

Fall 2018 Campus Listen and Learn Sessions Feedback
(September 26 – 50 cards received & October 11 – 31 cards received)

“Criticism may not be agreeable, but it is necessary. It fulfils the same function as pain in the human body. It calls attention to an unhealthy state of things.” Winston Churchill

Notes:

1. These comments gathered during the campus Listen and Learn sessions will be used for strategic planning.
2. Comments about specific individuals/departments were not included in this feedback.
3. If you have additional comments you would like to add please send them to Linde Newman - linde.newman@roswell.enmu.edu
4. These qualitative comments will be reviewed and categorized to identify themes that can be included in our strategic planning discussions.

START

- Reaching out for out of state students
- Banner mandatory training for all employees
- New fast track programs for in-demand skills/careers (i.e., construction trades, MS office)
- Evening classes
- Recruiting older students (our population is really young for a community college, there aren't enough returning learners)
- More online classes for working adults
- Student housing
- Training and workshops
- Parties once in a while (make all happy)
- Recycling
- Working together to offer classes that students need at times they can attend
- Scheduling classes earlier; don't wait until 2 months prior to the next term to know what is being offered
- Having better response time to internal emails and phone messages
- Being positive and proactive in contrast to reactive
- Using ITC common areas for a place for faculty and students to gather, visit, advise, etc., an area for games/snacks, area for conversations
- Culture/climate team made up of interested members from across campus who seek to improve out campus culture, work experience, and student input
- Looking at security for staff and students as you plan facilities projects

- Having trainings when it's not the busy registration time for the semesters
- Working more together as faculty and staff to progress
- Work more together as a whole campus together
- Evaluation of all current positions on campus
- Better advising for students – four advisors is not enough for 2 to 4 thousand students
- Full time, fully staff working center
- Detailed chain of command
- Working with oil patch companies' needs
- Making sure work dollars fit plan for future
- Being proactive
- Listening to our community needs
- Change dual-credit requirements to include Accuplacer
- New travel policy to comply with Portales and to not infringe on personal finances
- Student orientation
- Holding faculty and staff accountable for inaccurate advising
- Accountability
- Training on NeoGov for search committees and Departments – mandatory search committee orientations
- Including the people who do the jobs to be included in strategic planning
- Valuing our employees
- A good communication with faculty and students would be to hold more fun activities for all and families
- Let buildings schedule own rooms and coordination of facilities
- Encouraging employees to be involved in local civic groups – help pay dues
- Recruitment and organization clean-up of old equipment, furniture, and decluttering
- Implement step increases again
- Having more activities for employees on campus to interact with each other. To build a better team and create a happier environment on campus and work
- Campus blog for readily available increased communication
- Easier transfer process for students from Roswell to Portales
- Email us information after you attend meetings on what you feel is important after you attend meetings
- Professional development for support personnel
- Increase number of maintenance personnel
- Increase pay
- Return to incentive pay
- Giving employees perks for being part of this amazing campus (i.e., discount cards, free access to facilities)
- Improving communication so that employees at all levels and students have a good idea of what is going on at ENMU-Roswell at any given time

- Automatic processes in some areas
- Provide more banner training
- Embrace alien theme marketing
- Just doing things because we can
- Working without a plan
- Not understanding our cost model
- Provide more professional development for frontline staff, not just faculty and management
- Incorporating more online interactions, online catalog integrated with other systems
- Communicating more through different departments
- Updating the whole campus (still looks the same since first built for the most part, we need "color")
- Start additional training and workshops
- Reorganization of people
- Communicating campus issues and changes good and bad
- Unify campus staff/faculty as a whole
- Getting more community involvement
- Student needs
- Faculty needs
- Better communication
- Communicating
- Include students in the planning process
- Notify the campus community with an employee leaves
- With transparency
- Include bottom up processes with the budget
- Increase professional development opportunities
- Involve students in planning process
- Take responsibility
- Better communication
- Being open, let people do their jobs
- Work as a team – see the person, not the job
- Our customer is the student, not the staff
- Increase communication with campus as a whole
- Professional development courses/workshops
- Increase employment opportunities
- Get out to the areas more than just normal events (fairs, etc.)
- Giving employees spring break (even just a couple of days off)
- Employee interaction events (example – every Thursday in June have a campus wide pot luck, departments are responsible for bringing supplies)
- A directory with employee photos
- Putting safety first. We need to focus on an emergency system that works
- Showing appreciation to faculty and staff

