

STANDARD THREE: STUDENTS

Element 3.D - Student Services

The institution recruits and admits students qualified to complete its programs. It fosters a supportive learning environment and provides services to support students' achievement of their educational goals.

Indicator: Health Care

3.D.12 Professional health care, including psychological health and relevant health education, is readily available to residential students and to other students, as appropriate.

Detailed Findings

Narrative summary of progress – or not – since last report

The 1995 Interim Report indicated that, although TMCC does not provide health services to its students, this care can be received from the University of Nevada, Reno, Student Health Clinic. Having paid for the Clinic entitles students to optional major medical health insurance for additional fees. Psychological health and health education were not addressed as specific aspects of services, but both are included at the Clinic.

Also at that time, it was mentioned that a First Responder system existed for emergency medical support. This system is currently not in operation and is in a state of revision.

Current Status: The Catalog (*p. 20*), Schedule (*p. 104*), and Student Handbook (*p. 19*) all reference the health center and health insurance. All students who have registered and paid for one or more academic credits (excluding community services credits) are eligible for medical care at the center for a current fee of \$72 a semester and a \$5 co-pay for each visit. If registered for six or more academic credits, a student may elect to purchase supplemental insurance for self, spouse and/or dependents. International students are required to purchase the health services provided at the clinic and the supplemental insurance. A pharmacy is connected to the clinic for purchasing low-cost prescriptions.

Brief, short-term psychological health care for problem-solving of life issues is available at TMCC through appointments with Counselors. For issues that go beyond the scope of practice of the counselors, and for those who need more in-depth assistance, students are referred to the UNR Student Health Clinic, the UNR Psychology Department Clinic, or the UNR Counseling and Educational Psychology Clinic. Referrals are also made to practitioners in the community.

Additionally, help regarding alcohol and/or drug usage is provided through information and referral services to Reno/Sparks mental health professionals. These services vary with the community provider and can include prevention, crisis intervention, assessments/evaluations, support groups, and referrals.

For students with disabilities, the DRC does not do in-depth mental health counseling or diagnosis. However, if the need arises, the student is referred back to the therapist listed in their documentation. To raise awareness among the college and university community, plans are underway to highlight October as "Disability Month" each year. A collaborative effort is being made between UNR and TMCC to alternate years in sponsoring this event which will consist of guest speakers and films.

In the past years, TMCC has sponsored several Wellness Fairs on the Dandini Campus for the college community. Booths of various health providers from the community were available for demonstrations and consultation about their services or products. TMCC's Health Science Departments also participated in the fair by giving their program students volunteer opportunities to interact with the public through activities such as reading vital signs, educating about dental care, mammograms, etc. TMCC has also collaborated with the Northern Nevada Medical Center every January to sponsor a Community Wellness Day. The Dental Hygiene program provides a laboratory experience for their students in a clinic atmosphere which offers low-cost services to students, faculty, staff, and the public; referrals are made to community dentists for problems beyond the scope of the clinic. The Massage Therapy program also has a laboratory experience for their students by offering massages for low-cost to students, faculty, the staff and the public. In **January 2001??** an exercise track known as the PAR Course was installed around the perimeter of the Dandini campus. The Fitness Center opened August 30, 2004.

The TMCC Safety Officer and Chief of Police are working on redesigning and implementing (**date expected___ ???**) a plan for the former First Responder system which is currently not in operation. It is hoped to be able to employ the use of students from TMCC's EMT and Paramedic classes for some part of this new program.

Detailed Analysis

Strengths

- 1) The College is able to provide low-cost health care services in the UNR Student Health Clinic to its students who are enrolled in one or more credits per semester. The Clinic provides a variety of services for a \$5 visit and has a pharmacy located on the premises.
- 2) For students who purchase Clinic services, they are eligible to purchase supplemental health insurance for themselves, their spouse and/or dependents if they are enrolled in six or more credits per semester.
- 3) There is a brand new fitness center with a full-time coordinator who is creating special exercise plans for disabled students. The majority of physical education classes can now be offered on campus rather than in various facilities throughout the community.
- 4) With the restructuring of the Department of Counseling, Advisement, and Career Services, counselors now have more time to devote to personal counseling issues rather than to academic advisement, of which, the majority of this service has been transferred to the Academic Advisors and Peer Advisors.

Weaknesses

- 1) Based on the increase in numbers of students and the sign of the times with people having stress and other situations causing mental health problems, there is a greater need for counselors to have in-service training to recognize and deal with the variety and complexity of these issues.
- 2) In addition to the issue presented in number one above, it is recommended that a position for a full-time licensed mental health practitioner be funded to deal directly with those student problems beyond the scope of the counselors, especially in times of student crisis. Faculty and other staff would welcome this addition so they have an appropriate person who can be referred to when they have a student experiencing a crisis or highly emotional situation.

