

**2008-2009 Listening & Learning Sessions
Oak Creek, West Allis, Mequon, and Milwaukee Campus**

	CONCERN	LOC	PERSON RESPONSIBLE	RESPONSE/RESOLUTION
Communication				
1	How can we better communicate information to Students? Personal and school email, MATC Times, text messaging, TVs in entrances, Web Page, need to do a survey to gather this information, Teacher announcements at beginning of classes.	60	BARRY	Survey being developed and will be piloted with Student Senate.
2	Make an appointment and wait for an answer in Student Life. Student Life department needs more staff.	60	BARRY	Student Life is working to accommodate all students when they enter the office.
Services to Students				
3	Extend hours in the gym.	60	BARRY	Working to determine how we can expand the gym hours based on students needs and what the budget will allow us do for fall 2009-2010 academic year.
4	Some programs (services) are not available to the students—need to make students more aware of the services that are available	60	BARRY	Working on website updates to make services more available/accessible.
5	Need to have a diversity workshop similar to one he attended in Green Bay last year	60	BURRELL	According to Archie Graham, this student is referring to a Diversity Conference sponsored by the Wisconsin Technical College System. This conference has been organized as an every other year event. In the future, MATC plans to participate in and make available to our students opportunities such as this program as well as other diversity training initiatives.
6	Housing help through MATC and was directed to another agency. Long waiting lists. Are Dorms a possibility	60	BARRY	Housing information will be made available on website.
7	Housing is an issue. PACE program requires you to be signed up in W2. Why do you need both?	60	BARRY	PACE requirements are State W-2 requirements that we must follow.
8	Need more study areas than the Library that are quiet since M605 is no longer an open area.	60	BARRY/ SARGENT	MATC is investigating creating a room in the main building downtown. Working on new study area in M66
9	Computer lab 2 nd floor of M building – 10	60	BARRY	Students are now allowed to print out the

	page limit for printing. Need to print out lecture notes that go over the limit. Increase the budget for paper or give the programs more money to produce the materials for the students.			necessary academic papers.
10	Would like to see more programs and courses transfer to four year colleges out of the state.	60	CANNELL	Articulation agreements with additional colleges and universities out of state will be explored.
11	Unsolicited/inappropriate subjects in student email accounts – can it be filtered more effectively	80	WALSH	I.T. currently blocks approximately 80% of all incoming spam. I.T. has the ability to implement additional rules that would block up to 95% of all incoming spam. However, implementing these additional rules may result in some legitimate email being falsely identified as spam I.T. recommends that email users forward unwanted spam to ihatespam@matc.edu . I.T. will update the spam filtering rules daily to block those unwanted emails. For additional information about spam filtering, please go to http://infotech.matc.edu/spam.htm
12	Want tutoring in Math during evening hours	80	BARRY	Working to get more tutors in evening.
13	Academic Support Center needs to have its own space. There are not adequate accommodations for instruction and test taking.	50	TOWNSEND	Remodeling plans have been submitted for the 2010 FY Budget.
14	Need to extend Testing Center hours to accommodate evening students.	50	TOWNSEND	Reviewing testing schedules and usage to revisit testing hours of operation.
15	Timing of receiving letters from Admissions regarding Academic Probation and being dropped from courses.	50	BARRY	There are issues in fall regarding grade deadlines and receiving them from faculty.
16	Refund policy for books. Sometimes students can't attend the class or after the first week, realizing that it is the wrong class but have purchased the book. Can a full refund be extended to the first week of classes?	50	BARRY	This is a state policy.
17	CIS software not on academic support computers and was informed in class we need to have a home computer. Software needs to be loaded on other computers for students who don't have computers.	50	TOWNSEND	Software is scheduled to be loaded in the Academic Support Center on 10 computers. Review of other possible computers is also happening.
18	Auto Cad and Photo Shop software are also not loaded in the Academic Support Center because the software cannot run on them, hence no access to do homework but in the labs.	50	BARRY	The lab is on the new computer rotation schedule.
19	The ACT scores are not registering in our system as entrance scores instead of having the students take the Accuplacer test.	50	BARRY	Admissions will work on process for getting ACT scores online.

