

Making Westshore Exceptional Forum

Wednesday, April 11, 2018

12:00 p.m. – 1:00 p.m.

Corporate College West, 112

The following notes include questions posed by students during the in-person forum along with the response by administration in attendance.

Administrators in attendance:

- Marisa Vernon, Assistant Dean of Student Affairs
- Chris Moir, Executive Director of Campus Services & Retail Operations

Guest: Chris Moir (discussing food services/ bookstore)

- How students use bookstore?
 - Response: uses bookstore for initial price determination, sometimes finds it is actually the cheapest option upon comparison
 - Response: generally waiting until first day to determine book needs, this semester didn't need any books at all (all e-books)
 - In the past, though, bought them in-person
 - Suggestion: Have more people working there to assist
 - Comment: Buyback price is low
- Food options at WS Phase II
 - Suggestion: muffins, coffee, or tea
 - Java City is good, usually gets the flavored coffee each day or rotates between the different types of tea
 - Usually getting sandwiches, "grab-n-go" options
 - Thoughts on hot food options: would be interested in this every once and awhile (pizza, soup, etc)
 - High protein snacks (nuts, seeds, cheese, apples, bananas, etc) to provide an alternative to chips and carbohydrates
 - Foods that aren't messy because they are often taken to class or eaten in a space without a table
 - Some classes that are longer do not necessarily use the break because students just want to power through, but if there was food options, the students may want a break. Currently, students do not want a break bc there is really nothing to do/ places to go
 - Students do not necessarily take food into classrooms, but they do take beverages in (commented that they probably could take food in, but just don't because they feel like it may be distracting)
 - Suggestion: Yogurt parfaits!! 🍓
 - Suggestion: Make sure food and bookstore is opened on Fridays. Some may think students/ faculty aren't here, but many are- especially staff, student Ambassadors, etc
 - Suggestion: if offering a sandwich bar, offer lettuce wraps in lieu of bread
- My Tri-C Card

- Per group, WS students do not use the meal plan (because food options are limited)
- Students are not necessarily aware of the discount program offered to Tri-C students
- RTA U-Pass
 - Many Westshore students are not utilizing the U-pass because SHCS is not necessarily on the route
 - Suggestion: Make this more prevalent in student marketing, as students may use it to attend sporting events, go downtown, etc, even if they cannot use it for their classes
 - Clarification- U-pass distribution is based on your first role (first role should be student, not staff)
- Question: how to get information out to students about the discount programs, U-pass?
 - Perks page within the Student tab on MTCS

Other Discussion Topics *(introduced by students)*

Student Question: With the new building and food options, is there a possibility of offering the Nutrition and Dietetics coursework here at Westshore?

- (Dean Vernon response) The College determines program availability through collegewide dialogue involving facilities, demand, course offerings, administrative leadership, etc. Dean Vernon will be taking this forward to campus leadership for further consideration.

Student Question: Will there be recreation services and facilities in the new building?

- Dean Vernon explained that there is not currently a recreation facility incorporated into the new building plans, but that student ideas to increase a wellness culture would be welcome!
- **Student Suggestion:** Incorporate a walking path around the campus with .25, .5, and 1 mile markers and stations for muscle work
 - Dean Vernon will take this forward for discussion with leadership

Making Westshore Exceptional Forum

Wednesday, March 7, 2018

12:00 p.m. – 1:00 p.m.

Westshore Health Careers and Sciences, 112

The following notes include questions posed by students during the in-person forum along with the response by administration in attendance.

Administrators in attendance:

- Dr. Terri Pope, Westshore Campus President
- Dr. Ann Proudfit, Dean of Student Affairs
- Marisa Vernon, Assistant Dean of Student Affairs
- Amanda Fronek, Director of Student Engagement
- Sarim Spetz, Director of Financial Aid
- Karen Dickerson, Director of Enrollment
- Chris Moir, Executive Director of Campus Services & Retail Operations

Food Service/ Bookstore (Moir):

