

Enrollment Management Goals Brainstorm
Student Tally: February 2023
Student Feedback as of 2/21/23, 1:30 PM:

Note: the survey originally listed "Traditional Students (those age 25 and **over**)" rather than "Traditional Students (those age 25 and **under**). Respondents seemed to figure this out, however.

Question 1: What are some things that the faculty, staff, or administration at Miramar can do, or do better, to ensure you: 1) have access to our resources and/or 2) complete your education (i.e. get a degree or certificate)?

Responses:

Traditional Students (those age 25 and **under**, i.e. recent high school graduates):

1. Make gym and swimming pool facilities usable by all students (with a small fee if necessary).
2. Create a comprehensive online page that allows you to browse through the offered degrees and certificates (to substitute the need to go over the long pdf catalogue).
3. more options for classes
4. Follow what Marcella Osuna is doing with the honors program. She is extremely transparent and very forward with the students to ensure they are meeting requirements. If other program leaders take her initiative I believe there would be much more engagement.
5. late enrollment exceptions, better event/deadline communication
6. Provide access to recourses such as textbooks rather than relying on students to spend hundreds of dollars a semester. I suggest faculty end their reliance on textbooks or find a way to reduce the burden on students.
7. Make sure the canvas portals are easy to navigate.
8. The service on campus does not work very well. Specifically in the library and in the science building; most of the time I can't get internet connection. This also plays a role in how long I am on campus because even if I want to stay on campus to get work done or go to the library where it is quiet to work, I can't do that because I cannot get internet connection for my computer. Last semester I had an class that was only offered online and it was in the middle of the day and the only online time that fit in my schedule was one in between my classes on campus. It was so hard to get onto zoom for that class because the service

connection didn't work and a couple times I almost didn't get credit for class quizzes or group activities because I would lose connection.

9. Better communication access with faculty, staff, administration; more office availabilities
10. Make it easier for students to see based on their major, what classes they would need to take so they don't waste too much time taking classes they don't need.
11. I use a lot of adobe products for both school and personal use. It would be nice if there were a school plan for adobe products so that the membership is cheaper.
12. Respond to emails and phone calls.
13. continue to find unique ways for communication (Canvas, SDCCD email, etc), post deadline reminders and workshops
14. I feel there is so much information, advice, & guidance that I never hear about unless part of a club or an instructor passes word. I think having a default course on canvas that every student is automatically enrolled in that regularly updates with events & information would help. Maybe a bulletin posted that is easily visible all around. Or announcements through the school PA. Emails would help as well in regards to workshops that specifically highlight information to students that want to graduate or transfer. There is so much information about transfer that I never knew about & I'm 6 years into my education.
15. stop mandatory attendance in certain classes
16. Miramar does an excellent job of ensuring that I have access to resources and can complete my education
but if I had to add suggestions:
 - (if this hasn't already been done) have orientations with a guided campus tour so students can familiarize themselves with the campus
17. IF possible, obtain fee waivers for textbooks.
18. Have more accessibility to counselors, have a bigger presence on campus advertising resources (more events feature the participation of ALL departments, not just the main ones)
19. More advertisements or flyers advertising resources. Please have a student lounge, this is essential for having students on campus studying and engaging with one another!!!

Re-entry Students (those age 25 and over)

20. Weekly newsletters for resources and the pathways already in the websites are super helpful.
21. More counseling available

