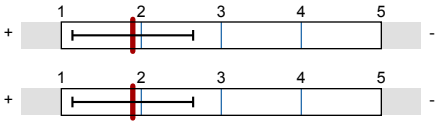
Bonnie Kelly

Colleague Survey 2015 (ColSur2015)
No. of responses = 195

Overall indicators

Global Index

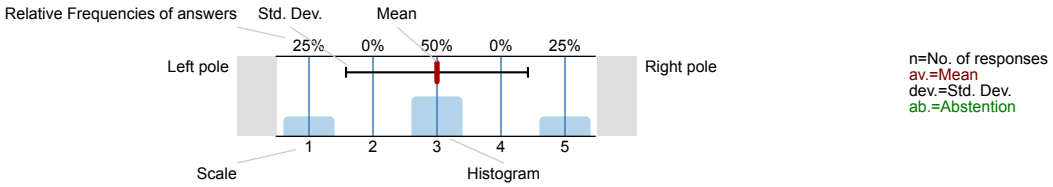
THIS SURVEY (Scale width: 5)



Survey Results

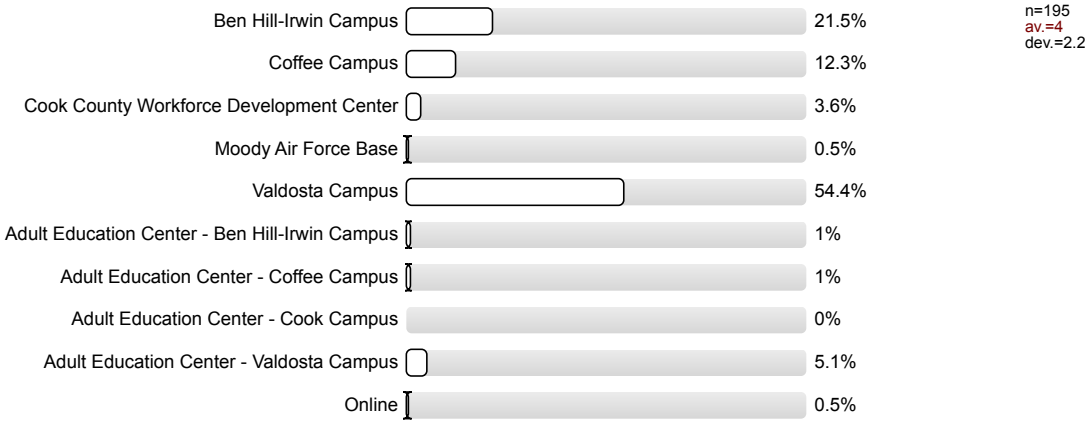
Legend

Question text



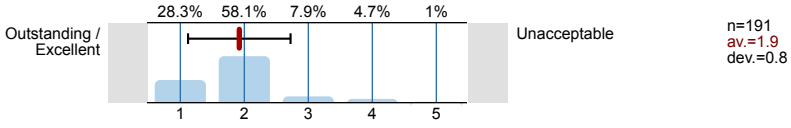
1. Campus Location

1.1) Please check your home campus.

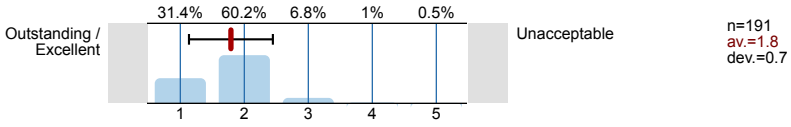


3. PLEASE EVALUATE THIS SURVEY

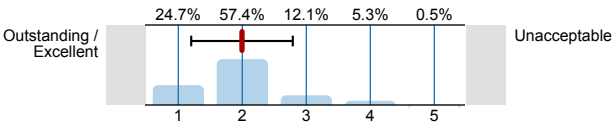
3.1) Design



3.2) Instructions

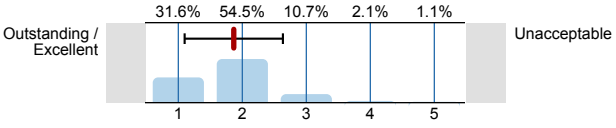


3.3) Content



n=190
av.=2
dev.=0.8

3.4) Usability



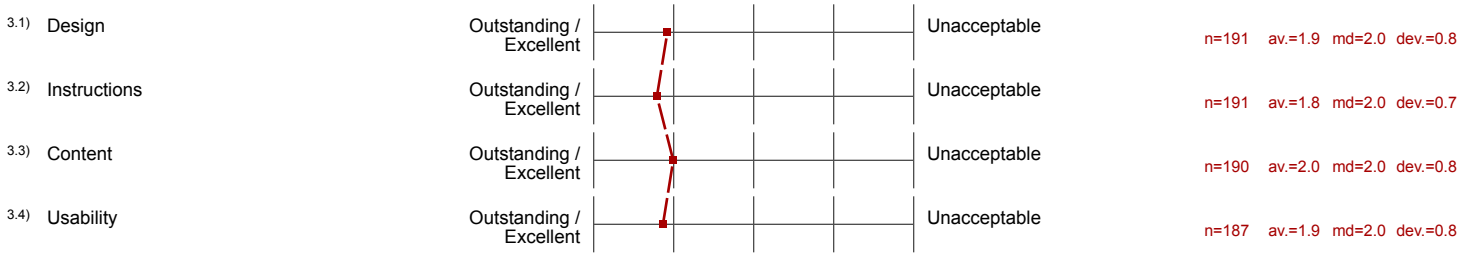
n=187
av.=1.9
dev.=0.8

Profile

Subunit: Institutional Effectiveness
Name of the instructor: Bonnie Kelly
Name of the course: (Name of the survey) Colleague Survey 2015

Values used in the profile line: Mean

3. PLEASE EVALUATE THIS SURVEY



Comments Report

2. OPEN-ENDED QUESTIONS

2.1) How can WGTC enhance your professional development training? What additional topics would you like to have added as professional development training?

- Opportunities are provided for professional development.
- Customer Service
- Customer Service training and security training
- Have more hands on training and make sure all professionals are present.
- I think it will help enhance professional development by including our adjuncts in any professional trainings we have for faculty. How to be an effective teacher and leader. How to lecture and make your lectures more interesting. How to manage your classroom. How to create a positive learning environment?
- I think we offer a lot of internal training but I wish we had the money to send people outside of our college for professional training.
- People skills
- Professional Dress
  Business Equiette
  Leadership Training for all leaders
- Topics on how to develop leadership skills by building on our strengths and eliminate weaknesses.
  Learn assertiveness techniques.
- Wiregrass is doing a great job with GEd Professional development. Now with that said, it would be good to have more hands on training with the use of Technology. I stress hands on because a website sith is good, but if i don't know how to use it, I will lose it after only one session
- 1. Leadership Training
  2. Fund Raising Training
- Access to peers in the state who do my job
  Continue the latest computer skills training we all need
  How to use social media to market our department opportunities
- Additional topics - How important it is for everyone to provide excellent customer service and student retention.
- All the Custodial Staff need to have a training session on the chemicals and proper use of the machines that are used in our department.
- Allow me to attend training other than the Jack-in-the-Box training that we are "required" to do. The mandatory training that we do is a joke.
- Allow me to attend trainings
- Allow me to be away from campus to attend industry training
- Allow more employees to attend off-campus conferences/trainings occasionally to get ideas about their peers' "best practices" at other institutions. An exchange of ideas among colleagues is always encouraging, and employees often return from these kinds of meetings refreshed, with a new outlook on their jobs. Sometimes it seems the same few people always attend these types of meetings, when others have never attended even one.
- Allow more staff development training and conference attendance annually. Dealing with conflict and STRESS in the work area. Diffusing student anger/acting out. How to handle disaster (shooting) on campus. Address weakness on campus to resolve risky disasters (shooting).
- Allow more time to attend and complete specialized training within the specific degree programs. It is difficult to maintain relevant and up top date standards without attending more relevant training.
- As has been stated in every survey prior to this one, let us attend professional development workshops, trainings, and seminars that is specific to our areas of instruction. These generic little classes do not help develop me at all!

