CLC User Group Program Notes Disclaimer
These notes identify CLC Master Plan programming as heard and documented by the Master Plan Programming Team at Holabird & Root LLC. They are by nature interpretive and do not represent any direct quotes or opinions by any of the interviewees or user groups.

Date of Meeting
December 02, 2019

Committee Participants
• Todd Voss, student
• LeAndres Callahan, student
• Beverly Phelps
• Teresa Aguinaldo
• George Tennat (?)
• Scott Hardy
• Barb Dickson
• Eric Risinger

Questions
Participants were asked to respond to the following questions. Responses are encapsulated below each question.

Q1 What makes CLC CLC?
• Students
• Welcoming environment
• Part of community and integrating
• Diverse community reflecting community
• Different clubs and orgs
• Student body diversity

Q2 What is essential to the college that must remain the same?
• Continued offering safe place for students
• Strong on sustainability – stay focused

Q3 What aspect(s) of the college must change to move CLC toward its goals?
• Open areas student street, main level, restaurant
• Big areas for students to gather
• Want to have more gathering spots for students
• Café, student street too sterile, could be better and know they are for students
  o NIU diversities specifically designed only for students – no faculty, staff use
  o Keep student areas for students only
  o Don’t go through red tape to move furniture
• Need more spaces student can do work in student street
• Need more outlets on student street
• Need more comfortable furniture with outlets nearby
• Conference room needed larger for more than 90 people; need better conference center
  o Rent to community organization and could give better image to community of CLC
STUDENT LIFE

- Hate bumping clubs out of meeting space because it's needed by admin or other college uses
  - Need larger multipurpose room – banquet 250 people with catering

**Q4** How can CLC be more welcoming and inclusionary?
- Customization – first time coming here
  - Welcome with their name
  - Community events
- Offering pop up restaurants including branded restaurants – McDonalds, Taco Bell – for taste and cost would be good
  - Culinary pop up was cool
  - Walking tacos
- More promotion for clubs and services
  - Hard to see on website
  - Have to stop by student activities
  - Accessibility and awareness needed by students and community
  - More hands-on experiences
  - Workshops
  - Boards for clubs to post
- More collaboration to promote services and advertising, signage, and where to go for service
- Electronic board to show what’s happening
- More people fascinated with CLC, spirit – how can student be motivated if we are not
  - How do we get out word of mouth to garner interest?
  - Come engage with us
  - We don’t even know who are athletes are
  - Integration culture and spirit of college
- Advertise where students gather, events, one stop center, videos to learn what’s going on
- Movie nights are good, documentaries can be shown by faculty / learning / club
- Free food around mid-terms, etc nice
  - Heartland CC – athletics and new track connected to building, huge screen welcoming and events and in location with tons of seats, gathering
- Student life tends to be in student center at Grayslake; Student life needed at other campuses
- More welcoming main entrance
- More clear signage

**Q5** What role do you see your department / focus area playing in the future? How does your future role differ from your departmental / focus area role today?
- More of what we do now - access to success outside classroom
  - Student leadership programs
  - Opportunities for engagement
  - Best experience outside of academics
  - Connections, social connections to continue learning outside class

**Q6** What facility / space needs does your department have now and what might your department need in the future?

**Q7** What maintenance and sustainability components should be considered beyond the Sustainability Plan?
Q8 What role do you need technology to play at CLC and what kinds of technology do you need now and in the future?
- Advertising notification, giant signage
- Spot for computer gaming, esports, gaming lounge with storage
- Set up student street so you have to walk through clubs, activities, information so more want to get involved
- Interactive art involving technology; space attractants
- Signage for classrooms electronic signage, notifications, room numbers, room reservations, tie in with app on phone
- Kiosks / map to help get students from place to place with Alexa or active maps tied in to guide you

Q9 What tools, spaces, technology, support, etc. do you need to facilitate more or better interaction and collaboration with students, faculty, staff, and administration in the future?
- Bring black student union, latino alliance, sister to sister onto campus
- Tour, meeting other students, understand college life
- Places for students to chill, relax
- Furniture in student areas
  - Needs to be updated in student activities
  - Student forward space needs new furniture
  - B120 kitchenette, loveseat, printer for homework – gut and redo whole student activities area
  - B105 kitchenette with fridge for students use, coffee, homey for students
- 4-5 areas for students for computer use / laptop, print for free; Make more areas
- Wall for marketing purposes for clubs activities
- Trying to get radio to wired in student area and café
- Welcome and one stop
  - Remove wall behind them to be accessible for students
  - Can’t see who’s back there. Student wait in line and go to counter then get brought in back
  - Should be more open
  - Will offer more student access tier 1
- Need a homey environment
- Main entrance – see something nice to hang out and outdoor eating space
- Main entrance – inside brighten up more colors
- Outdoor space – beautiful views, trails, prairie rarely used
  - Bikes to get to neighboring businesses
  - Continuous sidewalk to full campus and connect to neighborhoods and strip mall
  - Wonderful outside space people don’t even know about
- Students with disabilities – temporary and permanent – older building didn’t have accessibility
  - Beyond compliant because that is minimal
  - Bathrooms
- Carl Sanburg HS underground tunnels / insulated walkway if didn’t have to go outside would get you to athletics, police – would have more engagement
- Main entrance signage to attract attention; welcoming
- Replace information desk that was removed
- Relabeling of wings / clarity
- Women’s hand dryers are the worst, no shelves
Q10  How do you interact with the other campuses now? How do you want to interact with these CLC locations in the future?
   - Shuttle to go to all campuses, free shuttle; Most need at Waukegan
     - Too costly and people won’t use but there is a need in Waukegan
     - Needs to be free
     - Great public transport would inspire to get people back to school
   - Can’t get from train station to school at Lakeshore
   - Create same environment as Grayslake, there but scaled down
   - Some students don’t feel safe and secure at Lakeshore
   - Need to offer more classes and programs to keep them at Lakeshore and Southlake
   - More student-centered spaces and student streets at Lakeshore and Southlake
   - Equity in academic programs and services
     - Health services
     - Wellness
     - Create equilibrium between 3 campus – equitable offerings
   - Something to attract students to other campuses

Q11  How do you interact with the Lake County community and workforce now? How do you want to interact with these groups in the future?

Other Discussion: