

## Results of the Student Town Hall Meeting- November 9, 2012

### Technology

- Approve of new technology on campus
- Would like an intro to computer tech course offered
- Like the SMART boards in the classroom
- Continue to expand WIFI for the whole campus
- More e-book availability
- Computers need to be faster
- Copy/fax solution for students
- DSPS lab is really helpful to students
- Most teachers do not allow use of phones as learning tools; a few allow it
- Likes "moodle"
- Likes free WIFI and printing of papers
- Would like more e-books
- Friendly/helpful instructors to help you with technology
- Web-book information for classes not connecting
- Change of instruction last minute needed different texts
- Website difficult to navigate; lacks correct information
- Times out too soon
- Learning closes too early
- Not enough computers in the library
- Need better internet and WIFI
- Computer activities not reflected in a timely manner
- Learning center is great
- Smartboards are great
- Not WIFI across campus
- Some students do not know how to use basic technology
- Website is difficult to navigate
- Teachers not using SMARTBOARDS enough
- Business Center needs technology completion
- Instructors work really hard to include technology and making sure that it works for students
- Learning center computer upgrade is great
- Computer access around campus is good
- Need more WIFI on campus
- Need for early alert system and student e-mail
- Updated technology needed in Gunsmithing
- Web advisor inconsistent-lots of glitches
- Website needs work
- Good technology hardware
- Not all teachers access technology like they could
- Need consistent WIFI access throughout the campus

- Need a vehicle to turn in homework electronically
- Web page for each instructor that would include syllabi, forms, assignments, etc.
- SMARTBOARDS
- Not all instructors are using SMARTBOARDS
- Wireless not available
- No computers in business department
- Students don't have scanners to turn in homework electronically
- WIFI in dorms needs improvement
- Instructors cannot attach documents to e-mails
- Online forms that can be completed online needed
- First semester courses needed in powerpoint, excel, and word
- Website update needed
- E-books

### Facilities

- Need for facilities growth for GSS
- Need for a conference center
- Sidewalks in need of repair-safety issue
- Need better air-conditioning in many buildings
- Less water on the lawns, focus on conservation
- No one wants to walk through wet, mushy campus
- Need to upgrade residence hall
- Facilities Master Plan needs to be public and meet more publicly
- More ice melt on the sidewalks
- Air conditioning in buildings that do not have it
- More seating along the walkways for people with difficulty walking
- Lights walking from gym inadequate
- Skyline access road needed
- Grounds are manicured well, parking lots in good shape, trees in good shape
- Unique high-desert feel
- Classroom for group meetings needed
- Better labeling
- Picnic tables need to be refinished
- Desperate need to update residence hall
- Gym schedule is needed to accommodate residential students
- Better access to all facilities
- Look at possibilities for replacing the GEO-Thermal plant
- Underutilization of the board room
- Poor heating and ventilation in the residence hall
- Classroom sizes too small
- Sidewalk maintenance

- Poor outside lighting in certain areas
- Kitchen in the residence hall needed
- CA 127 and Middleton Hall are great
- Grounds are nice and well-taken care of
- Only one way in and out of campus
- Mold in math/science building
- Classrooms smell funny
- Temperatures in math/science building either too hot or cold
- No air conditioning
- Replace arm rests/trays in Middleton Hall
- Projector does not work in CA 127
- Bathrooms dirty and old-don't work
- Not enough handicap services
- Soap not always full/faucets old
- Stuck in elevator during power outage
- In general facilities are old
- More sidewalks to buildings from parking lot
- More lighting
- No security

#### Outreach

- When groups come on campus, there needs to be more and early notification
- Continue bringing eighth graders on campus
- Each program needs to do outreach
- More adult outreach
- More information to high school students
- Give information on expectations and requirements
- Lack of services in outlying areas but we are doing better
- More collaborations with our local schools
- More advertising needed
- Public relations campaign for LCC
- Emphasize local graduates
- Emphasize DSPS
- Partnerships
- High school interaction/recruiting
- More outreach to middle schools
- Enroll high school students their last semester in November
- Online registration difficult
- Information not accurate
- Bump up the dean requirement to 19 units
- Orientation needs re-vamping
- Curriculum cards are inaccurate
- Customer service needs improvement
- Early registration is good