- At this time of the year (September), I don't know what professional development training is required or what training that I need to complete before the present year ends.
- At this time, I am happy with the professional development training I receive. As an Adult Education Instructor, we do receive training in relevant areas of our working situation.
- Attendance to more professional conferences.
- Be more open-ended, meaning have them be more participation-based instead of lecture.
- By allowing instructors to complete needed training. I tried to get some needed training, but it was never approved by VPAA.
- By continuing to provide professional development trainings in areas that are weak and that need improvement.
- By offering a variety of schedules for training.
- By providing training and certification opportunities to assist in providing students with the best trained faculty and staff possible.
- Can we have an opportunity during the spring of the year to get everyone's input on requested staff development opportunities?
- Classroom management
- Communication being enhanced will benefit the entire school. Effective tools to communication along with customer service.
- Continue to offer the Tuition Assistance program
- Continued training in TABE, AZTEC, and GED Subject areas especially math and science.
- Current ones. are fine
- Customer Service/ communications
- Customer service
- Customer service classes!
- Customer service, purchase requisition- Team Georgia Market Place.
- Dealing with difficult customers/co-workers.
  RE: 2.15 Below - Training for faculty and applicable staff on the basic requirements for graduation, embedded awards and when they can apply, difference in commencement and graduation, importance to faculty of having graduates in their programs (we should all be able to answer basic question like application is a requirement or know where to refer student on website and what office to send a student to for graduation).
- Departmental trainings
- Excel, Word, Access, Email, Google Forms.
- Financial Aid.
- Focus more on entry level needs.
- Foreign language training
- Funding for conferences.
- Give us time to be trained! We have too much to do in our normal work day to allow training time.
- Grammar Training
- Happy with training we have. None needed.
- Hire full-time instructors who have bachelor's degrees to teach the general core,non-degree classes. Then offer training and retraining as changes occur in technology, teaching methods, etc. DO NOT schedule useless workshops that revolve around private agendas and do little to address the purpose of the workshop. I've wasted too many hours listening to speakers prattle on about techniques but never addressing the purpose of the workshop.
- I am a new program coordinator and I think it would be helpful to have some training on TracDat as a new coordinator.
- I am an adjunct instructor and retired from Wiregrass after 15 years service. I believe all needed professional development opportunities are being offered.
- I am satisfied with the current PD process

- I am satisfied with the current training
- I believe the school could benefit from more KMS training. It seems we have a wealth of data being collected but very little experience with the system.
- I can see a need for training in various areas such as information for new hires. However, I do not personally have a direct need right now. I am sure I will in the future.
- I didn't do professional development. I think the part-time staff should do some professional training.
- I don't have time for any additional training.
- I enjoy traveling with my peers to meet other people around the state to get training and new information. I also like that we can get further technology training with Marsha Dukes when needed.
- I feel my professional development is supported well within the financial constraints of the institution.
  With regard to in-house training, I understand the need to review, but doing the same program over and over without new content is a drag. It's more like checking a box.
- I feel that I receive adequate professional development training through Wiregrass and Office of Adult Education. Any topics that I have requested have been provided.
- I feel that more people should be cross trained in other areas to ensure student satisfaction. When students come to campus and there is only one person that can help them, they get very frustrated, and more often than not, they leave and don't complete the process. I also think specific training should be offered that would lead to certifications in areas pertaining to each employee's field to help them in their expertise.
- I feel we are offered a good range of staff development trainings and allowed to go to professional development training outside of the college.
- I haven't been to any training for my specific job for several years.
  Any training I've had has only been from webinars. Outside training when meeting with and having discussions with peers is a great help in understanding how others solve problems and overcome obstacles in our field.
- I need more training in technology. Things change very fast!
- I think Wiregrass does a good job with staff professional development training.
- I think cross training part-time employees would help a lot. For example, when other employees are needed to cover for someone, if we are cross-trained, we could all help each other.
- I think it is fine as it. I do like the fact that more sessions are offered online. When budget permits, it would be great to allow individualized job-specific professional development opportunities.
- I think the current list of professional training topics is good. It might be useful to learn about the current generation of student applying and attending WIregrass.
- I think the topics covered are sufficient.
- I think we all need some customer service classes.
- I would appreciate training on customer service. More peer meetings with area technical college personnel would be beneficial, and build repore and morale.
- I would find it to be beneficial to be able to attend program specific annual meetings. By attending these conferences will give us an edge on the newest and latest technologies and bring those concepts back to the classroom. By enabling instructors to teach the latest concepts will improve our student outcomes and be better for our community as our graduates seek employment.
- I would like for WGTC to develop a Leadership Training Program to prepare potential staff to assume leadership roles within the college. Selected applicants could meet one or two Fridays for 6 weeks at a time.
- I would like for all of the faculty to be trained on what is expected if they end up teaching a high school student or class of high school students. Since the MOWR students are about 30% of our enrollment now, more likely than not most of our instructors may be in a situation where they are dealing with these students either now or in the near future.
- I would like to be a part of some leadership classes to better prepare myself for possiblel future advancement.
- I would like to be allowed to attend more professional conferences in my field. Last academic year we had a conference in the local area and I was not even permitted to attend that, even though the cost was minimal.
- I would like to see a list of all of the technologies available to instructors on campus. I would then like to be able to choose which technologies I would like to incorporate, and receive training for it.
- I would like to see a program that publically recognizes employees for doing great jobs. I think this would be beneficial to both the

employee and Wiregrass. This will uplift the employee and give them a boost to continue to do a great job.

- I would like to see training on how to deal with difficult students. Or what to do in an instance of an issue in class.
- I would love to be able to learn from my coworkers and sit in a class of horticulture, welding, culinary art, cosmetology, etc.
- I'd like to see the budget open up enough that professional development outside of the college is a possibility. Some of the best ideas I've ever gotten came from IFCC and NCTE meetings (National Council on Teachers of English). Of course, that costs serious money.
- If we have money in our budget for training, let us use it. I was told I would have to leave by 4:30am and drive through morning rush hour traffic in Atlanta and drive back from a meeting/training the same day to save money, rather than spend $100 on a hotel 5 minutes from the meeting/training. 11 hours of driving in the same day is not productive for me, so I won't be going to any training in Atlanta if this continues to be standard protocol. It's a shame since some of the best training for this industry is in Atlanta.
- In house professional training is beneficial, but I feel attending peer group meetings and training with my peers in the state would be very beneficial (some departments are allowed to attend, while others are not). Having the opportunity to discuss challenges and solutions that led to success for other colleges would be very helpful.
- In my opinion in our department professional development training opportunities are met and are fully adequate; in FY15 I had a total of 71 SDU hours; therefore, I feel there is no need of enhancement in this area.
- In regards to classroom management I hear sometimes no we cant do that, and I asked why don't we have a book of (DONT DO THAT) so we can learn from past mistakes and better run our classes. I was told there was no such book...could we compile something like that
- Individual hands on training not always group wise. I really think in seeing others customer service might sound silly to others but I think customer service needs to be stressed.
- It would be helpful in my current position to have additional accreditation training.
- Leadership training for all staff
- Lesson Planning
- Lesson planning
- Make more available online due to mobility issues.
- Make more of the trainings interactive. I believe we would all benefit from customer service training.
- Mandatory PTSD training for all faculty and staff, so we can better serve our veteran students. PTSD does not only effect veterans, anyone that has experience a traumatic event may suffer from the disorder and we all should know how to meet their needs and help them meet their education goals.
- Maybe incorporate more training regarding the use of tech in the classroom. More specifically classes using technology to teach on multiple campuses at one time.
- Microsoft Office
- More Technical Training.
- More training on the Software used in various departments (for new employees or as a refresher for current employees) ie Banner

  Conflict resolution among Co-Workers
- More training within our certain areas. Engaging trainers that get the faculty and staff involved not just sit there and listen to someone read from a power point.
- Most of the training we have to do is really not that pertinent to our field of study. We need training based more directly towards our field of study and not have to attend meetings that have little or nothing to do with our field of study that pulls us away from teaching our students .
- N/A (3 Counts)
- N/A I am a new employee
- Need more training, support, and resources for instructional technology
- None
- None ...The professional development is fine.
- None at this time.

