

Key areas of concern and in need of improvement,

College Wide Leadership:

- Communication and transparency in college leadership roles
- Inspiring and creative leaders
- Collaboration between faculty and administration
- Equal treatment to departments in terms of support and improvement
- Support for faculty scholarship
- Information regarding the financial issues from the leadership
- Opportunities for growth and professional development for employees
- Faculty Involvement and shared government

Department Leadership:

- Term limits for department chairs
- Transparency and accountability
- Communication and planning
- Faculty engagement and guidance in promotion, reappointment and tenure
- Chairs respect to faculty and staff

Cross Campus Collaboration:

- Initiatives that require collaboration between departments
- Communication between departments regarding advisement and changes in curriculum
- Collaboration between advisors, academic departments and faculty

Internal Campus Collaboration:

- Consistent communication regarding student advisement between departments
- Accurate and timely fashion information including adequate notification for dates of important meetings

Safety and Security:

- Engaging safety and security training with more interactive conversations
- Hands on workplace violence training
- Broken fences needs to be fixed surrounding the campus near Osborne Gate, Colston Hall etc.

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The availability of teaching technology equipment:

- CO 207: Computers needs to be checked
- ME-332: Lighting and power projectors display should be fixed
- LO 301: Poor functioning projector in
- Every classroom should have computers and projector

Ease of reserving computer labs, meeting rooms, classrooms or exhibition spaces

- Online space reservation system: Booking and scheduling should be available online
- Very few people have access to Resource 25

Maintenance of tech equipment

- Maintenance is poor in M815 and M803
- Computers in CO 207 needs to be checked (usually one of the three works properly)
- Loew Hall 201 projector overheating frequently

Tech help in the classroom

- Tech help is needed for evening classes

Class Size (# of students)

- English classes should be capped at 25 otherwise too big
- Many common classes are overcrowded: Pschy11 and Comm11
- Computer and laboratory classes should be limited to 15 students
- Classes with less than 30 students work well
- Writing Intensive sections should be no more than 15 students and ideally 10 or fewer
- Limit the number of students in composition classes to 22
- Communication classes should have maximum 24 students
- RISE courses should have lower number of students. Currently it is opened the general population and with a maximum enrollment which defeats the purpose

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Size of classrooms (note exact room or space)

- Number of students should be considered assigning the classrooms: Some of the classrooms in CO are too small for the number of students assigned in those classes
- NH24 is too small for the kinds of art disciplines being taught there, like printmaking
- Laboratories classes held in CP205, CP207 AND CP208 are too small for the number of students enrolled in some classes

Classroom conditions (repair, cleanliness etc)

- BL104: is not an appropriate place for a classroom: ceiling is too high so students can't hear me because of the acoustics. The projector is mounted too close to the screen. The screen is severely wrapped white board, so power point I show in this room is distorted. Better not to use this place as a classroom
- CP 418: Lowest quality blackboards.
- NL, BL and CP: windows/and or blinds in bad conditions. AC's extremely loud or non-existent
- BA 206: the blind is broken and has not been fixed all semester
- ME: basement level classrooms near old library are in very poor conditions
- CO: Waste baskets are too small or not in every room. All floors need to be buffed and mopped and classrooms need better air conditioning and shades
- CO 4<sup>th</sup> floor classrooms are not always cleaned at night, windows left open, garbage on floor
- CO: classrooms need major improvement
- CO: No floors mopped
- CO 629: has broken chairs
- CO 411: needs to be cleaned up, lights not working properly etc.
- NH classrooms: Too isolating, hard to get interaction among students
- ME 601: ongoing leak and electrical issues
- ME 603: poor ventilation, ME offices thermostats are not adjustable
- ME and CO are awful. Lots of broken desks and chairs
- NH 104: broken table tops
- NI and BA: Classrooms are deplorable
- PH 32: Plaster falling from the ceiling, no air conditioning in the summer
- ME 204: broken desks; the writing surfaces slope
- G105: roof water leaks
- BH: heat and a/c inconsistent
- CO 213: water bugs in classroom
- NL: the doorknobs, desks, and windowpanes of the building are never cleaned. There aren't any recycling bins anywhere except outside of NL
- BA: No air conditioning, no heat
- GU214, ME 202, HA 104, NH 37: all poorly kept
- CP204 and some other windows in CP classrooms are screwed shut because they may fall out if they are opened.

