

Conversation Day Two – October 31, 2006

Recognized Gaps

Note: Participant comments were placed in groups, but the content remains unchanged.

Communication

Improved Inter (Intra) Department Communications

A greater commitment to improving communication going across all directions

Improved communication

- More days like today, idea sharing across areas of the college
- More logical layout to LSC website
- Better use of email so we don't receive emails that don't pertain to us
(Sent to "all employees" but then says "This only applies to _____ employees")
- Tell advisors about new programs before they're advertised to the general public.

"Think outside the box" for better time management-communication among staff for better use of resources.

Communication up, down, all around! Faculty – students- staff – administration

Communication between departments and vertically

There is fear . . . in communicating with administrators.

- not really "meet and confer"
- reputation of retaliation (don't know if it's true)

Improve communication - make it relevant and timely.

We need to find a way to have more open and honest communications in all directions (top-down, bottom-up, sideways).

Thoughtful communication

Lack of effective communication

Better communication institution-wide

Campus wide dialogue about retention (What is it? What is measured?)

We would like to have more input on the front end fiscal issues...

We now sense we are much further downstream than we would like to be.

Where do our opinions on ways to save money and conserve resources place on the decision continuum?

Student, faculty, and advising relationship - tracking student progress, retention, and crisis

Closing the gap

- Updates
- Sharing information
Individuals take personal responsibility to acknowledge the efforts of others to stay informed with what's happening on campus

Committee feed back to others through some other means other than minutes, i.e., open committee forums, better published meeting dates and times, and which committees are open to attend

- If open, post agenda prior to meeting.
- People may participate or feel the ability to participate if they feel invited.

Strengthen administration, faculty, and staff communication and relationships.

Break down the “silos.”

Simplify the organization of services and information institution-wide.

Effective communication between departments

Data Systems

Establish system to benchmark data, evaluate and measure improvement and improve student satisfaction rates.

Communicate student dissatisfaction areas.

Improve communication across all areas of LSC.

Improve survey (data) analysis.

Gather data on employee satisfaction, health, safety, well-being, work place climate.

Identify areas of concern and develop strategies to deal with them.

Collect relevant and useful data and make it readily available.

Facilities

Bathroom (kid size) in Day Care Center

Design of current classroom, resources, and physical plant issues – try to develop systems to gather data, improve processes, and establish realistic goals.

- Determine need, develop plan to meet it, and assess or evaluate success or failure.

Office space availability for faculty members

Secure areas for “mobile” faculty

Need air conditioning throughout the facility.

Faculty and Staff Processes and Development

Revamp and start a faculty/staff mentoring program.

Support services area has not grown (staffing) proportionate to increase in student population.

Create a comprehensive streamlined staff evaluation process for faculty.

Improve new employee orientation.

Commitment to the sustainability of the workload by placing teaching and learning as priority #1

LSC Community – trust, involvement, information

Trusting employees to make good purchasing decisions

Sense of total LSC community (employees to students feel connected)

Information over load – too many committees over compensation to communicate

Inclusion of faculty and staff representatives on financial disbursements and decisions about funding for all college budgets (it now feels like it is all administrative now)

All employee’s opinions and views valued even if not same as administration’s

Getting students more involved on campus, i.e., wellness center, student life - make it bigger and better

Lifelong Learning

Use survey and data results for improvements and decision making (make data driven decisions).

Move back deadline date for application and or registration to avoid early class cancellations.

Consider multiple measures for student placement into developmental courses.

Identify entry level courses that should not be cancelled early in the process.

What can we do to ensure that students have met outcomes - Dev. Ed, college-wide, program?

Ensure students utilize our programs to their potential.

Knowledge and data to make effective decisions

Effective processes to determine whether new groups should be served by its programs and services (must be more flexible), (being able to respond to needs), not so much red tape

Lack of involvement - disconnect between academic time and relationship building

Increase number of full-time faculty and decrease number of adjunct positions to increase faculty consistency and commitment.

We need to promote excellence in faculty and staff and value employees.

More people available (to route calls) to answer student questions either in specific departments or in general student services

We need more scheduling options for adult learners - 16 week semesters are hard to work with (concept: 2-year degree – 1 night a week – Contact LSC!)

Employee participation in administration-driven committees with appropriate availability/coverage to allow educators time to participate or technology solutions – time management, looking online to find possible solutions to creating more than eight hour workload

Abuse of financial aid through the FN policy

Utilize student survey data to improve programs and processes.

