Abstract

In the 2007-2008 academic year the student services programs and areas conducted a “Why” exercise on all of their areas in operational practices and policies. This exercise allowed individuals in all student services programs and services to ask the why question of their own respective areas and also of other service areas. The response was robust and led to changes and modifications of programs.

After the questions were composed, the areas and program staff then embarked upon fact-finding to answer the questions. The results were then reported out by each area representative to a broad base of college administrators and staff at an Administrative Council meeting in Spring 2008. This exercise allowed the programs and services to re-think old practices that had morphed into informal policy. It also encouraged a transparency for program units to “see” and “question” the inner workings of other student services units. The process has led the student services units to begin thinking through an inquiry-based lens and eliminating self-imposed barriers to students receiving support.
Why

Please respond to the following question regarding student services operational policies and practices at Foothill. The information provided will assist us in building a more student-centered approach to services and addressing student needs, given new financial and physical opportunities vis-a-vis our new campus facilities and our President’s Innovation funds. Feel free to reflect on your area, or on other service areas of the campus.

Please complete return by November 1, 2007 to Rose Myers or John Dubois.

Question:

As we aim to improve the student experience in the delivery of services, I’ve always wondered why:

1. _____________________________________________________________

2. _____________________________________________________________

3. _____________________________________________________________

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10. _____________________________________________________________
WHY

Please respond to the following question regarding student services operational policies and practices at Foothill. The information provided will assist us in building a more student-centered approach to services and addressing student needs, given new financial and physical opportunities vis-a-vis our new campus facilities and our President’s Innovation funds. Feel free to reflect on your area, or on other service areas of the campus.
Please complete return by November 30, 2007 to Rose Myers or John Dubois.

**Question:**
As we aim to improve the student experience in the delivery of services, I’ve always wondered why:

**Academic Senate**
1. Each math 101 class has different text and code?
2. The placement test cut scores change every quarter/year?
3. Why do we at Foothill (and at De Anza) say finals will be given in all classes?
   Isn’t that up to the instructor and the practice in that instructor’s discipline? Is this a misapplication of Title V language, which says finals can be held in all classes?
4. Can’t academic council petitions and excess unity petition decisions be entered into a computer so everyone can see the decision?
5. Why do we teach Italian as a conversation non transferable course?
6. Why can’t we access old curriculum sheets from the Foothill website?*Marketing
7. Why do we not have an Ethnic Studies Degree or Program with courses in African American, Asian American, Latino, Chicano, Native American Studies etc. 90 percent of all Community Colleges in California have basic courses in Ethnic Studies in these areas
8. More times available for classes
9. Handouts should be available in class, not online

**Admissions and Records**
1. Why can’t the admissions application be available in PDF? [Marketing]

2. Why is there no information on the website under apply & register about the requirement of ordering a parking permit online? [Marketing]

3. Why can’t Outreach Staff assisting students in the Student Success Center be trained and given access to screens that can assist students in the basic admissions process? (ex. Creating SID, viewing holds, etc.) [Outreach]

4. Transcripts that go to A&R linger for months before being entered into the SIS system. Errors in student information (Personal) can not be changed without exhaustive efforts (SID #, spelling, etc.) on the part of the student; even if the fault was an internal error (FH).

5. Why do student have to re-register for school if they skip one quarter?

6. Why don’t students pay when they register?

7. Convoluted, frustrating, confusing, online admission and registration process.

8. Only one person to process online forms for adds, drops, etc.

9. Registration process for courses with less than full quarter is not automated or efficient.

10. Can’t we get enough help to answer phones in A&R during rush times?

11. Hire students to help answer basic questions over the phone.

12. Why do we allow students to enroll without paying at the time of enrollment?

13. Why does registration start so late for each quarter? Why can’t winter registration start as soon as fall closes? For example, Fall registration must start while students are in summer school or we lose them.

14. Why are people at the main campus admissions and records counter not aware of programs that have moved locations?

15. There isn’t better phone response to student admissions and registration questions?

16. The college doesn’t have downloadable forms of the admissions application checklist of action items and key dates clearly identifying the steps necessary for enrollment. These forms could be used by high school and/or community counselors to assist students who are not familiar with the Internet.

17. The college doesn’t provide a paper admission’s application that mirrors the online application and an office where students can drop the application to be entered into
the system. This will be beneficial for students with limited computer experience and basic skills.

18. The admissions and records windows are normally worked by students who are not always aware of all programs and services offered.

19. The registration interface for becoming a student is so cumbersome and confusing.

20. Why do paper applications take so long to be entered?

21. Why there is no written response from admissions and records after a paper application for admission has been processed? Don’t students that lack computer knowledge deserve a response?

22. Why can, and do, instructors/A&R “back date” drops and/or withdrawals, it can cause problems for several other areas of the campus?

23. Why can’t an auto email or alert of some kind be sent to students when we make changes regarding their Touch Net accounts? It would cut down on front desk traffic.

24. Why does it take weeks to get social security changes/corrections, grade and names changes for students or we end up having to beg an A&R supervisor to get changes made?

25. Why is it that the Financial Aid Office is not auto-notified when there is a drop, add, residency status change, etc.?

26. Why non-resident students are not notified of the additional tuition when they complete the Admission application?

27. Why do FH programs that require transcripts not require two copies? One for their records and one for A&R? Students feel that once they have turned in a copy to anyone at the school it should be viewable to other areas on campus that need it. Instead they are required to request and submit a whole second official copy.

28. Why we cannot buy parking permits at the bookstore?

29. Why is the reinstatement process so convoluted? Someone needs to come up with a better plan.

30. Why is there no link on the Foothill College website with information about the reinstatement process?

31. Why can’t the reinstatement process be streamlined?
32. Why are holds placed on student records in the summer when oftentimes there is no one available to remove the holds? Ex. Library holds?

33. Why isn’t the application for admission to Foothill College available online in a downloadable PDF file?

34. Why don’t we put out a blog or information on the web site that what the student sees on Touch Net is the same information we see at the front desk and continue to send this blog periodically to remind them?

35. Why are student workers the only ones on student service counters? For the A&R and Counseling Counters and perhaps others, student workers should not be the sole personnel on the counter. This is not meant to discount the fine work that they do but oversight by a staff member should always be present. Think of that mishap at DVC.

36. No one answers the telephone at A&R? I get so many complaints..!

37. If someone misses a quarter, do they have to fill out an entirely new application? Couldn’t the old info drop in for them to confirm?

