

# PCC's Virtual Suggestion Box

## Suggestions & Responses

### 2022-2023

(Archived suggestions and responses can be found on the T-Drive:  
Executive Council Meeting Minutes: Suggestion Box Archives)

#### **Suggestion Box Comment 22 (2/22/23)**

Let's talk about a year-round four-day work week... the evidence is clear and adopting this policy might actually address the burnout running rampant on campus.

<https://www.wsj.com/articles/after-testing-four-day-week-companies-say-they-dont-want-to-stop-a06089cc>

<https://www.npr.org/2023/02/21/1158507132/uk-study-companies-four-day-workweek>

<https://nypost.com/2023/02/21/most-companies-in-4-day-work-week-trial-say-they-wont-go-back/>

Response:

While a number of our students attend classes less than five days a week PCC does have a large number of high school students that are on campus Monday through Friday. In serving our student population we want to ensure that all students have access to the resources and support they need while they are on our campus. The support PCC provides to the high school students is important to their future educational goals. Studies show that high school students who participated in community college classes when in high school have a higher view of matriculating their education to college, are more college-ready when they complete high school and are more likely to complete their first year of college.

As a Human Resources team, we do realize that burnout can increase employee turnover and we ask any employee that is feeling the effects of burnout to please have an open and honest discussion with their immediate supervisor and additional supervisors as needed. While it is always better to address employee issues at the supervisor level, the HR team is also available when needed. Don't forget to make use of resources for employees, such as the confidential mental health resources available to our full-time employees through the "Employee Assistance Program – BHS" (<https://portal.bhsonline.com/auth/hashcode>) or the current health care plan.

#### **Suggestion Box Comment 21 (2/21/23)**

PCC should consider incorporating more evening courses. Many of our nontraditional students have to work during the day and can't attend classes on campus with the current schedule. We can't just assume these students will want take required courses online. Online courses are not feasible for every student.

Response:

Thank you for this suggestion. We are constantly tracking data to watch trends as we look for ways to increase enrollment and course opportunities for students. Currently, we have more success when our night sections are offered as Hy-Flex. This allows students to attend in person, via zoom, or complete their work online. When we offer a face-to-face only section at night the enrollment tends to be 1-2 students, forcing us to cancel. As we continue to study the trends, listen to our students, and remain open to trying different options, additional night section, Hy-Flex courses may be added.

### **Suggestion Box Comment 20 (2/21/23)**

More outdoor seating opportunities? Let's provide lunch/picnic tables that are wheelchair accessible!

Response:

The Administrative Services team is currently undertaking a number of facility improvements that will make both campuses accessible for all, including those that use wheelchairs. Our current efforts include upgrading restrooms, adding sidewalks, and updating handrails throughout both campuses. As the VP of administrative services, I fully acknowledge we have some work left to do to remove obstacles for those in wheelchairs as it relates to seats, tables, and counters in our eating areas, specifically outdoor seating areas. These continued improvements will be incorporated into future projects and funding requests.

### **Suggestion Box Comment 19 (2/20/23)**

Due to the amount of students on the Caswell Campus such as myself, we need our advisors to come over and meet with use at least twice a month. There are some assignments that we cannot complete unless we have met with them. Some of the students at this time do not have reliable transportation to go over to the Roxboro campus. We are a part of the Piedmont Community College and we need to have the same access as the Roxboro students. Another suggestion is that we could meet in a DL room and talk with them through via satellite. Thank you.

Response:

Thank you for sharing your concerns. Academic advisors currently offer advising services to students on the Person and Caswell County campuses through the [Pacer Advising webpage](#). Service options allow students to schedule in-person, virtual, or phone advising sessions to create convenient access for students. Virtual advising is hosted through Microsoft Teams. Students can schedule within 12 hours of the appointment time and up to two weeks in advance. Advisors' appointment availability varies based on their schedules and duties as assigned but is open to revision based on student demand.

Additionally, there are two advisors from the Person County Campus on the Caswell County Campus on alternate days (Tuesday and Thursday) to offer walk-in advising services. If you have any questions about advising, please contact Allegra Modlin, Director, Advising & Quality Enhancement Plan (QEP), at (336) 322-2153 or [allegra.modlin@piedmontcc.edu](mailto:allegra.modlin@piedmontcc.edu).