Improve our advising processes:

- Advisors specialized in certain divisions/programs
- Added staff/support during peak times
- Greater encouragement (requirement?) to meet with an advisor

Campus access on weekends to library and computers

Advising has improved, and can improve more.

Pre Reqs are not enforced.

Placement issues

Ensure proper course placement.

Planning continuous improvement - early assessment, learning support needs, planning life processes

Develop online continuing education in variety of areas - need to collaborate with industry, faculty, programs, consumers, technology, staff.

Advising process isn't working.

- Need campus wide input into advising design.
- Once determined, we need to stick with it long enough to measure results.

Address student satisfaction systematically (below national average).

Link student satisfaction data to initiatives to retain students!

Administrators and supervisors need modern management training.

Effective advising

Partnerships

Partnership and teamwork between faculty, staff, and administration

Partnership among all employees is more valued as an ideal than as effective practice.

Regional Presence

Getting feedback from graduates regarding job placement, problems they encountered and suggestions

Recruitment - interactive open houses for all programs, either onsite or online

Determine needs of ESL students in the community and increase collaboration and recruitment efforts.

Promotion of sustainable campus and environment

Access by non motorized, safe, transportation, sidewalks

Recycling

Maintain natural areas.

Energy efficient issues - florescent light bulbs

Provide inexpensive training in contemporary issues related to Electronics (e.g., digital cameras, cell phones, DVD players, etc.), many seniors want this and other populations could use this as well. This will increase regional presence and contribute to lifelong learning.

Recognize and value all programs on-site and off-site - Airline Pilot program and Emergency Response Training Center.

Improve content of our website.

- Program pages have bad content.
- Program pages need more “glitz” to attract prospective students.

Outdoor facility plan sensitive to walkers/bikers (commuters) with sidewalks, paths, lighting, crosswalks

Develop alternate measure of student success/retention (other than graduation rates).

We need to provide increased resources to effectively recruit students of color.

Make the website more user friendly – better student orientated (to stay competitive).

Become a regional model for campus sustainability.

Better “first contact” phone system - school-wide and student services

Hire an additional recruiter.

Create more opportunities for civic engagement to meet the needs of the community with a particular focus on families with young children.

Keep campus open on Sunday afternoons - Community Programs, Library, Learning Center, and Wellness Center.

Promote articulation agreements, degree programs, and pre majors to high schools and four-year institutions.

Better first year experience to promote retention

Department by department development of articulation agreements between institutions; needed:

- The push to do it
- The system in place to do it right
- Help with maintaining them
- Training

New student and stakeholder assessment

External College bench marks

Better data about the students we didn't get and those we don't retain

Safety and Security

Totally no-smoking facility - smoke filters back in the ventilation system so rooms stink!

Picture ID cards for staff (security, doors, charge meals, etc.)

Computer, library, cards/access

Dorms

Sports/Music (extracurricular)

Alternate Network Connections (backup generators – “down time procedures”)

Emergency plan, i.e., (school, violence, terrorism) - make sure all are ware of the plan

Increased campus security

- Emergency phones around campus
- Emergency info cards in classrooms
- Cameras and phone in parking lots

Improve safety and security

Technology

Increase advisor and faculty communication when students are having set-backs/problems.

- Inter-department
- Inter-office
- With students
- Emergencies-response buzzers-silent
- Phones
- Intercom system

Data collection needs action plan.

Identify processes at LSC and communicate.

Better in-community communication to support faculty and staff to be more prepared and educated

More effective student advising system – reexamine registration process (currently a disconnect)

We have the potential for professional (individualized needs assessment) development and technology advancement for staff and faculty, but the time for the staff and faculty to get this training is not available. IDEA – individualized one to one training or small group training offered more at times that work for staff and faculty

Establish a phone system.

We need a better phone system - too many misdirected calls.

Provide training opportunities on technology and policies - offered at different times/days on duty days,

Day to day effectiveness of technology and the training to use it

We need to be effective in use of multiple technologies – Time and Training.

Continuous improvement and evaluation of the LSC web page

Different method of communication other than all campus emails - find a way to reach everyone so no one gets left out

Curriculum development based upon test-taking successes yet realistically accommodating various styles of teaching and diverse student backgrounds

Time for staff and educators to learn “new technology” so they can incorporate it into classroom education

Ensure that ALL classrooms are equipped with relevant technology.

Fix process of class cancellations and student notification.

Use data gathered to improve issues identified in surveys and evaluations.
Enhance technology for off-campus course delivery (ITV rooms, technology).
Make it mandatory for all students to take a course “How to take an online course” as a pre-requisite before taking online courses.
We collect data and it goes to “data heaven.”