38. I wish Foothill transcripts could include not only Foothill GPA but also have a column for UC then CSU transferable GPA (similar to Santa Monica college).

39. Why do we not put into place early acceptance for HS students? Early testing, a letter of acceptance, enrollment into counseling 50, Puente, Mfuno etc. Early spring when other students are getting acceptance to Colleges? Why wait until summer to recruit these students into these highly prized programs. *Outreach, Counseling and Student Development

40. Why do we hire student to be the night clerk. They are not available when finals take place each quarter.

41. Why online registration system can’t be connected 24 hours/day?

**Athletics**

1. Why don’t counselors from Athletic and DSPS attend counseling staff meetings and in-services?

2. Why don’t we have Athletics DSPS counselors housed within the counseling division?
3. Why do we not offer wellness classes at Noon for an Hour rather than an hour and a half. It is difficult to take these classes for 1:30 at Noon. How about 5:30?
4. Basketballs, volleyballs, tennis racket and balls. That can be rented through intramurals, so the non-athlete student can use the courts. *Student Activities
5. Athletes outreach program. Where FH champions mentor and discuss higher education from an athlete’s point of view.

**Biological and Health Sciences Division**

1. Why do counselors have to maintain all of the records for the students who are applying for the allied health programs? Why doesn’t the appropriate allied health program provide support staff to do this part of the application process?
   *Counseling*

**Cabinet**

1. Why isn’t there an Ethnic Studies major offered at Foothill College?
2. Why aren’t there numbers on all sides of the buildings to make them easier to identify?
3. Why aren’t there more maps posted around campus?
4. Signage is inadequate; students get lost on campus.
5. Students are allowed to register without paying?
6. Why can it take up to a week to get a return call from a Foothill colleague, if they call you back at all – sometimes they do not?
7. Why isn’t there more training for budgeters of all levels – reading MER’s, understanding transactions, etc.?
8. Why does the college no longer have a dedicated phone operator?
9. The college doesn’t have a campus wide operator. When there was one it was easier for prospective students to reach the right department.
10. Why doesn’t the campus give our online student system a name (e.g. – “My Foothill College”) and a prominent spot on our school’s home web page? The current set-up isn’t user friendly or easy to locate.

11. Why doesn’t the campus assign e-mail addresses (for our full-time students, at least)?

12. Why do some FH leaders resist participating in major outreach events?

13. The accounts payable department keeps changing the rules on independent contractor forms?

14. Why campus supervisors allow students to work w/out assignment cards or time cards?

15. Why they don’t have foothill email (the students at all schools are given email addresses and communicated to via this email)

16. Why don’t the fountains work? De Anza has all fountains working.

17. Our campus is not a completely wireless environment.

18. More adequate signs that direct students and others to buildings and locations at the top of the hill.

19. The college doesn’t offer more classes in other languages (i.e. counseling 50 and computer classes).

20. When you put in work orders at district they do not get any response?

21. There is no one at plant services past 3 PM to respond to facility emergencies?

22. There aren’t more campus maps displayed around our campus.

23. The smoking ban isn’t better enforced.

24. With all the concern about security why don’t we have surveillance cameras posted around the campus, especially in dark areas like around the lower campus?

25. Why can’t transcripts be scanned into the SIS system and available to counselors?

26. Can’t a student just fill out one application for both FH and DA, take classes at both schools without the extra paperwork?

27. Are the signs so small in the lower campus center. Signs above doorway entrances.

28. Although we don't have a dress code, people should dress professional, at least the first week of the quarter.
29. Why don’t we have child care?
30. Why are the Foothill and De Anza graduation requirements very different?
31. Why wasn’t the temporary walkway up from the main road to the main campus next to the campus center made into a permanent walking path? Keeps people out of harm’s way for Police cars, campus vehicles, venders, etc.
32. I wish the campus no smoking was better enforced. I think security should cite students (give them a ticket) and we need to have more signs.
33. Some managers expect, require or “allow” employees to work extra hours without overtime or comp time compensation?
34. Managers and administrators are not familiar with the negotiated contracts between classified bargaining units and the district on issues of mutual respect and fair compensation for overtime and working out-of-class?
35. Classified staff are the only campus group that is not encouraged to participate in shared governance areas because their managers do not want to give them time to do this; and the district will not live up to its own board policy of encouraging effective participation of classified staff in shared governance by addressing the issues of time, facilities, and compensation to division to provide backfill?
36. Some managers and supervisors think it is OK to harass and disrespect the classified staff under their supervision because they are “the boss”?
37. There are different standards of conduct for classified employees and faculty/management/students?
38. Classified staff are often stereotyped as less educated and less professional than other campus groups by faculty and upper management.
39. Why do we not have areas designed (campus wide and not in off to the side obscure areas) for posting or hanging flyers to let student know about events that are happening. Without a school Newspaper our ability to reach student is hit or miss. Like when we are doing TAA’s for particular school, or when a representative is here visiting from a particular College or when applications are due for particular schools etc. Or we advertise for scholarships, or have career workshops etc. I know that we can increase the numbers of student who transfer, earn AA degrees and participate in TAA’s can increase if only we can let them
know we have services to assist them and or a deadline is near. Why not Flat Screens in waiting areas, bookstore, café, registration, KCI café, etc. At the front of the school. Like the one at De Anza or the Campbell community Center letting people know that something is happening. Whether its cultural activities, book talks, TAA or Transfer days for our students. This is not to advertise solely for our theater or sports programs but events that will help student reach their goals here at Foothill. What will it take????? Why ask Counselors, Career Center, Transfer Center Staff and faculty to provide services when we have very little support in the marketing of our services to our student on campus! Maybe if we could advertise in each division and other area our services courses and workshops, maybe there would be less misunderstanding of what counselors do not do.*Marketing

40. We need a better name for the new building that house Student Services. Lower Campus Building does not convey the types of services that are housed there. Need better lighting in and around building 8300. It is very dark. I am not surprised our student is having difficulty finding us.*Student Development

41. What reasonable person or why is there not a or who is responsible for blocking the designation or creation of a faculty lounge! I do not understand how we can prioritize the building of a campus community and not provide the elements that help to create that community (faculty lounge, flex day activities). Isolation does not build community. With all the new buildings going up, we need to be vigilant in our efforts to build community, since there will be a new built-n isolation factor hard at work.