**Suggestion Box Comment 18 (2/20/23)**

We need lights on the patio & along the walk to the other building (Caswell County Campus)

Response:

The maintenance team is in the process of identifying and installing the proper lighting for the patio and walkway at the Caswell County Campus.

**Suggestion Box Comment 17 (2/20/23)**

Apply Pay & card on drink machines.

Response:

The drink machines across both campuses currently accept credit card payment. We can ask our contractor for vending services to explore the adding Apple Pay.

**Suggestion Box Comment 16 (2/8/23)**

Could speakers be mounted on the light poles in the courtyard and parking lots for the transmissions of emergency notifications? The poles already have electrical wiring to tie into the speakers. The last fire drill was barely heard in some areas.

Response:

As part of campus improvements, we are considering a number of options to expand the emergency notification process. Adding additional speakers as well as other alert notification systems are being considered.

**Suggestion Box Comment 15 (2/2/23)**

Students have suggested that PCC should have "Study Saturdays," opening the Learning Commons during major exam periods, especially, for those students who do not have a quiet study space or home.

Response:

Thank you for this suggestion. We always want to accommodate our students and ensure they have adequate access to study areas. We are looking at two differing areas: added hours during finals week and surveying nursing students to gauge interest in having Saturday study days in the Learning Commons. Survey results will be shared with Dean Miller and days will be added if the need is present. If we find there is not high need, we can share information about public libraries available in both counties as an alternative option.

**Suggestion Box Comment 14 (2/2/23)**

Please ensure that all PCC restrooms have purse or backpack hangers on doors, especially in the cafe/student area.

Response:

Thank you for bringing this to the attention of Administrative Services. We will start the help-ticket process for this request. As an employee you can enter help tickets for the maintenance & housekeeping team at <https://www.piedmontcc.edu/employees/> under college requests.

### **Suggestion Box Comment 13 (2/2/23)**

When an internal candidate is rejected for a position, a debriefing should be held to create closure for that individual, letting them know why they were not selected. 10-14 days is too long for an employee to wait for a rejection letter or email. The employee should be told immediately once a decision has been made. Furthermore, the debriefing provides the applicant with a roadmap of what they need to work on to become a more viable candidate in the future.

Response:

We are working to reduce the time gap between selection and notification for open positions. This process involves reference checks and acceptance of offer letters and can take 10 to 14 days for the hiring process to conclude. Only then can candidates (internal and external) be notified of non-selection. This occurs one (1) business days of the offer letter acceptance.

The Human Resources Team is always available to share duties, responsibilities, and expectations of positions. Feedback specifically from the interview process is at the sole discretion of the hiring manager and can be requested but is not required. General feedback about an individual's professional strengths and opportunities for growth should come from your current supervisor during the evaluation process and check-in meetings throughout the year.

### **Suggestion Box Comment 12 (2/2/23)**

Conduct a yearly beautification project, adding plants that are colorful and native to North Carolina.

Response:

Our goal is to make continual improvements in the appearance of our campus. We have undertaken several construction and horticultural projects in recent years. However, as a county funded entity for this type of project we are limited in both scope and ability for new projects. If you know of an organization or individual that would like to take on volunteer beautification projects, feel free to contact me at [Larry.coleman@piedmontcc.edu](mailto:Larry.coleman@piedmontcc.edu).

### **Suggestion Box Comment 11 (2/2/23)**

If you are going to recognize an employee of the month, the college should do it on a monthly basis no matter how many nominations are received. For example, if only one person is nominated, how can you overlook that nomination? Why would you hold out two months to receive more nominations? Where is the equity in that process.

Response:

Thank you for this note. The December award was made in January, however, only nominations received through December 31 were considered. It was shared by HROD that the nominations were extended due to employee departures for winter break (the original nomination due date was prior to our winter break), but they ensured that only December nominees were selected from for that month.

### **Suggestion Box Comment 10 (1/26/23)**

As of January 24th, there have been 39 mass shootings in this country. What is PCC doing to ensure a shooting doesn't take place on campus? What are the policies and procedures we currently have? Have they been updated to meet the epidemic of gun violence today? Are they actually functioning, and would it realistically keep us alive? We've had fire drills, what about a drill/training on what to do during an active shooter situation? Does PCC have outlets so if there was an active shooter, we can send a mass text out alerting students/staff to shelter in place/lock doors/etc? We NEED more investments in mental health services to provide for our student when a mass shooting event happens (which is every day) and we need them to help deal with the anxieties of a shooting happening at any time.