- **Bookstore-** *many students taking advantage of online ordering, but seeking increase to traffic in this area*
 - **Student feedback:** Student had to get a book at West (not available here)...why?
 - **Student feedback:** Ensure appropriate number of books for each section
 - **Student feedback:** Price points need to be a consideration for retail offerings (ex: backpack in bookstore at West was very expensive, student purchased online instead). Students may be motivated to buy if it is a Tri-C logo, but needs to be affordable
 - **Question- What might students want to see in the Bookstore?**
 - Convenience food options, especially healthy ones (microwave veggies, etc)
 - Looseleaf paper + notebooks + simple folders + utensils (currently buying them at Dollar Tree or elsewhere)... students may pay more for the convenience factor
 - **Question- Hours of Operation** (in general, what are the traffic patterns?)
 - Students are hanging around in the evenings (taking a break in between work and school)
 - This tends to be different at CCW, where evening students tend to go straight to the classes
 - When we merge buildings, this culture may change
 - Low times tends to be between 2:00-4:00 PM at either location
 - Longer classes do have about a 10-15 minute break
- **Food Service-** *considering options for food and beverage as we build the new building at Westshore*
 - **Question- Food Items/ Food Services (ideas)**
 - Coffee is a necessity and is limited in quality and quantity currently
 - Sparkling water
 - Espresso
 - Have students fill the positions at these locations
 - No preference for name brand, more based on quality

- Grab and go is good but hot options that are also convenience
- **National brand information/ context (Moir)**
 - Rely on traffic and population thresholds to determine if a location is ideal

Recreation Use (Fronek):

Westshore Campus considering a partnership with YMCA to allow students to use at a discounted rate

- **Question:** Would there be interest in a subsidized membership to the YMCA to provide this access to students?
 - **Student feedback:** Interest in a partnership between Tri-C and YMCA to allow access to a recreation facility
 - **Student feedback:** \$10/ month is an ideal price point

Marketing Focused on Registration (Proudfit):

- **Student feedback:** have this information right when you walk in the door to the campus, classroom is a focused place where students may not be looking around/ may get distracted by the marketing
- **Student feedback:** Things that are eye catching or different will make them look

Student Question: Paper Initiative

- **Student feedback:** Some programs need to print more than the allotment (250)
- **Response (Moir)-** Student needs for printing need to be determined, as the same allotment has been in place for 8 years. Educating students about responsible printing may need to be a component of the communication and policy. Exploring the opportunity for students to carry over their paper allotment from semester to semester. Students who have comments and concerns can contact Chris Moir directly to share their input.
 - Also looking at options for affordable, low-cost loose-leaf text options that can accompany a digital textbook
- **Suggestions:**
 - Base the printing allotment on credit hours enrolled
 - Recoup unused paper allotment at the end of the term and create a process for students to access more as needed
 - Print Plan- similar to the meal plan, where students can opt into a different level of print allocation based on needs
 - Explore different options for paper quality

Making Westshore Exceptional Forum
Monday, November 13, 2017
11:00 a.m. – 12:30 p.m.
Corporate College West, Room 112

The following notes include questions posed by students during the in-person forum along with the response by administration in attendance. Additionally, comments made by students on comment cards turned in prior to the event are included and noted as such.

Administrators in attendance:

- Dr. Terri Pope, Westshore Campus President
- Dr. Ann Proudfit, Dean of Student Affairs
- Dr. Claire McMahon, Associate Dean of Academic Affairs
- Marisa Vernon, Assistant Dean of Student Affairs
- Amanda Fronek, Director of Student Engagement
- Sarim Spetz, Director of Financial Aid
- Katy Marshall, Transfer Center Specialist
- Dr. Danielle Budzick, Assistant Dean of Academic Affairs
- Katie Windahl, Westshore Campus AAUP Vice President and Westshore Faculty Member
- Dr. Anne Distler, Westshore Faculty Senate President and Westshore Faculty Member
- Dr. Adam Zambetti, Counseling Faculty
- Officer David Pace, Campus Police
- Laurel Bielawski, Office Assistant, Student Affairs

Comment Card: Financial Aid and Counseling Office need to provide accurate information to students. Additionally, Financial Aid refunds are not provided to students in enough time to purchase resources needed for courses.

This comment was addressed by Sarim Spetz, Director of Financial Aid.

- Sarim encouraged students to be aware of all policies and procedures available on the Tri-C website as it may help them better understand why things like refunds take additional time. Sarim encouraged students to contact specific offices with questions and to follow-up on areas needing attention. The Westshore Financial Aid Office is currently increasing staff to assist students in the hopes of providing accurate and timely information. Sarim mentioned that students have a full year to complete the financial aid process and provided all necessary documentation and encourages students to begin early.
- Sarim also commented on the number of students selected for financial aid verification and mentioned that 40% of our students need to go through verification per government regulations as opposed to 13% in previous years. The Financial Aid office has purchased an automated program which should make this process faster. Dr. Claire McMahon, Associate Dean of Academic Affairs asked how a student would know if they need to complete the verification process. Sarim said this information is emailed to the student's Tri-C email account and that students need to check that account regularly. Additionally, students can login to My Tri-C Space and look under the financial aid tab to see what documents need to be turned in.
- For students needing financial aid refund money for emergency situations, Sarim mentioned that there is some funding available to assist students in need and they should contact the Financial Aid Office. Marisa Vernon, Assistant Dean of Student Affairs, clarified that the funding was available to students regardless of if the student

was eligible to receive financial aid and encouraged students in need to apply regardless.