20	Counselors need to be better informed about the college transfer information.	50	BARRY	Transfer Days for the college is scheduled for March 3.
21	Would like to have an available weight room at the Oak Creek campus.	20	STILP	No current plans for a weight room; recently portable classroom was converted to PhyEd lab; walking track to open in Spring.
22	Need available room for student club meetings – current room (A100C) being converted to simulation lab.	20	STILP	Numerous other rooms are available such as A102 and E114 – schedule through Mary Teske or Caryn Dohring.
23	Concern raised regarding possible healthcare for students – requesting board member/administration support – perhaps to attend a future student organization meeting to discuss?	20	BARRY	Board member Fred Royal agreed to attend a future meeting – Theresa Barry to arrange.
24	Severe problems with computers in the CNC lab / reported errors, etc.	20	STILP	District-wide capital supplier went out of business – are now contracted with HP – replacements are now back on track.
Security/Van				
25	BSU has people coming into the office that are not students at the school at all – security issue. Fred Royal asked the students if they are receptive to wearing name badges. No one disagreed with this.	60	FALKENBERG/ BARRY	We'll need to assess feasibility with Student Services and Student Senate.
26	Non students in C -building sleeping in the restroom/drunk would like more security	60	FALKENBERG	Public Safety continuing to patrol areas and ensure individuals with no reason to be on the property are being handled appropriately.
27	Escort Van-Could you add an additional van to pick up students?	60	FALKENBERG	Currently reviewing options to outsource van service which would increase availability of services.
28	Safety issues at the downtown campus	50	FALKENBERG	Public Safety is continuing to upgrade systems, personnel, & processes to ensure greater safety.
29	Security coverage in evening hours	50	TOWNSEND	Public Safety hours have been revised. A student security aid has also been added for extra cover. In addition, evening supervisor's hours have been extended to 5:00 – 10:00 p.m. M-Thurs. Friday security hours are till 8:00 p.m., Saturday security is available on as needed basis for special events and weekend college.
UPASS				
30	UPASS is not available for Basic Skills students because you must have more than 6 credits. Would like to have an option for those students to purchase the UPASS.	60	BARRY	Discussing these options with Student Senate.
31	UPASS should be available to students that have 6 credits not just more than 6 credits	60	BARRY	Student Senate discussing this at January session.

32	UPAS time issues, sometimes the bus is out of service before class is ended. Students have been stranded at other campuses. Need to extend time.		BARRY	Student Services is working with the Milwaukee County Transit System on county lines.
Parking				
33	There should be a lot more parking structures for students to park in. Work out agreements similar to those that are at 8 th and State or Bradley Center, FREE parking would be great. Archie updated the group about the parking program at the Bradley Center	60	SARGENT	MATC has negotiated a contract with the Bradley Center for 250 parking spaces for students
34	Limited or no parking for motorbikes/mopeds. Suggest use an area in Lot #4	80	CARDONA/SARGENT	Additional bike racks will be installed. Moped/motorcycle parking will be identified.
35	Parking fees for students being reduced to \$30 for entire year rather than \$45 per semester is great	80	SARGENT	Parking fees are set to pay for the student parking lots and spaces. A reduction in the fee would require Student Senate Approval
36	Parking lots near ECAM center during winter weather – extremely icy.	20	STILP	Are in the process of receiving bids from contracted services firms for winter services.
37	Concern with parking appeals process – very cumbersome.	20	STILP	John Stilp will discuss the situation with the parking committee.
38	Would like to consider the possibility of having a job fair in the ECAM building specific to manufacturing jobs.	20	BARRY	Theresa Barry will check with Jenny Thomas in the Job Shop regarding the possibility.
39	Question raised regarding parking ticket fees – what are those funds used for?	20	STILP	Funds are used district wide for maintenance of parking lots, etc.
40	Discussion of possible shuttle service for students, similar to UWM lakefront parking; possible use of 6 th /Cherry parking lot – student workers could drive the shuttle.	20	BARRY	Suggestion was made to utilize the approximately 200 spaces at the West Allis campus (near child care) for student parking – then offer shuttle from West Allis campus to the downtown campus.
Instructor Issues				
41	Great school, getting grades from the instructors is a problem. Need more feedback from the faculty at the mid-term to find out where you stand in the class to make decisions about dropping	60	MARTIN	Grades and feedback from instructors will be discussed in the Student Success committee.
42	Most of the nursing students don't get the information from the teachers (RN/LPN) that when you drop a class it becomes a failure. By the second semester there are too many failures and they were denied to get back into the program. Programs at Gateway, Waukesha, are more transparent. We need to incorporate that transparency into our program.	60	LEVY	Faculty are sharing information with students during first week of classes. Orientation to program(s) also included a thorough explanation of program ineligibility process. Information regarding transparency of the process is noted in Health Occupation Student Handbook. Students are given hardcopies and it is available on nursing web-site for reference.
43	Teachers (some) at MATC say inappropriate remarks in class. Humiliating	60	MARTIN	ER&D and Professional Development will work to educate faculty.