- None needed
- Not sure- duties have changed again
- OFFER MORE TRAININGS; SUGGESTIONS: TEAM BUILDING, DEALING WITH DIFFICULT CUSTOMERS, HOW TO MANAGE OTHERS(MANAGEMENT)
- Offer more personal classes for the individual. I feel a negative change with my attitude, so things that pertain to the individual would be helpful. If a professional outside of Wiregrass came in besides Mr. Luis we would benefit. We help others, sometimes we need help ourselves. I would also like to see more training on gangs, terrorist, drugs, and etc. as it could relate to the students and our own homes or those we know.
- Offer professional training that will teach ALL employees on how to better deal with difficult individuals. Training that explains what each department does so that ALL employees can help provide better customer service to everyone.
- Our current budget situation seems to have driven a direction we can only do a minimal amount. I work in an area that is not instruction related and is probably not seen as an area that has this need.
- PD training is sufficient for my needs
- Procedural training. Training on the day-to-day procedures associated with teaching adult education at Wiregrass.
- Professional development training should focus on the occupational area of faculty or professional level of the employee. Perhaps have more opportunities for employees to attend community or businesses to update on training or get ideas on how to assure we are training workforce ready students.
- Provide more realistic training for those teaching; current new tactics, new research about adult learning, etc.
- Provide training opportunities for Distance Education using Tandberg equipment, Blackboard Collaborate, etc.
- Provide us with the time to seek external training activities, industry conventions and make sure that the training that we do receive is pertinent to our specific departments. While I realize that some training is very non specific and has to be done in a broad fashion, there are instances where we can bring very specific ideas back to our departments.
- Public speaking can enhance every person who works for the public, so any addition time that can be spent in personal development, would like to see done in that area.
- Refresher courses for long-term employees as policies/procedures change.
  Orientation hosted by departments for new employees.
- SDU's are fine but we don't need to take time away from students time in lab or class.
- Stress more the importance of excellent customer service to our internal and external customers. Offer training on being a professional with our coworkers and students. Train staff and students on professional dress and demeanor.
- Teaching strategies for the active learner
  How to write test questions
  How to create a learning environment to today's student
  How to create an online class
- Technology Opportunities
- Technology-based professional development training
- Test taking strategies, stress relief techniques, coping with personal issues, all of these things our students experience and sometimes need. By having more instructors informed could help with retention as well as test scores.
- The current list seems fine as a college wide professional development tool.
- The professional development courses are fine. Drinks would be nice to keep hydrated while sitting in the stuffy room (due to the number of people).
- The school should pay a part of the professional dues for the instructors.
- The school should pay a part or portion of the professional dues of the instructors each year. Maybe a stipulation--- If SDU is completed then the fees would be paid.
- The training I have gotten from Ms. Duke, along with the Angel training has been very helpful. I would like training as how to prepare for a new semester, setting up schedule for lessons, and clinical rotation. Ms. Spriggs has been invaluable with that!
- Though technology developments have been available, it is often difficult to work into one's daily work schedule. I would be interested, though others may not share the same sentiments, to participate in professional development on Saturdays. This would of course be voluntary and on the participants' own time.

- Time management and course development

  I do think all professional development training activities need to be recorded because everyone has such a varied schedule.

- To continue to offer training that is needed for the employees, To allow others to attend training session off-campus that will help you perform in your job that wouldn't normally get to attend.

- Training in developing database spreadsheets to capture data for presenting information to other departments

- Training on how to prevent excess management turnover. We have the most management changes of any place that I've ever worked.

- Training options are very limited. To my knowledge, the college does nothing to assist faculty in getting certifications or furthering their careers yet wants more and more Master level degrees with no incentive to pursue those degrees.

- Tuition reimbursement

- WGTC can enhance my professional development training by providing opportunities to attend different trainings on all of the campuses. I would like to become familiar with the different campuses. i would like to see mandatory "Teamwork" courses for all of the employees at WGTC. Each and every employee plays a vital roll in "Our" students' success!

- WGTC provides ample training opportunities for me.

- We all need additional Degree Works training especially with the new changes having been implemented 6 weeks after training.

- We can always have updates or reminders with Microsoft Office. Castro always has great, meaningful presentations.

- We do not have enough training in some areas; such as classroom management, technology and how best to use it.

- We need Degree Works training, in order to be able to better advise our students.

- We need training for ALL staff and faculty what the different offices do and do not do. What is the Admissions office responsible for? What does the Business office do? What does the registrar's office do, and financial aid, and special populations and the testing lab?
  Even those who have been here for years think that the registrar's office registers students and the financial aid office processes refunds.
  Our faculty and staff need to know who does what so they are better prepared to answer student questions and send them to the correct office.

- When we have professional development we have to send students home and that is not fair to the student.

- Wiregrass does a great job providing professional development training. Also, if I choose, I'm allowed to go back to college and get a degree (specialist...doctorate).

- all faculty should have some training in student services departments. Example: financial aid should explain the various paperwork a student should fill out to receive financial aid.

- class education. more teacher education

- classroom management

- customer service
  how to deal with problem people

- every one on the same pager is good.i have no additional topics

- look for worldwide company to all our student to work for

- more educational methodology

- n/a (2 Counts)

- none (3 Counts)

- none at this time

- none! I feel the 25 hrs now required is plenty. I much prefer the group lecture/presentation type training over the computer based training. Support and funding for job specific training would benefit the students as well as the instructors.

- technology training

- time management training; more interaction with internal employees - think this would help employee moral

- updated training in our perspective fields

2.2) What gives you a sense of pride as an employee of Wiregrass?

-

  I like the administrative support that is continuous.

- I am proud of the family environment and unifoed front we have in the Northern Region. I love it that we can count on one another to help our students reach their end goal.

- I am proud of the recognition Wiregrass gets from the students and the community.

- Knowing that I am able to encourage and instruct students and graduates in improving their skills and lives. The image that Wiregrass has in the community. The knowledge that Wiregrass has a great influence in the community we serve, and in the state and country. We participate in community activities, training individuals and training for industries. The more our citizens are trained the better their lives can be.

- Not much right now.

- To see students apply to their program of choice, successfully graduate from that program, and seek employment.

- 1. Student Achievement
  2. Graduation
  3. Changing lives
  4. Great faculty and staff

- Appreciation from supervisors

- As a graduate of the college in 1980 I have a sense of pride knowing that what I was able to get as a student now I am able to first hand encourage others because I know what a value this school holds to this community

- Assisting others in their job and educational goals

- Assisting students who have been rejected by other faculty or staff. Everybody has a story.

- At this time, I am no longer proud of Wiregrass. I do the very best for the students. However, the insensitivity to the faculty has reached the point that myself and many colleages do not have that pride longer.

- Attending graduations, students making improvements and watching them gain confidence in their skills.

- Being a part of a Student's success, personally and professionally.

- Being a part of a college who cares about their students.

- Being able to help others better their future.

- Being able to work with one another to assist the students. Also, the success of the students I work with.

- Being recognized for our accomplishments; increasing enrollment, participating in community activities (awareness programs) achieving set goals (level completions)

- Campus is always well maintained. The buildings are kept clean. Faculty and staff are courteous and professional. I am confident that our students are well trained upon graduation.

- Changing lives

- Changing the lives of our students, and making a contribution to our communities and the state through well trained students.

- Coming to work in a good pleasant environment. Helping the students and guest as much as I possibly can.

- Current and former students thanking me for teaching them important skills in the classroom.

- Dedication to students.

- Feeling like our work is valued and truly appreciated. Feeling like there is opportunity to grow here and not be stuck in the same position for 10+ years.

- Going to the doctors office and having a former student help with my care and the student comments that they remember me from Wiregrass and how they enjoyed going to school here. Knowing that I played a part in helping this former student achieve their dreams is a nice feeling.

- Graduates
  Our buildings & facilities are well maintained
  Seeing students in our hallways

- Help that some individual instructors give students. Individual staff give students. Things that no one every knows about, but the student comes back and says thank you.
- Helping a student to better his or her future...it really doesn't get better than that.
- Helping our students to reach their full potential.
- Helping our students.
- Helping student achieve their goals. To be a part of changing lives is a wonderful feeling.
- Helping students (3 Counts)
- Helping students improve their lives
- Helping students succeed.
- Helping students to be work force ready, giving them the ability to work and provide for their families.
- Helping students.Watching them do well.
- How we change lives. Seeing the students come to us looking for direction, help, and a future and then 2 years later seeing them confident in themselves and their skills. I'm proud to be part of a team that cares about the welfare of others and seeks to do their very best each day by providing
quality services to equip our customers with what they need to be successful here.
- I am a graduate of Wiregrass and live daily what I encourage students to try and accomplish. On the flip side, I am inspired by what our students contribute and their and their families dedication to achieving a better quality of life through education.
- I am always happy when I'm able to help a student. I love participating in the Phone Blitz and reaching out to students that may just need that little bit of encouragement to come back to school.
- I am not sure. As a former ECTC employee, I had a sense of pride being a part of that organization. We were a team and a family. The communities we served knew our name and what we stood for. They knew we worked to serve them and they knew us as individuals. I have not gotten that sense yet as a Wiregrass employee. We still have a constant feeling of struggle to stay up right, run or be eaten alive, and a sense of impending doom.
- I am proud of the successful students we graduate. We have many programs that are vital to our communities growth and I am proud to say I work at Wiregrass.
- I am proud to be a Wiregrass employee because they gave me a chance when no one else would because of my years of experience and education. I talk about the school to everyone I meet.
- I am proud to be working at Wiregrass. Great environment. We are like a family. We all work hard to give and treat our students with respect and encouragement so they can pursue their education.
- I am proud to work at Wiregrass because I believe in the school's purpose.
- I am very proud of our school and philosophy. Wiregrass goes above and beyond the call of duty to take care of our students.
- I am very proud to be a part of Wiregrass and to have the privilege to encourage and teach and see the students develop their skills and talents and Creativity. I love my profession and it is amazing to do what you love and see the students succeed. It gives me a reason and a purpose and to get up every day and make a difference in other peoples lives and see them change and learn and develop confidence in themselves and make money doing what they love to do.
- I applaud the fact that it is possible to speak with anyone on the leadership team about issues and accomplishments.
- I enjoy seeing my students graduate and start a career. Then seeing them a short time later with a family of their own.
- I enjoy the co-workers as well as the learning environment.
- I feel a sense of pride every time I walk into the building. I'm proud to have a job to go to every day. I also feel a sense of pride when my students succeed.
- I feel a sense of pride when I am able to assist a student.
- I feel that helping our students is a wonderful job and in turn helps our community and economy.
- I gain a sense of pride when a student accomplishes academic goals, no matter what level the accomplishment is.
- I get a sense of pride as an employee of Wiregrass working with the staff and supervisors in my department. I am off site, in Echols County, so I do not have a great deal of interaction with too many other activities within the Wiregrass Community.