- Staff is helpful
- Web advisor is inconsistent
- Staff not helpful
- Tie registration and orientation for first-time students
- Like new student orientation online
- New student access to website and web advisor not working
- Waiting list issues
- Gunsmithing registration, not enough openings
- Student freedom to choose courses each semester
- Better communication if a student is on a waiting list for a class
- Better communication when a class has been cancelled
- Email and website communication needed for cancelled classes
- Should be able to complete all registration online
- Online catalog needs to identify transferable courses
- Each major should have all of LCC transferable courses listed
- Streamline internet registration
- Earlier registration for international students
- Quicker turnaround for transcripts
- Add form explaining payment and signature/requirements(works well)
- Good job with recruitment at high school
- Better information for international students(needed)
- Need more access to counselors
- Good priority registration
- Classes fill up/need more sections
- Returning student forms/needs to be completed every semester(bad)
- Good experience with counselor
- DSPS counselor is great
- Access to counselors is great
- Web advisor-great help from student workers in Admissions and Records
- Need to maintain paper registration
- Inconsistency in the registration payment process/changes each semester
- Need to class schedule availability earlier, printed in newspaper
- Nursing and Gunsmithing registration for application not working

### Cafeteria

- Good atmosphere
- Healthier options
- Breakfast needs to be longer
- Extend hours
- Meal plans for dormitory students
- Tie the cafeteria to a culinary arts programs

- Too pricey
- Student workers wasting time
- Need larger tables
- Coffee shop works well
- No meal plan
- Grill closes too early
- Student Union close too early
- Update menu
- Fix lines for payment
- Hairnets needed for workers
- Game tables are great
- More food/drink options are available
- Better salad bar needed
- Food is affordable
- Student workers are friendly
- Music needed
- Noisy
- More healthy food
- Inconsistent prices
- Odd meal times
- Staff unfriendly
- Needs to be open later
- Need more grab and go
- Survey students about what they want
- New menu is good
- Smoothie and coffee bar is good
- Need for a meal card
- Sell re-usable cups
- Only offers institutional foods
- Need healthier options
- Needs to be open later
- Lunch needs to be served longer than 11 to 2
- Better staff cross-training
- Could have vendor food(Subway, Pizza Factory)
- Send out a survey to students and staff to better meet needs
- Understaffed

#### Community Education

- Must expand
- Sports and arts courses needed
- Student activities can spin off these classes
- CE classes can help develop interests of high school and junior high students
- Ag with 4-H
- Arts/Arts Council

- Technology with Tech Business
- Technology and sports
- Improve communications to the community when classes are offered
- Create a committee to assess interest in the community
- Use international group to enrich the community
- Expose the community to different cultures
- Need for a community survey to identify what is wanted and needed
- How to use facebook(good idea for class)
- Include information about cost of class
- Bring back the basic skills workshops
- A need for grantwriting development
- Community education utilizing local culture
- Bring back youth sports camps that pay for themselves
- Women's day conference, Girls Math/Science camp
- CPR class is great
- Hazmat, well-ran on weekends
- Field trips to Mt. Lassen, Burney Falls needed
- Yoga, exercise, dance classes
- Classes for seniors
- Cooking classes
- Travel to Europe
- Sports
- Swimming
- Cultural
- Adult education
- Need more high school interaction
- Instructor knowledge how to set up a community ed course
- Department outreach to businesses, manufacturing
- Weekend courses
- Offerings for community members not in college
- Lack of offerings
- Need outside funding

#### Student Activities/Student Life

- International students need better communication regarding their schedules, activities, flights home
- Need more student activities on campus
- More awareness of the ASB
- Longer hours in the cafeteria
- International students could use liaison in the community
- Need more club advisors
- Create an interest survey for students to find others with the same interest
- A gamers club is needed
- Free bus pass(good)

- Residence hall is cheap
- Pool and ping pong available in dormitories
- Flyer needs to be given out about clubs at registration
- Who can use the recreation room in the residence hall
- Monthly calendar of activities
- Appreciates the free bus pass
- Enjoyed summer nights on the green grass
- Buses do not run long enough for night courses
- Safety issue because of walking on the highway
- ASB needs to display flyers about meetings
- Notice of ASB activities should be sent to instructors
- More international student integration with local students
- Student Band/Music night
- More ASB communication needed
- Student ambassador program worked well
- More promotion of the athletic program
- More money budgeted for activities
- Invite community to use the college more for activities
- Alumni Association needs to be created
- Invite music groups
- Advertise which clubs we offer
- Need more student clubs
- Need to know when events are happening
- Not enough diversity in our events
- Not enough student life

