Lenore Knock welcomed the group and introduced Bob Meyer. Bob talked about trends and how they relate to the New Richmond area. He promoted Student Government.

Handouts: Student Survey, Core Trends, Establishing Goals, Strategic Goals/AQIP, and 7th Ranking brochure.

Input was given by students in response to the following questions:
1. In your view, how can WITC best serve you as a student?
2. Why did you choose WITC?
3. In the future, what would you like to see WITC do differently?

a. **Books not available at the start of class**
   A student announced that it is the middle of the second week and we still don’t have books for some of our classes. Another student noted the bookstore is getting frustrated with students for asking about their books. It was determined that many programs still need books. Bob asked students who didn’t have all of their books to raise their hands – about half of the room had their hands raised. Bob noted that we are working on getting common textbooks and will help to fix this problem.

b. **Used/rental book program to help with costs**
   Students need to have more resources for used books instead of paying full price; example, a student paid $137 for a Medical Terminology book. In addition, knowing the book title and book information sooner is needed so that if students want to order their books on the Web they have time to do so. The book information wasn’t available early enough.

c. **Power Equipment Center concerns**
   **Poor lighting**: It is not bright enough to see in this building. Students are looking through vapor lamps and using flash lights. Florescent lighting would be better.

   **Door**: The door on the building is too small to get some of the bigger combines through.

   **Crowded classes**: The Automated Packaging Systems program needs to move to a different building because the number of students is increasing. Classes are crowded. More instructors in the Packaging facility are needed. Offer more classes.

   Bob said that the Power Equipment Center is at the top of our facilities needs list. We need about $2.8 million dollars to replace it; we are talking with Congressman Kind’s office on additional funding.

d. **Ag Repair Shop**
   What plans do we have for the Ag shop in the next year? Lighting is a critical area right now. All of the plug-ins are on the floor, which results in tripping hazards. Florescent lighting and a fresh coat of paint were suggested.

e. **Fix New Richmond patio door**
   The door off the patio needs to be handicap accessible (ADA standards).

f. **Restroom violates privacy**
   A female student stated that there is one restroom that violates students’ privacy because of the door that stays open for too long. If you are sitting in room 139 you can see into the restroom (poor design).
g. **Associate Degree Nursing waiting list**
What are we doing to open up the nursing program to minimize the ADN waiting list? The student asking is out to 2011 for nursing. Lenore Knock noted that WITC is at the maximum with clinical sites, which limits us. It was suggested that doors be opened for students to take courses at the UW toward a Bachelor’s degree. WITC needs to work with the universities more.

h. **Transfer credits**
WITC needs to work with the universities so that they accept our credits. Out-of-state schools take our credits better than UW-River Falls and UW-Stout do.

i. **Computer lab**
A dedicated computer lab or committed flex lab is needed strictly for students. Students need to have open access to a computer lab that has all of the necessary software. Right now they can’t get in computer labs that are locked to keep outsiders out.

j. **Scheduling**
Information Resources students are bouncing between three classrooms for a single course. They need more computers. They are losing out on instruction time. Scheduling is the problem.

k. **Student evaluation of instructors**
Students want a mid-term survey and end-term survey to evaluate new instructors – asking, how was your service today? Teachers are not effectively teaching the class and they want to see more student involvement with that. If instructors are not teaching, students are not learning, which wastes everyone’s time. An online (confidential) survey would work.

l. **Offer foreign language courses**
A criminal justice student would like to see foreign languages offered (Spanish, French) before working in a job area that would typically deal with different languages. International education was also requested.

m. **Jail cell for the Criminal Justice program**
A criminal justice student would like to get a jail cell built to get the hands-on training for a cell evacuation and a booking room. Bob noted the need to replicate this in Rice Lake.

n. **Service learning – disaster learning experiences**
MATC had volunteers to help people who have had disasters. Service learning and disaster learning experiences are needed.

o. **More access to grants and scholarships**
Students would like more access to grants and scholarships for those who do not want to go into huge debt; however, the costs are more reasonable at the technical college than at universities. Another student requested more funding for the tools needed in the Automotive Packaging program.

Bob encouraged students to write to their legislators and to support the biennial budget request, which proposes increases in financial aid. Dave Logghe told students to get a letter to their legislators as everything they can tell them helps.

p. **Financial aid coverage/be up front about additional costs**
One student said that financial aid didn’t pay for all of his tuition and books. There was an additional $200 - $250 that wasn’t covered. In his Computer Networking program he needed an external hard drive; and for his electricity course he needed an electrical meter. Students need to be told up front about any additional equipment that is needed; however, it wasn’t until after the fact that this student was informed of these additional costs. We should either roll the additional equipment costs it into the class costs, or let students know there will be additional equipment from the beginning.

*This document is for internal use ~ 2*
q. **Wisconsin Student Government (WSG)**
   One student suggested that students should vote to take topics like transferability and financial aid to Washington. WSG representatives take topics from technical colleges and universities to Washington and lobby with legislators. Last year they advocated for veterans and transfer issues.

r. **Benefits of going to WITC**
   One student said she likes going to WITC because after being out of high school for a couple of years, she found a program she liked and is able to still be a stay-at-home mom and get her school work done. Another student likes that the Criminal Justice program instructor has years of work experience in the field. A Medical Assistant student chose WITC as it was recommended by her sister-in-law. WITC New Richmond is very close to her home and it meant not having to go into Minneapolis. The same program elsewhere was very expensive and she would have had to pay $100 in gas.

s. **Keep the flex labs**
   A student in the Machine Tooling Technics & Business Management programs would like to see the college keep the flex labs in the evening for doing machine tool and welding. He was concerned that they are doing away with the flex labs because they don’t really fit in with the program nature. The value of the flex lab is that you don’t need to have X number of students for the class to run. It’s nice to have the labs open for students to use. This student has a Chemical Engineering degree from Minnesota, so he wasn’t particularly interested in getting the Individualized Technical Studies degree at WITC. He runs his own business in a design shop and was trying to design his own program around his individual needs; however, he wasn’t allowed to take the program.

   It was noted that most of the classes are being locked when they are not in use. There is concern that someone from the outside will get into the class. Some of the software is proprietary and only on a couple of computers.

t. **Flexible scheduling around families and work**
   A Machine Tool student asked if we have considered getting staff for evening classes to allow for more flexibility for students who have families and need to work. She would like more flexible scheduling and more flexible hours (non-traditional scheduling). We have much more diversity.

u. **Printer access for lobby printers**
   One student noted that the computers around the lobby areas don’t have printer access. You can’t login with your student i.d. He would like one dedicated printer.

v. **Instructors should hear student concerns**
   A student thanked Bob for listening. He would like to have more staff here to have them hear the concerns expressed by students.