Recommendations

Areas of strengths to be commended

Measures to address weaknesses

- 1) A crisis center and licensed therapist to handle these situations.

Timeline for implementation

STANDARD THREE: STUDENTS

Element 3.D - Student Services

The institution recruits and admits students qualified to complete its programs. It fosters a supportive learning environment and provides services to support students' achievement of their educational goals.

Indicator: *Housing*

3.D.13 Student housing, if provided, is designed and operated to enhance the learning environment. It meets recognized standards of health and safety; it is competently staffed.

Detailed Findings

Narrative summary of progress – or not – since last report

Both the 1995 Regular and Interim Reports recognize that TMCC, like most community colleges, does not provide housing for its students. They mention that the Reno-Sparks community has many / adequate apartments. However with the intense growth in this area in the past ten years, and based on interviews with staff who encounter students needing affordable housing (such as single parents) affordable housing is very difficult.

The reports also state that students taking 12 credits or more may apply to live in the dormitories at the University of Nevada, Reno. According to the Director of the UNR Residential Hall, this is no longer true.

Further, it mentions that ASTM can assist students to find housing. Based on interviews with various people, this seems to have been an inaccurate statement. No one remembers this service ever being provided. Assisting students to find housing is not an official function of the ASTM.

Current Status: The Catalog (p 9) briefly addresses the housing issue by encouraging students to make arrangements at their earliest convenience since the College does not own, operate or maintain listings of approved facilities. The Director of UNR Residential Hall stated that “effective Fall 2000, with the influx of millennium scholars, UNR was no longer able to accommodate TMCC students unless they are enrolled in a minimum of 12 UNR credits, as well. They require the 12 UNR credits to assign students (although there are some exceptions each year). When a student drops below 12 UNR credits (for example taking 6 credits at UNR and 6 at TMCC), they complete a form for approval as a part-time student.”

The only assistance that is offered to the general student population is the posting of approved notices, from PPIO, on various bulletin boards around campus. Students can advertise for roommates and rooms or houses for rent.

International students taking TMCC classes in the summer can use UNR residential halls under a special program as long as they are taking UNR classes as well. Otherwise, they are given a variety of referrals to: UNR website housing link where housing apartments close to the university are listed with phone number, addresses and general cost; and a handout of websites of local community listings (such as the Reno/Sparks Apartment Guide, etc.).

The Re-Entry Center provides information to its special population clientele about subsidized housing, emergency shelters, temporary rent assistance, and support for payment of utilities or obtaining low-cost utility service. Veterans Upward Bound gives referrals to other community agencies for assistance when a veteran indicates a need. It is part of an individual educational plan which identifies barriers and needs, as well as VUB sponsoring a workshop about community resources so that the ets are aware of what is available. [what about SOS....????]

Detailed Analysis

Strengths

No strengths were identified at this time.

Weaknesses

- 1) In researching information about services to assist students in locating housing, no one knew what was being done, if anything.
- 2) There is no centralized, formal system or anything in print to assist students with affordable housing.
- 3) Unable to determine how the previous report determined that there was “adequate” apartments in the Reno/ Sparks community. Unclear as to what “adequate” means...compared to what?

Recommendations

Areas of strengths to be commended

Measures to address weaknesses

- 1) Include copies of apartment guides at central locations around the campus and satellite locations.
- 2) Provide a centralized location for housing information.
- 3) Link Reno-sparks housing websites to TMCC home page.

Timeline for implementation

STANDARD THREE: STUDENTS

Element 3.D - Student Services

The institution recruits and admits students qualified to complete its programs. It fosters a supportive learning environment and provides services to support students' achievement of their educational goals.

Indicator: *Food Services*

3.D.14 Appropriate food services are provided for both resident and nonresident students. These services are supervised by professionally trained food service staff and meet recognized nutritional and mandated health and safety standards.

Detailed Findings

Narrative summary of progress – or not – since last report

- Both the 1995 Regular and Interim Report addressed the following;
- Marriott Management Services Corporation managed and operated food services for a five-year period to expire 6/98 but renewable; since then the cafeteria has changed hands several times, but is currently under contract with Chartwells .
 - Marriott paid the College a commission + or > than 5.5% of net or min of \$20,000 yr; [no data available at this time on this point ?????]
 - Cafeteria was located in Red Mountain Bldg 215; now it is located in Room 222, the new wing of the building which is the student services center.
 - A Food Services Committee existed and conducted a survey in May, 1994 with an outcome that was low in responses with 20% highly dissatisfied and concern was expressed for quality, variety, quantity, and limited service hours; however a survey was conducted in April, 2003 and results discussed further along in this report.
 - In summer, 1994, \$120,000 improvements made in serving area, but this amount of funds exceeded the income received.

