

Virginia Western Community College

INTERNAL FOCUS GROUP MEETING – GROUP #3

Ms. Kay Strickland, Moderator
Mr. Erik Williams, Recorder

Natural Science Center
Wednesday, April 4, 2007
3:00 p.m. – 4:00 p.m.

SUMMARY OF EVALUATIONS

1. What idea did you hear expressed today that was the most insightful about our community's needs?

- Need to communicate better with our students and each other; daily bulletin with what's going on around campus; communicate more between departments
- Use of information and how it is shared; staff interest in supporting students
- Most items have been discussed before in other forums similar to this
- Information about financial aid
- Communication to students, faculty and staff is important, but hard to establish and continue
- Surprised at how positive the comments were – that is not my general impression of how staff feel about the College
- Disconnect between folks in workforce development and academics due to difference in clientele

2. What would you like to see happen to follow up on today's conversation?

- Orientation for students
- Feedback from our group and the summary from all groups; what are the plans to use this information; summary to see how many similar items were brought up in other forums
- More work on email communication with students
- Buy text books for library references
- Some changes – particularly computer lab on Duncan side of campus
- Hear more about financial aid
- Organize discussions and next time we meet create suggestions to try
- Classes being offered in the evening 2x/week for 1.25 hours rather than from 2.5 hours 1x/week; a great alternative to one long class
- To ensure that the ideas suggested are listened to and followed through with

3. Would you recommend any changes to the location or to the way we conducted this discussion?

- Ask people to share responses and not try to solve the problem
- Needs more structure; comments deviated from original questions
- Too short
- It was great; good format

4. Are there any ideas you want to share with the College that you did not get a chance to express in the group? If so, please note them here, using the back of this page as needed.

- Need better resources for hearing impaired students who want to take daytime classes
- Customer service should be the priority with providing a quality education
- Building and grounds and finance should have less control over decisions
- Website upgrade
- Successful/unsuccessful student question – had a consultant do this several years ago (surveys, focus groups, etc.); dated, but still worth a look
- Students need more clear guidance to the correct places to go and steps to take; faculty and staff need to be more educated about these things to direct students correctly; but, don't ask too much of faculty and staff
- Why not have an “end service” so staff can come