I. **Opening Remarks:** Dr. Bruce Leslie, Chancellor

Chancellor Leslie spoke about the purpose of the student forums, the importance of the dialogue, and looks forward to recommendations from students.

II. **Discussion Questions:**
1. What are the three most important issues affecting students at the Alamo Colleges?
2. What can we do as a community to address them?
3. If you had to pick a top (priority) issue affecting students, which would it be and why?
4. Looking specifically at communication with students, what can the Alamo Colleges do to more fully engage students in conversation about issues impacting them? How can the Alamo Colleges improve communication with students?

III. **Small Table Discussion Responses**

**Table 1**

**Issues:**
- Students are concerned about the removal of majors, they need more information to make informed decisions
- Lack of availability of financial aid and financing resources
- Students are concerned about E-Books, and want to be offered a choice
- Request to turn the PAC Library into a Women’s Center and nursing building
- Concern regarding domestic violence in community and the need for resources on campus
- Students want to be involved and want transparency

**Solutions:**
- Students need more meetings with administrators
- Students want open door policies and practices
- Consider text message communications with students, and provide students the ability to opt-in/out

**Question #s 3 & 4:**
- Too many emails
- Nurses needed on campus
• Public Safety needed
• Better/enhanced technology needed
• Extend hours for learning labs
• Lack of availability of tutors, offer competitive pay
• Provide more financial aid opportunities
• Use personal email like UTSA to communicate with students
• Student Field Days should be offered
• Keep majors
• More communication is needed
• Council and committee structure
• Set up appointments for administrators to observe and walk through classrooms
• Students need more face time with district administrative representatives
• Work better with universities to transfer credits more seamlessly
• Need better communication with and among faculty and administration
• E-books need to be studied
• Minimize email communication and student inbox clutter
• Offer students gym access
• Offer more tutors/higher education for higher level math tutors and better pay for tutors
• Classroom presentations for faculty, example: presentations in math classes when curriculum changed
• Students want to be more involved, recommended SOFE
• Students enjoy forums; host students in the courtyard
• Ambassadors of business program; BAAS degree
• Encourage peer advisors
• Keep doing what we are doing
• Students need to ask questions
• Lack of staffing with advisors and admissions is a challenge for students
• Improve phones – lack of responsiveness, challenges with transferring to other extensions
• Consider one central location for advising

Table 2

Advising:
• Process is great
• Students have no idea who advisor is at first
• When advisors change, students need to be apprised
• Students need better communication with advisors
• Pictures of advisors will help humanize them for students
Registration:
- Class schedules and timing of classes an issue

Emails:
- Streamline email communications

Problems:
- Problem reaching advisors, students don’t know who they are
- Timing of classes for scheduling availability is problematic
- Students receive far too many emails/cluttered communications
- We need to better publicize events campus wide

Solutions:
- Streamline email communications
- Research scheduling and enrollment best practices

Table 3
- Transportation issues, students want more on-campus housing options
- Students need a Women’s Center
- Having a nurse on campus would be really helpful
- It would be beneficial if police officers had medical background
- Need customer service training for work-study students
- Majors issue, students want more information
- Students want to know who they can complain to
- Having more student forums is a great idea!
- Advisors are great
- SLI is good
- When removing majors, a student’s field is not recognized
- Students want to take courses that will transfer
- Have on screens of computers the information of the school or the wifi page
- Consider an app
- Put information in ACES account
- Dorms, transportation issues, degrees, Women’s Center, nurse on campus, gym access, work study training
- For nurse – first responders and more communication
- Majors – communication issues, “notation on the transcript”
- Technology – how to get students to look at information (e-mail, website, and texting)
- Dorms should be greatly considered
A nurse clinic would benefit students on campus  
Transportation needs to be extended and improved  
Announcements should be made on the speakers around campus  
There should be more student forums like this  
Communication issues must be resolved  
Domestic violence on the campuses needs to be addressed  
Bond with your advisors get to know them

Table 4

Question 1:

- Not enough tutors in Math & English for higher level courses – need to be more approachable.  
- Financial aid; higher better support for subjects with special tuition. Need more financial aid outreach and awareness  
- Textbooks: all the same for each section of a course, perhaps one professor knows a better text  
- Student involvement in organizations should be increased  
- Transfer graduation rates: should encourage transfer to 4 year institutions

Question 2:

- Create guidelines for hiring a tutor to ensure better coverage in math at every level.  
- Increase pay for more highly qualified tutors, or offer more hours. Attract applicants from 4-year institutions. Even if it requires increasing tuition, please find a way. Maybe cut back grounds keeping?  
- Better advertising of financial aid opportunities with deadlines. Perhaps mass emails especially when deadlines are coming up.  
- Acknowledge need of those in special tuition classes to find alternative sources of support.  
- Provide a financial aid “how to” for every student  
- The common textbook may not be the best, allow professors to choose their own. Savings can be found online. Align instructor use with the textbook.

Question 3:

- Need tutoring available at all skill levels, and tutoring should be very approachable  
- Need more financial aid information, awareness

Question 4:

- Use students’ personal e-mail addresses to better communicate with them  
- UTSA has an option for students to use personal email
- Consider texting applications for communication between instructors and students. Advance beyond email into other communication vehicles.
- Communicating with student government: students should be more active; SGA should promote itself more with students on campus and in classes.
- Student Field Days: Club Rush and other widely visible events.

**Common Themes**

| 1. Majors (removal of majors and having a better understanding of the issue) |
| 2. E-books (allowing professors to make the choice) |
| 3. Additional Tutoring Assistance (need a higher level of tutoring staff and additional pay and extended tutoring hours) |
| 4. Better Communication (texting apps, allowing personal email option, consider other communication vehicles) |
| 5. Financial aid (more visibility for students to know what is offered and available) |
| 6. Nurse on campus |
| 7. Women's center |
| 8. Gym access |
| 9. Work-study training |
| 10. Offer Student Field Days |
| 11. Offer Student Housing On-campus |
| 12. Student Involvement (would like to see an increase) |