

**Learning Commons Student Advisory Board
Meeting Minutes – taken by: Megan Royce**

MEETING INFORMATION:

Meeting Date: 3/28/24

Location: Microsoft Teams

Participants:

Tonka Jokelova (CLDIOL, Academic Affairs)
Ben Matott (Help Desk, Information Services)
Anna Ching-Yu Wong (Library, Academic Affairs)
Melissa Manchester (Tutoring, Academic Affairs)
Leah Fitzgerald (Library, Academic Affairs)
Megan Royce (Tutoring, Academic Affairs)
Allan Cox (Learning Commons, Academic Affairs)
Madeline Derouchie (student, on campus)

Introductions and context: Students were asked to offer feedback relevant to the Learning Commons or to ask specific questions to the faculty/staff in attendance. This meeting was conducted asynchronously.

DISCUSSION:

Item 1: Do you find that the spaces in the Learning Commons meet your academic needs for both group and individual study? (Learning Commons' Building Services)

The student noted that they wished there were more quiet places and nooks to tuck away in around the building.

Action + item(s) and person (people) responsible:

+ None

Item 2: We offer many service points throughout the Learning Commons, including the lobby and upstairs. Are you able to easily locate all of the service points and resources in the Learning Commons? (Learning Commons' Building Services)

The student noted that "service point" was not a term they were familiar with, but once that term was explained they knew where all of the service points were in the building.

Action + item(s) and person (people) responsible:

+ None

Item 3: How comfortable are you approaching staff with questions, whether in person or virtual? What is your impression of the atmosphere? (Learning Commons' Building Services)

The student noted that while they are not comfortable approaching staff with questions virtually, the atmosphere of the Learning Commons in-person is welcoming, and they have always felt comfortable in the space.

Action + item(s) and person (people) responsible:

+ Leah & Megan (Learning Commons Outreach & Engagement Committee): Work with Building Leaders Group to coordinate a promotion for virtual services within the Learning Commons for Fall 2024.

Item 4: Thoughts about Brightspace? What has been working well in the platform? What challenges are there? (Center for Learning Design, Innovation, and Online Instruction)

The student noted that their personal experience with Brightspace has been fine. Some of the challenges that have occurred are due to instructors not using Brightspace for their courses in general, or the instructors that do use it are still unfamiliar with the overall workings of platform.

Action + item(s) and person (people) responsible:

+ Tonka (CLDIOI): How an instructor uses Brightspace is their personal preference and what works with their teaching style. CLDIOI continues to offer training sessions and resources that instructors can attend and peruse.

Item 5: During the semester, what about the Brightspace gradebook do you find stressful? Please do not provide any course-specific or instructor-specific information. (Center for Learning Design, Innovation, and Online Instruction)

The student noted that some of their instructors are not using the Brightspace gradebook feature, and therefore they have been stressed about how they are doing in their courses.

Action + item(s) and person (people) responsible:

+ Tonka (CLDIOI): The CLDIOI has created four professional development opportunities for instructors to address the gradebook issues since this meeting. The events were publicized on the campus level and all instructors were invited to join. We continue to raise awareness of the gradebook use in Brightspace among instructors.

Item 6: Have you received any support services from the Help Desk? If so, was this in-person or remote? What was your experience? (Information Services' Help Desk)

The student noted that they had received support services in person from the Help Desk and that the staff were always helpful.

Action + item(s) and person (people) responsible:

+ None

Item 7: Have you experienced any difficulty accessing software programs needed for your courses? (Information Services' Help Desk)

The student has not had any issues thus far with accessing software programs needed for their coursework.

Action + item(s) and person (people) responsible:

+ None

Item 8: When visiting the Learning Commons, are you using your personal laptop or a library laptop/computer? What has been your experience? (Information Services' Help Desk)

The student noted that they switch back and forth between their personal laptop and the library's laptop/computer. While they appreciate the convenience of the school laptops, they indicated that the keyboards are small and tend to hurt their hands when they type.