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- GU: dusty floors never washed, whiteboard always grimy, garbage overflowing
- GU: is not in a good condition
- Classroom conditions vary widely. Many of the CO classrooms have windows that don't open or once open hard to close, uneven heat-- it's too hot when the heater is on, then because it's so dry, it gets cold again very quickly after turning it off
- CO needs better AC/heating system and window blinds that are functional, lights that can be adjusted vs on and off - hard to show things on the screen with lights on but if they are off students can't take notes
- Heating and cooling problems throughout the school are poor and repairs are very slow
- Get rid of broken desks. Remove the large desks for the instructors. No one uses them and they take up valuable space
- Also rooms with blackboards are very outdated, if possible they should all be updated to whiteboards.
- Classrooms are crowded with too many desks

#### Assessment Process

- Assessment should be up to and led by faculty. Faculty should receive reassigned time for doing assessment.
- The language, goal and driving force behind assessment ought to be more innovative.
- Provide evidence of how assessment improves student learning.
- Assessment should emerge from what is going on in classrooms and should be employed to improve teaching and student learning and should not just be done for accreditation.

#### Appropriate use of mobile devices:

- Students use mobiles even when they are asked not to.
- Mobile phone use is number one class distraction.
- Inform students in freshmen orientation that the use of cell phone in class for other than class purposes harms the learning environment of classmates.
- Develop a stronger policy in regards to this cell phone use. Some professors have their students use their cell phones in class, which makes it challenging for those of us who don't. In some classes, students need to concentrate on work that isn't online.

#### Bursar's Office (i.e., signing for pay stubs or getting a parking pass):

- Faculty/staff should be able to get pay stubs online. Pay stubs should be electronic.
- Faculty/staff should be able to get a parking pass through the mail
- There should be a way to get our stubs mailed to us

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Faculty Evaluation Process:

- Faculty should be evaluated by their peers once an academic year. Other CUNY schools have faculty observations once an academic year and it works well.
- Should be discontinued: the questionnaire's validity has never been established, interferes with the lesson, doesn't seem to serve any useful purpose
- Needs to be online. Students should have to fill out the evaluation to access their final grades. I will still ask students to give me feedback on my courses and course materials separately
- Create an in-house faculty survey that address important/relevant concerns
- There should be fewer evaluations of faculty who have been here a long time-- one a year, rather than one a term. Peer observations are needed with mentorship to address teaching and retention issues
- An online faculty evaluation would make the process less daunting for students.
- Faculty evaluation survey comes at tough time in the semester.

Bathrooms:

- ME 5th floor faculty bathroom, often has no hand towels and sometimes toilet paper
- ME 2nd floor: women's bathrooms have multiple issues: doors don't close, privacy is poor. There is often no soap and the hand dryer doesn't do the job.
- CO 3<sup>rd</sup> floor: men's urinal broken for a year
- CO 7th floor single staff bathroom - needs to be upgraded, no paper towels (ever), no seat covers
- BL first floor and 3rd Floor Women's facilities do not have enough stalls. The stall doors are dysfunctional and rusty. Both rooms need refurbishing.
- CO needs bathroom updates and repairs
- CP second floor: Urinal in men's bathroom is not working and covered in plastic sheet. Toilette in men's bathroom in basement of CP has been broken (covered with a plastic garbage bag by Physical Plant Services) for more than 12 years.
- Need better maintenance especially providing paper towels.

Cafeteria:

- Limited choices and food is too expensive with a poor quality
- Too expensive and poor selection of food
- There is hardly any vegetarian or vegan option
- Have satellite food carts distributed across campus
- Food is highly overpriced, specifically for the student population we serve. There should be more dining options, because people get tired of eating the same thing all the time

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Elevators:

- NI and LO elevators are often broken
- CO and ME: poorly maintained, break down frequently
- CO 4th floor: Buttons missing on hallways side for a year now
- CPH: The elevator are always breaks down
- LO: Handicapped students waiting for a long time for an elevator
- ME: Elevators need to be entirely replaced (especially the one which goes to Learning Commons)

Walkways:

- Lower MH back entrance: Dangerous walkway. Not good for handicap people
- ME: Sliding door entrance had been in very poor condition for almost 1 year
- ME: Stair sand slate slabs are breaking down
- North-east corner of South Hall -- water from a South Hall drain pipe empties into walkway/parking area. The water freezes during the winter which makes for a dangerously slippery condition. That drainage system is poorly designed. The water should be shunted away into an underground drainage pipe

Hallways:

- BL: Severe water damage particularly in the stairwells
- BL: there is absolutely no seating available to students in the hallways of Bliss Hall. So students sit on the stairs, which are very steep, making it difficult for those of us ascending and descending to use the banisters. This is a hazardous condition and could be easily solved by providing some benches for students in the hallways.
- BA - hallways on the third floor are disintegrating
- NH--Water leaking from light fixtures, mold, mildew and crumbling ceilings
- NI and ME: floors are poorly lighted

Pedestrian/traffic control:

- There should be sidewalk from the Osborne Gate into campus-- a lot of people (and children for child care center) have to walk on the road
- Driver entrance to the college; There should be a REAL STOP SIGN there
- Hall of Fame Terrance entrance needs Public Safety to intervene as too often vehicles stop at the entrance to drop off passengers impeding the entrance. Also the back vehicular entrance to the campus is too narrow for two-way traffic. There is no pedestrian sidewalk and people

walking are often in harm way sharing this tight area of access. This area needs to be accessed for safety and redesigned.