Response:

PCC takes the safety of its employees and staff very seriously. The College is a gun-free zone and has policies and procedures in place that address any emergency through mitigation, prepare, respond, and recover.

How You Can Stay Up To Date on PCC's Safety Policies and Procedures:

- Attend the Safety session during convocation each August.
- Watch for basic safety reminder emails at the beginning of each semester and periodically through the year for PCC's Director of Safety.
- Become familiar with the [College Safety and Preparedness Site](#).
  - This page offers easy access to the [Safety Plan](#), [Safety Code Chart](#), and the [Alert System](#)
- Specifically review Code 300, Section D of the [Safety plan](#) (page 30). It provides immediate action steps to be taken in the case of an active shooter and other violent incidents.
- Know where the quick reference guide is posted in offices, common areas, and classrooms (this is the color-coded chart hanging on the wall in the noted areas).
- Keep the Safety Code Chart near your phone.

PCC's Emergency Alert System:

- Emergency notifications occur via blackboard notification. You can sign-up for alerts at <https://www.piedmontcc.edu/alert/>.
- Coming soon: "Emergency Button" on all employee laptops and desktops.

In addition to in-place safety procedures, the PCC safety department performs routine patrols of the campuses and contracts for a law enforcement presence on campus from the Person County Sheriff's Department.

PCC also schedules emergency drills to test all emergency responses. In the past, active shooter drills included participation from local law enforcement and emergency services.

#### **Suggestion Box Comment 9 (1/18/23)**

Can we get the water bottle stations fixed in the cafe please?

Response:

Water bottle station has been fixed! We are looking into replacing fountains with water bottle filling stations.

#### **Suggestion Box Comment 8 (1/17/23)**

I heard there was supposed to be a food pantry on campus... Where is it and is it up and running? I know for a fact our students need these services NOW and I believe this should be a top priority for PCC. I've donated food in the past to the food drive bins in the cafe and I want to make sure my donation is actually serving our students.

Response:

#### **Pacer Feeds**

The Pacer Feeds program has three elements that we are growing:

- "Grab a Snack" is in Building E, the Learning Commons in Building H, the Transition Center in Building B, and Building K.
- "Forgot your Lunch" is in Buildings E and K.
- Pacer Pantry will be available after February 10 and offers boxes of supplies to take home. This may include meals and personal hygiene items. Box locations will be in Building E, the Learning Commons in Building H, and Building K.

New signage and an informational webpage will be available soon. In addition, there will be volunteer opportunities for students and employees to help fill boxes. Contact Tiffany Skouby or Don Miller for details. Interested in donating? Watch the monthly e-newsletter to see which supplies are in need!

### **Suggestion Box Comment 7 (1/13/23)**

We need better recycling options around campus - not just for students but for all staff as well. In fact, I always end up bring my recycling home to ensure it's actually getting done because the options at PCC are so limited/not convenient. I know I'm not the only person on campus who does this. Folks shouldn't have to bring their trash home... the college should just provide adequate recycling options. It's odd to have to address this in 2023... Let's make the change to encourage positive, responsible environmental behaviors for all of us!!

Response:

Recycling is available in Building A, Building D conference room, Building E – Student Development, and the lower level of the Learning Commons. At this time Caswell County does not have a location to take recycling like Person County does.

### **Suggestion Box Comment 6 (12/19/22)**

Throughout the Fall 2022 semester several students, parents, and community stakeholders have brought forth a number of questions and concerns regarding math offerings at Piedmont Community College (PCC). Some of the questions/concerns pertain to student success rates, interventions that are taking place to provide additional support for students, and what PCC is doing both inside and outside the classroom to ensure students are successful.