22. Later hours to complete test. Some adults well over the age of 25 work 9-5 and its difficult for us to get time off when employers aren't very supportive.
23. More online classes for child development
24. Email responses should be no less than 24 hours.
25. Provide more details in your website on things that are important to consider and that you may receive frequent questions on. If there is a question that all or most students ask and is not clearly stated on the website in a clear marked way, please include it and mark it as important there in a prominent area and not just include it in the frequently asked questions, that way we can avoid having to call or email in order to find out about those important things. Example could be in regard to Promise Program eligibility, when we can lose the benefit and when to expect information once we apply, we are dropped from the program, what are the options for those that have special circumstances and cannot meet the requirements anymore or that need some time due to special circumstances. Or other example would be to know certain prerequisites for certain popular programs, have info on those things in different areas clearly marked on your website, and for printed materials provide links to locate easier that information. Another helpful change in helping to complete our education could be to provide more counselor assistance or guidance and maybe do it virtually but in a way that is more accessible for students to be guided without having to wait a lot for a regular appointment with the counselors.
Provide information and assistance in common languages of students in the area: Spanish, some Asian languages, etc.
26. They are doing a fantastic job as it is !
27. I think what Miramar can do to improve education completion, would be additional resources in terms of transfer and class availability for Re-entry students. Once lower division classes is reached prior to transfer, it seems like most classes are catered to younger students. Class schedules stop being offered in the afternoons, and some older students have difficulty attending morning classes because of conflicting work schedules or families.

Veterans:

28. Need a VA counselor, always stuck waiting for an appointment that go buy really quickly
29. Have the right classes throughout both semesters instead of one class a year.
Fire inspector classes
30. Promote/ display more veterans info in highly trafficked areas
31. VA Counselor

- 32. I believe that having more peer-to-peer and advanced tutoring (even something like office hours for specific classes but not necessarily the specific professor) would help encourage learning. Many students learn better when they teach or explain things, and having more opportunities to do this could help many of us succeed and help others succeed.
- 33. It was fairly easy for me to access my GI Bill benefits through the Veterans Affairs department. All veterans should continue to get a sheet with easy steps to fill their VA enrollment sheet and get it approved.
- 34. As a veteran having the veterans affairs department explain to me how to apply for my GI Bill Benefits was fantastic, it saved me a lot of time and trouble that I would have had otherwise.

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- 35. Provide adequate materials so learn the information, be very clear about what is on the tests/what we are being tested on
- 36. Professionalism of staff, student workers, and the accessibility to information. Things have changed significantly at Miramar College since COVID. The entire campus seems off and not as welcoming.
- 37. Don't make us buy courses when it's not needed, more time to learn the material instead of just capping everything
- 38. Give higher priority to counseling, many students express frustration that it is difficult to get a counseling appointment. Either trying to hire more people, or promote others that are qualified to become counseling assistants.
- 39. I would like access to the Communication book we are using in class and to know my track record for my eligibility for SDSU transfer after community college.

Disproportionately Impacted Populations (aka minoritized groups, oppressed groups, etc.)

- 40. working on increasing universal access by default for resources and courses (ie incorporating accessibility into the design rather than adding it on after the fact)

Another group (from those listed):

- 41. Mostly everything is smooth and works fine, the only thing that I could complain is that sometimes there's not enough classes! For example last semester I took 9 units only cause only 3 classes were offered.
And this semester I'm only taking 3 units cause only one class was offered.

So I would like to see more consideration on the music department. (Music production and engineering)

42. I cannot think of any improvements/suggestions as of now.
43. I think overall I have had no issues with either or those things, but I know many students have had issues finding information on the website. I think it might be helpful if the website was a little more simplified, or if there was a better search tool. The main issue I've noticed is students don't know what classes they need to take.
44. I believe making the honors programs more well-known would be more beneficial to students. I was not aware of these programs until after I had already applied for transfer.
45. (1) Do a better job with the technology. It is inconsistent, not helpful, confusing and I spend more time on tech problems and issues than I do on actual schoolwork (60% vs. 40%). The tech is problematic for teachers and staff as well, and it has kept students from registering at all. Just today there was a glitch that somehow unenrolled me in a class through no fault of my own. This dropped me down to 9 units from 12 just a day before classes are frozen for financial aid purposes. And all I get is a runaround and there appears to be no way to correct this, or even ascertain what has gone wrong. And two weeks into the semester, I am still trying to figure out and register for my spring classes because for 3 weeks I could not access my student portal (and I was not alone in this). Canvas is screwy and buggy and overly-complicated; having strictly online-only tech assistance is the least-helpful of all. I have a whole folder full of screenshots and tech chats that have gone nowhere. It's unreliable tech, its problematic, and tech resolutions are nonexistent and anything but timely. This presents a HUGE obstacle to learning. In fact if I were not so committed to the college, I would have left school this semester. But I have people depending on my skills and extracurricular contributions, so I have to soldier on.
(2) Make the student housing project truly affordable for students. The recent housing cost survey was inappropriately weighted and did not allow reporting of actual, real student housing cost feedback. For instance, you didn't ask what students could actually pay, there was only a choice to choose from several cost options, all of which were far out of the reach of most students to pay for rent. So relying on data from that survey will prove problematic down the road when you don't have students that can afford to occupy the finished housing.
 - a. having a better way of communicating and reassuring the student. looking for different alternatives as some students don't have the financial need to access some materials while some do, therefore limiting the class.