- I get pride from knowing that the services we provide have a profound affect on not only the lives of our students but our community as well.
- I have a sense of pride when I see my students succeed and see the helpfulness and caring nature of my coworkers.
- I love the fact that students, no matter how low their income, how young or old, can come to school here and get an education and better themselves financially, and make a better brighter future for themselves and their families. I am very proud of Wiregrass for what we do and have the potential do to for people.
- I love the student interaction and the opportunity to change lives on a daily basis. I believe we do a great job of this in many ways.
- I love what I do
- I love working here and I honestly believe we strive to do the very best for our students. Do we need improvements, of course but over all I think we have good intentions.
- I think we have excellent faculty and facilities.
- I've always had pride in working at WGTC. It's a great place that changes lives. There's nothing that will ever change my opinion about that.
- Knowing I've made a difference in someone's life for the better.
- Knowing and feeling the upper administration is concern about the well being of the employees and our students are invited in and followed through and not brought in and left behind with lies.
- Knowing that I am enriching the lives of others.
- Knowing that I am helping someone achieve success.
- Knowing that I can get up and go to work and help someone better themselves in life is a sense of pride to me.
- Knowing that I can make a difference.
- Knowing that I help make a difference to students. Sometimes we have students who come to us who have been though some difficult circumstances, but knowing that we can help them better their education and career so that they can have the opportunity to change their circumstances is worth coming to work each day.
- Knowing that I've help someone to the best of my ability and to see the relief on students face after I've answered a question that they've been uncertain about.
- Knowing that WGTC is truly concerned and committed to educating our students.
- Knowing that my work is appreciated. It does not have to be in words. An employer's actions/attitude can show more than words can say.
- Knowing that the faculty and staff of Wiregrass are continuously working to increase the visibility, reputation, and academic standing of the College within the local communities and the State.
- Knowing that the results of our work is not a one time occurrence, but that will be experienced every time our graduates go to work.
- Knowing that the work I do on behalf of the college is recognized and appreciated.
- Knowing that we are helping people better them self.
- Knowing that what I do assists in making a positive impact on my coworkers and students.
- Mainly our mission as a technical college in Georgia and the purpose of my department.
- Making a difference in our student's lives, and improving the communities serve by providing a trained workforce.
- My program and my job. I love Wiregrass. I am proud of our program, our achievements and our progression. I was very proud to see our President and Vice-President so attentive to our students during orientations, walking them to find locations, etc.
- My students. When I see them accomplish and comprehend what I am teaching it is the best feeling in the world.
- Nice clean campus, friendly staff
- Not much these days.
- Nothing because if you are not within a certain click you are not worthy or cared about. If we make you look good we are friends, but let something happen then we are no longer like you..PERFECT.
- Our dedication to be a Military-Friendly school

- Our graduates are getting jobs.
- Our students
- Our tuition is only 89.00 per credit hour, and most programs take no more than 2 years to complete
- Personally i have a self driven sense and most of my satisfaction is intrinsically felt. i just try to do the best i can do and do the best i can to do it correctly. I like to do things right the first time and look to the future, so it lasts.
- Preparing students for their careers.
- Pride comes from being able to positively effect learning with the students
- Producing a quality product and working with a great team.
- Providing great customer service. The fact that a student can get the training and get a good job -- sometimes in less than a year!
- Raise
- School's long history as WGTC and Val-Tech
- Seeing WGTC graduates out working in their field. Also hearing stories about how students lives were changed by their training here.
- Seeing my students get jobs. Knowing Wiregrass is a respectable place.
- Seeing my studsents succeed
- Seeing others change the direction of and emplower their lives through education
- Seeing our students become successful in their careers.
- Seeing our students in public and successful.
- Seeing students achieve their personal and professional goals through education attainment.
- Seeing students get excited when they are successful.
- Seeing students succeed
- Seeing students succeed and the impact we have on our communities.
- Seeing students succeed.
- Seeing students succeed. Knowing that what I do everyday is helping the community.
- Seeing students suceed
- Seeing students who are proud, whether on campus, at graduation, or in a job.
- Seeing students who become successful in their careers after having received training provided by the College.
- Seeing students who successfully complete their programs and are appreciative of the services we provide to them.
- Seeing the smiles of Wiregrass graduates at the commencement ceremony!
- Seeing the students achieve their goals, and knowing that this is where I got my start. The fellowship and communication on our campus makes it feel welcoming.
- Seeing the students get jobs and make money
- Seeing the students when they come in to apply, watching them grow and gain confidence in themselves, then graduate.
- Student success gives me pride.
- Student success is what drives me to do all that I possibly can. When I can help a student and when I see students succeed and better themselves, that's when I feel the most pride. It also gives me a sense of pride when we show up and represent WGTC in all the communities and events. The community feels that the college cares about its members and their futures.
- Students
- Students.

- TEAMWORK
- THE ABILITY TO HELP STUDENTS AND CO-WORKERS
- That we, in my department, are student-centered and (for the most part) act as a team.
- The fact that I'm working on the college level at a great school.
- The fact that hopefully I am making a difference in some students' life.
- The fact that my department is the growing, our students and graduates are more involved in local industry than they ever have been in the history of my department and the fact that we do what we do very well.
- The feedback I hear from the community in regards to the caliber of our graduates.
- The good working relationship between colleages, students, and people in the community in general.
- The item(s) that give me the sense of pride as an employee is knowing that they offer professional development training to ensure that we are giving the tools to do an outstanding job in our positions.
- The knowledge that what I am doing is helping others achieve their dreams and ambitions.
- The knowlegde we are providing education and skills to fellow citizens.
- The numbers of students who get jobs.
- The only thing (anymore) that gives me pride is the fact that I am reading my students, even for just a short time.
- The outpouring of support and help when an employee needs it. I am so glad that we are now letting employees know when there is a time to support another employee.
- The people/faculty/students I have come to know are wonderful.
- The positive impact we have on our students' lives and ultimately our community.
- The positive influence in the community when you work and visit resources. I hear praise of WGTC and student's work and accomplishments.
- The positive outcomes on student's lives who want to be here.
- The pride of knowing I'm apart of an Institution that's really change lives immediately! Wiregrass gives me the opportunity to impart the gifts and talents God has blessed me with. So I'm very grateful and humble for the opportunity to be an employee at Wiregrass. We truly are really changing lives one student at a time. I'm a living witness to it everyday. Every graduation I attend makes me want to continue to help change lives. It surely changed my life.
- The reputation of the college in the community; people that I meet that are graduates in so many businesses in the community and even proud family members of former students that have attended the college.
- The students in my program.
- The students that graduate from our program and excel in their professional field.
- The students, I don't have very much pride in the school anymore, The state and school does not respect the faculty enough to give them a raise in pay as the cost of living goes up, I make less money than I did seven years ago. It's hard to respect a business that doesn't respect the work I do.
- The wide-reaching impact it has for those who do not need a 4 year degree, but get excellent training in many job environments.
- There is a definite sense of family about most of the workplace. People care about one another and that makes me proud to be part of such a place.
- To know we have considerate employees and leaders that are open to our needs.
- Training students to be the best they can be and prepared for the job market.
- Walking down the halls of Wiregrass and seeing the smiles on the faces of the individuals that work here. Having a president that knows your department, your name, and about your program that you work for gives me a sense of pride. I have never seen Dr. Anderson and she not speak and ask about the Adult Education program and GALIS. It makes me smile to know that we have a president that cares.
- Watching my students achieve what they have dreamed of
- We have a great staff who care about the job they do.