Response:

As we recognize the questions and concerns regarding PCC math offerings, the College would like to share some of the many actions that have and are taking place to address these concerns and to support math students. PCC has developed a 21-item action plan, a comprehensive list of the many strategies that have and will take place in the future to address our students' current challenges with math and some of the questions/concerns we have received this Fall. Some of the major items on the action plan include the following:

- Hiring an addition full-time math instructor
- Expanding face-to-face and online tutoring options for students
- Creating new spaces and opportunities for tutoring (i.e. Easy a Pie tutoring three days per week, which has a professional tutor along with several peer tutors to help students with math questions)
- Requiring Career and College Promise (CCP) students to attend tutoring in math if their grade falls below a "C" (70%) until their grade improves
- Increasing communication with high school stakeholders (i.e. parent meetings with PCC deans and CCP staff, sharing what improvements are being made and what resources are available, etc.)
- Holding a math summit where PCC math instructors and math instructors at the high schools can meet to discuss math curricula, challenges, and opportunities for collaboration
- Standardizing and restructuring course weights/assignments (so that students across all sections of a course have the same grading criteria)

- Developing and implementing diagnostic assessments with Person Early College for Innovation and Leadership (PECIL) and other CCP students (to better ascertain what skills have been mastered and what challenges may exist)
- Offering math boot camps in the summer of 2023 to help students prior to entering their math courses

These are some of the many strategies/initiatives that are happening in our math classes. For more information on the 21-item action plan, please contact Dr. David Townsend, Dean of University Transfer and General Education, and he would be happy to answer any additional questions you may have.

#### **Suggestion Box Comment 5 (11/18/22)**

This is in response to the web comments from last month. Webadvisor is still being referenced but it is no longer supported by the system office and can go offline at any given time.

#### **Response:**

Thank you for your comment.

As of fall 2021, PCC migrated from Web Advisor to Self-Service in response to the NC Community College System Office (NCCCS) notifications about Web Advisor's end-of-life status. The workflows that were available in Web Advisor for students and employees are fully functional in Self-Service.

Currently, Web Advisor has a feature that allows students to search for their student identification number, which is not available in Self-Service. PCC's IT department is currently working with NCCCS to find ways to add this search function to Self-Service. As soon as this occurs, Web Advisor will be removed from our website.

All employees and students should use Self-Service for their academic and employment needs.

#### **Suggestion Box Comment 4 (10/29/22)**

This question concerns contractual obligations of PCC employees, in particular faculty. While it is obviously the job of every PCC employee to represent the college at all times, there seems to be a real difference in expectations when it comes to recruitment and retention. Throughout the year, PCC takes part in many public events. Some of these include Personality, Hoedown, Open Houses at both campuses, Welcome Back Weekend, etc..... All are very good venues for "getting the word out" and being visible. However, it has become blatantly clear that required attendance at all these events has now fallen on a select few. Since all faculty contracts (appt letters) contain the same verbiage, why is this the case? Why are some faculty reminded that recruitment is part of their job, while others it is never mentioned? There seems to be a wide discrepancy in the application of expectations when it comes to official recruitment activities. Why?

#### **Response:**

Thank you for this question. All faculty understand that recruitment and engagement are important components of their job, and we ask them to help in various ways, including but not limited to:



- Communicate and re-engage students (current and former) via phone, text, email, and mail
- Assist with tutoring initiatives
- Attend special PCC events
- Recruit at high school events
- Participate in special community events

We have developed a new strategic enrollment management plan that drills down into each discipline. Dr. Buchanan began the discussion at recent faculty roundtables and individual deans will continue sharing and working on this plan with their team. There are clear strategies and activities outlined in detail within this plan and everyone has a part to play in our success as an institution.

While we want every faculty (and staff) member to play an important role in recruitment and retention, please keep in mind that outreach efforts may be slightly different from colleagues in other disciplines.

- In-person community events: PCC's Career & Technical programs have the potential to attract event goers – especially if they offer hands-on engagement! An example is the portable welding simulator. This is exciting for prospective students to experiment with and could trigger an interest in enrollment.
- Beyond community outreach: Many faculty members go above and beyond their regular office hours and spend extra time working one on one with students to ensure their success. This often translates into retention.

**New evaluation system:** Keep in mind that PCC's new evaluation system (section 2.1 of our Professional Development policy) notes that employees are "encouraged to collect a minimum of 10 professional development and/or community service points annually." Attending events for outreach will certainly be a way to ensure faculty (and staff) receive credit for these efforts. In addition, Theme 5 of the evaluation form outlines Professional Commitment and indicates the following:

The purpose of this theme is to ensure Faculty have the knowledge, skills, and abilities to effectively perform the duties of their roles and support the culture of PCC. Frequently participates in pedagogical activities that promote the vision and goals of PCC; attends and sometimes facilitates college functions, student meetings and scholastic activities; engages in professional development activities, conferences, and meetings internal and/or external to the college; fosters continuous learning through participation in professional development or relevant research on related activities; involvement in activities and memberships in organizations in and outside the college that advance and advocate for the college, its students, and the community.