- Provide more parking for health science center
- Start having more all campus get-togethers
- Reviewing programs
- Increasing communication between departments, faculty, and staff
- Recognize that the infrastructure of many buildings are in need of repair and/or upgrade
- Articles etc. cheerleading ENMU-R value and accomplishments to prep for Bond issue (highlight a student or program)
- Create competition, surrounding colleges get 3 to 5 mill rates, we need to feel compelled to exceed that other communities are doing
- Strategic planning
- Student recruitment
- Program promotion
- Community engagement
- Still need better communication.
- Consistent Banner training
- Create consistencies within ENMU-R
- Being more responsive to needs of programs
- Valuing expertise of individuals on campus in their disciplines
- Creating more opportunities for collegial processes
- Looking at ways to expand
- Open communication soon
- More committees to encourage communication for decision making
- Activities for employee morale
- Activities for students (more involvement which leads to retention)
- More training between staff and faculty to familiarize with each other more
- Mandatory training for directors/managers/supervisors on a regular basis
- New satellite downtown center to provide information to potential students, workshops, etc.
- Listen to all what other departments do and why they do what they do
- Go to the department, watch them work
- Advertising or encouraging more people to use campus facilities more
- Making decisions in a timely manner and stick to them once they are made
- Start getting and paying attentions to the thoughts of people who have practical experience or O.J.T. in making these decisions
- Professionalism; get with 2018
- Better pay
- Consistency in process
- Management
- Meeting rules
- Orientation
- Having more advisors
- Refocusing on students a little more
- Having staff member at front desk of the one stop center instead of work study students

- Working on relationships with community
- Revamp advising center, lots of empty offices
- HR should have job descriptions
- Providing more resources for physical plant – employees
- Have AVPs office in their areas
- Building community/college engagement
- Monthly/weekly information sessions with the president
- Breaking down the silos
- Monthly president’s article in the newspaper
- Events to get people out of their offices
- More mandatory training
- Training for new employees (Banner, SSB, FLAC)
- Professional development new faculty training: create structured mentorships
- Purposeful and frequent professional development
- Faculty guest lectures
- Create more opportunities for voices to be heard
- Positive acknowledgement by email blast or bulletin boards
- Mandatory student orientation
- Campus climate team tasked with determining culture needs and concerns across campus and collaborating to take action/goals to improve the social, relational, productivity climate on campus
- Mandatory new student orientation
- Listening to all
- Work on communication at all levels
- Banner training
- Outreach to school districts and industry on a continued basis
 - o Sponsored career days, STEAM-H day
 - o Support Professional development needs
 - o Monthly meetings – strategic planning
 - o Decision makers at the table
 - o Full time position if possible
 - o Trailer with “toys” that can visit schools and communities
- Expand teacher education into alternative licensure
- Expand professional development and training
- More opportunities for staff to get together
- Targeting our local workforce (oilfield, healthcare, technology)
- Get with city officials and see the needs of the workforce that may be coming here
- Active shooter class information
- Increase enrollment
- Clearer direction in relationship to job responsibilities and expectations

- Using titles when speaking to students about faculty and staff; our students don't have much knowledge of the social skills and cues that would help them in the workforce and community. They need this modeled for them. Showing appropriate respect is a learned skill, and we are a teaching institution.
- Following policy completely
- Consequences for actions
- Communication
- Following policies
- Advising appropriately
- Showing appreciation for faculty and staff
- Dissemination of information from top to bottom
- Professional development budgeting
- Budget line items for retirements
- Working together as one campus
- Boosting morale for employees and students
- Making hiring processes fair
- Updating classrooms
- Training front line staff at the one step center on student retention and communicating with students
- Using a formal test for math so students can upgrade to a different math class
- Evaluating everyone's position
- Job descriptions for all positions
- Departments working together
- Communication
- Everyone's equal
- Communication and working together better
- Interacting across campus for fun events more often
- Spring break and the fair day are so slow without classes
- A couple of days for spring break or the fair day for staff would be nice
- Mandatory training/professional training
- Monthly president letter/department letter
- Update organizational chart regularly
- New hire/employee left monthly notification
- Making sure people work their designated time
- More person to person classes on campus
- Regularly scheduled events to build collegiality
- Making priorities clear
- Instilling pride in ENMU-R
- Networking with other institutions
- Celebrating success
- Team building: start in departments and increase to campus wide