Current Status: It should be noted that construction of the new student services building prevented the College from offering a permanent food service areas for al long period of time. The College made concerted efforts to continue to provide basic food services during this transitional time. The only published information on food services was found in the Catalog (p) and stated that vending machines are available in each building. However, there are and have been various types of food services offered to the college community. Vending machines are in all buildings, the cafeteria will be relocated to the new student services center in the Red Mountain building in Fall '04, a laboratory classroom called The Golden Frog operated by the culinary students of TMCC, also relocated to the center, and a coffee bar in the Sierra lobby. A Food Services Committee still exists.

Vending

Vending machine services started in August, 1999. Currently the machines are located at the Dandini campus and the satellite sites of Meadowood Center and Edison. The locations are as follows: Red Mountain building – all floors, Sierra building – 1st and 2nd floors, Vista building 1st and 2nd floors, Edison Center 1st floor, Meadowood Center 1st floor. The largest quantity and selection is located in the student center and Sierra lobbies. TMCC owns and operates all vending services except for the Pepsi machines.

These are on loan with obligations to buy Pepsi products. All vending areas offer a wide selection of choices such as juice, soft drinks, coffee, snacks, and meal items. All machines are checked and filled one to three times daily. Gross sales are approximately \$250, 000 annually.

Cafeteria

In 1995, the Marriott was running the cafeteria on an independent contract. TMCC received commission from them and the funds were placed in a discretionary account (talk to Earl Aulston or Steve Salabar for more info). Once the contract expired, it became a state-run operation called The *Red Mountain Café* under the direction of a state employee. When it became evident that it was not cost-effective for the state to operate it; the employee contracted to manage it independently under the name *Creative Cuisine*. This venture also proved not to be cost-effective for him or the College, so he resigned. It was then run internally under the name of *TMCC Café*, run by TMCC Central Services until its closure in May, 2003 while waiting to be relocated to the new student services center whose construction began that summer.

The cafeteria is now located in the new wing of the Red Mountain Building, room 222 and scheduled to open in October 2004. Chartwells, a division of the Compass Group was contracted to operate it, beginning August 1, 2004. Details of the contract are still in negotiations, but they have a definite five-year contract with an option of five, one-year renewals. The new cafeteria is 4500 sq. ft. with _____ sq ft for food prep (compared to the previous 5,120 sq ft which included 1,887 sq ft for the annex eating area, 928 sq ft for the cashier area, and 2,305 sq ft for the food prep areas). The hours of operation are Monday through Thursday 7:30am to 7:00pm, Friday 7:30am to 2pm, closed on the weekend.

Currently, there is a temporary food service set up in front of the cafeteria location. It offers two to four hot selections daily as well as sandwiches, wraps, and salads. Once the permanent location opens it will offer a full range of choices. There will be five menu meal choices (combos) for \$5.00, a breakfast bar, a full salad bar, one to two choices of soup daily, pre-made choices to grab quickly, and a full submarine sandwich shop. Tax will be charged (previously not charged due to it being state-run) and reflected in the price listed on the signs/menus. The name of the café will be selected in a campus contest open to all students, staff, and faculty. The details of the contest are in the planning stages.

Chartwells has a full catering service for campus events and they have the right of first refusal for catering at these events. Any student-sponsored event is exempt. The guidelines are still in the process of being worked out for this section of the contract.

They also run the coffee cart which is located in the Sierra lobby. It offers a full service coffee bar, sandwiches, wraps, salads, pastries, and a smoothies. Discussions are underway regarding serving the soup- of-the-day at the coffee cart as well. The hours of operation are 7:30am to 2pm Monday through Friday.

The Golden Frog

The Golden Frog is the name of the laboratory classroom for the Culinary Arts Program. The lab gives the students the opportunity to create a restaurant atmosphere and offer the food which is made by the students to the public. The Frog serves various types of meals to students, staff, and faculty.

Reservations are required, which the director of the program accepts a week ahead. It is non-profit but the program does ask for a \$5 donation to cover their costs. It is advertised to students through an easel board placed in front of the entrance to the room. The selections of food depend on what class is being offered in the given semester. It will be open once or twice a week, but plans are being discussed to increase the frequency.

Detailed Analysis

Strengths

- 1) While the new Student Services Center was under construction and there was no cafeteria available, TMCC tried to maintain alternative food services using portable outside vendors.
- 2) The College's food services offer multiple choices at affordable prices for students.
- 3) Survey of cafeteria customer opinions revealed???