- What give me a sense of pride is when a student come in our lab in tears and don't know how to turn on a compute, then help them by comforting them and show them how to operate a computer. Then 18 months later, they tell you that they are graduating.
- What makes me most proud is when students stay in touch or when I see them outside of school and they share how they are using what they have learned at Wiregrass to better themselves.
- What we do for the students and changing their lives.
- When I am included on decision making. When I know what is going on at the college. Knowing my upper level staff support me and my work.
- When I meet people and they have a positive attitude about the Adult Education programs.
  Most of the campus are clean and have decent technology.
- When coworkers celebrate our students and ourselves by talking about the positives of our jobs and the success of our students. No one should ever doubt our pride to be an employee of Wiregrass.
- When employers praise the skill level of our graduates. Also when our students encourage others to attend our college.
- When my students graduate from the program and then go on to excel in their career.
- Widespread acknowledgement throughout south Georgia.
- Wiregrass is foremost in technical education and we often get calls from other technical colleges for our opinions
- Wiregrass is well-known in various parts of the state for great hospitality, great leadership skills and great student-staff interaction.
- Working at Wiregrass
- Working with really great people.
- Working with students and fellow teachers.
- Working with such a varied group of people who are dedicated to the success of this school.
- Working with the students.
- as an employee NOTHING!
- being part of a college that is all about the students future and helping them get jobs!!
- community learning resources
- everything
- i feel so welcome
- putting student to work in thier field of study
- quality education
- seeing my students working after graduation
- student accomplishment
- students accomplishments
- the strong relationships we have developed with our businesses and industries and school systems
- the successes of the students
- what gives me a sense of pride is helping students and doing my job and it apperciated
- when I see a former student , they always come up to me and give me a hug, I know that they are able to support themselves what no matter what happens in the future
- working with people in the same line of work that i do.

2.3) What are your ideas to move the college forward and plan for the future?

- Continue to apply for as many grants as we can to fund equipment, programs, and services that we might not be able to afford right now. Grant money frees up budget money that can be earmarked for other uses.

- Eliminate anything and or anyone that does not directly help the mission of the college. We are here to educate students and to provide a quality local workforce. Our students should be the number one priority in everyone on any of our campuses days. Without the students there is no college.

- If ever i can obtain a full time position at Wiregrass, it would be my goal to help in the transitioning and recruitment process for helping student reach their end goal in a more strategic manner. I would help in the broading of opportunities for transition by opening more doors of opportunity throughout the community. AS of now, I can only work 19 hours, as a result recruiting and retaining students for my class is about all I have time to do.

- Since their is a growth in individualized learning technology, finding ways to motivate each student to learn through the newest technology and gadgets.
  Students are far more interested in taking online classes now instead of traditional classes.

- Stay in-touch with the specific needs of our community. Offer more associate degrees that can lead to a bachelors.

- We need upper adminstration more visible in the community.

- more information to high school parents and counselors to encourage high school students to attend. Update technology. Publicize the prices of courses to show affordability.

- stay involved with what's new in the field and submit them to the department

- 1. Continue to look for people to give to the foundation
  2. High rate of graduation

- 1. Team building activities or events, to avoid cliques.
  2. Cross training
  3. Increase student activities and organizations

- All of Georgia's technical colleges need to hire more full-time instructors who have bachelor degrees to teach the non-degree programs. There are more adjunct instructors teaching non-degree classes than there are full-time instructors teaching degree level classes. For years, many of Georgia's technical colleges have relied on adjuncts to teach core classes, semester after semester. Adjuncts have dedicated themselves to the system, but the technical college system has done nothing to show its gratitude. In fact, Georgia has cut adjunct hours and pay. Wiregrass has even instituted an unfair pay scale for adjuncts. It is sad to think that a dedicated teacher must work other non-teaching jobs to supplement his or her income. Georgia offers no benefits, no guaranteed pay scale, no teacher retirement, etc. Yet, Wiregrass and other technical colleges reap the financial benefits of hiring adjuncts. It's time to change that. Hire full-time bachelor degrees to teach non-degree classes--starting with the adjunct instructors who have been shown years of faithful service to the technical college system.

- Allow instructors to teach rather than fill out paperwork and forms. Hold students to a higher standard

- An advising center would be wonderful - a central place, always staffed, where students could go without having to be re-directed several times!

- Better IT equipment (internet service that is stable and reliable)

- Better communication and more interacting with the students.

- Better communication from the top down and the bottom up. It is essential to providing seamless and professional services, boosting morale and squashing negative gossip.

- Better customer service to help retain current students and attract prospective students.

- Better recruitment and customer service to our customers.

- Better structure of our programs and frequency of offering programs. It appears as though we try to make it difficult for students to qualify for a program such as Practical Nursing. Our Business program has become more of a Marketing program and we did not build that program for that purpose. We have a Marketing program students will enroll into that if they want Marketing.

- Build and deliver programs that are aimed at what BLS sees as highest growth fields.

- Build employee morale and show appreciation for faculty and staff

- Continue focus on recruiting young people through "Move On When Ready"
  Need to Continue education of parents and counselors regarding MOWR.
  Strengthen partnerships with local employers through advisory committees
  Continue to market affordability of our educational opportunities
  Continue to research industry trends to create viable programs of study

- Continue recruiting and getting the word out of all our resources and getting enrollment up.

- Continue to embrace online learning. It is important to understand that the climate of colleges has changed with regards to how students take classes. In the past, students had to fit their lives around school. Today, colleges are beginning to realize the they must fit their institutions around the student's lives. With that said, an aggressive effort needs to be made to acquire the technology necessary to

continue to add instructional value to online learning and classes. An increased effort in the area of training instructors on how to teach in an online environment will be crucial as well.

- Continue to grow the Move on When Ready program. Also, I think we could do a lot with Allied Health in Coffee now. I believe we need to take at least one more nursing cohort per year over there. The students are just sitting there on the waiting lists, ready to enter the program.
- Continue to offer quality programs
- Continue to promote WGTC outside of the walls
- Continue to publicize what the college offers and how it can help students to prepare for jobs
- Continued focus on high schools. Additional focus on adult learners.
- Created levels of instructorship so that time an performance can yield vertical motility and increased compensation. This is particularly needed to end the revolving door of General Core.
- Employee Apperication and not mico managing people to where they cant function
- Empower the faculty. We feel as if our opinion does not matter.
- Establish a better sense of community feel and try to adjust programs to fit changes in the industries.
- Expand and grow programs
- Expansion...develop more agreements will four year colleges and universities, offer more programs, add sports
- Fewer emails would be nice. Many emails have nothing to do with departments. For example, when someone's family member dies that is not a part of Wiregrass, why send an email for these people to the entire school, when only the department in which they worked and maybe a few, top administrators should get the email. We do not know most of the people about which we receive emails often. All these emails slow efficiency as one must constantly sift through them determine which ones are necessary for job.

  This is especially true of people selling items or trying to get rid items via emails, which have nothing to do with campus activities.

- Focus on the changing needs of employers, and making changes to our programs to meet those needs.
- For our instructors to take ownership of their students in the sense of contacting those who didn't register for upcoming semester to find out why to help with enrollment. I feel we have a wonderful story to share about the programs we offer and lives we help change, we need more employees talking and sharing good stuff. Everyone likes being part of a winning team. We need our team players to step up and see the big picture to help increase enrollment.
- For the remainder of my time with Wiregrass, I plan to be a better advocate as well as encouragement to the students.
- Function more like a business, which we are doing and i think that is great. It should be data driven with skills matched to jobs and not jobs linked to skills
- Get back to our educational niche and name – technical programs and skills
- I am constantly recruiting students for our programs, going to classrooms of students and discussing their future education.
- I am hopeful that we will increase our availability of degree courses and also adapt more bridge programs with VSU.
- I am planning on enrolling into the Doctorate of Public Administration program. This will allow us as an institution to teach Political Science courses more consistently.
- I beleive we should continue to promote the college outside of work. I believe that if everyone would say good things outside of work, then our student count would be much higher. If every person took the extra time during the semester to go above their regular job and just talk to a few people about going back to school, then you have a 50% chance of getting someone in school. We need to start the pride of this school here with the faculty and staff, and then take that out in to the communities and that will move us forward. The more students we have, the more we can do for the students.
- I believe that an increase in salary, even a minimal step, each year would help increase the morale of employees and would benefit the overall being of the college.
- I believe that if more courses were offered at night on the Ben Hill and Coffee campus, there would be an increase in enrollment because lots of people in these communities work during the day and are unable to attend during that time.
- I believe the most important thing is for instructors to stay on the cutting edge in their field. The ability to upgrade equipment and add new technology pays dividends. Students talk to their friends about how great their experience was in a particular program which helps student enrollment increase.
- I believe we need to stay in tune with evidence based practices for Allied Health, I would like to see medical journals, nursing journals, etc.

and have students participate in reading groups. I also would like to have updated technology used.