- b. checking progress from counselors to see how students are fairing and how they can help them reach their end goal; not only waiting for the student to reach out first.

46. Counselor available in-person instead of online

Question 2: What are some things that the faculty, staff, or administration at Miramar can do, or do better, to help increase the likelihood that you will complete your courses with a passing grade?

Responses:

Traditional Students (those age 25 and *under*, i.e. recent high school graduates):

1. Allow small group of students to book empty classrooms to study together.
2. more attentive professors
3. I have a 4.0
4. have understandable and clear syllabi for the structure of the course, and follow it. also clear rubrics for certain assignments
5. I think the faculty do an amazing job making sure than students pass.
6. Be available for office hours; even on zoom because I am not on campus for when most of my teachers do office hours so it is hard to get help if I have a question. I find that some teachers assign homework that is nothing like what is on the test so it would be nice if the material that was taught is actually on the test and we don't get questions on stuff we didn't go over.
7. I enjoy all of my courses :)
8. I think if the professors can be more lenient with assignment deadlines. Most Professors are amazing and incredibly supportive,
9. Nothing, I am already passing all my courses.
10. none
11. set clear guidelines and expectations on how to succeed in the class during the first weeks, balance workload per week (my political science professor does this really well)
12. Make it a priority for instructors to be physically available at least twice a week outside of scheduled class to meet with students & provide additional support.
13. stop mandatory attendance in certain classes
14. make sure all assignments are posted on the canvas calendar so that students don't have to look in multiple places to see when their assignments for different classes are due, because this could lead to forgetting to submit something and losing points
15. Perhaps have mandatory meetings with our counselor/professors once a month.

16. Easy access to tutors, Professors being more willing to have more office hours, More financial aid
17. Please have more available counseling appointments!

Re-entry Students (those age 25 and over)

18. Have their Canvas website as organized as possible. Some professor have it all over the place and it is difficult to stay organized with your assignments in your professors Canvas website is all over the place.
19. All follow the same system/ procedures instead of every teacher having different requirements for being dropped, where grades be posted, etc.
20. I wish the faculty or teachers would follow the disability letter as follows.
21. Help the students with their homework more frequently.
22. NA
23. Great job, some faculty could maybe provide feedback in a more timely manner but overall, all the teachers provide feedback quite quickly. A few exceptions don't hinder the hard work the college has put in.
24. Nothing at the moment, there are numerous resources all around campus that help us succeed. I would only say that If tutoring or other resources were available in the afternoon.

Responses for "Veterans":

25. Let go of bad professors at end of course critique proctored by other entity
26. Be more flexible
27. Have office hours more available
28. offer more tutors
29. I believe that more of the courses should incorporate a virtual learning platform for traditional class in the event that a student needs to miss class for a temporary period. It helps keep students current in their courses and lessens the anxiety of missing class and points or material. COVID help build virtual learning platforms, and the more we use them to help students, the better we can all learn together.
30. Ensure students know about the Math Center and the free tutoring available at the center.
31. Continue making the campus an easy place to spend time studying. The math lab and the tutors at the math department have made passing my math courses much easier.