Weaknesses

- 1) The transition from the old cafeteria to the new one created challenges for the provision of adequate food services while construction carried on. This caused some disruption across the campus (ex: Vista B206, normally a frequently-requested meeting/events room, was unavailable for this purpose when it was used as a temporary lunchroom).
- 2) Due to the remoteness and relatively small size of the Dandini campus, vendors were reluctant to commit to providing food services here.
- 3) There are vending machines available in the other College sites, but no extensive food service. Students must rely on the restaurants in the area for accessibility and affordability.
- 4) Need to provide more advertisement to the students.

Recommendations

Areas of strengths to be commended

- 1) The new cafeteria, in a visible and accessible location, offers a variety of healthy choices, including salads, soups, and pasta entrees.
- 2) The Golden Frog is able to offer a different kind of dining experience for its customers with great food at very affordable prices, while providing the culinary arts students a venue for practical application of their learning.

Measures to address weaknesses

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Timeline for implementation

STANDARD THREE: STUDENTS

Element 3.D - Student Services

The institution recruits and admits students qualified to complete its programs. It fosters a supportive learning environment and provides services to support students' achievement of their educational goals.

Indicator: Co-Curricular Programs: Personal Development

3.D.15 Co-curricular activities and programs are offered that foster the intellectual and personal development of students consistent with the institution's mission. The institution adheres the spirit and intent of equal opportunity for participation. It ensures that appropriate services and facilities are accessible to students in its programs. Co-curricular activities and programs include adaptation for traditionally under-represented students, such as physically disabled, older, evening, part-time, commuter, and, where applicable, those at off-campus sites.

Detailed Findings

Narrative summary of progress – or not – since last report

The 1995 Regular & Interim Report alluded to the personal development of the student body in one section dealing with Student government, Extracurricular Activities. The current self-study requests information on this topic, but divides into two separate indicators. Student governance is covered in detail in 3.D.16. Within the ASTM defined purposes, two are most significant with regard to this indicator:

- Assists in coordinating and directing student activities.
- Coordinates the activities of officially constituted student organizations.

The category of Alumni Relations was mentioned in both of the previous reports and, at that time, the College maintained contact with former students but lacked a formal program, with efforts to establish a program resulting in little interest. There was also no process for updating and maintaining files in order to collect data on accomplishments of alumni. Although it was an area of interest, it did not seem to have a high priority. There has been significant progress made in this area and is addressed below under Current Status.

Current Status: Many programs and events within the College can be considered activities that foster intellectual and personal development of students with opportunities for equal participation and access. To accurately address this indicator, it might be helpful to differentiate, if possible, between personal development and recreation (which is covered in Indicator 3.D.16). There are different places in the Catalog which mention various activities that could be included under the topic of personal development as listed below:

Phi Theta Kappa (PTK): The Alpha Pi Gamma Chapter of this International Honor Society was established in 1989. It recognizes and encourages scholarship among associate degree students and extends invitation for membership to those who have completed at least 12 hours of course work, (listed in 1995 report as need to be full-time enrolled students; check in this???) above the 100-level, and have a

minimum GPA of 3.5. TMCC's chapter was named a "4 Star Chapter" during the Nevada/California Regional Convention.

Honors classes: for students who wish to pursue customized courses of study which incorporates the experience of one-on-one mentoring in academic classes where the students will be instructed at a conceptual/theoretical level that is beyond the scope of typical courses at TMCC.

Art Galleries: There are a variety of locations where exhibitions of works from the faculty, students, and artists from the national art community are provided. The open areas are the Red Mountain Gallery, Photo Lounge, Atrium Gallery, Sturm Library Gallery. The most recent addition is in a prominent place within the student services center; it is a closed room in which sculpture and other more portable artworks can be secured.

Theater: Plays and readings are held in the new Redfield Performing Arts Center. Theater services are provided to UNR's Elder College.

Music: Performances are offered by the Jazz Band, Wind Ensemble, Symphonic Choir, and Orchestra in the RPAC, as well as within the community. There is an annual collaborative effort sponsored by the Reno Philharmonic which includes TMCC, UNR and Lake Tahoe Chorale, and gives the students an opportunity to participate on a professional level and perform at the Pioneer Theater and Caesar's Hotel in Tahoe.

Dance: Recitals and performances demonstrate proficiencies at various local events.

WDCE: Offers many short-term offerings of workshops and classes for leisure pursuits and personal growth.

College Guest Speakers: various organizations and faculty sponsor individuals to present a wide variety of topics.

Clubs & Organizations: there are _____ groups officially recognized by ASTM and represents the various cultural and ethnic groups on campus, as well as the specific areas of interest

TMCC Student Ambassadors: Selected students who are committed to serving as an emissary for the College to new students and College visitors.

