSA – offer more workshops

Registration process is difficult and there is a lack of communication on what to do next – students get discouraged and quit.

More course offerings/programs.

Round 2
If I were president. What would I do to achieve the College's goal of student success?
Invest in up to date tech across campus

Do not rush students through their degree (make sure they are successful)

More pre-reqs – co-req

Lower level course specific for higher level classes (example A&P1)

Quality faculty and staff and faculty teaching their field specialized classes

Tenure for qualified faculty

Infrastructure

Recruit and hire more employees that are more student centered

Bring in creative employees. Creativity in the classroom

Full time employees instead of contracting out

Better marketing

Better facilities, more technologies

Faculty and advisor meetings regularly (communication, realistic expectations)

Faculty panel during NSO so students are realistic with expectations

More advising staff

Mandatory bridge program to orient students to college

Support staff (more)

Streamline processes, more technology to make the workday more efficient

Cultural and ??? aware of community needs
Communication across the table, different cultures/language
Work on PR within community
Provide an environment where we can communicate
Internal communication/cross training
Help students with child care, making drop in available
Make faculty pay competitive to bring in excellent educators
Make the hiring process smoother and faster
Update labs and technology in all educational areas
Update classroom furniture so all rooms are inviting
Early intrusive advising for career/interest assessment before choosing a pathway
Require programs (WKFC) to create cohorts each semester or academic year
Require students to meet with their advisor once a semester face to face or online to go over degree
plan to make sure they are on track
Implement a campus wide communication plan – changes in programs requirements, state changes
affecting Admissions/Advising/FinAid
Network with other businesses to create a speaker series for students
First point of contact – need to be more savvy of EVERYTHING
Proactive reaching out to department/degree plan
Verbalize degree plan changes
Adding and eliminating – to campus wide
Department specific advisors
Degree plan
Advisors need training – transfer credits, core curriculum
Evaluating classes taking
Restructure Advisor/Advising
Outreach – local businesses, government for Internship/Apprenticeship programs
Work to retain talented faculty
Pro-rated summer pay for all faculty
Annual step increases
Management structure that emphasizes excellence
Evaluation of managers
Don't pressure faculty to exceed their contract/teaching load
Improve morale
Community outreach to elementary schools
Simplify admissions process/application
Do enrollment at the high schools
Support faculty standards
Stop last-minute changes to faculty practices
Research-based best practices for curriculum
Reduce class sizes
Family planning clinics
Community involvement – 50th anniversary more often, Finish Faster buttons
Allocate more funding – budget necessary to support student – need tutors, bigger facilities
Career inventory exams to understand interest and further desire of students needs – more follow up at
academic plan with students
More town-hall meetings with community and more student with President meetings
Infrastructure is a must – showing progress

Get rid of or downsize ducks and geese
More fundraisers and salary incentives, more good publicity
More TORCH and find a way to engage student body with intermural sports community
President Nichols is on track with initiatives to reduce time to get a degree
Have a 1st year Student Success Academy to assist students understand program requirements
Better training for academic advisors
Have a designated advisor for each program so they could be better prepared and more knowledgeable
Cross train Advisors for programs
More community involvement in student success
Better communication for changes
Consistency across job promotions
Have an open door (President)
Value employees – they have given up a lot of benefits
Happy employees – happy students
Campus upgrades
Create a centralized tutorial services
Bring more innovative programs based on COM's industry needs
Communicate with student through social media (Presidential SnapChat)
Provide new management training to new managers
Create more sections
More classroom space
Transfer articulation agreements
Not allowing VocTec students to delay taking math courses/put math courses at from
Co-req program
Engage community/COM first
Change culture of community to help them
Provide financial education to parents (before students enroll) to change community culture – parents are decision makers. To make the right college choice
Only sell educational related items – no PS4
Provide costs projection before actually registering $45 non-refundable fee (shopping cart)
Review former students' enrollment records (audit) to target students close to meeting graduation requirements and encourage them to return
Since same cost for 2 classes can system check for other courses available at that time to promote higher enrollment
Offer more classes in sessions <16 weeks – 8 weeks on grand scale
Offer more tuition-payment plans to
Putting the right people in the right positions to create a welcoming environment
Have an efficient coop program
Incentivize full time students – give financial incentives to go full time, survey students to see what the barriers are to taking a FT load, provide help and resources
Centralize tutoring services manned by FT employees
Career exploration so that students have goals early on
Support instruction – budget, training to be successful in instruction
Reach out to diverse communities
Comprehensive approach to education – partner with agencies that serve disadvantaged population – GED, ESL centers, Headstart
First generation division