42. Why not build a perimeter road around the campus (on the outer edges of the parking spaces) so that we eliminate the pedestrian crossing that backs up the traffic each day. It’s also safer for cars and pedestrians.

43. Why is the most central building on the campus used to house administrators?

44. Why does Foothill always try to do more with less?

45. Transfer is one of our main missions, but our budget is only $1,800 per year for the Transfer Center. This does not cover the $6,800 fee that needs to be paid to our Transfer Opportunity Program Representative from UC Davis, Mr. Coleman
Billingslea. He greatly improves transfer opportunities to all our students and is an essential part of our team. Funds have to be “sought” to pay him from other budgets. I have not been in this position long enough to know which budget it is, but I am speculating it is Matriculation. The budget allotment does not cover the expenses for the year for ongoing events like Transfer Day/Week, Transfer Celebration and bus trips. We have to “look” for money to pay for these items. It was suggested to me by the former Transfer Director, Kathy Adams, to write a grant to obtain money for the Transfer Center to improve student services from the Foothill Foundation. Articulation also had $5,000 to augment our budget. We did receive a $5,000 grant that we wrote to the Foothill Foundation for this year so that we can offer more services to students, like bus trips to the Historically Black College Fair in San Francisco, and also provide bus trips to other schools. We need more materials to update the Transfer Center. If the budget is so low and unpredictable each year, it is difficult to plan ahead and increase opportunities for our transfer students and underrepresented students. We are very grateful for the funds that we currently have and that we have obtained for this year to augment our services for students to increase transfer for our student and especially our underrepresented students. Additionally, when I took on the job of Transfer Director at 25%, it does not allow time to create new programs for transfer. I can only support and plan for the status quo. Most transfer directors in the state are 100% or 50%. With a school our size, and our transfer reputation, transfer support from the director is key to increasing transfer. Also, transfer coordinator staffing has always been in flux. Now we have a most excellent coordinator who goes above and beyond delivering excellent customer service to our students. Student workers augment had help; but getting additional staff would allow her to focus on transfer related issues versus day to day office support. *Student Development

46. Stanford has a parking permit machine where you can pay with a Credit card for those days a person doesn’t have two dollars in quarters. I think this would help visitors.
47. Stanford has a parking permit machine where you can pay with a Credit card for those days a person doesn’t have two dollars in quarters. I think this would help visitors.

48. The bridge needs to be repaved so students don’t fall.

49. International students pay so much more to take classes. More times available for classes

50. Cheaper parking permits

51. Smoking section should be more strict. Ticket people if smoking because I was in my class the other day and all I could smell was cigarettes. It was very distracting.

52. You have to drive on the round-about to get out of campus.

53. There isn’t more involvement with people in the surrounding Los Altos, Palo Alto communities.

**Counseling**

1. No online advising/counseling available during August and September.

2. Counselors don’t know how to print current curriculum sheets from the web…Therefore give students old information which many times causes the students to spend more time at Foothill taking courses they don’t need.

3. Why does a counselor refer a student to the Student Success Center when the student needs counseling services? Why does a student arrive at the Student Success Center, escorted by a counselor, and when is registering for classes is asking for advice regarding which classes to take. If the student just met with the counselor, shouldn’t they have discussed that issue?

4. Why does a counselor forward a written request regarding general education requirements to the Outreach office? Why the counselor isn’t willing to respond to such request, yet, has ambiguous suggestions as to what the response should be? Why does the counselor forward such request to the outreach office three months after it was postmarked?

5. Why do some counselors avoid contacting students after students contact them?
6. Why can’t we find out the name of the counselor a student has visited, especially for retention purposes, when students need referrals to other campus services?
7. Why is Foothill not considering educating the user of the different student services? What good are the efficient student services if the students are not fully aware of how they work and which serve what purpose?
8. Why are there so few or no counselors working on Fridays?
9. The front desk in the counseling department doesn’t know where appropriate information can be found to answer student questions. They many times make students run around.
10. Counselors don’t know the course offering and programs on the campus.
11. Counselors don’t work very many hours. Why do so many counselors spend much of their workweek not counseling or teaching? Many seem to always be on break or not available.
12. Students get wrong information from those who are responsible for guiding them.
13. Counselors don’t know how to print current curriculum sheets from the web…Therefore give students old information which many times causes the students to spend more time at Foothill taking courses they don’t need.
14. Why are there so few or no counselors working on Fridays?
15. The college doesn’t showcase its excellent career programs (i.e. career night/open house).
16. Are enrollments going down in counseling 50?
17. Why are most counselors off on Friday when administrative deadlines are always on Fridays? *Student Development
18. Why are there no International Counselors on Fridays when a large majority of the Friday student population in international students? *International Student Services
19. Why don’t counselors from Athletic and DSPS attend counseling staff meetings and in-services? *Athletics
20. Why don’t we have Athletics DSPS counselors housed within the counseling division? *Athletics
21. Why can’t we teach a counseling 50 class at the high schools or at community centers? *Student Development

22. Why are student workers the only ones on student service counters? For the A&R and Counseling Counters and perhaps others, student workers should not be the sole personnel on the counter. This is not meant to discount the fine work that they do but oversight by a staff member should always be present. Think of that mishap at DVC. *Admissions and Records and Student Development

23. Why don’t we have electronic ed plans? I’m imaging an ed plan where the counselor updates and fills in (no automatic filling in) an ed plan. It could be saved on Screen 148 in SIS (or some other program) so that when students inevitably forget their materials and go counselor hopping, the counselor has some sort of history and can advise better.

24. In counseling, why don’t we write in the comments section why students are making an appointment? This will help counselors prepare better for each student? (This may change with the arrival of SARS)

25. In counseling, Front desk people making the appointments should remind students what they need to bring to each meeting: transcripts, something to write with, Ed plans, and IGETC/CSU forms to help teach student how to be better prepared.

26. In an ideal world, I think it would be fabulous if the curriculum sheets were included in the annual catalog just like they are in other university. Without this, it becomes difficult for students to access old curriculum sheets.

27. Why do counselors have to maintain all of the records for the students who are applying for the allied health programs? Why doesn’t the appropriate allied health program provide support staff to do this part of the application process? *Biological and Health Sciences Division

28. Why do we counselors handhold a small group of students in our dental hygiene program (others AHS as well) when most of the students who enter the programs are successful students already. Many with degrees and very high GPA’s. They are successful and have successfully acquired college success skills needed in order to be accepted into the programs. If we provided our ‘at risk’ students with
this degree of support and student to counselor ratio we could help to increase student retention with this population of students.

