

Strategic Planning - Student Focus Group #1 – Non-Traditional Students  
November 28, 2018  
NTCC Community Room

9 students from a variety of backgrounds:

- Multiple ethnicities
- Full time/Part time students
- First time in college/returning students/long term students
- Male/Female
- Veteran
- Career change
- Honors
- Parents

Welcome: Dr. Ron Clinton

Discussion led by: Alan Carter

1. Prior to registering in your first classes, did you talk to anyone at this college about the process of getting started?
  - a. Advising
  - b. Veterans Advisor – Daisy Bates
  - c. Director of Nursing
  - d. Dr. Yox
  - e. Obtained information from an evening Health Fair event
2. When it came time to register, how did you know what steps to take?
  - a. Directed to register online
  - b. Talking with Student Services
  - c. Talking to a friend who had registered in the past
  - d. Based decisions on the criteria from specific transfer college
3. Did you encounter issues during registration?
  - a. Obtaining necessary transcripts
4. Were you concerned about taking classes you didn't need?
  - a. Yes, spoke to Student Services to make sure
  - b. Having the Core Curriculum available was helpful
  - c. Some confusion during registration - one student enrolled in classes but didn't realize they were 8 week hybrid courses until she actually attended the class
5. Have you ever taken any class that focuses on helping you to succeed as a college student?
  - a. No
6. Did you attend an orientation?

- a. Yes, Nursing Orientation
  - b. Yes, Honors Orientation
  - c. Attended class for study techniques
7. As a student, what are the greatest challenges that you face personally?
- a. Balancing school/life/children
  - b. Finances
  - c. Time management
  - d. Work (3 out of 9 students are working)
8. In your experience here, have you found the support that you need?
- a. One student shared a specific example of how her instructor was patient, supportive and encouraging during a class that she found to be very difficult and she was able to pass the course
  - b. Another student shared that an instructor made accommodations for her to take a test so she didn't have to make an extra trip to campus (it seems she has a long commute)
  - c. The flexibility of classes is great – days/nights/hybrid – for those working and with children it allows students to pick and choose the days and times that work best with their schedules
9. How many of you have met face to face with an instructor?
- a. 7 out of 9
10. Do you find it hard to communicate with your instructors?
- a. No, faculty provide contact information
11. In general, do you find faculty willing to help with your needs and goals?
- a. Yes, instructor made schedule for transfer (instructor initiated)
12. Do you feel safe on campus?
- a. Yes. What is it that makes you feel safe? Size, controlled atmosphere
  - b. Expressed concerns about traffic in parking lots
  - c. Expressed concerns about what the sirens mean and what is expected behavior during an emergency
13. What are your first impressions when arriving on campus? (4 out of 9 students have attended another college in the past)
- a. Small, country atmosphere
  - b. People are helpful and friendly
  - c. Testing center was helpful and remembered her name
  - d. Access to parking
14. What suggestions do you have for us to better serve you?
- a. Offer counseling (mental health)
15. If you could change one things about NTCC, what would it be?
- a. Advising –
    - not as helpful as it should be

- better communication
  - not a lot of actual advising
  - a feeling that you are on your own
- b. Positive experience in advising: veterans advisor provided one on one assistance, went out of her way to help and made suggestions, easy transition

16. What one piece of advice would you give to improve NTCC?
- a. More communication with faculty and staff
  - b. Student concerned that all classes are not conducted equally
  - c. Concern that class syllabus is not always followed

College employees in attendance:

Dr. Ron Clinton

Dr. Jon McCullough

Alan Carter

Toni LaBeff

Elaine Ezell