Do best to convince BoT not to increase tuition and fees, convince chambers, companies to support through tax dollars. COM had lowest tuition in country, BoT increased tuition and enrollment declined
Reduce fees and tuition
$ into foundation
Contribute to graduating students to offer "free" 2 years
Student assessment – students don't know what path they want – assessment center
More up front assessment to find passion
Accountable budgeting that allows us to get what we really need and not have money tied to something that doesn't ever happen
Need space to offer certificate programs, instructors to provide training in classroom
Advising – will the program result in a job
Identify crucial jobs in community, including in the future
Job experience – industry won't hire if no job experience
Apprenticeships
Services available to all students, clear what's available
Limit lack of misinformation
List of resources for stuff
Cross training of departments – processes and procedures
Make all students feel welcome
Feedback survey on web at all times
Be more visible on campus
"COM rumor mill" – respond to gossip/rumors online
More events on other campuses – North County
"Welcome committee"
More availability of tutors
24 hour customer service help line
Increase support services
Decrease turnover in employees
Research why people leave – how to retain employees
More space for tutoring and student resources
Psych for Success – CE version – help CE students with soft skills
Bring back First Fridays – makes president more accessible
Put more technology in our services
Faster applications process – students want stuff faster
Incentivize full time enrollment instead of 2 for 1. 25% off 2, 50% off 3, 60% off 4…
Full time Fall/Spring – summer free
Class makes and open up more sections – have a number of faculty able to teach an additional course(s)
Is there a limit of courses that an adjunct able to teach – if not, have adjunct take another course
Offer more 8 week, 12 week and Christmas/Winter mini mester
Survey students when they are available to take courses
Have a more restricted schedule so you have classes 8:30-9:50, 10-11:20, 12:30-1:50…
Courses only offered in a term and it may be only one student needs – we should never send a student to another institution to take the course we offer
Evaluate the course before cancelling – Trig and Calculus are high enrollment so let it make with 6 to less than 10
After drop, better communication for paying at time of registration
Allow late registration by allowing a student to register the first or second day of school
Begin a mentor program for students

Retention: Engage the student earlier
Develop a back-up plan for students who have hardships
Informing students about the resources available ahead of time
Registration: Decrease barriers to registering for classes
Confirmation after registration
Advising: Better processes for advising students for specific programs
Financial Aid: Showing students how to find financial aid (hands on)
1/3 to 2/3 of schedule should be 8-week classes more interaction from employers
Persuade employers to hire only individuals with a higher education credential
CHS – expand with scholarships
Rebate tuition for students with 4.0 semesters
Establish sports teams for more school spirit
Ask for clear goals from the BOT
Focus on recruiting from La Marque, huge pool of potential students
Create a new department – Beyond Advising – similar to a Social Services Dept – help students in crisis, career services, general student services. Doesn't have to be social workers – some who knows the college and where to get students support
Professional Development to help faculty/staff to help students use high schools as feeders
Have a Mentor program on campus – students and new employees
More resources for students – tutoring, intrusive advising
Create more online degrees – military/working
Provide support services – online support
PSC – space; off campus learning opportunities? Specialized equipment being moved, more students in there. More applications – so yes, seats
Where are communication breakdowns between departments
Initiative root cause of …
Format / case studies to determine the true cause of the issue – and the number of SC needed to complete the degree
Students are going to various advisors and not getting enough attention or sent to the wrong place
Doesn't seem to be productive before
Go talk to speaking/reading/writing
First points of contact need to be trained
What are the students being told in HS? "You're not college material"
Negative reinforcement
Lots of students just taking classes as they wish
Connecting – college connections
What's the student enrolled in?
Mystery shopper!
Marketing! 1 & 2
Community! L → R
Commissioned security classes don't make, but CL classes make all the time
No address of "Texas City"
What part of the billboard says what does COM…Edu say?
CE schedule = distribution; only available on campus. Mail out!
Reaching out to the community
What part of the marketing plan is the bill board? Is the logo where is it?
Need to get info out! Everyone would be complaining about space
Facebook page?

Dr. Nichols is heading the right way when admin decided to spend money on curb appeal, it does mean something

Bond would be needed for capital projects

Increase the user friendliness of the website

Engage local industry leaders in healthcare to open doors to externships for students and form partnerships so that there was a pipeline and path for hiring our students

Centralized tutoring (esp sciences) math

Tutor board

Interest levels and skills/aptitude. More than what do you want to do, what are you good at?