Action + item(s) and person (people) responsible:

+ None

Item 9: Have you used any printers on campus since we switched to our new system? If yes, how did you access the printer? Was the method you used easy to setup? Do you think this system is an improvement? (Information Services' Help Desk)

The student noted that they have used the new printers on campus and have accessed them through desktop computers. For this student, the setup process didn't work on their own and so they had to reach out to the Help Desk to set up Pharos printing. Although the new printers are neat, they didn't really feel that it was an improvement from the previous printing system. Instead, they felt that it was more difficult to help students with their printing issues from a student worker's perspective, especially if students needed to "print to PDF" to initiate their printing. The extra steps were not preferable in the new system.

Action + item(s) and person (people) responsible:

+ None

Item 10: How did you find out about the Library Textbook Program? (Library)

Since the student works within the Learning Commons, the student was familiar with the textbook program.

Action + item(s) and person (people) responsible:

+ None

Item 11: Are you familiar with interlibrary loan? (Library)

The student was familiar with interlibrary loan and wished they had an opportunity to use it more frequently than they do.

Action + item(s) and person (people) responsible:

+ None

Item 12: Did you know there is a live chat feature on the library website? (Library)

The student indicated that they were familiar with the live chat feature on the library website.

Action + item(s) and person (people) responsible:

+ None

Item 13: We advertise Tutoring Services in multiple ways, providing info via e-mail, our website, Brightspace announcements, classroom presentations and orientation events, posters in dorms and campus offices, and social media. Do you have suggestions for the most effective ways we can reach students? (Tutoring)

The student mention that one way that could be effective is to have instructors encouraging students to attend tutoring during class. Previously, an instructor suggested to them to visit Career Services, and had that not been suggested they likely wouldn't have gone there for assistance.

Action + item(s) and person (people) responsible:

+ Melissa (Tutoring): Continue outreach and coordination with faculty to promote services in classes, whether face-to-face, online, or flex.

Item 14: Are our resources, including tutoring and learning resources, available in the ways that you need? This includes online versus in-person availability and/or hours of availability. (Tutoring)

The student indicated that there was a need for increased engineering coverage both during the day and during late-night hours. Typically, engineering tutors are not available when they are and this has been a struggle since their first semester as a student.

Action + item(s) and person (people) responsible:

+ Melissa (Tutoring): Work with STEM Lab Coordinator to increase engineering coverage.

Item 15: We've noticed lower-than-average student traffic in the Learning Commons this semester. Do you have any thoughts on what factors might be influencing this trend? (Tutoring)

The student didn't have any insight into this trend in student traffic within the Learning Commons.

Action + item(s) and person (people) responsible:

+ None

Item 16: This year we have hosted a variety of workshops and events, including DIY doorhangers, virtual scavenger hunts and trivia, and macramé projects. Are there any workshops or events you'd like to see us host next year? (Learning Commons Engagement & Outreach Committee)

The student mentioned that they would really like to see book club return and noted that a staff member recently mentioned that other faculty and staff would be interested in addition to students as well. They also noted that while DnD looks cool, it feels scary to jump into and so they suggested partnering with the Gaming Club. Additionally, they would like to see sessions for beginners for Magic the Gathering as well as tournaments as a collaboration with the Gaming Club.

Action + item(s) and person (people) responsible:

+ Leah and Megan (Learning Commons Engagement & Outreach Committee): Discuss an outreach plan to the Gaming Club to explore collaboration options for next academic year. Investigate viable options to restart Book Club in the next academic year.

Item 17: All of our workshops and events have a virtual version unless it's something food-based like cookie decorating. Have you participated in these events and/or workshops virtually? If so, what was your experience? (Learning Commons Engagement & Outreach Committee)

The student noted that they have attempted to do the virtual scavenger hunt in the past but was not successful.

Action + item(s) and person (people) responsible:

+ Leah and Megan (Learning Commons Engagement & Outreach Committee): Discuss ways to improve the virtual scavenger hunts to increase visibility and relay the directions more clearly.

Item 18: What kind of virtual events would you like to see the Learning Commons host next year? (Learning Commons Engagement & Outreach Committee)

The student doesn't have any suggestions for virtual events at the Learning Commons.

Action + item(s) and person (people) responsible:

+ None

Item 19: Are there any events that you see happening on campus that aren't available online, either from us or from other areas on campus, that you're interested in being hosted online? (Learning Commons Engagement & Outreach Committee)

The student indicated that they did not have any events in mind.

Action + item(s) and person (people) responsible:

+ None