29. Why aren’t the EOPS counselors located in the same areas as all the counselors? *EOPS and Student Development

30. Why do we not have a computer to house all the education plans that we require students to make or that counselor develop for them? I currently keep education plans on my computer because I find it a waste of my time and to constantly recreate these educational for students who forget to bring them to a counseling appointment. I have access to the educational plan that I develop for student who sees me, would like other counselor to have access to them as well. If we could store them as a part of student records this would help eliminate the duplication of effort all counselor do each day for students. If we had a system we could house all the ed plans that are required by Financial Aids, EOPS CARE, OTI, Vets, Athletics and Counseling in one place! *Student Development

31. Why do we not have a degree audit that is workable? We have tried for about 15 years to do so and still do not have a workable product counselors can use?

32. Why do we not put into place early acceptance for HS students? Early testing, a letter of acceptance, enrollment into counseling 50, Puente, Mfuno etc. Early spring when other students are getting acceptance to Colleges? Why wait until summer to recruit these students into these highly prized programs. *Outreach, Admissions and Records and Student Development

33. Why can’t we have divisions maintain the old format curriculum sheets? (Uniform) They were easier for our students to understand and they each had Foothill’s General Education patterns on the reverse or attached. The old format was one sheet. The one line forms are all two three sheet long?

34. Taking time off during the critical transfer period in November is not good student service. However, as counselors, we were all expected to stay open until today and pack on our own time in between students. Students often need to work with evaluations on evaluations items for transfer and expedient follow up. The person in the position is excellent at their job; however, this is not student service
oriented if the office only has one person and no one to cover in the person’s absence during our busiest month of the year.

35. Our counseling appointment desk is always in a state of flux. The one full-time person in the job has historically become overwhelmed with the duties and ends up seeking other position and leaves. Then we have to start over and the interim is a lot of work for our hard-working student assistants. Sometimes the desk is left with no coverage when the main person goes to lunch, meeting, etc. or during position vacancies. This does not represent excellence in student services when students come in to schedule appointments in person because they cannot get a timely response over the phone, and then no one is there. We have excellent student assistants and are training a new person, but a long-term solution for this position to get extra help needs to be sought to prevent turnover. Perhaps the new SARS system will alleviate the workload and the problem. Phone calls need to be returned in a more timely fashion, and the voicemail should never state that we will try to get back to you in 72 hours. The students get frustrated and try to call or email counselors to schedule their appointment for them.

36. Why are there no International Counselors on Fridays when a large majority of the Friday student population in international students?

**Disabled Student Programs and Services**

1. Why isn’t there a test make up & proctoring center for student make up exams so they don’t have to sit in hallways and in the rain?

2. We don’t provide more support for faculty to accommodate students with disabilities.

**District Offices**

1. Why don’t we have a shuttle bus from De Anza to Foothill?

2. Why does the district refuse to negotiate fair COLA and compensation to the largest of classified bargaining unit in a year of good fiscal results and large ending balance?

3. Classified staff feel they are invisible in many campus meetings and forums and get only lip service (attaboys) for good work done? Why don’t administrators support workers in obtaining a fair COLA and compensation?
4. When working on district committees, classified staff are only credited for one half the numbers of hours worked on those committees for PGA purposes; while faculty and managers get complete credit of hours worked for their professional development purposes?

**EOPS**

1. EOPS doesn’t offer books earlier in the quarter.
2. Why does EOPS and Financial Aid not have assigned front desk staff and must rely on the transient student employment population?
3. Why is the EOPS office unable to provide book services to qualified students in a timely manner?
4. EOPS students can’t have their text books on the first day of class?
5. Why do we fill out two EOPS Forms? What is the result of either form? Why is there no feedback loop if there is a result?
6. Why do EOPS students have to wait until after the quarter begins to get books?
7. Why can’t there be more interaction between EOPS and Financial Aid, perhaps a retreat so we are not always at cross-purposes? A small bit of cross training would be helpful and encourage better student service.
8. Why don’t EOPS and Financial Aid cross train (for basic front desk information) since the front desks will be in such close proximity in the new building? At least it will not frustrate the student to tell them they have been waiting in the wrong line.
9. Why is the EOPS office unable to provide book services to qualified students in a timely manner?
10. Why aren’t the EOPS counselors located in the same areas as all the counselors?

*Counseling and Student Development*

**ETUDES**

1. Online forms (drops and adds) not available to fully online instructors.
2. ETUDES was developed without Foothill faculty input and makes managing online classes much more difficult?

**Facilities**
1. Why don’t we have recycle cans and bottles boxes in the conference rooms?
2. Why do we not have signs that are large enough to be seen on or outside our building that provides Services for students. Signs like the one outside the original admissions and records or the one hanging from the eves for student outreach. We need the for the Bookstore, student activities, student union, the Café, Health Services, Counseling, EOPS, Financial Aid and Campus Police etc. The small directories do not have the 8000 building listed. We need large temporary signs leading to the building from the main campus to the walkway leading down to the 8000 building until students figure out where the building is. Why do we make it so hard for them to find their way to our services and our classrooms?

**Financial Aid**

1. When a student is enrolled in a community college outside of our district, why can’t those units be counted towards the 6 unit requirement for employment?
2. Why do you have to make an appointment to turn in an employment packet?
3. Students need to schedule an appointment to turn in employment paperwork to the Financial Aid Office, which can be a week or more out from the time they call. I realize an appointment allows for focused time with each student, but many times we are trying to get the students’ employment started before the appointment time has been scheduled. Also, if an individual doesn’t happen to be available, can someone else take student employment paperwork?
4. Why is there a hard line drawn for student workers if they do not have 6 units at Foothill College in the current quarter, they cannot work. Why are the following things not considered when deciding whether a student is eligible for work.
5. Is the student taking a course at another community college for that quarter because he could not get the course here? If they can show their schedule and prove they are taking an additional 4 or 5 unit course elsewhere, why is that not enough? If the student is an adaptive learning student, who is able to work, but
has difficulty in taking a full load of courses due to their disability and must complete coursework at a slower pace, why should they be discriminated against? If it is documented by Adaptive Learning that the student must take a reduced load, why is that not enough for the student employment office? Even the State Department of Rehabilitation, which has a 9 unit minimum requirement for reimbursement, will waive this requirement with a letter from the Adaptive Learning Division. If the DOR, another state office can be flexible, why can’t Foothill? If a student has been an excellent employee for several quarters, but suddenly falls below the minimum 6 units a quarter and does not realize their job is in jeopardy – why are they suddenly told they cannot work with no notice, several weeks onto the quarter, making it extremely difficult for them to add another class to meet minimums. Many students depend on these jobs to make ends meet. It is also detrimental to the department employing them that is depending on help from that student worker. Does this make sense?