Mentors for new students

Service learning

Touching base with students throughout the semester. Engaging the student. Like CHS

More dynamic student life. Academic clubs; consistency with events semester to semester (zombie run, color run)

Work to enhance school pride

Free bus

Fact sheet that simplifies grant funding and how it ties into academics

Advisors and faculty need to get together and align goals and syllabi – same goals

Can advisors go to classroom every couple weeks to confirm resources

Advisors need more training, maybe more specialized towards specific degrees/certificates. Put the new student with proper advisor for program

Visit and attend classes to see the specifics – meet every faculty members class for 10 minutes, also one on one, presidential mentorship

World café with students

Job fair showing job varieties

Call students who had a bad semester to come back

Don't cancel classes

Bring back mentoring program

Offer and teach all class in a degree/cert plan every year

Consistency across college (campus times, class times, teacher office hours)

Identify needs regularly and change tactics accordingly

More student activities between classes so get the students to stay on campus

Don't cancel classes

Teach all classes in the certificate/degree at least once a year

Mentorship

Consistency – times for class, availability, teacher office hours

Faculty reiterating resources frequently – syllabi

Identifying barriers to students – "needs" change with students and faculty, change tactics accordingly

Barriers – homework? One unsuccessful semester does not mean fail again, it's okay to come back, have someone call to say come back

Are these "world café" happening with students?

Advisors and faculty disconnect

More professional development

Bring back tenure

Structure our pay scale where employees don't have to go to another institution to get more

Improve community reputation – how?

Electronic communication to students

Creative freedom in marketing

Greater presence in north county – no open computer lab, more resources

Online online online

How do we foster the on campus community

No one to represent faculty in disagreements, protect employees

Look at processes across the college – admission to college

Get outsider advice on processes for enrollment

Adequate staff across the campus

Help understand the goals and mission of the college

Bring in more diverse programs

User friendly student planning

Target students that are close to graduation to have them apply for graduating

Stagger registration by the amount of credit hours (priority registration)

Admission and student help center look at students records to see what is needed before seeing an advisor

Bring back late registration and have payment deadline longer

Have physical copy of the college catalog for students to use

Make it more affordable to take 12 hours of credits

Reinstate 10/12 month contracts to bolster summer course offerings

Continue to forge solid relationship with Board

Continue open communication with faculty, staff, and community

Reinstate tenure to attract the best faculty. If we want to be the best we have to offer the best

Get out into community to forge relationships in the community and its businesses

Be visible at college functions (art, theatre, student events, etc) actually walk around campus between classes – meet the students. Visit class rooms. No president has before.

Reintroduce shared governance – particularly on events/issues that affect students and the campus at large

One on one mentors as opposed to advisors

Listen listen listen to the students

Aptitude assessment, mechanical vs mathematics, etc

Increase orientation to include introductions to other fields of study

Embrace technology, GIS for instance. More graphics with cross-disciplines

Facilities – go up to date with local high schools

Make sure mentors are available to students

Relationship of faculty and students and staff

Hire quality instructor with good pay

Work with Board of Trustees to have good relationship with community that gives a positive image of the college

Make sure the college is advertised as successful in all areas

Childcare – guarantee (grant) short term care

Bring back 10.5 month contracts

Increase communication to all groups – inform everyone

Dedicate more hours for student events, add college hours Monday-Thursday or dedicated Fridays

Spend resources and President time getting faculty buyin – engaged and buy in and believing in this student success goal

Hire and train faculty to love their subject and engage students in learning

Teach employees to care and who go the extra mile to create an engaged workforce reflected by going the extra mile

President – become an undercover boss to improve the campus and student experience
Have a better welcome center location and bilingual
Build a rec center
Get rid of the ducks
More money – special fund for single parents with day care, gas cards, food, etc
More advisement (wrong classes, more knowledge of what their major should be)
More options for students who need to drop or want to drop ie bridge to transfer to online class mid semester
Instructors video each lecture for students who miss, watch online to make up classes. Quiz at end
Make math tutoring more accessible
Make meeting with students like round table discussion – Pres and VPs
Communication app for student outreach
When student register for course their info goes to instructor of course. Instructor can choose what times they are available online
Give everyone a big raise
Incentive for faculty and staff want to stay
Correct compression
Streamline registration process
Make online registration easier
People (staff) not answering phones – enforce answering phones, especially during registration
Hire part time staff during registration to answer phones
Forms with area services distributed among staff and faculty
Starbucks in the library; other college do this, creates a relaxing study atmosphere
Have competitive athletics department to attract/retain local students
Offer more classes and prevent cancellations or lose students
Aligning and having specific certificate/degree programs for local business/workforce needs
Have a dedicated person/group of people for community outreach and to keep a finger on need and wants
Increase the proactive interaction and recruitment of local HS students to create a more solid bridge for students
Require an increase in knowledgeable counseling and advising, particularly towards CHS and Dual Credit students
Hiring enough advisors and having focused areas of expertise
Proper advisement
Individual success plan (advisors)
Early warning consistency (faculty)
More advertisement
Meet with industry to determine needs
More sections/more times
Classroom availability
Website needs to be improved better… not easy to maneuver – open his etc…
New hires should immediately put into directory
Every students should have a team: academic advising, financial aid advising, faculty advising
Implement a course for Microsoft word needs to be put back into CORE – library could also do this as workshop, online learner workshop
Need to provide services/support M-R until 7pm for adjuncts and students
Campus wide scavenger hunt to orient students

