

PCC's Virtual Suggestion Box

Suggestions & Responses

2023-2024

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

Suggestion Box Comment 6 (8/16/23)

Housekeeping has to do a better job of cleaning our facilities. These first appearances formulate opinions for our customers. Classrooms, bathrooms and common areas are starting to look awful. Work orders are submitted, supervisors spoken to and still same results. Excuses are made about staffing level shortages or inability to keep employees. That honestly shouldn't matter. These facilities should be clean especially the first week of school. Vacuuming, mopping, collecting trash and cleaning surfaces should happen daily. When you observe the staff not working for most of the day, the excuse of staff levels is absurd. Please do a better job.

Response:

If have a specific housekeeping/custodial need you can submit a work ticket at <https://piedmontcc.gofmx.com/maintenance-requests/new>. If you have specific issues that go unresolved or issues that are urgent in nature, feel free to contact Ed Morrah or Larry Coleman.

Suggestion Box Comment 5 (8/7/23)

Human Resources needs to have a mailbox for staff and faculty to leave envelopes in when their exterior door is closed and locked.

Response:

In most cases the Human Resources Office remains open and accessible. However, there are some occasions where there might be a need for the door to be locked. Most recently the door has been closed but not locked due to construction noise. An exterior mailbox is not a viable solution due to the possibility of sensitive HR related information being contained in HR documents. As an alternate solution intra-office mail is available.

Suggestion Box Comment 4 (8/7/23)

1) refill the hand sanitizer stations throughout the campus and make sure they are working 2)remove the Covid info that are on the buildings and update the boards with current info

Response:

Our facility services team strives to make campus as clean and safe as possible for our employees and students. We monitor hand stations as part of cleaning process. However, if there is one or several hand

station locations that are not working I would encourage you to place a maintenance request at <https://piedmontcc.gofmx.com/maintenance-requests>.

Suggestion Box Comment 3 (7/12/23)

HR should be more proactive and send out a notice when there is a major change in the way things are done. The most recent was the change to part-time pay, June and July no longer paid at the end of June. Prior to that there was no notification about leave not showing on our paystub for two months during the transition to self-service.

Response:

The practice of paying part-time staff for June and July was a process that wasn't documented in our policies or internal procedures. Due to staffing changes the current staff was not aware of this practice. We are working with college leadership to determine the pay process for June and July of next year and will give employees better notification. The leave balances missing from paystubs was a state level issue and we were not aware of it until notified by the state. If you have any question related to pay stubs or other related HR issues you may submit a help-ticket at <https://piedmontcc.gofmx.com/human-resource-requests>.

Suggestion Box Comment 2 (7/11/23)

As of right now, it seems like the mini grant is only offered once a year, as far as applying for goes. It would be great if this was available to apply for every semester. I have many ideas and I am trying to keep notes for the next go around, but a year is a long time to wait.

Response:

Thank you for your suggestion. The foundation budgets a certain amount each year for mini-grants. If we award more often than once a year, those funds don't go as far. It is suggested that you approach your dean or director with your ideas to see if other funding is available. Many times we have seen mini grant proposals get funded through sources already available at the college. The college also contracts with a grant writer, who can look for opportunities to meet that need, as well.

Suggestion Box Comment 1 (7/10/23)

High Schools stop out lists; mailing targeting parents of students identifying as first gen; mailing targeting PECIL students' parents; survey PCC alumni that graduated with an Associates to see where they are in their career/education; showcase students and parent who graduated from PCC.

Response:

Thank you for your comments. We are currently in the process of expanding our target audiences. We have had great success with using mobile ads and digital marketing campaigns. This use of technology has increased our ability to reach more people in our service area than ever before, including high school stop outs, graduates, parents, and alumni. Student success stories are a great way to showcase our services and programs at the college. Be on the lookout for more stories this fall. Additionally, we

are adding part-time recruiters to our staff to maximize our traditional outreach efforts within Person and Caswell Counties.