### Financial Aid

- Gives students the opportunity to attend
- Length of time to get award letter
- Better communication so students know when they can apply
- Inconsistencies in awarded amount
- Requires too much time
- Discouraged from other students due to negative feedback
- FASFA workshops are helpful
- Payments are timely
- Timelines are not met
- Not using e-mail
- Snail-mail too long
- Need financial aid package (loans, FAFSA, child care, etc.)
- Financial aid must be mailed/direct deposit
- Outside work for international students
- Electronic debt should flag ineligible people
- Give full sum at beginning of the semester
- Better information about when to expect checks

- Foundation grants for continuing students
- Paperwork packet in English and Spanish
- Accessibility is good
- FAFSA needs easy step by step instructions
- Shawn is very helpful
- Amount of aid should consider by the program expense(Gunsmithing)
- More flexibility in dropping classes
- Need more than one time to appeal
- More flexibility for DSPS students when they need to drop regarding a sickness or injury
- Simplicity of the FAFSA is good
- Difficulty in working with the financial aid office processes
- Lack of consistency in communication with the financial aid office
- VA representative is stellar
- Losing forms
- Packet is not ready to go
- No financial aid for international students
- No aid or job placement for international students
- Online form on Lassen County website
- Better communication between departments
- International student office or advisor needed
- People help you
- Shawn H.
- Need more technology with face to face
- Great improvement since last year
- Better informed of check distribution

#### Class schedule

- Online scheduling
- Business courses repetitive
- Need more core courses in the summer
- New student web advisor access
- Overlapping courses
- Business courses needed more offerings and courses
- Quickbooks
- Last minute class changes
- Need for business classroom to be completed
- Gunsmithing hours exceed hours/limits opportunity to complete GE
- Reduce the number of correspondence courses
- More core classes offered in the evenings and on weekends
- Mornings are free to take classes
- Too many classes cancelled
- Classes full after priority registration



- Not enough evening classes
- No DSPS classes offered in the evening
- A and P classes combined
- Lack of transfer classes
- More math correspondence courses needed
- Equal offerings of transfer and non-transfer classes
- More times offered for certain classes/core classes-CSU ready courses
- Counselors are weak at helping to plan schedule
- Need an international student advisor/schedules, etc.
- More online courses needed
- Counselors know when classes are offered
- Certain classes are offered in the evening(Math 40)
- Schedule is different than local schools(child care issues)
- Schedules do not line up with child care schedule
- More early morning classes/more evening classes
- Child development classes at night
- NO foreign language
- Bio 25 needs to be offered every semester
- Do not like once a week three hour classes because of disability
- Year worth of schedule available
- Like correspondence courses/ like a variety of courses
- College offering classes at high school during the day

### Library

- Good internet access
- Book loans are good
- Good access to periodicals
- Staff is knowledgeable
- Free printing
- Good learning environment
- Would be nice to have a meeting room for group projects
- Good place for quiet and relaxation
- Need new computers
- Need new chairs
- Good access to online research systems
- New textbooks on reserve
- Need for software to help students in basic skills classes
- More open hours in the evening
- Extended hours during finals
- Need for technology for students to attend webinars
- Students must pay for copies
- They have the books I need
- Check out time is not long enough

- Not enough textbooks available for students that cannot afford books
- Should have a library orientation packet
- Online search and databases but codes not available
- More casual reading material
- Security system is not working properly
- Need a copy of each textbook in the library

### Bookstore

- Many books cannot be resold at the end of the semester
- Instructors use a different text and are teaching the same class
- Books are cheaper online
- Could the bookstore be eliminated
- Student book loans saves money/could be more user friendly
- Order and pack up is time-consuming, could take three weeks
- Website difficult
- Staff unfriendly
- Not user friendly
- Setup is inefficient
- Not confidential
- Does not have correct required textbooks
- Consistent hours not consistent
- Web advisor listing of books needs to be consistent
- Lack of items in the bookstore
- Separate cash register for buying books
- Better way to communicate upstairs/downstairs in the bookstores
- Bookstore employees need more training
- Designated time to pick up books
- Would like to return to the way it used to be
- Student should get to pick their own used book
- Book not available for class in the bookstore
- Web to order books is unfriendly
- E-books
- Cannot pick up after three
- Unstaffed, only one register
- Need non-textbooks, recreational reading
- Need supplies for academic programs(welding, auto, nursing, Gunsmithing, business)
- Consistency when books are available
- More e-book availability
- Sell e-readers
- Honor ASB discount