Our overall goal is to ensure that all PCC employees work together and maintain a commitment to our College's growth.

### **Suggestion Box Comment 3 (9/20/22)**

The PCC website needs help. Students have a VERY hard time locating course information and staff spend a lot of time trying to walk students through the process. They should not have to click multiple pages to get to the Programs of Study and then have to scroll and search for the course they are searching for. It should be a simple easy click at the top of the main page. The search engine doesn't

work either. If the search engine would take students directly to the "course page" they are searching for, that would resolve issues as well. When you search, it pulls old information and old new releases. In addition, it would be helpful if all college faculty and staff knew their way around the website.

**Response:**

We are always looking for ways to improve our website and the information available to the public. If you have suggested solutions, please reach out to Sarah Barham or Beth Townsend – we love to get input and ideas! If this comment is referencing our specific courses/schedule, all curriculum courses are accessed through the student portal. Are you suggesting we have a link to <https://ss.piedmontcc.edu/Student/courses> on the website's main page/header

One Click Access:

Currently, visitors can access the program listing in one click by hovering over "Academics" and clicking "Programs of Study" from the dropdown menu. This page lists the 5 program areas and their individual programs. We have discussed grouping the curriculum and short-term training options in each program area section to provide better identification.

Based on a previous suggestion, we recently added "Academics Overview", also found under the "Academics" dropdown menu. When you click this option, images and links to "Programs of Study", "Workforce & Continuing Ed", "Online Learning", "High School Programs", and a couple of other areas we thought might be helpful, are displayed.

Search Improvement

We agree that the search feature should be more intuitive. We are working to improve the capabilities with our vendor and will provide updates as they are available. It is also our hope that PCC employees will use the website to learn more about the College as a whole. During convocation we offered both a web training and branding session. Unfortunately, we didn't have the best turnout. If you have suggestions on what we should focus on to help employees learn how to better use the website, please let us know.

**Suggestion Box Comment 2 (8/18/22)**

Several months ago an equity salary study identified the majority of employees that were under paid. During multiple town halls Dr. Senegal stated repeatedly that current budgets lacked the funds available to accommodate any adjustments for those grossly underpaid hard working employees. Recently, the board approved a \$10,000 raise for Dr. Senegal which she gladly accepted. This has occurred multiple years in a row. All while knowing her employees were struggling to make minimum proposed salaries. She was not identified in this study as needing an adjustment. Please explain your actions as the President and as the Board for treating your valued employees with such blatant disrespect.

**Response:**

The community college president serves a unique role for the institution that includes tremendous responsibilities and accountability. The state recognizes this and therefore allows for a separate process by which compensation is determined. As such, the president's salary and benefits are covered with a direct allocation from the state and is outside of the funding that is assigned for all other employee salaries.

Additionally, the board of trustees conducts an annual review of the president, which is not only required by the state board of community colleges but is also a best practice for any executive position. The evaluation included a number of key performance metrics, of which they determined she met or exceeded in all categories. Furthermore, the board recognized her performance and felt it was entirely appropriate to ensure that her salary was in line with other peer institutions.

It's important to note that there was a market adjustment a year BEFORE the salary and equity study that moved the PCC president from being the lowest paid president in her peer group. The Board decided to award a one-time bonus for service this past year, which is allowed in her three-year contract.

I encourage you to join us in our efforts to find new ways to strengthen the college to live out its mission to transform lives, strengthen community and inspire individuals to excellence.

It's what we focus on every day, and it makes the work more rewarding.

#### **Suggestion Box Comment 1 (8/9/22)**

The laptop giveaway was a huge success for the college and a big WIN for the students. Please keep doing such meaningful things for our students.

#### **Response:**

Thank you so much for taking the time to share your thoughts with us. As a result of a unanimous decision by PCC's Executive Council, our students received laptops this fall. Since the start of the pandemic access to reliable educational technology and other equipment has been a barrier for many students in our rural service areas.

Our senior leadership team strives to provide as many resources as possible to assist our students in achieving academic success and bridging the technology gap that so many in our community face. We were fortunate to receive additional federal funding that will allow us to continue providing laptops to students in the spring.