- Sarim encouraged all students to complete the FAFSA as it also serves as a necessary tool for scholarship eligibility. If a student needs help completing the FAFSA they should visit the Westshore Campus Enrollment Center Monday through Friday during open hours for assistance!

Comment Card: Counseling walk-in hours should be longer and allow for more in-depth conversations.

This comment was addressed by Dr. Adam Zambetti, Counseling Faculty.

- Dr. Zambetti stated that walk-ins are purposefully set up for quick questions or direction, not to complete academic plans or set semester schedules. Dr. Zambetti encouraged all students to scheduling a counseling appointment by contacting 216-987-5938 as these items can be discussed in longer, pre-scheduled appointments.
- Marisa Vernon, Assistant Dean of Student Affairs mentioned that in order to get the most out of a counseling appointment that students should consider what it is they want out of the appointment prior to arriving. Additionally, she suggested developing a list of questions prior to the appointment.
- Dr. Zambetti went on to address the concern from the prior question about Counseling faculty not providing accurate information to students. Many times students have not updated their major in the Tri-C system and this means that inaccurate information is sent out. Students are encouraged to check their major in My Tri-C Space if they feel they are getting inaccurate information. Dr. Zambetti also encouraged students to develop a relationship with one particular counselor and continue to utilize that counselor for consistency. Lastly, students are encouraged to only take information from the Counseling Office and not from friends and family.
- Dr. Pope, Campus President, asked how students can make sure their correct major is officially recorded with the college. Dr. Zambetti encouraged students to run a degree audit through the DegreeWorks program found on My Tri-C Space as it will show what major a student is officially listed as with the college. If a student needs to change their major they can do so online in My Tri-C Space or by stopping by the Enrollment Center.
- Katy Marshall, Transfer Center Specialist, said she can assist students with preparing for a counseling appointment as well by ensuring they know which school they intend to transfer to and information they need to be aware of in order to transfer.

Comment Card: Several comment cards were submitted regarding the desire for additional food options on campus.

This comment was addressed by Marisa Vernon, Assistant Dean of Student Affairs and Dr. Terri Pope, Campus President.

- Marisa mentioned that with the recent passage of Tri-C's capital bond issue, the Westshore Campus will be getting a second building at the Clemens Road location. This building will save students (and staff) from traveling between buildings as well as allow staff to focus more intently on students in one place rather than splitting their time. The building will also address student needs and concerns regarding on-campus food options.
- Dr. Pope said the new building (the plans of which are visible near Java City at CCW) will have more food options including the possibility of a *Freshens*. The college is looking to provide "fresh fast food" including smoothies, hot and cold entrees, and more.

Online Comment: Small group tutoring options are available for English, are there small group tutoring options available for Math?

This comment was addressed by Dr. Danielle Budzick, Assistant Dean of Academic Affairs.

- Dr. Budzick said there are currently small group tutoring options for Math and that a student simply needs to visit the Math Lab or Tutoring Center at either Westshore Campus building to inquire about dates and times. The Tutoring Center is currently looking at purchasing an online product for math which would provide students with short tutorials around particular math subjects as well.

In-Person Student Comment: A student mentioned they had tried to stop by the Tutoring Center for walk-in Math tutoring and were turned away due to a lack of available tutors at the Corporate College West building.

This comment was addressed by Dr. Danielle Budzick, Assistant Dean of Academic Affairs.

- Dr. Budzick mentioned that the Math Lab does not currently provide appointments and that if appointments were offered, they would only be 30 minutes in length. The drop-in approach allows students to stay as long as needed. She said she will look into the issue of lack of tutor availability but for the time-being encouraged the student to drop-in during less busy times (8-10 a.m. or 3-5 p.m.).
- Dr. Anne Distler, Westshore Faculty Senate President and Westshore Faculty Member, also mentioned that students can use the Physics tutors at the WHSCS building for math questions when they are not with students.

Administration Question: Marisa Vernon posed the question, “Why are students leaving between classes even when they only have small breaks? What can we do to encourage students to stay on campus?”

- Students in attendance mentioned the presence of additional food options would most likely help as many students leave to get food. Additionally an area to relax in might help or possibly a gym with exercise equipment. One student encouraged a survey of students to see what would make them stay.