# ATHLETICS

## PROS

- 8 Sports
- Diversity(out of state, international students)(x2)
- Excellent gym
- Future soccer field
- Number of teams are appropriate for size of college
- Good coaches(x2)
- Good collegiality among athletes
- Good Rodeo set up.
- Good Rodeo Participation
- Pool used for swim team and lifesaving classes.
- Meeting friends
- Get to travel
- Good uniforms

## CONS

- No football program(x2)
- Hard to balance sports/academics in certain majors
- Need for more sports(cross country, track, golf(x2), tennis)
- Fitness center needs a HUGE upgrade
- Non-accessible(fitness center)
- Decorum/attitude
- More apparel sold in bookstore supporting teams
- No active mascot
- Bus for transporting athletes
- Bad parking for Rodeo events
- Need event roster for soccer
- Why are we not utilizing OUR fields for soccer?
- Need to revamp training.
- No pool.
- Sm. Gym floor, needs repair
- Soccer field, not regulation
- Travel to events
- Switch vans from 15 pass. To 12 pass.
- No access to gym

# FACILITIES

## PROS

- Good size classrooms
- Good classroom projectors & smart boards
- Gym size is good
- Restrooms are clean
- Supplies are well stocked
- Better than FRC
- Beautiful campus/well-kept grounds(x3)
- Nice computer labs
- CD center is beautiful
- All that learning center provides.
- When heat/cooling is working it works well
- FREE parking

## CONS

- More handicap parking
- Air conditioning
- RM HU106 better lighting when projector in use
- Elevator in HU
- Fresh paint in MS classrooms
- Exercise equipment in gym needs repair
- Showers in gym dirty & broken
- Sign in the CA building is off-center
- Too hot in the CA building
- Over watering on campus
- Theater arts program needs a theatre
- Students need to be made aware of services
- Better signs/a map of “you are here”
- Inconsistent heating/cooling
- Parking spaces too small(circle & child center)
- Can't get off sidewalks
- Reface floor sm. Gym
- Office space in computer lab
- Soccer field is not regulation size
- Blank sign at entrance- electronic
- Open library to public & charge
- Late classes- no bus services.

# TECHNOLOGY

## PROS

- Website pretty good
- Good Wi-Fi improvement plans
- Enough student access computers & kept up to date
- Digital graphic arts-great equipment(x2)
- CCC Apply
- Register on-line
- Viewing your account online
- New higher one card
- Degree audit coming
- Student e-mail coming
- Wi-Fi is coming
- Available to art students
- Computer in learning center
- Accommodations work!
- Smart boards- working
- EOP&S has e-readers for students

## CONS

- Website needs improvement
- More access to color printing for students
- Elevator in HU building
- Student training for CCC Apply & Web Advisor
- More radios for work studies
- Student run college radio station
- Vending machines that take credit cards
- Need for new equipment earlier
- Difficulty to navigate website(class schedule)
- Surge protector
- Wi-Fi not available
- Art room computers need upgrade & more memory
- LCC website hard to navigate
- Web Advisor issues/difficulties
- Difficult time with Moodle
- Need online orientation course
- Computer lab- computers need updates
- No computer lab for students in computer programs
- Computers-what is available and where on campus
- Update computer in MS lab

# CLASS SCHEDULE & WEB ADVISOR

## PROS

- Set up good, no problems
- Schedule choices/times are good x 3
- Big improvement in Web Advisor
- Can check grades, financial aid, unofficial transcripts
- Register, add/drop on Web Advisor

## CONS

- Online drop needs “tweaking”
- Degree audit needed
- Simplify it
- Books need to be updated
- Weekend classes/Fast Track
- Portal
- Hard to get students in for early classes
- Limited offerings in language or music
- Email students for cancelled classes
- Students lacking info for specific academic programs
- Update Progress-Student Status in class before grades posted
- Only one section of a class & it’s at night
- Web Advisor not comfortable using computer for something
- Web Advisor is confusing to use

# CAFETERIA

## PROS

- Food has improved x3
- Money is right for the amount of food x3
- New menu is better with fewer choices
- Idea of Higher 1 card for payment
- Wi-Fi
- Like the bookstore/supplies located
- Always have a special with plenty of food
- Good for student jobs
- Cashier always present
- Clean environment
- Weekly menu
- More professional staff