President should tour ALL parts of the campus/departments and know everything that needs to be fixed, upgraded. Make comprehensive list and prioritize list, where is the PBK plan, make COM esthetically pleasing and improve furniture.

Give everyone a raise

Need a nicer cafeteria with restaurant quality, coffee shop

Improve new food service

Kiosk needs to stay open in TVB later to serve evening students

Offer new programs to serve

Placement services to help students get job after graduation

Improve alumni program

Renovate facilities – labs, childcare, everything

Sports (competitive, intercollegiate)

Tuition reduction in future semesters based on academic performance in your degree plan or priority registration

Expand child lab so it is easier to get in

Social services department, food bank, clothing, etc

Offer services for parents when their children cannot attend school. The college is not always closed when elementary or junior high is closed

Return to 10.5 or 12 month for faculty. Faculty need incentive to work during summer

Bring tenure back

Bus passes for each student, more bus routes (texas connect)

Covered parking with solar panels and sell excess, charging stations for cars

New healthcare programs. Which fields are growing fastest?

1 semester or 1 year scholarship for high school graduates in our taxing district that come directly to COM

Health clinic – a designated space for groups to give shots or tests. Maybe a nurse

Expand business hours – library, admissions, advising, evening childcare (no summer 2 childcare)

Weekend college

Wind turbines, better recycling program

Green energy degree plans

Transportation for dual credit students

Bring wellness program back

Priority registration

Open career center to help with job search, resumes, interviewing

Help students connect with employers in the community to find jobs

Build relationships to local employer

Child care for students during all hours that classes are being offered (not only 8-5)

Mandatory orientation for online students to educate them on services available

Advertise services available to students

"Call a tutor" initiative – help line if students need academic assistance

Make it mandatory for students to visit certain services (e.g. Reading and Writing center) to encourage students for future use and lower "fear" to seek help

Communication – administration to employees, COM to students, COM to community

Professional development – provide training to instructors on teaching strategies for classes with students from all age groups, backgrounds, educational history

Student Assistance – offer basic/intermediate computer/technology classes for those who are not familiar with technology programs require for their class

Student Assistance – computer labs with tutor/assistance available at all locations

Student Assistance – provide computer/ipads/laptops to students on loan basis

Counseling/Advising –counseling about career choices, tailored to specific students needs and situation, ensure student is well informed about requirements of the program of their choice and make sure students have basic skills required to be successful in their program

Counseling/Advising – improve initial assessments to ensure students get into right programs they can be successful in

More childcare opportunities for our students 7:45-5 before, 7:30-5;30 now, night time day care

More personalized/student centered counseling

More processional counseling

Individual pathways

Students assign to an advisor for each degree plan

Triage advisor for life changes

Make campus more inviting

More outreach – communicate, make them part of COM family

Nursing has mentoring of students – getting their stories

Students mentoring students

Faculty mentor in the pathway

More faculty competitive salary to keep

Speakers (well known) motivational for students, remind them why they are here, mid term slump, keeping students motivated

Process to apply – college and Financial Aid, too hard, rude, simpler

Hire someone to walk them through

Revamp the whole new ptech area, equipment, GSU, and classrooms

 Nursing needs renovations too, sim lab floor flooding, new facilities, more space

Go to big business and ask for funding

Transportation for students who don't have cars

Simplify the registration process – students cannot navigate it.

Increase financial support would not have to work full time

 Revamp the entire campus. Campus's like Brazosport are beautiful. If you build it they will come! Chairs don't match and are uncomfortable.

Give all instructors their own offices, many have no privacy. They have office hours in cubicles.

Implement Community Nights with food, and increase awareness about college.

Make COM a college that can award bachelor degrees, like all the colleges around us, such as Sanjac, brazosport etc.

Offer more online courses.

Upgrade child care center, expand it, and do more teaching instead of just babysitting

Add a Subway and Starbucks on campus, high schools and hospitals have them! Why not us?

