

# Strategic Planning Student Focus Group Summary Spring 2021

## Purpose of Returning Students Focus Group

The Strategic Planning Student Focus Group gathered student feedback on the Strategic Priorities, what helped them succeed, and opportunities the college can consider in the future. Three student leaders participated in this focus group.

## Improving Student Success - what helped students, what students needed

Advising helped students solve complicated issues related to coursework and transfer. TRIO and WES made it easy for students to find what they needed or “get things fixed”. Students’ connection with faculty and staff was a catalyst that led to their involvement with BBCC activities and use of resources. Having faculty who treated students respectfully, as adults, was a positive experience.

“Having a good advisor really makes the difference.”

Students found it easier to learn in classes with scheduled zoom times. This allowed students to connect with their instructors and ask questions rather than trying to learn from 2.5 hours of weekly You-Tube lecture videos. The Emporium-style classes also helped students learn. Students liked being able to work for two hours and ask questions if they needed help.

## Opportunities for Growth

The dorms heating was inconsistent with temperatures dipping into the 60’s, the kitchens and bathrooms were sometimes not clean, and there were times when the kitchen was closed which did not allow students to cook or wash their dishes.

When students first started they didn’t understand the resources they had available to them and or how the resource would help them.

## Employer of Choice

What would make BBCC an Employer of Choice for students in the future?

Students said they want to work for an organization with a good work culture and open communication where employees aren’t left out of the loop. At Big Bend, most instructors and staff have good relationships with each other and work together as a team. Students noticed that some instructors and staff were overextended and had extra work “dumped” on them when another employee left.

## Forward Looking Infrastructure

The library and STEM Center gave students a place to study and get help. Students’ experiences with technology was good, with the exception of WiFi, which was not consistent across campus. The best way to keep a connection to WiFi in the dorms was with an Ethernet cord.

## Technology (Canvas, Starfish, website, online proctoring)

Students said “the new website is amazing and it is easier to find things”. “My Apps” helped by having everything in one spot but they had to sign in twice. Students would have liked having registration and transcripts in “My Apps”. Starfish was primarily used to set up advising appointments.

## Enrollment Growth and Diversification

### Making BBCC a First College of Choice

Students said they had recommended Big Bend to others. Big Bend is a big part of their lives.

Key points BBCC should use with potential students:

- Big Bend is a great place to get prerequisites for your major
- Big Bend has great programs and resources
- Big Bend faculty and staff care about students

### How students would want others to Experience Big Bend

Students definitely said they would like a “non-pandemic” experience for others. They suggested ways to help students connect with activities - such as having announcements in class, sending text messages, and putting up more posters inside of buildings.

### Opportunities for Growth

Signage into campus from Ephrata didn't make it easy to find the right building to an incoming Running Start student. It would help students with Spanish-speaking families to have signs in Spanish.