6. Why do Financial Aid officers at the front desk, tell a student that they cannot see them because they don’t “see students on Fridays”? Why can’t a financial aid officer at the front desk respond to a quick question from a student?

7. Why do students have to make appointments for simple Financial Aid questions?

8. Why does the financial aid staff seem to work against each other instead of with each other?

9. Why do we require 6 units in summer for Federal Work-Study when De Anza does not?

10. Why is financial aid not set-up to “auto-email” students with alerts of application, award, hold status and update changes?

11. Why is the award period (Cost of Attendance/EFC) info not available to students on Touch Net?

12. Why is the disbursement date (now weekly & not daily) for Stafford/Plus/Private Loans set so there is no way to release funds until 4 days later, at earliest?

13. Why is the Stafford/Plus/Private Loans disbursement set for the second, rather than first week of classes?
14. Why isn’t access to all of our financial aid files easier (some are unavailable in the office)?
15. Why do we require our financial aid students to fill-out supplemental forms in order to apply for FSA? This is not permitted as per FSA handbook.
16. Why are we (financial aid employees) afraid of taking responsibility for our mistakes and/or making mistakes at all (in awarding and/or loan certification)?
17. Why does financial aid have to reenter direct deposit requests every year? Once students set-up accounts we should just have to monitor it, no need to cancel and reenter.
18. Why don’t we mentor “positive thought” in the Financial Aid Office instead of saying it’s to radical to change, let’s say we will take a chance?
19. Why can’t the Financial Aid Office reduce paperwork?
20. Why does the Financial Aid Office still use a manual award calculation sheet? How about using a template created by excel instead, at least until we have a new information system.
21. Why can’t the Financial Aid Office give our students a “clear-cut” answer at once so they don’t need to come back again and again to search for the “real” answers?
22. Why can’t the Financial Aid Office use mail merge instead of typewriters to create labels for financial aid related letters?
23. Why students have to do BOG application at FH even though they have been approved for the BOG at De Anza and Visa-a-versa?
24. Why all the processes of scholarship applications have to be done by the Financial Aid Office? Why the Financial Aid Director isn’t the chair of scholarship committee? He is the Director of Financial Aid and scholarships?
25. Why do students have to provide a copy of SS card?
26. Why doesn’t the Financial Aid Office answer email or phone calls?
27. Why don’t we (the Financial Aid Office) enter a BOG-C immediately for a student if we do/have a FAFSA on the Web from the student? These students are often not eligible for Fin Aid (REACH, ALAP, etc) and income is too high for BOG-B. Delays their enrollment and causes problems for students who have been in Foothill system before SID#s assignment and don’t have correct SS# in SUS.
28. Why does EOPS and Financial Aid not have assigned front desk staff and must rely on the transient student employment population?

29. Why does the financial aid staff seem to dislike working at the front desk and/or doing customer service?

30. Why does FH not provide any institutional grants in addition to state and federal aid?

31. Why can’t there be more interaction between EOPS and Financial Aid, perhaps a retreat so we are not always at cross-purposes? A small bit of cross training would be helpful and encourage better student service.

32. Why don’t EOPS and Financial Aid cross train (for basic front desk information) since the front desks will be in such close proximity in the new building? At least it will not frustrate the student to tell them they have been waiting in the wrong line.

33. Why aren’t student employees allowed to begin working until they have proof of a social security card?

34. Why does the financial aid process take so long?

35. Why all the processes of scholarship applications have to be done by the Financial Aid Office? Why the Financial Aid Director isn’t the chair of scholarship committee? He is the Director of Financial Aid and scholarships?

36. Why do students have to provide a copy of SS card?

37. Why does the financial aid staff seem to dislike working at the front desk and/or doing customer service?

38. Don’t we have a way to advertise for work study students? There should be a place for us to request students, describe job duties, and then students can find us and the right job for their skills. Now it is very hit and miss finding a work study student.

39. Student employees should be required to have name tags always w/ name and title. *Student Development

40. Why isn’t the emergency student loan advertised especially when the financial aid check is late.

41. You don’t hire 17 year old students?
42. Why it’s so difficult to get a job on campus when I’m 16??

43. Don’t make clear where we can work.

44. 

**Health Services**

1. Smoking on campus grounds still exists despite signs.
2. I wish the campus no smoking was better enforced. I think security should cite students (give them a ticket) and we need to have more signs.
3. I wish the campus no smoking was better enforced. I think security should cite students (give them a ticket) and we need to have more signs.

**Marketing**

1. Why can’t our website use less text on the homepage?
2. Why does it have to read like a newspaper?
3. Why can’t we have pull down menus?
4. Why can’t we use more updated, ethnically diverse photos on the home page, other web pages, and marketing materials?
5. As the client, why can’t the divisions have some input into the design of their webpage, marketing materials, etc.?
6. Why can’t the admissions application be available in PDF? *Admission and Records*
7. Why can’t we use a larger font on the website?
8. Why is there no information on the website under apply & register about the requirement of ordering a parking permit online? *Admission and Records*
9. Why can’t we advertise Foothill College at the movie theaters?
10. Why is the use of @foothill.edu email addresses for faculty not required for faculty and student communications.
11. No virtual tour of campus exists on our website.
12. Foothill’s website is not more user friendly. There are too many clicks to reach admissions and registration information. The font is too small and there is too much text. If the extensive descriptions are necessary they could be included as “For more information click here”.
13. The content of the college home page (www.foothill.edu) is not prioritized. A good function of a college home page is to direct prospective, new and current students’ needs. Events and stories can go under a link.

14. The college doesn’t advertise in movie theaters, malls and public transportation to capture a wide, diverse audience.

15. Why does marketing never take into consideration the voice of the internal client even when the client’s request complies with college standards?