Add Sports to the college – basketball, etc. that will bring more spirit to the campus.

Increase student engagement by president – needs to meet with students more
> Faculty has a good connection with students, but not other people on campus.
> Employees need to be more visible at student events so they feel connected to the college – especially Administration.

Make sure students are provided guidance early on to make sure they are on the correct path and stay on it – starting in high school or middle school

Create a career center – offer career inventory
> Possible job placement

Create community partnerships so companies hire our students and students will know they have a job when they complete degree

Community internships

For some degree programs - Create 4-week classes so over a 16-week semester, students can complete 4 classes. Students would only take one class at a time which would relieve stress but would still be considered a FT student. It would increase productivity.

     Suggestion to look at the 3-week retention rates

4-week classes - good recruiting/retention tool – you can finish faster

Round 3

Synthesize

What did you learn?

Advisement – meet with advisors in a more regular manner

Stronger career center

Degree specific advisors

Everyone wants students to be more successful

We need better communication internally and externally

Registration and the online experience should be more user friendly

Communication across departments and understanding of issues within the college (better coordination)

Nice to hear different perspectives

Employees understand we have some work to do and are willing to work to achieve our goals

Communicate across campus, community

Need more marketing, advertising of all programs

All departments experience the same things

Students come unprepared and frustrated

All classrooms are not equal, ex. Some have outdated, unmatched tables and chairs

Learned cross dept info

FA pell info

Textbook issue for coreq

Administration stay in their offices too much

Students need to plan more carefully

Speeding up education deprives students of the opportunity to explore their options

Need career examples

Externships

Bring your child to college day

Need offer students transportation and child care services

Need more hands on

PT – FTE students – create financial incentives for free classes after successful completion of FTE classes

Community engagement with students needed

Employees are not well informed about resources available for students

Mandatory meetings are not a good way to get feedback – no buy in

Students need more career guidance

Students need extensive academic support

We must engage the community more

We need to enhance systems (ex students signing up for same course(s) over)

Must hire quality staff and instructors (teach in their specialities)
Involve experts in fields to help our students with career development. Maybe at NSO
Be aware of our P/T populations as they compare to our goals – be realistic and help to sustain them.
Revisit evening/weekend/more online classes
Overlap between department and lack of cohesiveness – same goal = student success/communication
Eliminate filters of communication and work with 1 source of
Update communication – adopt cultures of generation
USE of available RESOURCES – workshop – create incentives
Employees mentor students – SNAPP
Centralize tutoring staffed by FT employees
Disconnect between education and employment/experience
Better communication is needed/essential when things change
Learned about different programs – networking
Inconsistency in syllabi
Inconsistency in hours across campus that may be confusing to students
Students slipping through pre-requisites when registering
Need better intake inventory instrument
Expand child care services
Target disadvantaged areas in our service area – lots of potential students
Doing Career Inventory
All employees of the college can help with helping a student by being an advisor/mentor
Advising is an issue
Teacher pay was an issue, 10-12 month contact reinstated
Shared governance – should be a part of the decision making
There is a lack of ability to accept change
If they were on a vacation by college is closed then no consistency
Is she with advising was with the department now its by name
More inconsistencies
Morale is low across campus, lack of accountability
Shouldn't settle for mediocracy with labs, technology
Students need a purpose or a plan
Test, show measurable goals, analyze, and correct
Don't be afraid to drop something that's not working
Needs more consistency through out COM
Some similarities between tables in problem recognition
Improve employee engagement (compensation so don't have to change institutions to get raises)
There are a lot of things we can improve
Find out why 101 hours
The TRiO program to expand its capacity
Faculty would like more stability, few changes, better step increase
Professional development reimbursement on higher education
Better bridge programs for students to move on to a higher degree

That there are some initiatives that are moving in the right direction and want to keep that positive momentum, but there are still many areas where we could put effort into (advising, visibility of president, etc)
Learned faculty procedures
Workforce

