

CHANGE #	SEMESTER INFORMATION DISSEMINATED	"YOU SAID" POSTER	"WE RESPONDED" POSTER	OWNER & SURVEY	DATE SURVEY ADMINISTERED
1	Spring 2012	Students said more business tutors were needed.	Additional tutors were employed with business expertise.	Doug Fraley - ARC Student Satisfaction Survey	Spring 2010
2	Spring 2012	Students said additional information on book circulation was needed.	Circulation policies were listed on the library's website.	Cathy Branson - Student Learning & Assessment Survey	Fall 2009
3	Fall 2012	Easier access to library databases were needed from home.	Worked with IT to improve access and purchased chat software to assist students remotely.	Cathy Branson - Library Student Learning and Assessment Survey	Spring 2012
4	Fall 2012	The library needed a better selection of books.	Additional eBooks were purchased for new program areas.		Spring 2012
5	Fall 2012	Orientation is needed for all campus locations.	Online orientation is being created for all students & campus locations.	Beth Pennington - Student Orientation Satisfaction Survey	Spring 2012
6	Spring 2013	Insure the Ready to Work (RTW) job placement fits the participant.	RTW works closely with students to match job placement with personal interests.	Sandy Campbell - Ready to Work Student Satisfaction Survey	Spring 2012
7	Spring 2013	Financial aid for school is the greatest challenge.	The UCM implemented "Show Me the Money" workshops on how to research scholarship opportunities.	Deronda Mobelini - UCM Descriptive Stuent Survey	Fall 2012
8	Spring 2013	PRAXIS exam preparation was needed for admission to Teacher Education Programs.	The UCM conducteda PRAXIS Exam Workshop and will do more in the future, as needed.		Fall 2012

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9	Spring 2013	Conduct orientation on extended campus locations.	Online orientation has been developed for all students & campus locations.	Beth Pennington - Student Orientation Satisfaction Survey	Fall 2012
10	Spring 2013	I need help with financial planning.	HCTC 101 was implemented to help families plan for students' education.		Fall 2012
11	Spring 2013	More computers are needed in the libraries.	10 new computers were purchased and installed in the libraries.	Cathy Branson - Library Student Learning and Assessment Survey	Spring 2011
12	Spring 2013	A more user friendly library catalog is needed.	Library catalog was upgraded to include mobile access.		Spring 2011
13	Spring 2013	Advertise available Academic Resource Center (ARC) services.	Posters of available ARC services were placed around campus and in HCTC literature.	Doug Fraley - ARC Student Satisfaction Survey	Spring 2011
14	Spring 2013	Extended hours of operation are needed for the ARC.	Hours of operation were extended to 6:30pm four days a week and until 5:30pm on Fridays.		Spring 2011
15	Spring 2013	Additional tutors are needed for MAT 150.	Two additional MAT 150 tutors were hired.	Lonnie Morris - Student Support Services Participant Satisfaction Survey	Fall 2011