	to the students.			
44	Teachers should be available to students for questions. Some teachers are stand-offish.	60	MARTIN	Will be discussed in Student Success Committee --faculty involvement in retention; also part of Faculty Advising
45	Reminder to teachers to remember where the students are coming from and the issues they are dealing with. Positive feedback keeps the students going	60	MARTIN	ER&D, Professional Development, Student Success Core Committee will address this issue.
Counseling				
46	When she first came to MATC couldn't get an appointment at counseling. When she finally got to orientation with 4 people trying to help 40 people. Weren't told B=Bilingual. Need more one-on-one with the counseling staff to help in the scheduling process.	60	BARRY	Staff are working on making the schedule more readable. Orientations have been revamped so more staff are available to students.
47	Student currently put on probation status. Counselor is not available to help current students. Even though she was put back into classes there is nothing on the system that says she is back in. Calls and doesn't get an answer in a timely basis	60	BARRY	Working to update probation status in a more efficient and timely manner.
Advising				
48	Last two semesters she had a difficult time talking to her advisor; counselor referred her to an advisor. Advisors need to be more available.	60	CARTER	Will refer this to the Advising Committee Liaisons.
Grade Appeals				
49	Final grade appeals. Students don't know that they can appeal their final grade. Should be included as part of the syllabus.	60	MARTIN	Information is included in the Student Handbook.
50	Grade appeal process-the turn-around time of the appeal process is too slow. Losing students because they get discouraged with the system—humiliated in class, wait too long for an answer, language barriers, no empathy—students are not given the information related to the appeal process. Some students are not computer literate. Maybe meet with each organization to get their opinion	60	BARRY	Students are learning about the grade appeal process during student orientations.
Building Issues				
51	C building bathrooms do not have toilet paper. Who is in charge of the C Building? Orientations should include a map of the bathrooms for each building.	60	SARGENT	Paper products are routinely checks in all bathrooms. We have added an additional check of the C building rest rooms. A layout with rest rooms and drinking fountains with and without special needs accommodations is being prepared.
52	We need more heat in classrooms. T Building	60	SARGENT	Temperatures are set at levels consistent with good energy management. And a sustainable campus. If a room is abnormally

				cold, it may be a control issue. Such rooms should be reported to Building Services
53	Food Service-Should be able to swipe a credit card. Prices are too high. Is there a meal plan in the works?	60	SARGENT	New cash registers are needed to accept credit cards. We hope to have new cash registers installed by Fall. Food Service is a subsidized enterprise activity and food prices are set as low as possible. A food plan is being researched.
54	Janitors-Should not be talking on their cell phones during work time. Should be doing their job instead of walking around talking in the C Building	60	SARGENT	The cell phones are the means building service workers communicate with their supervisors and each other. Personal calls are discouraged.
55	When is the swimming pool going to be repaired to be used?	60	SARGENT	The swimming pool will not reopen
56	No Gymnasium at West Allis – students have to go to Milwaukee to use the gym	80	SARGENT	Facility needs at West Allis are extensive. A Gym is not a critical need at this time
57	Graffiti removal in the men’s restroom has been addressed but not completed	80	CARDONA	Graffiti has been removed.
58	Environmental program way of class scheduling only allows graduation in 4 years. Classes are offered every other semester.	50	TOWNSEND	Review of the program is being conducted by the Associate Dean and Dean of Division to determine scheduling revisions.
59	Fire Science Classes need more at Mequon	50	VITALE	Will revisit offering first semester Fire Technician classes at Mequon.
60	Need more alternative delivery courses, ITV and online	50	TOWNSEND	Review of all courses by Associate Deans and Deans are being conducted to determine the courses that are in demand and that can be offered in these alternative methods.
61	ESL classes need to be offered at the Mequon Campus.	50	CLARKE-YAPI	Progress is being made and that the first Citizenship Course for Mequon Campus will be scheduled this summer.
62	Fire Science student state that WCTC covers more hands on techniques, like high rise buildings and chemical instances. Can these be added to our curriculum?	50	VITALE	High Rise and Chemical Instances are covered in courses that are currently offered at the Oak Creek Campus. The Advisory Committee has not requested an expansion of these areas but if a need for this additional training arises it will be addressed.
63	Need backup air compressor in CNC Shop	20	STILP	Air compressor on ECAM roof has been having some maintenance issues. Construction services and building operations have been looking into the issue.
64	Restrooms in ECAM building – faucets have no auto shutoff – running water is wasteful.	20	KUPSIK	Will have Operations look into the situation.
Miscellaneous				
65	Has there ever been or could there be a theatrical department?	60	MARTIN	No, but we have classes in Liberal Arts and Sciences and if there is enough student