Issues registering for classes, too many electives
Aging facilities are a big issue
World café did not include coffee or snacks
Faculty not teaching their expertise in every case
Pathway can work if all buy into it
Facilities are important
Faculty make themselves available to discuss career options
Percent of failing students – DFW
Student advising and early interventions
The college consistency in identifying and intervening with low performing students for example intervene early and everyone isn't using early warning
Time to completion – greater financial aid awards
Looking at tuition incentive for high achieving students – rewarding high achieving students with credit towards tuition
Still not meeting students need for more direction
Improve course scheduling in … for students to finish in timely manner
More aptitude testing for students that are undecided
Program specific advisors
More funding for single parents for emergency
Faculty and staff need fair compensation
Wellness benefits need to return
Uniform standard for flextime across campus
College needs improvement
Registration process too long, needs streamlining big time
Water ruined mannequins in nursing
Air broken in PTEC
Good ideas for energy efficiency to save on costs of college
Better customer service
Need better communications – website, deans and departments, between departments, etc
When money doesn't matter, anything is possible
Faculty has good ideas – need to listen more
Community gardens – going green great idea
Need on track advising
Engagement and understanding resources (enhance)
Use social media and remind to reach students
Go green
Social services – need
Faculty need incentives
Need longer hours
Need childcare
Communication – communication with students need to be improved, administration with staff, reintroduce forum to facilitate 2-way talk (First Fridays)
Advising – individualize, educate students in detail on careers
Tutoring to ensure students have basic skills required for courses
Financial Aid – make students aware of all resources, including COM Foundation/scholarships
Input needs to be gathered from the experts before decisions/plans made
Follow through
Increase communication "can't run an organization from a distance"

Students need to have a more defined plan
Knowing what major from the beginning
Students don't ask questions
How to guide path when students register online
Suggestion – student conference (orientation/advising) earlier than new student orientation
Every new student must see an advisor before registering for classes
Need a student planner
We need to follow through with what is in place
There are no consequences for not seeing an advisor before registering for classes
Faculty should talk to students in general, about careers; encourage students to see an advisor
Issue: communication with students
Faculty – lines of communication; open communication; being flexible
One pathway to register – keep it simple 3-5 steps
What are other colleges doing? To model best practices
Problem – trying to fit a new process into an old one, try one new thing and perfect before moving on
Make campus more inviting
More outreach – communicate
Make students feel they are part of COM family
Mentoring of students – getting their stories, students mentoring students?
Faculty mentor students (in their pathway)
Need more faculty (nursing) salary problem
Motivation for students – speakers (well known) to remind them why they are here – maybe to help during midterm slump; keeping students motivated
The process to apply to the college and financial aid is too hard and have heard that ee are rude. Needs to be simpler. Suggestion – hire someone to walk students through the process
College hour every day would be a good idea.
Lots of people like the idea of Starbucks at the college
We need more awareness of our college in the community and in the high schools
We need a Career counselor at COM
We must get students in the right courses
Communications at the college is bad. Communications should come from the top.
Students are lost – they don't know how to get enrolled, don't know what they want to do for a living, don't have a plan
        Intrusive advising is needed to determine the needs of students in order to create a plan.
Child Care services needs to be expanded so students can focus on their education.

What were the main points?
Advisement
Registration
Infrastructure
Quality faculty/staff
More financial aid/scholarship education
Employees should take a turn trying out the web experience/registration to see if it is user friendly
Centralized career/transfer center
More technology for faculty/staff and students
Streamline application process

Appeal to more HS seniors
More course offerings that fit the needs of our students
Not allowing students to take courses off the plan/pathway
Make sure students have a clear pathway
Mentorship program
Open line of communication among departments
Communication
Marketing/advertising
Putting catalog/flyer in mail
Pay fair wages to faculty to keep good ones
Improve our website for registration – make it easier to use
Degree specific advisors
Make students more aware of fin aid and scholarships
Tutoring
Classroom space
Cosmetic enhancements
Priority registration by earned hours
More online course offerings
Assessment Center
Centralized tutoring
Innovative degree plans
Degree specific advisors – restructure
Internship/Apprenticeship programs – businesses
Career inventory
Foster school spirit
Salary increases
Transportation for students
If we want students to achieve their goals on time we need to match career goals with students abilities, aptitudes, and marketplace opportunities. To that end use interest inventories, connect students to counselors with expertise in career preparation
Ask ourselves what's causing students to take so long
Find out what's stopping our students
Be area that some students are using college to explore their own skills, abilities, and interests, and getting a degree quickly may not be their goal.
Student engagement and mentorship
Advising
Career assessment of each student goals
Need a simpler way to get students enrolled – too confusing
No points of contact – too difficult
Streamline registration process
Open lines of communication with students – communicating different ways – which is official?