Disproportionately Impacted Populations (aka minoritized groups, oppressed groups, etc.)

32. Same as above: working on increasing universal access by default for resources and courses (ie incorporating accessibility into the design rather than adding it on after the fact)

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33. Show they care about individual students, hopefully learn my name (unlike my last english teacher)
34. Professionalism of staff, professors ensuring their care for students success as many do not care to value their students rather they're there for the paycheck and not really care to help to student succeed regardless of having office hours.
35. extra credits and revision for our test and homework
36. Having more student teachers or imbedded tutors for classes, when I had tutors that specifically working for my class, it was easier to contact them quickly and get help faster than going on my own to ASC or tutors at other schools like mesa or city college.
37. Tutoring opportunities and detailed explanation on homework assignments.

Another group (from those listed):

38. It would be good if every class had a canvas shell. Not only online classes because it's very easy to just get into your phone, check what assignments need to be done, and do them.
In the other hand when is just in campus class and there's no canvas shell, we are told what to do (once only) and sometimes we miss details that lower our final grade on the assignment. Or we don't remember all the assignments if there was multiple.
Canvas shell is beneficial since it allows us to read the instructions on what the professor is expecting us to do, and check how many assignments we have. It's also very useful for time management.
39. The faculty has no issues and the likelihood of me passing will not change.
40. I feel that tutoring hours need to be expanded. As they currently are, I have been almost completely unable to meet with tutors during times that work with my schedule. I have a fairly normal work and school schedule, yet I have had to do zoom meetings during my lunch breaks because the hours are so little.
41. Providing easier online access to help services.
42. I do well with my classes, but it is only because I proactively address my tech issues at the beginning of the course so we can establish workarounds. Otherwise I would fail to be able to submit assignments, email staff, post

discussions, or finish tests within Canvas. In one class the teacher showed I had done NO homework, although I had completed ALL the assignments. The teacher stated I had obviously not done any of the homework of he would have received the reported results. He showed me his rubric and I had zeros ALL the way across. Canvas had failed to update the teacher's rubric after each assignment had been completed and submitted, and I was in danger of failing the course. Luckily, in response to my ongoing technical issues, I had proactively taken screenshots of my "submitted" confirmations; this enabled the teacher to verify that I had, in fact, completed the actual assignments and in response my grade was manually adjusted and raised.

43. Just explaining the coursework better. Making sure students are not only comfortable but understand because some students tend to feel intimidated and left out.

Having a positive attitude, I have heard some professors on the first day of class say "this class is extremely hard and you will fail"; I understand being realistic but inciting that fear only makes the student distance themselves.

44. Give student more opportunity to get extra credit

Question 3: What are some things that the faculty, staff, or administration at Miramar can do, or do better, to help us increase the likelihood that students won't drop or withdraw from their courses?

Responses:

Traditional Students (those age 25 and *under*, i.e. recent high school graduates):

1. Check what ratings professors get on websites like "rate my professor", if someone has a really low rating then something isn't working.
2. Offer a better description of the course and the material that will be covered (when enrolling from the student portal), so that students are more aware of what they are enrolling into. Maybe sample syllabi?
3. make sure assignment due dates aren't set until after the drop? [originally said "withdrawal"] deadline to ensure that late joining students aren't behind
4. I think just being enjoyable in the first few classes and even being somebody who clearly states the layout of the class can aid with this.
5. Be extremely transparent with how their courses are graded. Most of my teachers already do a great job with this though.
6. having clear expectations for the course upfront and setting class/content expectations

