Best and Worst experiences at LCC:

- **Best:**
  - ➢ LCC community partnerships – MichiganWorks (1st two semesters paid for).
  - ➢ Staff support entering preferred program (Megatroncis).
  - ➢ Staff efficiency with regards to solving FASFA issues and finding scholarships.
  - ➢ West campus course offerings (hands-on opportunities) and ample parking.
  - ➢ Knowledgeable staff's assistance with pathway direction.

- **Worst:**
  - ➢ Student WIFI, D2L, LCC website, and cellphone use on West Campus.
    - ○ Intermittent WIFI use.
    - ○ Broken website links as well as excessive pages required for navigation.
    - ○ D2L exclusivity as a means of correspondence especially during summer.
    - ○ Inability to utilize cellphone on West Campus – includes LCC emergency notification feature.
  - ➢ FASFA/financial aid issues and the fact that correspondence is strictly through D2L email.
  - ➢ West campus limited labs: Lab requirements often exceeds allotted lab time despite instructors making every effort to schedule lab use.
  - ➢ Time requirement for completion of Aviation Tech program.
  - ➢ Math requirements for all programs – especially those in which a direct relationship between the level/content of math and the program isn't evident.
  - ➢ Added expenses for required core courses despite not directly correlating with program of study.

LCC Resources:

- **What's being used and why:**
  - ➢ Success Coaches – assistance making action plans for success
  - ➢ Academic Advisors – pathway assistance.
  - ➢ Course Professor – assistance with volunteer opportunities and MichiganWorks.
  - ➢ StarZone staff – course scheduling.
  - ➢ Career and employment services - Resume revision.
  - ➢ Library – helpful with research and resource reports and they are very patient.
  - ➢ The Writing lab - helpful with both the structure and formatting of an essay.
  - ➢ The Math tutoring lab – help with all levels of math
  - ➢ Financial aid office – FAFSA submission and issues.
  - ➢ Counseling department – financial assistance and available scholarships.
  - ➢ Program advisors - introduction to MichiganWorks and scheduling. Made it a lot easier as a student to just focus on classes.
  - ➢ The VA - assistance transition/special circumstances.

- ➢ Tech careers office – Plethora of assistance (career pathway, problem solving, etc.).
- ➢ Student Services – student employment.
- ➢ Learning Commons - use of textbooks/models to do your work in between classes. You can checkout laptops and calculators. These are huge benefits. The instructors are unbelievable! They take time both after class and school hours.

- **Introduction to resources:**
  - ➢ Self-Advocacy – asking questions to find available resources.
  - ➢ The library
  - ➢ Banner and Campus advertisements
  - ➢ Word of mouth (instructors, fellow students)
  - ➢ LCC website/Internet
  - ➢ Satellite location advisor
  - ➢ Success Coaches
  - ➢ Counselors
  - ➢ The StarZone staff
  - ➢ New student orientation – completed online prior to first semester of attendance.

- **Improvement recommendations:**
  - ➢ Resource review/follow-up a few weeks after semester begins to assist with arising challenges.
    - o D2L link to directly access resources
  - ➢ Better marketing of resources
    - o Advertise West campus opportunities more to the community
  - ➢ Capability to email questions to Success Coaches as needed without necessarily having an assigned coach.
    - o Online accessibility for those students who are at satellite locations
    - o Issue phones that will work at satellite locations – dropped calls/no service currently
      - ▪ One number to text for FAQ
    - o Live Chat
  - ➢ Streamline website – eliminate need to open multiple windows within site and repair broken links.
    - o Suggestion of an "Easy Button" or "Search Button" on homepage to directly link to intended resource
      - ▪ A way to contact success coaches, advisors, etc. all at once.
        - • Field student questions and automatically connect you to the appropriate resources

  - ➢ Open lab times for students, especially on West campus.
  - ➢ Improve Internet connection/strength at the West campus.

- o Weak signal results in loosing e-book as you must roam halls to find signal.
- ➢ Improve cellphone strength within building (often must go outside to use cellphone)
- ➢ Timely resources - necessary resources for programs in ample time on the West campus. (FAA student classroom hours compromised when resources aren't available).

Most difficult barriers at LCC

- ➢ Math courses for non-math majors (unable to achieve necessary math level to progress).
- ➢ Financial Aid/ tuition cost
- ➢ Required Core Courses – connecting non-technical courses with technical programs (ex: Technical Writing instead of Writing 121)
- ➢ Student employment – slow responses to submitted application (supplemental income)
  - o Increase student employment opportunities
- ➢ Communication – use multiple forms, not just D2L. Email, texts, D2L announcements, etc.

Final thoughts

- ➢ Love West campus programs and feel resources are incredibly beneficial.
  - o In comparison to large universities, LCC's program foundation is superior.
- ➢ Importance of soft skills, teamwork, relevancy in classroom.
  - o The use of Capstone and group projects
- ➢ Adjust cafeteria prices, too high for most of student population.