The staff needs to be more flexible when working with students
Academic resources need to be offered online and in person
More faculty involvement in Student Engagement activities
New programs based on industry needs
Improving student success – 1 hour meet and greet addition to NSO

Marketing – student resources toward academics, creating workshops with dept that sister one another (writing and library)
Student engagement – visibility of student and community
Needy students need a pat or a push
One stop shop for help in all disciplines
Need for upfront assessment to find students' passion/pathway
Need adequate support for all areas of college – ex fine arts, workforce
Needs to be easier for potential students to access resources
Need to clearly market available resources, programs
About co-op classes – work experience to finish the course, students can't find work experience to finish
Evening support on first day is not as apparent to students lacking resources for future goals
Need more support for students
Communication is lacking
Department communication
Take a village – take whole college to make student success
Taking responsibility for student success and goals
Identifying barriers
Lower tuition = more students
Solicit more industry donations
Need better intake inventory instrument
True engagement – not lip service – one on one with students
Mentor students
Communication needs to be improved
Centralized tutoring for all disciplines, open lab times, hands on learning opportunities
Mentor program
Putting students on appropriate path. Fewer options for courses
Although we can encourage, need flexibility for those who cannot be a fulltime student
Need for additional qualified advisors
Ask all students not just student leaders
Streamline processes
Communication internal and external
Promote something besides PTEC and Nursing
Improve morale and stop cutting benefits
Expand our market SNHU
How COM makes the community better
More staff to hand the increase in students
More physical space for students and faculty
Better start times for classes
Longer contracts for faculty. 9, 10.5, 12 month contracts
Vocational education to show students what they can get jobs in
That we all should be an active participant in the advising and recruitment process
Forging relationships with the students – both – faculty and admin
Getting out into the community

Student success
We have challenging issues
Top down management is a detriment to success
Poor technology

Streamline the bureaucratic process
Advisors need to understand degree pathways
Importance of scholarships
Foundation create first semester free – like Ball HS
Access – increasing child care hours – evening – extend child care or other for children
Creative scheduling like weekend college
Athletic program – to attract athletes
PTE and Nursing – increased and improved facilities and increase
Partner with industry
Solar power to use and sell to others
Scheduling
Advising
Tutoring
Customer service
Students achieving goals
Steps needed to improve morale and let faculty and staff know they are appreciated
Look good/feel good = better situation
Listen to our students
Establish better systems internally
Big need to improve communication
Increase/expand time college is open and give services, more evening and weekend classes, this also solves space limitation issues
Does the guaranteed schedule mean that it will be offered or that it will make
Students who are not in cohort type group get easily lost, we need to develop more cohorts
Don't think students value college
GPA not high enough to be hired in PTEC because they took classes they didn't need
Most employees would like us to be more green
Child care is needed
Mandatory student orientation to introduce to available support services before classes start
Customize career focused advising
Keeping students engaged. Campus wide activities that are open for students, staff, faculty, community
We need FUN back at COM – engage all parties at COM (ice cream socials, festivities, bring a friend/family to class)
Getting students into correct right major early initially
Innovative classes offering – 4 week classes offer
Communication – too many layers/interpretations from the top too many layers, disconnect messages change as they trickle down
Need to make sure we offer all courses for a degree/certificate so students have to go somewhere else.
Advisors should specialize in specific programs so that they are very knowledgeable when giving information to students.
Providing career planning and career center
Increase interaction with students - connections

What are some action items?
Develop a department to help students find jobs after graduation
Make students more aware of 8 and 12 week classes
Adjunct faculty – involved in department meetings, feel included in student success

Department Faculty advisor to Q&A about degree plan, know their market for the degree

Internship/Apprenticeship programs with local unions, businesses, industries

Partner with high school to offer next level of education – levels 3&4

Education for family – presentation family night

Centralized tutoring

Assessment center

Innovative degree plan

Facilities – room for classes

Skip level meetings (top level administration being intuned)

Run a report on number of students that dropped (find out why, try to get them back)

Continue to open sections as they become 90% full

Get with marketing

Mailers

Bulk mail

We need more career counseling to help direct students

Clear boundaries for acceptable student behavior

Explain expectations of the program to new students

Update furniture to the standard in all classrooms

Course offerings

Bond

Communication to improve reputation in the community

Department/Faculty advisor Q&A with student in degree plan

Website

Adjunct involved in department meetings to feel included in students success

Partner with HS to offer level of education (ex. Course 1&2, college 3&4 level offered)

First point of contact more savvy on everything

Implementing advising around specific degree plans

Internships and apprenticeship

Centralized tutoring

Lower cost of remedial courses in addition to coreqs

Advisor training

Revive and monitor reversed articulation

Higher salary compensation

Clearer compensation steps system

Offer block scheduling

Offer more 8, 10, and 12 week terms

Assign a dedicated Career Services person

Create centralized tutoring center

Align the high school endorsements with college degree plans

Reduce the down payment for payment plans

Improve Communication across the College

Improve all technologies available. We have systems that don't communicate with each classroom
technology needs to be improved

Do some all-day orientations for first generation families to show them what college is all about

