Learning Commons Student Advisory Committee
Meeting Minutes

MEETING INFORMATION:

Meeting Date: 3/24/25

Participants:
Tonka Jokelova (CLDIOI, Academic Affairs)
Aiden Donah (Help Desk, Information Services)
Jessica Spooner (Library, Academic Affairs)
Melissa Manchester (Tutoring, Academic Affairs)
Allan Cox (Learning Commons, Academic Affairs)
Ben VanTol (Library, Academic Affairs)
Carlie Belile (student, online)
Ryan Sessman (student, online)
Diamond McPartling - (student, on campus)
G'Ma Kera Mills (student, online)
Megan Hogancamp (student, off campus)
Daniel Richards (student, on campus)
Kylee Donnelly (student, in person)
Jamiyah Morrison (student, online)

Introductions and Context: Faculty and staff introduced themselves and their areas, followed by the students. Students were asked to provide feedback relevant to the Learning Commons or to ask specific questions of the faculty and staff present. Asynchronous feedback was also solicited.

DISCUSSION:

Item 1: What are your thoughts about Brightspace? What has been working well in the platform? What challenges are there? (Center for Learning Design, Innovation, and Online Instruction):

Students shared their appreciation for some of the features embedded within Brightspace. One student liked the setting that sends an email with what's due each day and info on upcoming assignments. Another particularly likes the feature that groups assignments due at the same time. One student, however, noted that due dates may not show up, or submitted work does not show up as submitted.

Tonka noted that some of the features mentioned, like the email reminder, must be set up by the student, and she shared info about how to access those settings from their profile. She also recommended contacting instructors if students experience issues with due dates or work not showing as submitted, but if they receive no response or believe there may be a technical issue, students should contact CLDIOI.

+None

Item 2: Where is your favorite place to study in the Learning Commons and why?

Students like the study rooms, but one student noted that the rooms can get very warm.

+Allan (Building Services): Continue to work with facilities to monitor/manage building temperature.

Item 3: Have you noticed students playing video games like Roblox? What do you think of students playing video games in the building? (Or just disruptive behavior in general?)

Students have noticed people playing video games and watching movies. Generally, this has not been loud, and in instances where they've had to ask people to quiet down, students have been responsive to the request. Students appreciate that a certain degree of noise is allowed in the building, as long as it doesn't get out of hand or disrupt others.

+None

Item 4: Have you used the new bean bag chairs on the third floor and if so, do you like them?

No one had used the bean bag chairs.

+None

Item 5: What are the most important features in choosing a place to study: noise level, privacy, accommodation of groups, windows, access to a desktop, other?

Students appreciate a quiet space to study.

+None

Item 6: 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.

One student noted the lack of tutoring on Friday nights and Saturdays, particularly for writing, which may pose an issue with students seeking help for Monday deadlines. Melissa noted that writing assistance is available in the Late Night Learning Lab on Sundays to help accommodate

Sunday and Monday deadlines. In terms of resources, a student noted that he found Grammarly very helpful, although it's important to note that not all instructors allow the use of Grammarly, as it makes use of AI to provide editing suggestions.

<mark>Action + item(s) and person (people) responsible:</mark>

+Melissa (Tutoring Services): Assess student traffic and demand on Friday evenings and Saturdays.

Item 7: Have you accessed the SUNY Canton Information Services Website? Were you able to find the answer that you were looking for on the site? If you have not visited it, were you aware that the Information Services Department had a website?

Students indicated they were unaware of the website and felt that email was the best way to inform people about the resource.

<mark>Action + item(s) and person (people) responsible:</mark>
+Aiden (Information Services): Provide additional promotion of the website.

Item 8: Have you received any support services from the Help Desk? If so, was this in-person or remote? What was your experience?

Students note that the Help Desk staff have been able to help with computer issues right away. Their experiences have been positive. Students also noted that sometimes requests for help come in during evenings and late-night hours when Help Desk staff is unavailable, particularly for printing concerns.

<mark>Action + item(s) and person (people) responsible:</mark>
+None

Item 9: How did you find out about the Library Textbook Program?

Students had learned about the Textbook Reserve program via their course syllabi, from librarians, and from working in the Learning Commons. One student was unaware of the program, saying that she'd asked her advisor about textbooks and the advisor hadn't mentioned it. Tonka noted that announcements about the program are sent out via Brightspace to students' emails. If students are not seeing these emails, she asked for recommendations for how we could communicate that info more effectively. Students suggested exploring texts (Mongoose) or marking the emails as high priority. Jess shared that textbooks are available both in person and online, and if no online copy is available, it's often an issue with the publisher.

<mark>Action + item(s) and person (people) responsible:</mark>

+Jess (Library Services): Work on continued promotion efforts and coordinate with the Advising Office to ensure information is reaching advisors.

Item 10: Are you familiar with interlibrary loan?

Students were familiar with it, but not all students had used it.

+None

Item 11: Did you know there is a live chat feature on the library website?

Most were aware of the feature, and one student shared that he had used it.

+None

Item 12: How do you typically hear about events in the Learning Commons?

Students learned about events from a variety of sources, including email and the announcements on the TVs throughout the Learning Commons.

+None

Item 13: What kind of events would you like to see in the library? (The Learning Commons currently features Book Club, D&D sessions, and Craft and Go activities.

One student said she enjoyed the tabling events, such as cookie decorating and Valentine's card making. Another asked about whether the book club was open to online students, and Ben confirmed that online students are welcome to participate: the next meeting is April 2.

+None

Item 14: What is the best time frame to hold events (days/times)?

Afternoons were suggested, as both commuting and residential students are on campus for classes.

+None

LC Wrap-up question: Is there any other feedback you'd like to share with us regarding Learning Commons Services?

No additional feedback was provided.

+None