16. Why do many student service departments turn to outside sources to satisfy their marketing needs?

17. Why does the FH website have a lot of text? Users don’t read that much text.

18. Why isn’t the FH website user friendly?

19. Why doesn’t marketing embrace a customer services approach for internal customers?

20. Why does Marketing need such a tight grasp on the web/print materials?

21. The college doesn’t have downloadable forms of the admissions application checklist of action items and key dates clearly identifying the steps necessary for enrollment. These forms could be used by high school and/or community counselors to assist students who are not familiar with the Internet.

22. The college doesn’t have a multi-language marketing piece that promotes basic skills courses, support services and admissions requirements.

23. The college doesn’t combine admissions process, new student requirements, programs and services into one easy to follow booklet, instead of several materials in a folder. This could provide a more consistent message and it would be easier for prospective students to understand.

24. The college doesn’t offer visually appealing calendars or poster showing the beautiful campus or the excellent programs. These could be sent to high school/adult education career centers, counselors’ offices and community organizations as a welcome to the academic years gift.

25. The college doesn’t always utilize good design, concise text, as well as diverse and current pictures in its marketing materials and website. This would draw prospective students’ interest.
26. Why isn’t the online map interactive (click on an area to get more information)?

27. There isn’t a truly interactive campus map online that lets you click on an area and get information about that, with an equally interactive legend, where for example you could click on bathrooms and all the bathrooms would change color on the map.

28. The college doesn’t advertise the online counseling service.

29. The college doesn’t have a multi-language marketing piece that promotes basic skills courses, support services and admissions requirements.

30. The college doesn’t always utilize good design, concise text, as well as diverse and current pictures in its marketing materials and website. This would draw prospective students’ interest.

31. Why can’t there be an internal information sharing bulletin board online that lists all events on campus with date, time, location and contact?

32. Do we have to go to Marketing and haul our own loads of the Heights, catalogues, etc. Can’t they find a way to do deliveries?

33. We need to have a committee or focus group look at some real workable college web sites and make suggestions for our Foothill web site as a whole. There are some great sites out there. Easy to navigate. Student friendly.

34. Why can’t we access old curriculum sheets from the Foothill website?

35. I don’t find the admissions policies clearly stated on the website, I wonder if students have the same difficulty?

36. Why do we not have areas designed (campus wide and not in off to the side obscure areas) for posting or hanging flyers to let student know about events that are happening. Without a school Newspaper our ability to reach student is hit or miss. Like when we are doing TAA’s for particular school, or when a representative is here visiting from a particular College or when applications are due for particular schools etc. Or we advertise for scholarships, or have career workshops etc. I know that we can increase the numbers of student who transfer, earn AA degrees and participate in TAA’s can increase if only we can let them know we have services to assist them and or a deadline is near. Why not Flat Screens in waiting areas, bookstore, café, registration, KCI café, etc. At the front
of the school. Like the one at De Anza or the Campbell community Center letting people know that something is happening. Whether its cultural activities, book talks, TAA or Transfer days for our students. This is not to advertise solely for our theater or sports programs but events that will help student reach their goals here at Foothill. What will it take?????? Why ask Counselors, Career Center, Transfer Center Staff and faculty to provide services when we have very little support in the marketing of our services to our student on campus! Maybe if we could advertise in each division and other area our services courses and workshops, maybe there would be less misunderstanding of what counselors do not do.*Cabinet

37. Why can’t we do a better job of making sure that the information regarding degrees requirements in the Catalogue and the information posted on line and the paper schedule are the same? The same information regarding course offerings that are listed in the paper schedule and the online registration information?

38. I am asked this questions by students all the time> Why do we not have a student friendly web site. Maybe we need to bring in several groups of new high school student and or re entry students and watch as they try to navigate our web site to register and access services, programs and degree information.

39. Why don’t you have a group on Face book?

40.

**Middlefield**

1. Why is the registration door at Middlefield campus always locked! i.e. morning and afternoon.

2. Why is door so hidden? Needs a large sign hanging down from roof with and arrow.

**Other**

1. Why does the Community College District treat your two schools as two separate distinct entities when it comes to students?

2. Why don’t student/professors do all stuff online, submit grades online, check on library status of books, many things.
3. No online tutorial services. *Tutorial Center

4. Why do we not have a tutor in the tutorial center who can help students with their writing assignments? The writing center does not work for BSS students. *Tutorial Center

5. Why staff and faculty that is not computer savvy don’t enroll in LINC?

6. Why are holds placed on student records in the summer when oftentimes there is no one available to remove the holds? Ex. Library holds? *Library

7. Why aren’t students allowed to receive book refunds for brand new books unless there is a receipt? *Bookstore

8. Why can’t the mailroom send student timesheets to departments correctly and on time? The sheets are coded correctly but are still sent all over campus causing student supervisors frustration. *District

9. Lets have a international day in front bookstore for all the cultures at Foothill College with labels for all races because all races at foothill needs to come together to learn.

10. International students pay so much more to take classes.

11. Finals week have extended hours in the KCI. This would enable students who don’t have hone computers, can complete projects.

12. **Police Department**

   1. Why aren’t ALL the parking permit machines clearly marked identifying their location?

   2. Why do the parking permit machines only take quarters?

   3. Why do we ticket cars in August and early September when school is not in session?

   4. Why is purchasing parking permits so complicated?

   5. Why can’t a community member purchase FH college parking at the Student Success Center or online?

   6. The day parking passes have to be paid in quarters instead of regular electronic payment like credit cards or bills.

   7. The process to purchase a student-parking permit is so complicated and the one-day parking permit dispensers only accept quarters and some one-dollar bills.
8. Cheaper parking permits

**Student Activities**

1. Why do we not offer more practical hands on experience? i.e. Internships, etc.
2. There aren’t student food services at other areas of campus?
3. The college doesn’t offer a “Share a Ride” webpage or bulleted board to connect students commuting or coming from the same area. This will assist them with the lack of busses accessing campus.
4. Why do FH Student services not provide any information about reduced cost housing around campus or information about organizations that are involved with reduced cost housing?
5. Why is the new food service so expensive, out of promised product on the menu (habitually), and badly cooked and displayed? Salads are not turned, salad bar is empty or only has a cup or so iceberg lettuce awaiting consumer at 1:00 pm no, Panini even though I have requested it 2X, breakfast sandwich for $3.25 was burned black on outside and not toasted on inside, eggs were like rubber and had been on the steam table too long. This was at 9:00 am mid week. I see a lot of corner cutting. It would have been better to use Mc Donald’s as the vender at this rate. The truck and Kj’s did a far superior job. Better quality food came out. Student can’t afford to let food services practice on them.
6. Why don’t we have public transit discounts and better bus stops?
7. Carpooling options aren’t readily available.
8. It isn’t easier to locate the school newspaper.
9. There aren’t more mainstream concessions on campus, like Jamba Juice or Togo’s.
10. Why don’t student Owl cards have student ID’s on them? It is becoming critical for students to not use SSN’s and their student ID numbers and having them available will help.
11. Don’t we have a little coffee shop in the new lower campus center? It would attract more student/faculty and staff traffic.
12. Campuses like UC Berkeley have these areas where students can post flyers advertising events. I don’t see the here at Foothill.