Develop an employee-mentoring program

Free up space for tutoring in all areas

Career services center (centralized office) job placements, internships, etc

One-stop shop centralized for tutoring

Specialized advisors by program – good relationships with all programs
Community and industry support programs, facilities, tuition
More tutoring options
Sponsored facilities/programs
Career services center – job placements, internships
Prevent turnover in advising and other areas
Employee newsletter
More employee get togethers – positive environment
Transparency
Weekly updates to include future events/not just area updates
Get with IT to get the graduation application implemented for SP
Work with marketing to work on communications and video for deadlines and graduation info, incentives
Ask to talk at advisor meeting to faculty and academic advisors on the graduation process
Taking responsibility for goals
Upper leadership visiting and evaluating classes
Providing resources to remove barriers
Advising: make a comment required when overriding during registration
Expand child care services
Establish academic tutoring center
Revise schedule – 1/3 to 2/3 8 week classes
Tuition rebate for students with 4.0 semesters
Expand CHS with scholarships
Target disadvantaged areas in our service area – many potential students
Town Hall meetings at college hour; student forum SGA facilitators not faculty
Professional Development that is specific to department and position
Tangible right now – a position that deals with the social work on pantry needs, or clothing students
Need a department for professional development
If a department needed training to go to then the professional development to steer it
Specific location for feeding the ducks
Want to see action taken with feedback
Spend money on technology, staff, infrastructure
Have advisors and faculty collaborate more
Follow through with strategic planning
Give more incentive to volunteer time
Continue with the ongoing improvements in communication with faculty, staff, community, students
Request input from faculty and administration
Consistency in applying rules
Think things through before rolling them out
Bring back an ambassador program
Mentoring program for students
More outreach to the community
More research on why students are not finishing college
Incorporate scholarship applications into the enrollment and registration process
Advertising for all programs, not just PTECH
Some sort of "carrot" program (discounts, awards, etc) to encourage consistent full time enrollment
Help us help students
Reconsider food vendor

Continue with facilities upgrade
Continue to advertise college in positive way
President visibility in community
Track former students success and let new students know about this success
Creative scheduling like weekend college
Early intervention – make process more automatic
Well trained program specific advisors
Partner with PTEC and Nursing business partners to increase capacity
Assess community needs for new programs – community outreach program
Solar power
App for all students that link them with their professors
Follow up on why 25% are receiving D, F, W
Why 23% are taking a class for second time
Why do students have a GPA of 2.5 less
Faculty video all lectures for students review or watch if they missed class. Attend to get credit for attendance
Better customer service – better phone communication (campus wide)
Make students welcome and wanted
More friendly front line – friendly ambassadors
Put faculty back on 10.5 and 12 month contracts
Open social service center and food bank – have pres of speak here Amarillo college has one
Poverty training needed on campus for faculty and staff to assist students
Campus needs a complete physical facelift. Time for a new aesthetics
Biology labs need revamped
Compensation process clear and followed
Loyalty factor (cost of living tied to annual salary package, longevity raises)
GSU needs replacement
Create some type of incentive or employee appreciation
Remove all cubicles and give offices for HIPAA/FERPA reasons
Remove bad reputation
Guided pathways
Career aptitude test
High school students – assist them in determine pathways while still in HS
Should do away with buy 1 get 1 class – discount for good GPAs, etc
12% raise for faculty OR removal of prior deductions
Go green
Bring back weekend college
Figure out a good communication system/process across campus
Have a team that works with each and every student – advisor, financial aid person, faculty
Renovate!
Offer incentives to HS graduates
Faculty tenure and 10.5 or 1 month contracts
Go green, offer green energy degree plans
Every employee should know our resources
Stay on track with advising
Improve advising before, during, and towards end of study at COM
Connect with local employees

Connect with, build relations with alumni as resources for student info sessions, job connections, etc – more than financial contributions

Open career center to connect students with jobs

Offer child care to students at all instructional hours

Address students' frustration and lack of motivation to make them feel we care. Return phone calls timely!

Have group of advisors/one advisor responsible for new students

New student orientation before classes actually start

People coming to a career fair

4 week menu classes for COM

Have tutors available 24-7 for call in tutoring

Have IT help for students

Web advisor and Blackboard 24-7 help

DL – utilized when campus wide change taking place

Follow through with the newly developed advisement plan (pathway) and student planner

Motivating students, speakers, mentoring

Implement four-week classes so students can take 1 class 4 times a semester and will end as a FT student – one class at a time creates less stress.

Registration process needs to be easier.

More employee connection with students – interact with students so they feel a part of the college.