7. Teachers need to respect both students who love engaging classes and students who prefer to work alone. I see far too many students dropping classes because teachers force students to share and work in front of the class.
8. It would be nice if the info on the SDCCD portal to sign up for classes had more information. There was one class I signed up for and it was nothing like I expected in to be and it was something I easily could have found out if the syllabus for the course was up when I was signing up for classes.
9. More office hours, clear-cut syllabus, more lenient grading schemes
10. Have the students communicate with the professors and figure out the students goal in the class, and how they would be able to achieve that.
11. Increase counselor-student interaction.
12. Not sure
13. balance workload, make it easier to go from pass to no pass, more resources for struggling students
14. Make the learning criteria clear & manageable for students taking multiple courses & have part time jobs & extracurriculars. I have hardly had to drop courses but when I do the professor makes the schedule ridiculous without consideration of other demanding course students are taking.
15. stop mandatory attendance in certain classes
16. NA
17. Work on building a stronger support system/program.
18. More financial aid
19. More campus engagement activities, more available counseling appointments, and please advertise drop/withdraw deadlines more.

Re-entry Students (those age 25 and over)

20. Be more comprehensive with their ED plan or have multiple drafted out so they can choose before it too late for a W.
21. Not be so harsh and make resources/ learning more organized for online classes
22. Faculty/teachers can be more empathic and show students that they want them to pass.
23. Do not force the students to know everything in the beginning of the semester.
24. Offer clear and readily accessible options for students and make them easily accessible for students to find out about those options and information about the importance of keeping courses or finishing them or the possible consequences if dropping one two or several.
25. The system is effective as is.
26. Have good professors who are respectful, have a fair syllabus, student to student engagement, open availability for additional assistance.

Responses for "Veterans":

- 27. Let go of bad professors at end of course critique proctored by other entity
- 28. See if there is anything that they can improve to prevent that from happening
- 29. Using rate my professor before selecting a class
- 30. Be more engaging with students
- 31. have more counselors
- 32. I think early access to a course or at least an in-depth syllabus when researching classes to add would help decrease drops and withdraws. We often pick a class or professor based only on schedule or hearsay, but having an in-depth look into how each professor structures their class and what the course load will be is priceless when students are planning their future semester and can help them find the class that will encourage the best learning environment for them.
- 33. Make it simple and understood of what classes a student needs to enroll in to complete their degree/transfer requirements. Most people know, but I would not have taken the correct courses if I hadn't spoken with a counselor and had them fill out the specific requirements in my SDCCD planned courses sheet.
- 34. Ensure that benefits, scholarships, and grants are widely known. Food and housing programs for students have been great for keeping students in classes.

Disproportionately Impacted Populations (aka minoritized groups, oppressed groups, etc.)

- 35. working on increasing universal access by default for resources and courses (ie incorporating accessibility into the design rather than adding it on after the fact), and promoting professor responsiveness to communication from staff and students

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- 36. Provide a safety net if resources to help struggling students (financially, emotionally, educationally)
- 37. The professors should have a better understanding for their students, valuing them individually. There are not many who truly value their students, help provide support in there understanding the knowledge given. Leniency for students need the extra support to succeed.
- 38. not making the students scared by telling them how hard this class will be.
- 39. Checking how professors are rated, although there is priority registration some students enroll in classes late and only have the "bad" teachers available. There should not be any bad professors available because when they look up professors ratings, and it ends up being a bad teacher, they will most likely drop

or wait to take the class next semester. I waited to take a class next semester before because only badly rated professors were left. Also, having classes be cancelled should not be last minute, I am aware that there can be instances where it can happen last minute, but I've had a class be cancelled the weekend before the semester started which made me change my whole work schedule, class schedule, and made it an overall frustrating experience.

40. To try to keep up with the class.

Another group (from those listed):

41. A vital role for education is motivation, I would say that it is key to make sure professors keep students motivated and engaged in the class. Of course it is the responsibility of the student, but it helps to be motivated.

42. Provide examples of what a certain course will have. Maybe discussing what types of assignments the students will need to complete.

43. N/A

44. I feel that professors who are able to make students feel more welcome and open to making mistakes in their class will help prevent students withdrawing.

