

Virginia Western Community College

SMITH MOUNTAIN LAKE FOCUS GROUP MEETING

Ms. Kay Strickland, Moderator

Mr. Mike Greer, Recorder

Mr. Erik Williams, Recorder

The Westlake Golf & Country Club

Friday, April 6, 2007

12 Noon – 1:30 p.m.

SUMMARY OF EVALUATIONS

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

- Customer service; life skills; need for student exposure to customer service skills, integrity, ethics
- VWCC partnering with lake employers on development/educational opportunities
- Need for goods and services to track with growth
- Need for education for business development and growth
- Need for well-trained, well-educated employees and how to find them coming out of VWCC

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

- Customer service and hospitality; offer customer service seminar
- VWCC becoming an integral part of lake development
- Make sure we get feedback on ideas and actions; ongoing follow up, classes and services scheduled
- Better communication to our high school level young adults in ALL aspects/options they really have on career choices
- Training seminars
- VWCC publicize jobs and training locally

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

- No, excellent
- Thank you for bringing your wealth of knowledge to us

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.

- Bring in VWCC graduate to give testimony on school/education
- Center at the Lake, Joan Griffith – use and co-use with as part of the 5 – 10 year plan
- Web-based job hotline is desperately needed
- Mentoring can help with student “real world” preparation
- Emphasis on night class scheduling for small business owners