



EDUCATIONAL MASTER PLAN 2011-2016

COMMUNITY LISTENING SESSIONS



The Educational Master Plan Oversight Task Force hosted several community and student listening sessions to solicit and document thoughts, ideas, and suggestions from students, community, and LBCC faculty and staff. The Superintendent-President, Office of Community Relations and Marketing, and the Office of Economic and Resource Development sent out invitations to community leaders and groups to attend the community forums. Students were invited through the efforts of Office of Community Relations, Office of Student Affairs, and the Associated Student Body.

The intent of the forums was to allow participants to offer input regarding their perceptions of and experiences with the college and to articulate the educational needs most important to them, rather than seek answers to specific questions predetermined by the college. Some structure was provided through the presentation of preliminary results from the community survey that was being administered at the time of the forums. Forum participants were encouraged to complete the survey. Paper copies of the survey in English, Spanish and Khmer were made available at each session, and participants were also given the url for the web-based survey.

Forums were held at both the Liberal Arts Campus (LAC) and the Pacific Coast Campus (PCC). Community forums were held on Monday, Sept. 27 at LAC and Wednesday, Sept. 29 at PCC. Student forums were held on Wednesday, Sept. 29 at PCC and Thursday, Sept. 30 at LAC. Although the forums were planned for the specific groups stated above, there was cross-attendance by community members, faculty, staff and students at most of the forums.

Community Forum, Monday, September 27th at LAC O Building, 5:30-7:00 pm – hosted by Trustee Tom Clark and Superintendent-President Eloy Oakley

This forum had very few participants. There were some community members present as well as a few faculty members. There were record-breaking temperatures set on this day which may have had an effect on participation from community members. Superintendent-President Eloy Oakley realized that the group was small and probed the audience in order to provide some discussion. Some discussion ensued but there were no suggestions or comments that were made directly about the Educational Master Plan.

Student Forum, Wednesday, September 29th at PCC FF101, 11:30-1:00 pm - hosted by Superintendent-President Eloy Oakley and Associate Vice President Byron Breland

Several groups participated in this discussion. Students were represented most at this session. Community members (alumni), faculty, and staff were also in attendance. Students at this forum were very vocal about what they believe is important to include in the Master Plan. Overall themes were as follows (the most common themes are stated first):

- Support services - Students expressed concerns over student support services being cut. Students stated that support services have helped them to improve their grades. Services

that students believe have been helpful to their academic success included tutoring, DLA's, workshops, EOPS, counseling, Transfer Center, DSPS, and Veterans Services. GAIN is another program that has been helpful but is not available at the LAC campus.

- Course offerings - Students do not want classes cut. More class offerings should be made specifically for ESL, online courses, transferable courses and trade courses.
- Work Experience - Work experience has been cut and that has negatively impacted students.
- Orientation – Students expressed a desire for some kind of student orientation that is required for incoming students to attend. Students stated they don't know where to go for some services. They also stated frustration with a lack of communication between offices (Admissions and Financial Aid).
- Faculty and staff - There were some mixed emotions expressed about faculty and staff. Some students stated that staff and faculty are very helpful and willing to stay after class to ensure student success. Other students complained that faculty and staff talk down to students.
- Food Services - Food offerings for the cafeteria are limited. There are not many healthy foods available. In addition to the lack of options, the cost has increased.

Community Forum, Wednesday, September 29th at PCC Dyer Hall, 5:30 to 7:00 pm – hosted by Trustee Roberto Uranga, Superintendent-President Eloy Oakley, and Associate Vice President Byron Breland

This forum had many members from the community as well as faculty, alumni, and a handful of students. The vast majority of participants were individuals from the Senior Center and the “Weed and Seed Leadership Program”. The themes that emerged from the input are as follows:

- Access to resources/respect/meeting needs of students - Several students, community members and faculty expressed concern for students (specifically at PCC). They stated that there is a lack of access to resources based upon the needs of the community. Students have difficulty obtaining assistance and this has led to students feeling discouraged. Orientation was suggested as one way to help students feel more empowered.
- Course offerings - Several courses have been cut. Cuts in classes are limiting students' ability to transfer, obtain certificates, and move into the workforce. ESL courses were specifically mentioned. Additionally, Human Services majors have left LBCC to go to other schools because work experience was cut, and students were unable to complete required hours for their program.
- Partnerships with the community - Senior community members as well as young adults that are active in Weed and Seed were very vocal about the need for LBCC to do outreach to several groups. Participants stated that LBUUSD, LBCC, and CSULB should make the College Promise a priority.
- Senior programs - Community members were very concerned that the college should be a place where all people of all ages, from children in the pre-school to senior citizens, have access to lifelong learning. LBCC should be a place where students are able to go to enrich their lives as well as obtain a quality of life.

Student Forum, Thursday, September 30th at LAC E Building, 12 to 2:00 pm – hosted by Superintendent-President Eloy Oakley and Dean of Student Affairs Sabrina Sanders

This forum was arranged for students to express their thoughts on what is important at LBCC. Pizza was provided for participants so there were many students that attended this session. While approximately 40 students drifted in and out of the forum, at any given time, there were at least 15 students who were consistently present. The themes of this session reflected the same themes that were brought up at the other sessions.

- Support Services and resources - Students like the resources in the success centers as well as the library, but felt a need for more computers or tables to work on. Cuts in DSPS, EOPS and Vet Programs have put several students at a disadvantage. A mentoring program would assist in students in meeting their goals. Books should be accessible online. Students believe that there should be more support staff available to help students.
- Course Offerings – Specifically, many students were not able to get into English classes.
- Partnerships with Community and local schools - Students would like a program to be set up with the city in order to help students obtain employment and work skills. Partnerships with universities should be fostered, specifically with CSULB.
- Communication and respect - There were several students that repeatedly stated that there is a lack of communication between the school and students. Students would like LBCC student email accounts. There also needs to be a more timely way to communicate with students (for example, notify students if a class is cancelled so they don't have to come to campus to find out; perhaps posting class cancelations on a webpage or using Twitter).

Summary

There are several themes that students, faculty, and the community believed were important. These themes included budget cuts, course offerings, student support services, access to assistance, a lack of respect for students from staff and faculty, communication from the district to students, the need for orientation, partnerships with several groups (elementary through 4-year institutions, City of Long Beach, Weed and Seed Program, and local agencies that foster employment for recent grads), shuttle, food selection, and senior programs. While all of these items were mentioned at all the forums, different emphasis was placed on different themes depending on the campus (LAC vs. PCC).

LAC vs. PCC

Students and community members at PCC were very vocal about community relationships and the importance of maintaining as well as building partnerships. Some of the partnerships that were emphasized were Weed and Seed, the Long Beach Promise, City of Long Beach, and green programs that will help create jobs. The community and students were excited about senior programs and lifelong learning. They believed that this should be one of the main goals at LBCC. Students expressed frustration with a lack of ability to obtain necessary courses, work experience being cut, student respect from faculty and staff, and cuts to student support services like EOPS, DSPS, and work study.

Students at LAC focused more on student support services, access to assistance, communication from the district, and budget cuts. Again, forums held at the LAC campus did have discussions on other themes, with the ones mentioned in this paragraph emphasized.