45. (1) Allow direct access to counselors and staff. No student "gatekeepers". I can't tell you the number of times I have had these student "gatekeepers" tell me there are "no appointments for 4 weeks", then when I was able to directly get ahold of a counselor, they would be able to see me the next day. These student gatekeepers and "schedulers" represent an administrative layer that is unnecessary and obstructive.

(2) Implement accommodations at DSPS that are actually effective for students with cognitive disabilities. This will be an important issue going forward as the ADA is drawing up new rules they are releasing shortly on requirements for cognitively-friendly digital UI/UX interface and access. "Sorry, this is all we have available" excuses from DSPS does not help students progress. I have actually been told by DSPS "maybe if my cognitive difficulties are that bad I should not be trying to go to college". Really? Well with custom assistance from my instructors, which should properly be in the realm of accommodations set forth by DSPS, I have been able to join the honor roll at Miramar.

(3) Fix the technical issues. Nothing should be deployed - not a website, not a software tool like Canvas, not an email policy - without rigorous testing. Additionally, the software coding needs to do the work of adjusting to the students browser or computer system, and this is easy enough to code in. There can't be answers like "you have to use XX browser" or "you have to reset your cookies" (which is devastating in this day and age when we rely so

heavily on auto-filling of forms and account logins). The onus is on the software to work prior to deployment, not on the students to bow and scrape to the software's buggy malfunctioning.

(4) Stop trying to put everything online and accessed by a smartphone. This creates technical barriers and obstacles to students that do not have full and reliable access to such technology, including those students that are low income, handicapped, housing-insecure or marginalized. It is elitist to assume "everyone" has a smartphone and the latest computer operating system.

Access is about the following the LOWEST COMMON DENOMINATOR among students, not the HIGHEST COMMON DENOMINATOR.

(5) DO NOT implement any software that requires a different login than the SDCCD login, and DO NOT implement 12-digit passwords when 8-digit passwords are sufficient. Next we will be at 16 digits, then 32 digits....we all have hundreds of logins and passwords at this stage of the game. Provide simplification in this area, not more convoluted digital demands. College is not that hard - but the digital piece is making college become impossible to pursue.

46. Effective communication with your students.

Finding out what you can do to help just not disregarding another student

47. Make the concept and assignment from the course clear and organize as much as they can

Question 4: What are some things that the faculty, staff, or administration at Miramar can do, or do better, to help us build a stronger sense of community?

Responses:

Traditional Students (those age 25 and under, i.e. recent high school graduates):

1. Publicize clubs more (allow club members and heads to publicize at the beginning of class). More widespread use of colorful bulletin boards where clubs and events can be promoted.
2. Organize (or allow the student body to organize) public breakfasts outdoors, something as simple as orange juice, coffee and sandwiches.
3. In general, more activities outdoor where people will probably see them happening, unaware students need to see.
4. Set up a big paper canvas on a wall or two and allow students to pay/spray paint it. Run logo design contests.
5. more community events and incentives
6. I think having more conversation and just bringing it up can make this occur
7. Encourage engagements in clubs.

8. i think Miramar does a good job of this already
9. Do a better job advertising community events. I think teachers should be encouraged to share any events going on each week and should give out rewards such as extra credit for students who participate.
10. Create more campus events, open up more clubs
11. Have more social events on campus and games in the area in front of the library during college hours so students have the opportunity to meet others that are not just in their classes.
12. Provide more on-campus events.
13. A lot. There is no sense of community at Miramar. Host more campus events, have a game room/relax room where students can gather around and socialize.
14. hold school events where students can destress outside of clubs, therapy dogs, encourage supportive relationships
15. Having more events in the middle of campus. It doesn't seem appealing when it's just a bunch of tents & tables. I usually walk by hoping they don't talk to me. If there was a more interactive event occurring I'd be more interested to learn more.
16. stop mandatory attendance in certain classes
17. NA
18. I would say being a bit more involved with social media may help build a stronger sense of community in a way of interacting with students out of campus.
19. More events outside of campus
20. Mental health and suicidal prevention training

Re-entry Students (those age 25 and over)

21. More access to clubs and leadership and internships.
22. Larger VA center to make students more inviting or the space
23. Make sure the students feel comfortable and included. It's already hard enough we have a disability.
24. Hire the students you think is better for the position "It's what you know, it's what you know."
25. Create more events where students are able to connect with each other and with staff (instructors, general staff, etc.) Invite staff and promote incentives to participate in these types of events.
26. Maybe some meet and greet with the online student community now that everything is opening back up but other than that, I see that it has great community gathering programs already.