- I feel that we should continue to help our students reach their goals by offering more degree choices.
- I intend to make every effort to grow my program and continue to reach out to leaders in my field for assistance and knowledge. It is difficult to overcome the stigma often associated with a "technical college". The best way to change the perception is producing knowledgeable and career ready employees to our community. If you continue to produce bad fruit, no one will want to buy it.
- I know that money is tight for the Technical Colleges; however, please find a way to give raises.
- I love the idea of Wiregrass Tech as a trades school. But the ideology of running a tech school and academic college system seem to be counter intuitive. The first being mainly hands on technical job training and the other mainly academic in nature and in my opinion each requires a total different administrative approach.
- I my opinion the school is heading in the right direction. As an improvement for the future to build the school, I see us partnering with companies or the Veterans Administration for compressed certifications that will allow veterans to complete programs such as CDL, computer certs and maintenance certs in a short period of time that would also bring money into the school and make us a centrally located school for veteran opportunities that only the metropolitan areas are currently receiving.
- I plan on continuing to promote all of our programs. When someone has great success at something, they tend to tell others about their experience. I plan on making learning fun, so that the word gets out about my program & WGTC.
- I plan to assist students. I plan to foster a positive micro environment. I believe the culture of the school ultimately governs how successful we are.
- I plan to motivate students by helping them set goals that can help them better themselves emotionally, socially and most importantly educationally. I want to help students as they transition into new parts of their life, education and careers.
- I plan to promote the college their exciting program and share with potential students their opportunities for attending this great school.
- I plan to try methods to recruit students who would be a good fit for this program.
- I really feel that as a college we need to look into classes or diplomas that are unique and that will cause a spike of interest for our community. Maybe branches of nursing or other medical tech. fields. ex. Sonography and other similar professions
- I think that we need to seek out those staff members who has dedicated their skills, expertise, and talent to this college and listen to their views. Not just the selected few. We concentrate on recruiting students but we do not work diligently in retaining students. We had people positions who are not the most qualified to reach students. We must relate to the students in a way that will make them strive to complete their programs.
- I think we need to look at new programs to offer. I also think we need to start a major renovation of Valdosta buildings to completely change the outside look and create a fresh, new appearance.
- I think we should immediately stop lowering our standards. We need the reputation as a high quality institution, and not just an "easy" college. Employers will be more encouraged to support our college and hire our graduates if they can be sure that the graduates are coming to them with the highest possible, quality education and training.
- I understand the need for programs such as dual enrollment. However, I feel there is a larger, more adult sector of individuals in our service area that are not being tapped. We need to go out into the communities more... not just one or two of us but the college as a whole. We need to get the word out regarding what we have to offer. We also need to examine some existing programs as well as some new ones with needs assessments.
- I would eventually like to see the conversion to E-books (Kindle,etc.)
- I would like to see the college do more events that tie in with VSU and business organizations in our 11 county area.
- I would think to move positions on the campus where the most work/questions/research is needed. For example, have the student banner position on the Valdosta campus where there are more students.
- I'm looking forward to expanding our Cosmetology and Barbering Dual Enrollment! I think our future looks very bright in the Dual Enrollment area. Wiregrass has really tapped into a great avenue for recruiting future students therefore I hope that our future plans would be to build a Career Academy on the Valdosta Campus. I have 6 Students in Cosmetology that graduated from Valdosta High School May 2015. This is a great way to change lives and invest in our community.
- IMPROVE COMMUNICATION. Sometimes employees do not even know about a policy/ procedural change until literature comes out that is to be distributed to students. Employees have to call/e-mail someone to find out details of the change. Sometimes even the person they call for more information has no idea the change has occurred. This is an example of the kind of thing that makes employees feel de-valued, as if they are too insignificant to be informed about changes that directly affect their daily work. Well-informed employees are always better, more effective employees. Folks function better when they feel they are "in the loop."
- If there is any way possible, please look at entrance exam scores. Especially in Auto Collision Repair, Certified Nursing Assistance (CNA), Welding, etc. Auto Collision Repair was a program that many of the teens were interested attending. Even the students in the Alternative school program, but when the scores were raised the program had to close.

- In order to better equip our students for employment it is important that the instructors are being allowed to have time and resources to attend conferences. I would like to see Wiregrass not only be the best in the state but be a model college for others in our nation to follow.
- In order to move the college forward, the college needs to recognize the moral of the employees are down. This is in part to being given a heavy work load and no raises in years. If the college would recognize the hard work and many long hours the instructors put into their programs to make them successful by rewarding the instructors. This would overall improve the college.
- Increase enrollment and watch the college grow.
- It would be awesome if we could find out which technical colleges are the most successful in this country and in areas like ours around the country and find out what things they are doing that we might be able to make work for us.
- Keep Trying
- Keep up with all the latest technology.
- LOOK INTO MORE FINANCIAL AID OPTIONS TO BETTER SERVE OUR STUDENTS
- Look at the pay scale!
- Make communication between faculty more professional concerning new programs and changes affecting student enrollment, advisement and registration
- More classes offered, different ways of recruiting
- More equipment
- More interaction within the communities.
- More involvement in the community. Communication!
- More personalized learning instead of having standardized teaching.
- More programs on the Ben Hill Irwin Campus. Especially more health care programs.
- More programs we are in a desperate need of new programs and programs that have already been approved for other campus need to be offered here, to see if they will make. We are flooding the market with the same programs we need something new to catch the communities attention. Can we try these programs: Registered Nurse, respiratory therapy, agribusiness, Opticianry, Health Information Technology, Night LPN, Welding, Automotive, and Paramedicine. Some more general degree core such as BIOL 2113/L and BIOL 2114/L. More night time programs for those who work during the day. Offering more activities for our students such as clubs or sports will help them become more involved in our college. This will also help advertise for our college, we are handling a lot more high school students and students fresh out of high school. We want them to know that this is the college that they want to attend and for them to encourage their friends as well.
- More student testimonials on tv commercials, ads, and radio. This brings everything to real life when people sitting at home and hear the struggles of the students and how Wiregrass took away some of their worries by having instructors that cared. Everest University displays this on their commercials, while comical at times, it grabs the viewers attention.
- My goal is to bring students into the program to achieve success and they will in turn spread the message of literacy.
- My idea to move the college forward is to meet the needs of the community with programs that interest the students.
- My idea would be to work on making this a GREAT place to work. When you have HAPPY employees your BUSSINESS goes up. If your employees are unhappy where they work, everyone is going to know it. You don't think have the business in town don't know ALL of wiregrass problems here?
- Need up to date(state of the art) training equipment and supplies for students.
- New programs
- Night classes and more campus activities
- No comment.
- Offering courses that will help students get jobs in our area will hopefully bring students in. In our area, most students cannot handle online classes - especially business, so offer more on-campus.
- Offering more evening classes. A lot of people want to come to college but the times are not feasible and online is not an option they would prefer.
- Our recruitment process needs to be expanded through more one on one contact with the community. Diversity in our recruitment staff is

essential. As Luis Castro taught: "Everyone Communicates: Few Connect." I recommend we hire a diverse team of part-time recruiters to work our local communities. This team would receive in-depth training in recruiting techniques and would targeted groups.

- People need to accept the culture of Wiregrass (the merger is over, and this is who we are now). Stop talking about the past and plan for the future. Stop chatting around finding little things to complain about.
- Please get updated computers in all areas for students and instructors to test online. It's embarrassing to be a technical college and there is NO room to accommodate 30 students to test at one time. Updated technology is a resource the students need to complete their work and exams.
- Population study of future growth to evaluate possible enrollment.
- Presently, I think the college is moving forward positively. I think going out to the high schools and promoting the MOWR (Dual Enrollment) option is a great way to move the college forward. Talking about what you can do .... Associates' Degrees, Certifications, and Diplomas would be fantastic. I know we don't have a wide range of subjects in the school system here in Echols County.
- Promote the programs that are low in attendance. Looks like the popular programs get the attention which is a good draw, throw the lower attendance programs a bone now and then.
- Refocus on offering courses/programs which can be completed on the campus of origination.
  LISTEN to our staff - use the methods that WORK, regardless of which campus. Example - Coffee Campus had a very successful evening PN program. A decision was made to eliminate it - no discussion.
- Research new programs to add based on the needs of our service area.
- Restructure and keep up with technology.
- Retaining policies that nurture positive student achievement. For example: restricting online enrollment for students who continue to fail online courses; adhering to Academic Standing to ensure that students do not take multiple (failed) courses in a program.Students who take courses and pass, continue to stay enrolled and will eventually graduate.
- STOP CHANGING STUFF! It is very disheartening to see how much has changed over the last few years, and how it has negatively affected a lot people especially faculty who lost deans and some even had to physically move. None of our concerns and how we have handled it have even been asked.
- Scale down administrative departments there are too many people getting paid high salaries that are not justified for the work they are preforming on a daily basis . I feel that the administrative department needs to be restructured to better utilize each person and their ability to serve both students and faculty. There's a lot of re-organization needed in some departments.this is the number one complaint I hear from students. We have to stay cost efficient as a college in order to have longevity but at the same time stay customer friendly in which our students are our customers .
- Start twice a year admission for ASN program and implement the bridge LPN-RN program . We can increase the # of students we accept from 40 to 60 if we wanted to. Let's do it! Why not? We have students wanting to get in and we need students so let's take them. If we do not take them, students will give up on us and go elsewhere because they'll think they can't get in.
- Stay ahead of workforce trends to have educational opportunities in place to meet demand.
- Stay current with latest trends and technology.
- Stay updated on current trends in education.
- Take care of the current employees, raises....etc.
- Team building within faculty/staff/campus. Awards for recruitment and community involvement/outreach.
- The admissions, advisement, and registration process needs to be more streamlined.
- The college needs to invest much more into IT infrastructure and technology. One of the "jokes" in the community is that Wiregrass isn't a technical college is just technically a college. It's hard to defend against that joke when most of the computers in the institution are between 10-12 years old.
- The college needs to reach out to local businesses/industries to see what skills employers are looking for in students who enter the workforce.
- This is a very broad question as my plans likely will only affect my small aspect of the college. Providing more instructional training opportunities, providing current technologies, and arranging more interactions with staff.
- To do more collaboration with the High Schools.
- To keep recruiting and encouraging people to enroll @ Wiregrass.
- Transportation is needed for students to come to class.