				demand, could expand offerings.
66	Why do we have to pay for another ID if it comes out of our student fees each semester?	60	BARRY	Discussing this with Student Senate.
67	Current Bilingual Latino Student Specialist – is not of Latino background. More comfortable with someone that is of Latino descent	60	BARRY	Student Services specialist in Department of Multicultural Affairs is Latino descent.
68	Cost of textbooks too high – Student Senate is investigating book rentals or the elimination of sales tax to reduce the cost. Another possibility is scholarships for books or a book loan program.	80	SARGENT	MATC is going to pilot a text book rental program.
69	Moving the Welding Program to Milwaukee would create hardship for students because of parking issues	80	TURNER	I am working with Pablo Cardona, VP- West Allis Campus to identify sites that will be convenient for students and that meet the instructional delivery needs of faculty.
70	Healthcare for students – possibly have nursing students run a clinic	80	LEVY/ FALKENBERG	Healthcare for students – This requires a significant liability and malpractice policy for the college. Nursing students are not physicians, therefore to establish a clinic without the appropriate licensed healthcare professionals (MD, NP, Etc.) will set the institution at a high risk of malpractice.
71	Attendance accommodations for bereavement or unavoidable absences that would not affect student's progress	80	MARTIN	Communication with faculty is critical to make recommendations.
72	Move toward eBooks to help reduce costs, books are too expensive, maybe book rental and review the Book Buy Back policy for after the class begins.	50	SARGENT	MATC is going to pilot a text book rental program. E-books need to be requested by the faculty as the book to be used for a course, Book selection is an academic activity.
73	Are the environmental courses being moved to Oak Creek with the creation of the ECAM building?	50	TOWNSEND/ STILP	No, Mequon Campus will be offering environmental courses starting summer and fall of 2009. Additional related environmental courses are currently being developed in the areas of environmental water quality, solar and wind energy, offered at the Mequon Campus.
74	No IC or Associate Dean in Technical & Industrial Division making collaboration difficult.	50	TOWNSEND	In efforts to improve the divisional collaboration the division has a full time campus Department Chair, an acting interim associate dean, as well as the new addition of an assistant dean.
75	Status of PT Computer Technician for Business & Information Technology Division	50	TOWNSEND	An applicant has been identified and we are awaiting acceptance. This person should be in place in April.
76	Athletic facility needs on campus	50	TOWNSEND	Although funding and space are somewhat limited, at this time, our campus student life coordinator is working with our campus

				student senate and our campus space utilization committee in efforts to identify possible student cardiovascular/workout activity locations. This will include identifying an outdoor location also.
77	Students need to take responsibility and read class descriptions to ensure that they are registering for the appropriate classes, also scheduling tests according to the Testing Center hours.	50	TOWNSEND	Better information will be provided to the students upon registering for classes. Improving our campus signage will also be addressed.
	KUDOS			
78	MATC Times has improved – New editor captures MATC related news and events, not what is already in local newspapers	80		
79	U-Pass was a good idea and students are utilizing it	80		
80	Funeral Service program students are pleased with curriculum – new facilities are planned at 1205 S. 70 th Street which will address restroom accommodations for female students.	80		
81	Student speaks of his positive experience with MATC after recovering from major car accident and being in a coma for six weeks	80		
82	Comment from student that they like the diversity of the college.	60		
83	Student gave a testimonial about today being his first day of school after getting out of jail – thanks to everyone	60		
84	Great staff at this college, very helpful.	60		
85	Thank you for letting me be a part of this school and belonging somewhere.	60		
86	Commend board to allow immigrants to enroll without the citizen documentation	60		
87	Wonderful to see the number of board members who took the time to attend today's Listening & Learning session.	20		