27. nothing, i see alot of clubs and other groups that are always welcoming for new members. Unfortunately, this is more difficult for a Re-Entry student because of work and families, no time for additional activities.

Responses for "Veterans":

28. Food
29. Offer community service opportunities
30. Hire welcoming and supporting staff at Admissions. so people aren't afraid to get screamed at when they walk up to the counter.
31. Better access to all of the professor and student ran activities and groups would be very beneficial. Often, we have to see a poster or hear about an activity or event to know that it exists. If students could sub scribe to receive information about these activities and professors and students could post their hosted events/groups, there could be more involvement and bigger communities could be built.
32. More on campus events now that Covid immunity is widespread. Most people who attend this campus are informed of campus events but might not be informed about smaller club events. In canvas announcements of club events could be added as one "Course" like the STEM information course on canvas.
33. More on campus events. The events don't need to be big but letting students know when clubs hold their meetings would be an easy way to let students check out different clubs and pursue their interests.

Another group (from those listed):

34. Miramar college is a great community. Diverse and open to every group. I would say something that could help is do activities such as trips to places related to your classes. This will give the opportunity for students to interact with their classmates since some times you just go to class, sit, listen to the lecture, and leave.
- There's no opportunity to get to know your classmates. So that would allow for the community to engage.

For example if the class is Music class a class trip to the San Diego Symphony would be amazing.

35. As of now, I have no ideas for any improvements needed.
36. I think more food related events would draw students in, but it would also be helpful if our professors mentioned the different events because a lot of students, including myself, do not check our emails as much as we might like to.

Sending out messages on canvas may also be beneficial as I know we are more likely to check that inbox.

37. I believe hosting different types of events is very helpful, but the ones that are hosted only in the morning on weekdays makes it very difficult for some students to attend because they are in class.
38. ALWAYS, in all actions and in all communications, ensure you are being PART OF A SOLUTION, not PART OF A PROBLEM. Be answering with solutions, not barriers. Email responses should contain a bona-fide solution, not an ongoing back-and-forth with no answers. And INCREASE phone access and live personal contact. We are finally seeing that AI chatbots, FAQ's and two-minute announcement phone tree recordings are obstacles to progress. Lets get back to basics. A phone rings, answer it, listen to the individualized issue that prompted the call, search for and provide an answer.
39. Involving one another in different activities such as community events for all, not just the students
40. Lets student working as a groups for question or assignment

Disproportionately Impacted Populations (aka minoritized groups, oppressed groups, etc.)

48. Include accessibility information for events in flyers and outreach emails, and how to request that information.

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49. Hold relevant student gatherings, make them created by students so we are inclined to come, rather than just for an educational reason
50. Like I mentioned above, Miramar Campus, college as a whole has change significantly since COVID. I think the most important aspect is that there are not many faculty, staff or administration present at Miramar. It has been more difficult to reach assistance, ask question or receive answers to those questions. Miramar is a ghost town anymore, I feel unmotivated when I arrive. It truly saddens me to see to downward spiral of the support, encouragement around Miramar Campus. Showing up for student success is Key!
51. clubs to be more active, for example I'm part of GWC and I have never talked to them or done anything(I've been part of the club for two years now!)
52. Promoting more clubs, I have been to Miramar for almost 3 years and I rarely see clubs being promoted. I only was able to find out through the website but some people did not know Miramar had clubs at all since it was difficult to find.
53. Respect and help out one another.