#### Campus map:

- There should be large, colorful campus maps at many points on campus for visitors and new student
- Distribute more widely. have a "you are here" feature
- There should be physical maps located in each building on main floors

#### Campus signs, directions and physical maps:

- Making the signs bigger, brighter, and with larger lettering would be beneficial
- Not enough signs in strategic places
- Create directional "Arrows" sign throughout campus. For example " Bliss hall --> Colston Hall
- Stop sign and Do Not Enter sign at top of the one-way roadway south of South Hall are rusty, bent and barely visible. PPS trucks routinely go the wrong way on that one-way road
- Almost non-existent - definitely needs improvement, especially "Stop/ Yield to Pedestrians"

#### Disability accessibility:

- BL, PH, GML, LH, BU, ME Main Lobby, GU: Stair lifts would be beneficial in these building without elevators; A ramp would be beneficial for entrance to NI, LH, PH, GML, and BU
- ME- accessible entrance is not working to the Sub-basement
- Alumni gym is not accessible

#### Library web-site:

- A book search should be the first thing one would see on the library page. A clear link to databases is the next thing. One shouldn't have to scroll down and guess.
- Faculty should be able to place books on reserve online instead of filling out a paper form

#### Information Technology (Management of phones, computers, Major systems)

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- Fix the phone directory - names are incomplete/missing or first/last are transposed or truncated so I can't find anyone. Be more proactive. Everything seems reactive, network didn't get fixed until bandwidth got critically slow.

College Senate:

- Senate should vote on term limits for departmental chairs
- Senate meetings take too long to get started, and agenda items get pushed off. Minutes should be sent to members and corrections noted before the next meeting starts, so that needs to be done in the meeting is approve the corrections. All faculty members should be sent the Senate meeting agendas, with links to supporting documents.
- The members of the College Senate dwell on issues way too long, sometimes, unnecessarily. This causes for important issues to not be addressed on time
- The College Senate needs a web page so that reports can be better delivered
- It's problematic that senators outnumber the department reps.
- The senate is bogged down by cumbersome procedures and the role of the administration is larger than it should be

Tutoring:

- Tutors should have training in grammar, syntax and spelling
- Tutoring should be better centralized, organized and streamlined.
- There needs to be tutoring in every department and more math tutors, as students have to wait.
- Tutors have regular hours, but students often come when there are no tutors and tutors have no students during their scheduled hours. There is a mismatch.
- All tutoring should be centralized in a tutoring center, operating 5--6 days per week from 10-12 hours per day, with all tutors located in one location.

Student Life:

- Rules for having a club are too complicated, especially for a college with high turnover
- Better coordination so events don't compete with each other. Speed up budgeting and ordering processes for clubs
- SGA and clubs are not that present nor visible like they use to be. Students don't seem to be engaged in campus life



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Health Care:

- Free influenza vaccinations should be offered in October and November, not in February when the flu season is nearly finished
- We need on campus acute care for our students
- Bronx EOC students could benefit from health service

Academic Appeal:

- Students do not have clarity about the appeal process.
- Academic appeal process needs improvement.
- Considering the number of students on AP; this needs to be part of marketing and visible signage.

Writing Center:

- More tutors are needed in writing center
- We need grammar workshops for all students, and proof reading services
- How come proofreading is plagiarism according to the writing center
- Tutors need to be better prepared in writing center

COPE attendance process:

- Dates are confusing and notifications come too far removed from due dates
- The notices are sent out so far ahead of the time-frame
- Email on the last day of the time period in question and allowed two days for response
- Streamline the process, calendar and communication
- Just give faculty the name and email address of every student's advisor, and we can reach out to them as needed
- Have this incorporated into CUNY 1<sup>st</sup>; it does not need to be a separate thing

Registration process:

- New admissions staff need more training.
- Students should be trained on how to access and register for courses. Maybe a workshop or FYS for incoming students
- Students are still forced to run around from one side of campus to another. Would be great if offices were closer to each other.
- Registration should be completed online

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- Get more counselors to assist with general registration and let the departments do their own specialty

Evening/weekend registration services:

- Need more programming and resources available for evening and weekend
- Bronx EOC students could benefit from an evening program

Honors Program

- It is too haphazard. It would be great if offer honors sections in more courses
- There should be more honors courses and fewer honors contracts.
- BCC needs a coordinated honors program.