STOP

- Putting blame on others – communication is not only a problem, but so is responsibility. People are afraid to take ownership of their own mistakes.
- Current travel and P-Card policies
- Perpetuating the current culture of entitlement
- Reduce red tape (traveling, purchasing, ordering supplies, P-Cards)
- Change current organizational culture
- Inconsistencies in hiring and firing practices
- Doing things that maintain site mentality
- Creating rules based on interpretation
- Doing so many into courses online – beginning students should be in the classroom, retention might be higher
- Letting students enroll or drop after deadlines
- Following any community college models; become the model other colleges look to; be the national leader
- Being so detached from the outlying programs (i.e., automotive/aviation)
- Creating obstacles for recruitment efforts
- Thinking of each department as separate
- The division of departments so that we can grow as one
- Letting people speed through campus crosswalks
- Advisers have too many other responsibilities
- Making policies for the 1% instead of the 99%
- Misinformation between departments
- Student run around
- Appointing employees to open positions instead of having them apply and qualify for the position
- Listen and learn sessions
- Keeping things so secretive
- Accommodating employees with bad behavior
- Help us understand why certain policies change (i.e., travel policy)
- Punishing all who work here for the actions of one person, punish them, not the whole
- Rumors – ask people assigned to the specific rumors to clarify
- Treating certain people with kid gloves
- Keeping folks whose jobs are obsolete/unnecessary while not replacing essential positions. Reducing force by attrition has left us unbalanced. We have a number of necessary but unfilled positions.
- With so many requirements regarding purchasing, p-cards, travel, etc.
- Spreading everyone so thin (i.e., faculty teaching 25-30 credits/semester and staff with so many tasks/jobs that quality suffers)
- Ruling by fear
- Hiding in offices

- The division or lack of interaction with the community
- Secrets – be open
- Closing programs like radiology and pharmacy tech - they are needed jobs here
- Keeping employees not performing
- Long meetings with repeat talks
- This is how we have always done it
- Cutting budgets
- Making decisions without campus input
- Sharing confidential information loosely
- Rumors/gossips
- Finger pointing – blame game
- Letting people double dip (i.e., working at 2 colleges and student)
- Scheduling students for 2nd year courses in their first semester
- Passing on the job to someone else
- Talking bad about other departments
- The gossip mills
- Second guessing
- Programs that do not support local/state economy
- Web classes
- Pilot programs
- Allowing things/people to get swept under the rug, long unnecessary meetings
- Travel policy – special treatment of individuals while others are held to higher standards
- Current scheduling system; the program doesn't allow for specific requirements or outside clinical hours
- Allowing offices to create their own hours
- Saying "We've always done it that way"
- Blaming
- Having that many classes online
- Having students creating and working on their own schedules
- Having high school special services students mixed with sex offenders; it will create an issue in the future
- Having different expectations/job descriptions at the faculty, program manager level
- Allowing silo mentality to thrive
- Allowing work flow to be interrupted because someone doesn't want to do their job
- Requiring UNIV 101, ENTR 101, PSY 134
- Finger pointing by staff
- Bad apples and guard dog mentality
- Favoritism with rules/promotions/hiring
- Acting like things that happen on campus are deep, dark secrets
- Accusing coworkers without the benefit of the doubt (student says so and so happened; one staff or faculty then accuses other staff or faculty without the facts)
- Inconsistent practices
- Tolerating uncivil behaviors

- Creating committees that have no true purpose
- Working against each other, we are all playing on the same team
- Offering remedial courses; waste of time for students as well as a waste of their money
- Decisions made without input from those individuals (i.e., decisions from the top down with no explanation or why)
- Undermining decisions made by faculty or directors
- Blocking the information process and collaborative meetings
- Playing favorites with certain people
- Only certain people can do things and others can't
- Sharing confidential information
- Cutting budgets for departments that need the help/funds to function
- Making travel for professional development so difficult for employees
- Programs that are not bringing in students (those with less than 10 students)
- Making it hard for faculty to achieve professional development
- I think many of the stops have been remedied; however, class overloading is a concern – 56 students in an online section is overwhelming at times.
- Recognizing all employees
- Employee outreach
- Social activities that have value
- Changing processes without notifying campus
- Making inconsistent decisions across campus
- Working on Fridays, make 10 hours days M-Th
- Micromanaging process and overriding all decisions
- Lack of consistency and changing status of personnel

CONTINUE

- Caring about our students
- To improve lines of communication
- Book club
- Having great instruction for our students
- Offering an open and welcoming environment
- Inclusion of staff in some decision making
- Working on more communication
- Provide faces and names of new employees to campus via email
- To be positive
- Supporting one another
- Visit with students one on one, encourage others to not rush with students
- Campus publications on events
- Outreach to campus and communication
- Trust building activities
- Increased collaboration with Portales