Comment Card: More quiet areas are needed for studying. Study rooms at WSHCS are always full and the open atmosphere of the Library makes it not as quiet as needed.

This comment was addressed by Officer David Pace, Campus Police.

- Officer Pace said students can always stop by the Security Desk at WSHCS if they are in need of a quiet study space as the officers may be able to provide the student with a classroom if one is free during that time.
- Dr. Pope mentioned that the plans for the second building include a closed in Library with study rooms in order to promote a quiet Library atmosphere.

Comment Card: Better lighting is needed at the entrance off of Center Ridge Road.

This comment was addressed by Dr. Anne Distler, Faculty Senate President and Officer David Pace, Campus Police.

- Dr. Distler said this issue had been addressed in the past and the lighting was found to meet the minimal standards as required by the college and the city. She said that because we will be moving to the second building in a few years the issue would most likely not be addressed.
- Officer Pace mentioned that if at any time students or employees feel unsafe that they can stop by the Security Desk and be escorted to their vehicle by an officer.

Comment Card: The campus should have more clubs for students and more opportunities for students to get involved.

This comment was addressed by Amanda Fronek, Director of student Engagement.

- Amanda mentioned that the campus currently has four chartered student clubs, two forming student clubs, and that the process for beginning a club was fairly easy. Clubs are required to have five currently enrolled students, an advisor, and a constitution. The Student Engagement Office is able to assist students looking to start clubs or get involved.
- Amanda said the best way to stay in the know about events and involvement opportunities on campus is to look at the program guide that is updated weekly at <http://www.tri-c.edu/campuses-and-locations/westshore-campus/documents/westshore-program-guide.pdf>. Additionally she encouraged students to check their Tri-C email as a weekly newsletter is sent to all students on Sunday evening and details all events happening on campus that week.

In-Person Student Comment: A student stated that she did not understand how to access academic databases and search for quality materials for her papers and coursework.

This comment was addressed by Dr. Danielle Budzick, Assistant Dean of Academic Affairs.

- Dr. Budzick mentioned that the college has a wide selection of data bases available by visiting the Library webpage (<http://www.tri-c.edu/learning-commons/library/>). She said students are also able to make appointments with the campus librarian, Dr. Nancy Weissman, to learn how to utilize the resources.

In-Person Student Comment: Where can students provide regular feedback to campus administration after this forum?

This comment was addressed by Marisa Vernon, Assistant Dean of Student Affairs

- Marisa mentioned that we hope to host more forums in the future and that we will look into ways to allow students to voice opinions more regularly. Additionally, she mentioned that if students have complaints or grievances more so than suggestions, they should contact the Student Affairs Office at 216-987-5926.
- Dr. Pope said that students can always send concerns to her office as well and that students should regularly work with Student Government regarding concerns and suggestions.

In-Person Student Comment: Is there a place where students can look up other student's emails in order to connect with them? It is hard to remember a friend's email because it is their S# and not their name.

This comment was addressed by Dr. Danielle Budzick, Assistant Dean of Academic Affairs.

- Dr. Budzick mentioned that right now she is not sure if there is a way and that it has been an issue brought up before by faculty and staff and that maybe having the issue brought up by Student Government will illicit change.
- *Dr. Budzick followed-up on this question and confirmed there is not currently a way for students to look up other students emails. The issue was then posed to the college-wide Joint Student Council for consideration and they tabled the concern until the spring 2018 semester.*

In-Person Student Comment: How can students communicate with faculty members without feeling like just an S#? Students are required to list their S#, class, etc. but would really prefer to connect with the faculty member on a deeper level.

This comment was addressed by faculty in attendance.

- Dr. Distler encouraged students to stop by during office hours and clarified that office hours are times when faculty are available to meet with students, not times they are busy. If office hours

do not work for the student's schedule they are encouraged to reach out to the faculty member to set-up an appointment.

- Katie Windhal, Westshore Campus AAUP Vice President and Westshore Faculty Member, reminded everyone that the reason so much information is requested in the first communication is so the faculty member can best assist the student in the initial interaction and it not meant to make the student feel like a number.

In-Person Student Comment: When campus is closed, is there a way to text students to let them know?

This comment was addressed by Officer David Pace, Campus Police.

- Officer Pace said the college has a text alert system and encouraged students to sign up for it through My Tri-C Space.

Additional Comment Cards Addressed After the Forum

Comment Card: Restock the cups in the Honors Lounge at Corporate College West.

This comment was addressed by Amanda Fronek, Director of student Engagement.

- The cups have been restocked as of Monday, November 13, 2017. Future concerns about Honors Lounge supplies should be sent to Honors Advisor Professor Mike Piero.