MeadoW: literary journal sponsors a reading and ASTM sponsors a contest for the best submissions in all the various categories

Multicultural Festival: A very popular and annual Multicultural incorporates the various local cultural to provide music, dancing, exhibits, fashion, and food representing all the groups; has increased in size over the past years. (what date did it start and what has attendance been over years???)

]Not sure if Alumni Relations should be included in this indicator, but didn't know where else to address it. ?????]

The Alumni Council runs the TMCC Alumni Association under the Foundation Office and without a faculty advisor. The Association has a presence on the website. Anyone who has taken classes at TMCC is eligible to join; you don't have to be a graduate. The Association currently has approximately 850 members. About 20 benefits are listed and some provide discounts to various vendors and new ones are

constantly being added. In addition to these, there is an e-newsletter, lifetime access to some of TMCC services, and eligibility for nominations for TMCC alumni-of-the-year and receive recognition at the graduation ceremony. The website points out that alumnus are a valuable resource to the College and current TMCC students and encourages alumni to submit success stories for the e-newsletter.

Co-curricular stuff adapts for traditionally under-represented students, i.e. ??????????????

Physically disabled: the new fitness center does custom-designed programs and adaptive strategies for use of the equipment.

Older (than what age)

Evening

Part-time

Commuter

Detailed Analysis

Strengths

- 1) Variety of programs and services to college and local community.
- 2) Redfield Performing Arts Center opened Sept '03 and features a more accessible location.
- 3) TMCC's PTK chapter received a "4 Star Chapter" award.
- 4) Significant increase in the number of locations for and variety of art exhibits.

Weaknesses

- 1) Alumni Association in need of support for recruitment of members from the instructional faculty.

Recommendations

Areas of strengths to be commended

- 1) The opening of the Redfield Performing Arts Center.
- 2) The receipt of the award by PTK.
- 3) Increase in number of art galleries on campus.

Measures to address weaknesses

- 1) Obtain a faculty advisor for the Alumni Association to serve as liaison to faculty senate and encourage other faculty to recognize the Association's benefits and need for support in membership recruitment efforts.

Timeline for implementation

STANDARD THREE: STUDENTS

Element 3.D - Student Services

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Indicator: *Co-Curricular Programs: Student Government*

3.D.16 The co-curricular program includes policies and procedures that determine the relationship of the institution with its student activities; identifying the needs, evaluating the effectiveness, and providing appropriate governance of the program are joint responsibilities of students and the institution.

Detailed Findings

Narrative summary of progress – or not – since last report

The 1995 Regular & Interim Report discussed Student Government and Extracurricular Activities as one entity; however, they are not and they are divided into two separate topics in the current self-study. Co-curricular programs regarding *personal development (i.e., extracurricular activities)* of the student body is covered under Indicator 3.D.15. Issues presented in these reports cited the following:

- ASTM operated with a clearly-defined purpose and listed their functions; all students enrolled at the College are ASTM members.
- Student body was represented by a total of 12 elected positions, three officers and nine senators.
- The office was located adjacent to the atrium in the middle of the Red Mountain Building. It had adequate space and budget.
- Student leaders indicated feelings of being disenfranchised, being “left out of the communication loop” which was considered a part of not having an advisor.
- Did not have a permanent, full-time advisor and it was strongly suggested that the College address this staffing need.

Current Status: Information regarding ASTM was found in the Catalog (p), Schedule (p), Student Handbook (p 7) and on the website. The budget is funded with 50 cents for every credit hour taken by students. Current budget in Fall '04 is \$136,363 and was \$191,459 in Fall '03 but the extra was allotted to furnish the new facility. Their new space in the student services center consists of 2715 square feet (an increase from the previous _____ square feet). There are annual elections that include a total of 13 representatives now, consisting of four executive officers and nine senators.

The activities committee of ASTM provides a variety of events such as the annual Welcome Back Barbeque, Halloween events, a winter gathering, and a Spring Fling. Additionally, they have sponsored community service activities, such as blood drives, food drive for Re-Entry Center clients, and holiday food baskets to needy students. Although all student clubs and organizations are separate entities from the student government, each needs to be recognized by ASTM in order to be considered official.

There is an advisor, a Program Specialist, who splits the job between ASTM and New Student Orientation.

Detailed Analysis

Strengths

- 1) Budget appears to be significant (compared to ???; other community colleges).
- 2) New student services center allotted a tremendous amount of space, with offices and a conference room for the governing body of the ASTM.
- 3) Need to check to see what the current feeling is among ASTM population regarding sense of belonging and connectedness vs the stated disenfranchisement of the 1995 report...has this improved???

