

Strategic Planning - Student Focus Group #2 – Traditional Students
November 29, 2018

In attendance:

Dr. Ron Clinton
Alan Carter
Toni LaBeff
Elaine Ezell

15 students:

- Multiple ethnicities
- Male/Female
- Resident/non-resident
- Dorm/non-dorm
- Face-to-Face/Online/Hybrid/Dual Credit

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. Campus visits to Student Services - advising
 - b. Director of Physical Therapy, attended program information sessions, PTA website & interviews
 - c. Phone conversations with advisors
 - d. Presentation held at Mt. Pleasant High School – FAFSA
 - e. Student Success Coaches very helpful
2. When it came time to register, how did you know what steps to take?
 - a. Student Advisors
 - b. Student Success Coaches
 - c. Program Directors
3. Did anyone provide you with information about available support services?
 - a. No
 - b. Found out about clubs from other students
 - c. Website – lots of information
4. Have you ever taken any class that focuses on helping you to succeed as a college student?
 - a. No

Has anyone helped you?

 - b. Advisors
 - c. Rico Willis
 - d. Instructors – communicated what is expected
 - e. Family members

5. As a student, what are the greatest challenges that you face personally?
 - a. Getting to early classes
 - b. Balancing work/school/online classes
 - c. Finances
 - d. Time management
 - e. Work (3 out of 15 students are working)

6. What can NTCC do to help with these challenges?
 - a. No response

7. Do you find it hard to communicate with your instructors outside of class?
 - a. No, faculty provide contact information
 - b. Group texts work great
 - c. Instructors often respond quickly, even late at night
 - d. Harder for online instructors, response not as quick, often respond at the end of the day
 - e. 10 out of 15 taking an online/hybrid class

8. Have you met face to face with an instructor?
 - a. Yes – resulted in a stronger connection with faculty

9. In general, do you find faculty willing to help with your needs and goals?
 - a. Yes

10. Do you feel safe on campus?
 - a. Yes, as a woman I do
 - b. Expressed concerns about dark walkways between the dorms and campus
 - c. Expressed concerns about emergency drills – no specific instructions or demonstrations provided

11. What suggestions do you have for us to better serve you?
 - a. Extend library hours so that dorm students have a place for group study in the evenings
 - b. Dorm students who remain on campus during the weekends have nowhere to go or be other than their room
 - c. Have a transfer team to provide accurate information – advisors sometimes provide bad information that results in classes not transferring
 - d. Offer more meal plan options for those living on campus – students are required to purchase all meals even if they are not on campus full time – unnecessary expense
 - e. Ensure the handicap door entry switches are kept in working order so buildings are accessible to all students
 - f. Review book policies – forcing students to purchase a hardcopy book and an online access code is viewed as unnecessary expense
 - g. Offer childcare/daycare for parents attending classes/study groups
 - h. Review policy for parking stickers – multiple parking stickers often needed but students don't want to pay for them and don't always want to put them on the back glass
 - i. Make more combined hybrid classes available
 - j. Make more classes open to dual credit students

12. What social services would you like to see provided on campus?
- a. Childcare
 - b. Transportation
 - c. Campus nurse on staff