- Undercover Boss finds out what employees are doing and they listen. Stop letting those with higher positions and degrees dictate everything. I have no degree, but I am as smart as those who have one. Treat people like humans and this college will grow. It starts with us. I would not recommend this school until attitudes and behaviors change. We are supposed to be a team, lets start acting like one. Change is good but how much change can damaged departments take.
- Unsure
- Updated/Improved training materials and skill trainers.
- Utilize technology that students use to enhance learning opportunities and to increase use of college tools
- WGTC is not unified as a college and until this happens, the college can't move forward. We had made an effort that was positive for the Northern campuses with the dean for our campuses, but this progress has recently been nullified. The best answer is a campus dean for each campus who is responsible for each campus. I can't believe this decision was reversed just as we were making progress towards enrollment, retention, program planning, etc. We are now back to being under the direction of three people who control everything we do along with their coordinators. There is no possibility now of ideas being shared. We also need to quit making new positions for people in high positions while those folks in other areas never receive raises and recognition while running on a shoe string budget with no hope of a raise. It is amazing how if a person gets a new position without even it being advertised, they get to keep a great salary. Until there is fairness at WGTC, there will be no growth in the future. Good people will keep leaving. I certainly hope this changes.
- We need More Money. Remember you get what you pay for.Many good employees have left and many will continue. No raises for how many years and wasting money on un-developed programs and poor thoughtless ideas.
- We need to be more learning centered and less business centered. We are an institution of higher learning. Students are not customers.
- We need to find more money to help enhance our programs and provide program with CURRENT tools needed for their field. In some areas this can be quite expensive but there has to be grants or other funding avenues that can help keep us current. This is a MAJOR comment at the advisory committee meetings.
- We need to look at the admissions process. This still needs to be streamlined to be more student friendly. Advising is still and area that can be improved. Lastly, instructors should have more autonomy and flexibility in working with students. We lose a lot of students because of these three areas, and our reputation has suffered because of it.
- We need to repair our reputation. The former administration damaged our reputation.
- We need to streamline our processes. Faculty members and program coordinators should spend more time preparing for classes and less time trying to figure out what the right paperwork is and what to do with it.
- We should be consistently improving our technology. Some of our programs look and feel outdated.
- We should focus on assessing what careers are really needed and make sure we are tapping into those resources and offering what students need. I feel that we certainly need to offer more evening classes on our campus. At one time we offered classes from all programs on the campus at night and our enrollment at night was almost equal to our day enrollment. In our economic community, many are working and can only attend school in the evenings.
- We should perform Needs assessments in the communities to find out programs that are needed and build classes to enhance enrollment
- We've got to use every resource possible to help recruit. Employee buy in is such an important component of this. If we as employees don't believe in our school, we are doomed.
- Work on communication. Sometime it takes quite a while for information to go through because of how many people it has to go through in order to something done.
- Work work work
- Working together as a team. Improve on our customer service.
- add more programs, get the word out about dual enrollment, offer programs that will assist students with travel and daycare needs
- being more understand with the students needs.
- better communication and more interaction with the students.
- better customer service
  making students more accountable for registration
  getting students financial aid settled before registration time
- continue offering classes that align with business and industry needs
- don't have a clue every change we have had in the last 5 or 6 years has brought us back not forward.
- having an ellianos at the upper crust would be lovely, more student interaction would be involved if it had that cafe lounge atmosphere
- keep pushing the education

- look at the world it's globe
- n/a
- none at this time
- nothing
- to produce the best students we can
- working with insustry to make sure thier needs are met

2.4) How can you improve student learning and/or the learning environment?

- I feel that student learning can be enhanced by ensuring that physical settings are conducive for learning,
- Sparking students' love of learning. If a student loves the class that they are enrolled in, what they have learned is rarely forgotten.
- visit the work force to see what's new in the field.
- Assisting employees in identifying areas of improvement through their IE plans and working toward meeting their SLOs or PLOs and helping administrative areas improve upon the services they offer through the IE process.
- BY having the latest advancements and equipment to teach with
- Each of us can notice the students and coworkers in the hall and anywhere on campus. We can acknowledge them by establishing eye contact and speaking to them. If needed, ask if they need assistance. This makes them feel more welcome and comfortable in their surroundings. Then they can preform better.
- 1. Stay abreast of new technology.
  2. "check out" new teaching methods and techniques as well as support equipment.
  3. Review books and available computer information.
- 1. Positive attitude
  2. Encourage students to graduate
  3. Help eliminate barriers to students
- A college success class for all begining students, wether they are provisional or not, would benefit them. In the class they could learn about the learning resource we offer at the school, how to understand their financial aid, how to navigate banweb and and about scholarships the foundation might have that could benefit the student.
- Again providing state of the art tools, equipment and resources.
- Again, 19 hours leave very little time to do much of anything. I desire to take more hands on trips with my students,
- Allow teachers to have more autonomy and flexibility in how they teach their courses.
- Apprenticeship especially for those undecided. Working within middle and high schools during class times not just for career fairs.
- As a satellite campus, I would love to have internet access for my students. I have purchased a "hotspot" so that at least one student may have the opportunity to test on line. It is difficult to use internet programs when the community itself does not have diverse avenues for online learning.
  It would greatly enhance my students' learning and my facilitation of such if internet access was available for all my computers.
- Assist where I am needed.
- Assisting them with whatever they need. Making sure they have all resources that we can give them.
- BY staying up to date on the latest trends and methods in my field.
- Be positive, and encourage others to be positive.
- Being aware of student's abilities as related to their studying for the GED
- Better communication
- Bigger lab spaces, more cutting edge technology.
- By assisting students in areas that are barriers for them and provide services that benefit them academically

- By being attentive to the student needs... by taking time to recognize what is working well and what needs to be changed to help students understand and apply the material.
- By being better prepared before the term starts which is difficult to do with the type of schedule I have.
- By being helpful and keeping it quite so the student can work.
- By continuing to communicate necessary information for them to make well-informed decisions.
- By continuing to provide the best possible support with technology and ensure that the technology the students use continue to work at optimum levels.
- By finding new ways to provided engaging lessons. One way that works is putting the student in the same situation that they would be in on the job. Students make an easier transition in to the working world when they have already learned how to operate the exact piece of equipment used in the field. Less lecturing.
- By keeping the lines of communication open. Also by providing a risk-free learning environment. If a student is struggling, I want that student to feel comfortable coming to me.
- By maintaining a high academic standard and expectation while offering one-on-one assistance to those students that either want it or need it. You cannot expect any more of your students than you are willing to offer them in return.
- By making sure are properly trained and updated our skills and stayed abreast of any new knowledge in our area of studies as well. Also, if we are improving and passionate, excited, and invested in our jobs whole-heartedly about what we are here to do, where it inspires our students and create an atmosphere where students want to learn, and it reflects in there grades, then we have created a positive environment for learning.
- By talking with students to see what their needs and concerns are currently.
- By using online interactive materials and simulations to keep students engaged and interested.
- Contact other colleges to see what programs are working for them.
- Continue to be available and open to students who are in need. Include students and listen to their needs and suggestions.
- Cosmetology and Barbering area needs to be expanded and updated. We have truly out grown this area. Our have so many students functioning in one area.
- Encouraging students to take advantage of our tutoring services before the last minute. A lot of them don't know that the campus is open for them to come in at night. They should be able to ask some of the instructors that are here for assistance at times.
- Engage students
- Enhance positive communication between college departments
- Ensuring that the new LS process is hybrid with degree/diploma core courses will improve student learning.
- Every at-risk student should sign up for Plato web remediation services. Should be available off campus.
- Everything doesn't need to be online and timed. We spend so much time trying to automate everything that we forget that we are here to educate. We are not here to make things simple for ourselves. We also need to choose better text books. Writing our own books is not always the answer. It seems that we choose books based on personal education level and not necessarily if it is on the level that we are to teach. Also, make books available on the first day of class. Students shouldn't have to wait two weeks to get a book because the bookstore didn't order the books in time or because the books haven't been ordered at all. We can do better than that.
- Expanding our online journals in the E-library, for example Jstor would be a great benefit.
- Figure out a way to make students want to be involved in the learning process.
- Find a way to relate to them and make what we are doing in the classroom matter in their real world experience.
- First, the placement of students in Halls that have appropriately working equipment would be nice.