Weaknesses

- 1) Published information identifying ASTM is unclear the way it is stated in several places: i.e., ASTM as a “governing body” or a “student body”; they are not separate but can be misread that way.
- 2) Evening students do not have access to ASTM lounge after 5 p.m.
- 3) It is not well-publicized to the general student body that they have access to the use of the ASTM lounge.

Recommendations

Areas of strengths to be commended

- 1) Arrange and participate in variety of free activities for students in addition to sponsoring blood drives and food drives.

Measures to address weaknesses

- 1) Have business faculty assist ASTM governing body in marketing and promoting the organization and the services.

Timeline for implementation

STANDARD THREE: STUDENTS

Element 3.D - Student Services

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Indicator: *Student Recreation*

3.D.17 If appropriate to its mission and goals, the institution provides adequate opportunities and facilities for student recreational and athletic needs apart from intercollegiate athletics

Detailed Findings

Narrative summary of progress – or not – since last report

Both the 1995 Regular and Interim Report state UCCSN “considers athletic activities inappropriate for community colleges in Nevada.” Although it is still considered inappropriate by UCCSN to establish collegiate or intramural sports programs, progress in the area of student recreational and athletic needs has been made since the last report in several ways as discussed under Current Status.

Current Status: In the Fall of 2004, the new V. James Eardley Student Service Center opened. It contains a _____ sq ft fitness center available to the student for a \$45 fee per semester. The center has a full-time Coordinator, contains _____ number of pieces of equipment and ??? programs.; and has a home page on the website.

The various TMCC Clubs and Organizations also hold social and recreational activities for their members. The former Community Services Division, now a part of the WDCE still offers classes for leisure, recreation, hobbies, art and music for the public. Students can take a class almost any month of the year in subjects that last two hours, a weekend, a month, or all semester. They are also a partner in wellness with the Northern Nevada Medical Center and offer classes in touring in collaboration with REI Company. The Art, Dance, Music, and Theater sections of TMCC also offer events and exhibits to meet recreational needs. A very popular Multicultural Festival inviting collaboration among the various local cultural groups is held annually. It features music, dancing, exhibits, fashion, and food representing all the groups and has increased in size over the past years. (what date did it start and what has attendance been over years???)

The Catalog (p 20) and Class Schedule (p. 104) inform students that they are eligible for University of Nevada , Reno activities. With a TMCC student ID card, an activities pass can be purchased for a current \$10/semester fee and entitles the TMCC student to participate at the same rate as UNR students except for athletic events. Also, students registered for seven or more credits can use the gym at the Lombardi Recreation Building at UNR for a current \$60/semester fee.

Detailed Analysis

Strengths

- 1) There are many and varied recreational opportunities for students.

- 2) Kudos for acquiring, renovating, and opening the Redfield Performing Arts Center which houses classes in theater, music, and dance as well as providing ample, yet intimate space for performances. Parking is adequate and location is more accessible to the community.
- 3) Kudos for the construction, furnishing, and funding of the position for a coordinator for the new fitness center.
- 4) Continued offerings of an activities pass for a nominal fee for participation at UNR events.

Weaknesses

- 1) Confusion among this task force on the distinction made in the wording of this indicator as compared to the wording in indicator 3.D.15., i.e., “recreation vs personal development.”
- 2) With all the numerous and varied activities and events available, information desk staff lament the lack of being informed in order to adequately answer questions from the public.

Recommendations

Areas of strengths to be commended

- 1) The acquisition of a performing arts facility in an easily accessible location.
- 2) The provision of a fitness center in the hub of activity at the new student services facility.

Measures to address weaknesses

- 1) Efficient mechanism by the initiator or sponsor of an event/activity to be responsible for submission of critical information well in advance of the offering so staff can provide accurate responses to callers.

Timeline for implementation

STANDARD 3: STUDENTS

Element 3.D - Student Services

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Indicator: *Bookstore*

3.D.18 If the institution operates a bookstore, it supports the educational program and contributes to the intellectual climate of the campus community. Students, faculty, and staff have the opportunity to participate in the development and monitoring of bookstore policies and procedures.

Detailed Findings

Narrative summary of progress – or not – since last report

Today's bookstore has undergone many changes since the 1995 Regular Report and is far superior than it was in 1985. TMCC signed a contract with Barnes and Noble Bookstore in 1990 to operate the campus bookstore for five years, with an optional three-year extension. Their staff consisted of a manager, assistant manager, and clerks. The bookstore was located "on the third floor of the Dandini Campus Facility (Red Mountain Building) and occupied 2,300 square feet. Satellite bookstores were also operated at the Old Town Mall and Incline Village locations. The College received a rebate on sales.