13. Why doesn’t the café and the coffee stands have express lanes for people who only want a simple cup of coffee or drink. Why doesn’t the new food services figure out a better system for ordering sandwiches and burgers. It is a mess and needs a system. You can cook more than 4 burgers at a time. There need to be a way to get more orders on the grill at one time. It took me 20 minutes from the time I stood in line got my Turkey burger and got through the cashier. There needs to be a sign that says: Please have you money ready when you reach the register. Getting to the register is not the time to start fishing through your backpack for your money! Need cash line only. The food is great the long long wait is a deterrent.

14. Why are they eliminating one of the bus lines to Foothill?

15. Microwaves in the student center would be helpful for students who cannot afford the café prices

16. Café prices need to be lower an average meal $5.95 per plate and a drink average $7.00.

17. Basketballs, volleyballs, tennis racket and balls. That can be rented through intramurals, so the non-athlete student can use the courts. *Athletics

18. Take out the turn styles at the entrance of the café. Not needed and annoying.

19. Online carpool link. This will enable students to hook up and ride together to school.

20. Our Mascot needs to be dry-cleaned! Upgrade the Mascot suit please.

21. Will you please lower the prices in the café. The food is priced to high and it’s not seasoned very well. One day my breakfast 495 lunch sandwich 495 tuna. The tuna didn’t tasty like tuna. I put the sandwich in the trash. Salad 395. The average college student can’t afford the prices. The salad was not good because of the end of the day there isn’t a good choice of vegetables. Please, I have to be at foothill from 9:00 to classes. Then I work here until 8:00 at night. Thank you.
22. Lets have a international day in front bookstore for all the cultures at Foothill College with labels for all races because all races at foothill needs to come together to learn.

23. There aren’t dorms or house listings on campus to make it easier for students to fins a place to live.

24. There is only one cafeteria/one place to buy food.

25. Need recycling in the cafeteria

26. Coffee should be better!

27. Clubs should be able to sell food from off campus.

28. Cheaper food.

29. Why is food so expensive in the cafeteria?

30. Not enough promotion for different announcements and activities.

31. Not much promotion for school spirit.

32. Microwaves

33. Have more discounts on certain things like bus passes

34. Provide more paces that can plug in the laptop.

35. Have microwaves in the cafeteria.

36. There is no place opened before 9:00 AM to study.

37. The café doesn’t have more veggie dishes.

38. I would like to have a microwave somewhere in the campus.

39. Have more game days

40. Cafeteria food is so expensive.

41. Why is the food in the cafeteria so expensive?

42. It is not free to print out something.

43. The bus doesn’t come on time.

44. The food in cafeteria is so expensive.

45. Give me work place (at school and outside like internship program).

46. Give me more information about school activities.

47. I can’t use credit card ad Starbucks.

48. Don’t make clear where we can work

49. Don’t put a microwave in cafeteria.
50. Some travel activities
51. Why don’t you hold more activities to help us make more friends?
52. Is there any microwave @ cafeteria?
53. Is there event that both international students and native students can join?
54. Events for international students can only join freshmen

**Student Development (Rose)**

1. Multi-departmental events and projects are not always easy to organize. It seems like at times we forget that our main responsibility is to assist students in their college success.
2. The communication among departments is not always clear. It seems like we don’t have an appropriate communication method set up.
3. We don’t seek more involvement from students in needs assessment phases of planning such as focus groups and surveys.
4. There’s no evaluation of student services by other areas of the campus to determine their effectiveness.
5. Why is Foothill not considering educating the user of the different student services? What good are the efficient student services if the students are not fully aware of how they work and which serve what purpose?
6. Why is the flow of students physically limited by very small lobby areas of FA, EOPS, & Counseling?
7. Why doesn’t Financial Aid, EOPS, Counseling, Transfer & Career centers all have the same hours of operation? It is very confusing for the students and the Career/Transfer center is not open for most of Friday and that is upsetting to the students.
8. Why is there no formal training for and identification of student employees?
9. Why can’t student service areas share updated information through email, flyer? (ex. Counseling appointments available on Fridays)
10. Why are most counselors off on Friday when administrative deadlines are always on Fridays? *Counseling
11. Why doesn’t Puente have an Outreach person working with them as Mentor Coordinator as MFUMO does? Several other Puente Programs have added one as a third member of the team. *Outreach

12. Why can’t we teach a counseling 50 class at the high schools or at community centers? *Counseling

13. Why are some people allowed to take 2 or 3 hour lunch breaks, especially if they're first-point of contact people who deal w/ students? They should be required to ALWAYS have a student employee assistant to cover breaks and meetings/events they attend.

14. Staff shouldn't make Dr./DMV appointments during the first week of the quarter.

15. Student employees should be required to have name tags always w/ name and title. *Financial Aid

16. Why aren't we required to have monthly staff meetings? We are all running around in circles telling students different things, we need to be on the same page.

17. For Summer vacations, there should be a list in each Dept. of the names of their members and the approved dates to take off (a 5 min. chart would benefit the team). It's unreal that people are out and nobody knows when they'll return(tax dollars at work)!!! On top of that, others are doing their job while they're out w/out being asked.

18. Why are student workers the only ones on student service counters? For the A&R and Counseling Counters and perhaps others, student workers should not be the sole personnel on the counter. This is not meant to discount the fine work that they do but oversight by a staff member should always be present. Think of that mishap at DVC.*Admission and Records

19. Why are student workers the only ones on student service counters? For the A&R and Counseling Counters and perhaps others, student workers should not be the sole personnel on the counter. This is not meant to discount the fine work that they do but oversight by a staff member should always be present. Think of that mishap at DVC.

20. Why do people need to know who did what? It’s not the who did what but what do we want in a perfect world. What services and information does a student need
in order to get enrolled, matriculated, solve a financial problem etc. What area can provide that service or information?

