Comments from the Centers session 9/17/2013

- We need to better inform the community of what we offer
  - Increase marketing of the centers
  - Need more outreach
  - The message students and the public hear is a negative one – we need to increase the positive messages that are heard
- There needs to be more classes and student services available at the centers to meet the needs of the students
- We should conduct an assessment of the neighborhoods and communities around each center to determine their needs so that we can better plan how to meet their needs
  - Don’t just consider people living in the area but also people working in the area
- Academic Affairs
  - Encourage departments to partner so that the offerings within each center enhance and support each other
  - Work with other departments to better serve the needs of the students
  - Have a plan to offer A-G requirements at more locations
  - Faculty need to communicate better amongst themselves and departments
  - Allow for flexibility in enrollment and fill rates for NEW classes offered at the centers
  - Encourage more basic skills to get embedded into classes to meet student needs
  - For specialized departments that offer courses at several locations – identify ways to better utilize the resources they have available to them
  - Expand library offerings to provide a more well rounded offering
  - Coordinate to better fill classes at all locations
  - Develop a plan to enhance offerings at the centers that support each other and meet the needs of the students so that someone could start and finish a program at a center
  - We need to increase respect for the Centers. By changing what we call them from a campus to a center – regardless of the state’s identifier – is disrespectful
  - Mail schedules
  - Consider more face to face connection like the BART marketing that happened in the past where potential students could have a personal contact with someone from the college – let people know we are still open
  - Identify linkages between credit and non-credit programs and support services needed to promote student progress
  - Work more with Unified on transitional studies, ESL, concurrent enrollment, serving the parents
  - Outreach to homeschooled students
- **Student Services**
  - Better marketing of services available at each location
  - Have better access for all services at the centers – i.e. testing, scoring the tests
  - Counselors must do a better job of promoting classes at all locations – know what classes are available, the locations, and the faculty teaching them
  - Have heard of counselors telling students NOT to take classes at a certain location because of the neighborhood and population
  - Develop a plan for a more comprehensive student service program at each center
  - Think globally – better distribution of student service staff to support all centers

- **Administration**
  - Ensure that there is security at all locations while the building is open
  - Ensure that custodial needs are met in a timely manner