The Report's appraisal cited the following concerns: students unsure of bookstore location; cost of some textbooks sometimes more than tuition so markups should be analyzed; faculty should reduce required textbooks or make some recommended; dilemma of textbooks not available the first week of classes; and some students still not aware of the refund policy.

Prior to its re-location, the bookstore's shipping and receiving area were on the first floor, overstock of books for rush was stored in rooms on the fourth floor, while the bookstore itself was on the third floor in _____ sq feet. It was too small.

Current Status: The current contract is with Follett Higher Education Group (FHEG), who supplies three staff: a manager, text manager, and a shipping/receiving manager. There are 12 TMCC staff members who are all students: an assistant manager, two in the text section and nine in the sales area. At rush, an additional 25 students are hired on a temporary basis. *Acumen* is the title of a Follett newsletter for the faculty with the intent of providing information to support the academic and personal growth of the mutual customer, the student.

The bookstore moved into its new 5735 square foot space on October 4, 2004 on the first floor near the lobby entrance to the newly-constructed V. James Eardley Student Services Center. _____ sq feet is dedicated to shipping and receiving and _____ sq ft for student services in the store itself.

There is a Bookstore Advisory Committee which consists of 13 members with the following representations: FHEG staff, administration, faculty, staff, and a student. Some of the agenda items covered at these meetings are: book expenses, buy backs and student perceptions; book orders and late orders, changed orders, and why instructors' request for packages or one-time use of web CT & CD's, impact on students; reading level of textbooks, and customer survey. It appears an ongoing difficulty is the book ordering process. For the Fall '04 semester, there were 58 changes after books went on sale and this effected approximately 350 sections of classes. Also, 9 books orders changed for the first three weeks of classes and effected 1197 students.

TMCC has policies and procedures for offering refunds and exchanges. The Fall '04 Schedule informs students that they are required to show sales receipt on merchandise which must be in "like-new" purchase condition with plastic wrap unopened (where applicable). Web CT's that require an access code and cd's are in most cases not returnable if opened. The last day for a full refund is one week after the start of class; after that the individual has two business days from date of purchase to return the item. Students received \$280,897 last calendar year in buybacks.

The Schedule of Classes informs the student that the cost of books is not included in class fees and publishes hours and dates of service. The book list is online for easy access and reference by students. A Sept 28, 2004 customer service survey of 821 clientele (815 students and 6 faculty) indicated a high and nearly high rating in the four main categories:

- *Staff Service*: warmth, speed, knowledge, resolutions
- *Textbooks*: availability, used books, buybacks, communication
- *Other Products*: supplies, ref books, clothes, computer items, candy, sundries
- *Shopping Ease*: locating items, hrs of operation, friendly returns, comfort of store

However, the lowest ratings were revealed under "*Textbooks*", specifically "textbook availability when you need them," and "availability of used textbooks." (see tallied survey in Exhibit ____??)
(Cite past surveys, if available, for comparison)

Detailed Analysis

Strengths

- 1) Able to provide quality customer service to the students and faculty of TMCC and represents itself as part of the College and not a separate entity.
- 2) Employs about 50 students per calendar year.
- 3) Operates a website for those wishing to purchase books online and have them shipped to home or picked up at the store. Site also sells over 6,000 titles available at discounts up to 85%.
- 4) Faculty can place their book orders on this website and retrieve information about a book.
- 5) Successfully holds buyback year round, but paying up to 50% during finals week if the book has been requested for the next semester.

Weaknesses

- 1) No control if an instructor wants to change a book, even if it is the first day of class and students already purchase books they thought would be used for class.
- 2) Will run out of books if a section has been added and the bookstore was not informed.
- 3) Student Perspective: low buyback prices do not match students' perception of value of book especially contrasted with the purchase price.
- 4) Faculty Perspective: when a section has been added long after the book orders placed have been delivered, the process of acquiring an instructor and obtaining the appropriate book/s puts a hardship on faculty, students, and the bookstore staff. Need to explore a system which can expedite the tasks of all concerned in an agreed upon timely manner.
- 5) The angst with which the issues of books is discussed by all concerned indicates a need for education of the process, what works, and the pitfalls which could help all understand the issues.

Recommendations

Areas of strengths to be commended

- 1) Successfully operating a bookstore that was "spaced challenged" and having staff who work well with the College to insure students' needs are met.
- 2) Online ordering for students; 98% of required books on the shelves prior to the first day of class (providing no changes); have a Bookstore Advisory Committee.
- 3) Proactive in setting up mini-bookstores at other College Centers, and offering extended hours and a Saturday during the first two weeks of the semester starting.