- Increasing professional development
- Promoting open communication at all levels
- Creating a better work and educational environment
- Helping each other out
- Improving in-service and professional development offerings
- Sharing core team notes/minutes
- Emailing core staff notes
- Providing excellent instruction
- Sharing core team staff notes
- Listen and learn beyond just your introduction period
- Recruiting effective and qualified employees
- Increasing workplace morale
- With the updates of important changes to the campus
- Increase the emails to the whole campus
- Working with each other to achieve campus mission
- To support career development opportunities for all employees
- Looking for new programs to meet ever changing job market – thousands of jobs will exist by the time students finish their programs that didn't exist when they started
- Put ourselves out there to help the community come to our campus
- Making ENMU-R the best it can be for the students and staff
- Proceed with upgrade of physical plant bldg.
- Offering more and more technical programs to advance skills in the community
- Increasing communication
- Networking with each other
- More professional development opportunities
- Listen and learn sessions
- Teaching, sharing ideas with current technology – online, texting
- Providing transparent information to stakeholders
- Working toward transparency and communication
- Working for better compensation for all employees
- Put students first
- To provide students with tools to make enrollment easier
- 8 to 12 on Fridays
- Good relationships with the community
- Improving communication
- Working on serving people with a diverse background
- Listen and learn sessions
- Off at 12:00 on Fridays
- Working toward community relationships
- Winter holiday vacations
- Increasing communication
- Focusing on student

- Breaking down silos
- Increased communication
- Providing quality education to our students
- Moving to a more transparent administrative style
- Looking for ways to give raises
- To move forward and grow the campus, as well as grow as a campus
- Exceptional in service such as one we had in fall 2018
- Emailing core staff meeting notes
- Providing for staff faculty to socialize and interact outside of work
- Book club conversations around meaningful topics related to improving campus culture in order to better serve students
- More cross trainings
- Meetings with faculty and staff to hear/address concerns
- Listening to very select group of individuals
- Allowing toxic employees to dominate work place behaviors
- Expand professional development opportunities
- Focusing on student needs
- Focus on programs that are working
- Listen and learn sessions even after strategic plan is completed
- Working to help the campus evolve so we are not stuck doing the same thing for years just because that's how we've always done it
- Growing with the community
- Listen and learn sessions
- Campus tours to see the state of the campus
- Updates to the one system concept
- Making changes in the cafeteria and hopefully attract people from community
- Encourage Roswell employees to work/communicate with Portales employees
- Working on communication
- Enhancing communication at all levels
- Fostering teamwork
- Developing a more dependable security presence
- Supporting each other's departments
- Continue communication efforts between all departments
- The review process and focus on core programs
- To provide opportunities for students
- Fostering community development
- Great people
- Spend grant funds responsibly
- Growing our image in the community
- Work on campus upgrades
- Assessment efforts
- Quality programming
- Quality instruction

- Program evaluation
- Efforts to increase retention (student success center)
- Increase of communication from the top down
- Putting the student first
- Advertising, sponsoring – keep ENMU-R's name out there
- Open listen and learn meetings
- Buildings used to host a party to get other campus employees to come to their areas for lunch and look around, etc. these were fun things
- Theme based activities committee sounds great
- Upgrading campus – This room (OTC 124) looks great
- Improving communication
- To move forward
- Efforts to increase moral among faculty and staff
- Book clubs and other strategies to encourage cross campus activities
- Efforts to change the culture from negative to positive

Note: The Listen and Learn session attendees on 10.11.2018 were asked for ideas on improving enrollment and communication.

ENROLLMENT

- Identify new target populations
- Create cross training so that during peak advising times volunteers can be pulled to help student services
- Attend more college fairs
- Go to high schools (out of town) and recruit
- Events for students (retention)
- Create better training within student services
- Course openings should be student centered, not faculty availability or preference
- New, innovative program offerings
- A comment complaint from students is that they receive “run around” or misinformation

COMMUNICATION

- The core staff minutes are great
- Write issues on cards (anonymously) and read them out loud, then try to find solutions
- More emails on what is going on with everything – please don't assume things get passed down all the way, they don't
- More listen and learn sessions
- Weekly newsletter
- Employee of the month
- Open door policy

- Send out a "From the President's Desk" newsletter
- Newsletter/grapevine spotlight topics
- Acknowledgement of employees who go above and beyond
- When a policy or procedure changes within a department they need to notify the rest of campus (i.e., a procedure change in student services does not make it down to the instructional areas)