21. Why do we rely on students for so many of our critical front line positions?

22. Why don’t we have a telephone operator, or someone to answer questions? I know it’s a money saver, but customer service wise, it’s awful.

23. I wish counselors could do an in-service for other faculty to educate them on what counselors can and cannot do. *Dean of Faculty and Staff

24. I’m sorry to say but I’ve called people from other departments with questions and I’ve been told consistently (with attitude), “look on the website”. If this is the answer students are getting when they are trying to clarify unclear information they’ve read on the website, this isn’t good customer service. If this is the answer a faculty member is getting, I can only imagine what responses students are getting.

25. It is often forgotten that if classified workers were not here, the college would come to a halt for lack of services?

26. We need a better name for the new building that house Student Services. Lower Campus Building does not convey the types of services that are housed there. Need better lighting in and around building 8300. It is very dark. I am not surprised our student is having difficulty finding us. *Cabinet

27. Why aren’t the EOPS counselors located in the same areas as all the counselors? *EOPS and Counseling

28. Why do we not have a computer to house all the education plans that we require students to make or that counselor develop for them? I currently keep education plans on my computer because I find it a waste of my time and to constantly recreate these educational for students who forget to bring them to a counseling appointment. I have access to the educational plan that I develop for student who sees me, would like other counselor to have access to them as well. If we could store them as a part of student records this would help eliminate the duplication of effort all counselor do each day for students. If we had a system we could house all the ed plans that are required by Financial Aids, EOPS CARE, OTI, Vets, Athletics and Counseling in one place! *Counseling
29. Why do we not put into place early acceptance for HS students? Early testing, a letter of acceptance, enrollment into counseling 50, Puente, Mfuno etc. Early spring when other students are getting acceptance to Colleges? Why wait until summer to recruit these students into these highly prized programs. *Outreach, Counseling and Admissions and Records

30. Transfer is one of our main missions, but our budget is only $1,800 per year for the Transfer Center. This does not cover the $6,800 fee that needs to be paid to our Transfer Opportunity Program Representative from UC Davis, Mr. Coleman Billingslea. He greatly improves transfer opportunities to all our students and is an essential part of our team. Funds have to be “sought” to pay him from other budgets. I have not been in this position long enough to know which budget it is, but I am speculating it is Matriculation. The budget allotment does not cover the expenses for the year for ongoing events like Transfer Day/Week, Transfer Celebration and bus trips. We have to “look” for money to pay for these items. It was suggested to me by the former Transfer Director, Kathy Adams, to write a grant to obtain money for the Transfer Center to improve student services from the Foothill Foundation. Articulation also had $5,000 to augment our budget. We did receive a $5,000 grant that we wrote to the Foothill Foundation for this year so that we can offer more services to students, like bus trips to the Historically Black College Fair in San Francisco, and also provide bus trips to other schools. We need more materials to update the Transfer Center. If the budget is so low and unpredictable each year, it is difficult to plan ahead and increase opportunities for our transfer students and underrepresented students. We are very grateful for the funds that we currently have and that we have obtained for this year to augment our services for students to increase transfer for our student and especially our underrepresented students. Additionally, when I took on the job of Transfer Director at 25%, it does not allow time to create new programs for transfer. I can only support and plan for the status quo. Most transfer directors in the state are 100% or 50%. With a school our size, and our transfer reputation, transfer support from the director is key to increasing transfer. Also, transfer coordinator staffing has always been in flux. Now we have a most excellent coordinator who
goes above and beyond delivering excellent customer service to our students.
Student workers augment had help; but getting additional staff would allow her to
focus on transfer related issues versus day to day office support. *Cabinet

31.

**Student Outreach**

1. Why can’t Outreach Staff assisting students in the Student Success Center be
   trained and given access to screens that can assist students in the basic admissions
   process? (ex. Creating SID, viewing holds, etc.) *Admission and Records
2. Why does the Outreach office close up shop from 11:30 – 1:00 every day, when
   this is a prime time for students to come in and use the computers for registration
   etc.? I have seen students turned away, very frequently, and this does not make
   sense.
3. Why can’t the staff stagger their lunch times, in order to keep the center open?
   Many of them maintain earlier or later hours/schedules, so why must they all be at
   lunch at once? Why can’t those who come in at 7 or 7:30 take an earlier lunch
   break, and those that come in later take a later lunch break, so they can better
   serve the students needs?
4. The college doesn’t combine admissions process, new student requirements,
   programs and services into one easy to follow booklet, instead of several
   materials in a folder. This could provide a more consistent message and it would
   be easier for prospective students to understand.
5. The college doesn’t offer visually appealing calendars or poster showing the
   beautiful campus or the excellent programs. These could be sent to high
   school/adult education career centers, counselors’ offices and community
   organizations as a welcome to the academic years gift.
6. The college doesn’t implement on-campus conferences for high school
   counselors, adult education and community representatives. These meetings
   would allow foothill’s program directors the opportunity to present their programs
and also allow Foothill to understand the needs of these institutions to better serve them.

7. The college doesn’t offer a summer institute for at-risk high school students including instruction in basic skills courses, leadership and college awareness.

8. The college is not offering the “Kinder Caminata Event” which was intended to bring kindergarten and first graders for a college awareness day.

9. Why Student Success Center is closed during noon time?

10. The college doesn’t showcase its excellent career programs (i.e. career night/open house).

11. Why doesn’t Puente have an Outreach person working with them as Mentor Coordinator as MFUMO does? Several other Puente Programs have added one as a third member of the team. *Student Development

12. Why do we not put into place early acceptance for HS students? Early testing, a letter of acceptance, enrollment into counseling 50, Puente, Mfuno etc. Early spring when other students are getting acceptance to Colleges? Why wait until summer to recruit these students into these highly prized programs. *Admissions and Records, Counseling and Student Development

13. Student Success Office is closed from 11:30 to 1:00 PM now. This is the key time that students who get off the second block of classes come to receive help and they cannot use the services and get help. Lunch in important for all employees; however, a rotating lunch schedule would work best to give employees a chance to eat and enable the Center to remain open and provide student services. This is a key service, especially for new and underrepresented students who need more help.

14. Athletes outreach program. Where FH champions mentor and discuss higher education from an athlete’s point of view.

15. 2. Give me more information about school activities

Theatre
1. Why do we not have food or drinks when we have performances in the Theater at night?
2. I attended a function and heard many people asking about drinks and munchies.