Measures to address weaknesses

- 1) Continue current discussions with administration to implement a process to address late book orders or changed orders after they have gone on sale in the bookstore.
- 2) Continue working with Dean of Student Services and Enrollment Management to receive enrollment information and added sections in a timely manner.
- 3) Dedicate space within the new shipping and receiving area for storage of additional copies of books for highest enrollment courses (such as math, English, Spanish, computer technology, and some general education) to increase availability to students during beginning of each term.

Timeline for implementation

STANDARD 3: STUDENTS

Element 3.D - Student Services

The institution recruits and admits students qualified to complete its programs. It fosters a supportive learning environment and provides services to support students' achievement of their educational goals.

Indicator: *Student Media*

3.D.19 When student media exist, the institution provides for a clearly defined and published policy of the institution's relationship to student publications and other media.

Detailed Findings

Narrative summary of progress – or not – since last report

Nothing was found on this topic in the 1995 Reports.

Current Status: There are two student publications, the campus newspaper called the Echo, and an arts/literary journal called the MeadoW. In the Catalog (p 20) under the heading, *Student Publications* reference is only made to the newspaper when it states that “The college funds a bimonthly student newspaper, ECHO.... is “designed to inform students about the college, its functions and activities.”

The Echo: This TMCC student newspaper, known as the Echo, began in 1976 and has been published in a number of different formats since its inception. The newspaper has gone by different names, including the Western Echo and Voices, but has returned to its original name. It is staffed by students and is managed by the college's journalism professor. The newspaper is a lab publication of several Journalism courses: JOUR 105, 106 and 221. Funding for the production of the Echo is rolled into line items in the budget that support these journalism lab classes. In the 2003-04 school year, the newspaper began to accept advertising as a means to bolster revenue. This additional source of funding has allowed the newspaper to include color and offer both news and features with photography as well as increase the number of issues it publishes.

The publication schedule has varied from monthly to six times per semester to its current schedule of ten times per semester. One goal for the newspaper is to be published nearly weekly during the fall and spring semesters. In addition, in terms of current news items selected for inclusion in the newspaper, “the main goal is to communicate newsworthy events of college and community-related subjects.” (*Board of Regents Handbook, Title 4 – Chapter 19.*)

The UCCSN encourages an open atmosphere in the student publications as evidence by its statement of “supporting a free and unbiased press.” The Regents Handbook mentions that the College Publications Board, composed of students, faculty and administrators, oversees policies and standards for student publications. Other than the faculty advisor, it appears that the College Publications Board is non-existent and the policy guidelines have not been located. **WHAT ARE THE POLICIES AND STANDARDS??...need copies as evidence**

The MeadoW: Research found the earliest publication of this creative arts journal was in 1987 and it was sporadic thereafter. It seems the intent is to publish annually in the spring. The journal features a variety of literature and artwork, including short stories, essays, poetry, photography, and art. In addition to its focus on featuring students' work, the editorial board of the MeadoW oversees all aspects of the publication and includes a number of students. By-laws for the procedures to determine the selection of submissions were established by the editorial board in 2002. **NEED COPIES Past journal issues have received some funding from the TMCC Foundation. (or is it some past journal issues have received funding...?)**

Detailed Analysis

Strengths

- 1) The Echo has increased its quality and production since 1999. It is now published more often, i.e. 20 times per year rather than 12 and it includes color, better photography, and more advertising.
- 2) There is greater student involvement with both of these publications, particularly with the Echo. Some journalism courses have reorganized their curriculum with the purpose of retaining continuing students who have knowledge and experience in running the newspaper.
- 3) Both the Echo and the MeadoW have received prestigious awards.

Weaknesses

- 1) The College Publications Board, which was established to determine written procedures for student publications, has been an inactive body. As the quality and quantity of student publications continues to rise on campus, it may be useful to resurrect this monitoring board.
- 2) Written policies and standards were alluded to in the Regents Handbook, but they have not yet been located.
- 3) Unlike the Echo, the MeadoW has not received consistent funding from the College.

Have any surveys been done on either publication...student/faculty/staff feedback????

Recommendations

Areas of strengths to be commended

- 1) The Echo has received a positive critique and a Bronze Medal Award by the Columbia Scholastic Press Association in 2002-03. It was commended for the variety of its content, its campus-wide dialogue as well as its clean appearance.
- 2) The MeadoW has received two prestigious awards in 2002 and 2003: A Silver Medal from the Columbia Scholastic Press Association and a "Most Improved" Award from the Community College Humanities Association.

Measures to address weaknesses

- 1) Consider some way such as line item in budget, grants, etc to consistently fund the MeadoW.

Timeline for implementation