## CONS

- Should be open at 7 for students who have class at 8am and arrive on bus
- Variety & snacks needed for people with diet restrictions x2
- No feedback on coffee bar
- Needs to be open on weekends & nights for dorm students x3
- Advertise to community, specials with delivery
- Need meal plan x2
- Later hours x3
- No dinner x2
- Bad smell
- Bookstore misplaced, should be just cafeteria
- Prices marked up too high
- More selection of diet-caffeine free
- Too cold

# **BOOKSTORE**

## **PROS**

- Good selection x2
- Like bookstore in cafeteria, convenience of both in one location
- Order books and then go pick up x2
- Good selection of supplies & clothing
- 'Rental' is written on the book
- Nice variety of college gear
- EOP&S book voucher can be used

## **CONS**

- Could be better selection
- Prefer to examine books before purchasing
- More reasonable prices, inflated x4
- Placement terrible
- Better service
- Close too early
- Not enough college gear
- Need for E-Books
- Teacher, bookstore, course outline confusion with required books. Poor communication



# FINANCIAL AID

## PROS

- Good service
- Timely receipt of funds
- Punch cards- combine with other
- Good communication x2
- Employee appreciates student work program & ease in working with FA staff for this program
- Help with FAFSA, smooth process for students
- Good customer service as long as you know the right questions to ask
- Get you in and out quickly
- Once file is processed things tend to work well

## CONS

- All web sites not user friendly
- More knowledge on VA benefits
- Foundation funding good
- 1<sup>st</sup> payment goes to dorm leaving no money for other expenses until next disbursement. Better to spread out that expense
- Could give a little more assistance to the 1<sup>st</sup> year students, especially with FAFSA
- Could use more help at the computers when completing FAFSA
- Need email/phone number to ask questions in the beginning
- Difficult to get books on time
- Students are shuffled from place to place
- Student training on Web Advisor
- Have someone to communicate with Dept. of Rehabilitation, Veterans and Cal-WORKs.
- Disbursement schedule needs tweaking
- Payments need to be spread out more
- Getting a consistent message is an issue

# SUPPORT SERVICES

## PROS

- Environment
- Study Hall x2
- Staff who help students in Learning Center
- Uses leaning center 10 hours a week
- Tutoring service is great x2
- Library is good for books and computer access
- Study Hall hours are good, 5:30-7:30
- Library works well
- PC access
- Math & writing labs
- Free printing in Learning Center
- Numerous computer labs
- EOP&S, CARE, DSPS, Cal-WORKS
- Transfer Center

## CONS

- Tutoring available during study Hall hours 6-7:50
- Library attendance
- More digital sources in Learning Center
- Some of the books in the library are not available for check-out
- Cost for copies & no help with copy machine
- Learning center needs more staffing, perhaps open at 7:30 for students to print
- Color printer for student use
- Library not opened on weekend
- Wi-Fi needed all over
- Specialized counseling/advising
- Push for more tutoring referrals

# STUDENT ACTIVITIES/STUDENT LIFE

## PROS

- Beginning of academic year had more activities, bbq's outside, great gatherings
- Concerts on the Green
- Movie night
- Dances
- EOP&S has many events throughout the year
- Diversity events x2
- Intramurals x2
- Rec room in the dorm
- ASB
- Concerts
- Workshops- basic skills, FAFSA, EOP&S, Cal-WORKS
- Trips to universities
- Wi-Fi in dorms
- Website has improved, is current

## CONS

- More concerts, movies, dances, &bbq's x3
- Encourage participation
- Dorm activities, especially on weekends
- Lock for kitchen access for students in dorm
- Need a pool
- Could be more activities, more at night
- Do a student survey to find out what activities are wanted
- Coppervale needs to be promoted more
- No Dances
- No ASB card
- No pep rallies
- No rooters bus to games
- Dorm needs maintenance
- More clubs/groups needed, social and academic
- Need field trips
- Bus does not come at night
- Graded do not post immediately after semester, pre-reg problems
- Coed dorms may be problematic, also loud

# DORMS

## PROS

- Prices
- Wi-Fi
- Vending machine

## CONS

- Plain look
- Oven offered somewhere
- Kitchen improvement, cleanliness, more stoves
- Movie nights
- Game nights
- Quarter machine
- Broken dryers and washers