  Second, provide training for customer service to employees who are the first people visitors or potential students will meet. Far too often, students tell instructors that Admissions, Registrar and Financial Aid offices treated them in manner they deemed off-putting.

  Third, Provide activities that would enhance student involvement.

  Create a Faculty Senate that can work with and positively challenge and promote alternatives.

  Try to decrease paperwork, so teachers can teach more rather than being at desk.

  Create or combine a title for an Inclusion and Diversity Director/Coordinator. Students, faculty and staff need a person who appears genuine to whom they can trust divulging information about wrong doings and cultural problems they observe.

- For Allied Health, and the nursing program, I believe having tutors with the fundamental courses to aid with the nursing math would be beneficial; since nursing students are here full time, it would be nice if they had a fridge/microwave access. There is plenty of room for students to meet, however, food is a good way to bring people together.
- Get a better quality of student. Too many are here for a check and that drags down the rest of the class
- Get back to face to face teaching and away from guided learning online. Update all classrooms with smart-boards and decent sound systems to enhance the learning environment. Several are still stuck back in the 80's with green chalkboards and overhead projectors that can barley be heard at full volume. There is much to be learned form the you-tube and the like, students have access to hundreds of professionals but our classrooms not having the proper technology in them limits us to what and how we can present it to them.
- Give them more hands on experiences outside the classroom.
- Hands on training in all areas of learning with professional help available during the day as well as the evening or evening as well as the day.
- Hands on, engage the students.
- Have more additional time outside of class to work with students one on one.
- Having readily available the things that will make the environment conducive to learning.
- Having updated equipment would be a great start. Using departments such as CIS to help departments such as IT would be beneficial for everyone. The IT department has great employees but most of them are not subject matter experts in that field. I have to admit that I am disappointed with how little priority the IT department actually gets. For example, since I have been here they have had several employees quit but their positions have not been filled thus leaving them extremely short handed.
- Heavily utilize the center of excellence to increase instructor awareness and motivation.
- Hold Deans and instructors accountable to their actions.
- Hold faculty accountable for poor student evaluations and low pass rates. If no improvement is made after coaching and training, then we have to make tough decisions and replace them. Having said that, coaching and training should be mandated for poor performance for both faculty and staff.
- I am currently teaching in a "FEMA" trailer. I hope that in the very near future the Adult Ed. classes can be offered with one of the campus bldgs. I do not have adequate technology available at the present time. The browers on the computers are outdated, therefor online testing capabilities are limited.. I do not have a projector. I do not have a telephone in my office. In the other classroom, there are computers that have been sitting since Dec. 2013 without being hooked up. The computers that are operational are not connected to the printer, so my students are unable to print assignments.
- I am not an instructor but if we show our students that we are vested in them and we care, they will know that we as an institution will support them in all endeavors. Thus making their education experience good enough to tell others about our institution.
- I am not an instructor, so I do not have experience with this nor do I have an idea of improvement
- I believe we provide the very best learning environment. However, I fear the students are beginning to relate to the faculty enough to where they know we are treated unfairly and underpaid and this may result in further enrollment decline.
- I can be a positive role model concerning accepting challenges in life.
- I can continue to learn and apply different teaching techniques in the classroom.
- I can improve students learning through the professional training opportunities that are there for me to use in my classes and follow through the college's mission.
- I could improve student learning by being more structured in my classes. This would come by more planning on my part. It could also be helped by having less repetitive paperwork, unnecessary requirements, and other time consuming measures placed upon us throughout the work week. My foremost focus should be on my students and their success. However, this focus is changed by the incessant e-mails, questions, and mundane tasks that seem to have absolutely no purpose.
- I do not know
- I feel they have a great leaning environment now.
- I go out of my way to make everything work perfectly for my students.
- I guess do my job the best i can. Also if we can increase jobs there should hopefully be a greater need for training, more trained people should increase firms coming in and increase our need to train.
- I need more help in my department to do a better job of providing quality training experiences.
- I need to let all the administrative stuff go, and just focus on my class at that moment. It's so hard to do, sometimes even impossible when we are threatened to get along or we will be written up.

- I need to place a limit on the number of students accepted in the class .Too many students not enough instruction time.
- I teach online, so the learning environment is not a physical location.
- I think by using new technology in the classroom that we can improve student learning.
- I think the Center of excellence id perfectly poised to continue improving our faculty. This will result in higher outcomes.
- I try to get feedback from my students with ways they feel would be beneficial to their learning style.
- I try to improve on these topics each day I step foot on this campus. Regardless of how my feelings are or the what I hear about our leadership. The student is OUR customer base! The student is OUR greatest asset! We must as a team re-focus our energy to help create a better atmosphere for our customers; the students. As a team we can change the environment for the student and reap the rewards of better student outcomes.
- I will do my best to work across departments and campuses to create a more cohesive environment at the college.
- I would like to be more interactive in the online classes. I would also like to figure out a way to gauge student learning with tools other than exams, but don't really have the time to do so.
- I'm extremely happy with our wonderful facilities and program area for a positive learning environment for instructor and student.
- If the instructor is not into it and here for a check students can sense that and there are other colleges that they go to with instructors with better attitudes.
- Implement more technology in classroom and labs and simulation settings to train realistic scenarios and enhance student learning.
- In my opinion, the instructors are beginning to believe they have the backing from administration. I believe that had greatly diminished and this is the only way instructors feel competent to perform their job at their best.
- Increase access to tutoring for online students and those who are unable to come to campus when tutors are available. Have tutors set up office hours via Blackboard Collaborate to allow students to connect off campus.
- Increase students responsibility; have them engaged in their success and not take a test "hoping for the best"
- Increase technology. We have moved way ahead of other schools by being able to offer classes online, but the technology within the school is sub par. We need to be on the cutting edge here at the schools. Our computer labs are filled with obsolete computers.
- Instructors are treated unfairly at WGTC, and as a result of increased contact hours (to save money for someone to stay in a high paid position and do nothing) and low morale, the students will suffer because of these increased workloads. Classes are too tied to Angel, so instructors are limited to creativity. Instructors have no say in how classes are taught and what is included. Student learning would also be enhanced with better equipment in the classrooms, access to printing, and increased tutoring hours in the success centers (these folks really enhance student outcomes).
- Insure that all classrooms are furnished at the same level including Adult Education.
- Keep our focus on the students, on every campus. Plan the schedule in advance (all campuses created prior to registration). All program students on every campus should have enough program classes offered to be enrolled full time.
- Keep the areas clean. Make it a place they want to come to.
- Keep up to date and healthcare topics and teaching strategies
  use time allotted for class to provide learning that interact with various learning styles
- Learn more about each student.
- Less pressure to perform menial, non-teaching related tasks and more time to be directly involved with our students.
- Listen to our students complaints and take them into consideration.
- Maintain the security updates of our websites and web applications, so that students can properly access our school. Example: Banner Web does not run on internet explorer.
- Maintaining a positive attitude and assisting students whenever possible.
- Make students feel comfortable with the school, their instructors, and the staff.
- Make the classes less "cloned" and allow instructors to use their strengths and own personalities to teach the competencies to students. Some technology is great, but students do not need to feel as though they are on auto pilot. Instructors should have more freedom in the development and instruction of their classes.
- Making more of the resources known and available.

- Making sure that instructors are appreciated, heard and valued.
- More money = more equipment and a sense of value for the instructors.
  No Value is placed on the instructors.
- More open computer labs and student volunteer tutors.
- More training based on specific fields.
- More updated computers
- N/A (7 Counts)
- NA
- Need computer labs designed for at least 30 students to test. Also quicker log in for computerized activities
- No comment.
- No one is perfect, but I believe I work every day to improve student learning and the learning environment at WGTC. I encourage my students and make sure they know they can come to me with problems even if, after hearing them out, I have to refer them to someone else to solve the problem. Most students just need to feel that someone hears them when they have concerns.
- Not an instructor, but ensuring that services provided to students are of the utmost quality. Ensuring not to add unnecessary stress to students so that they can go into the classroom with free and clear minds.
- Offer better, and more in-depth, instructor training. Instructors should be evaluated more on their teaching styles that can improve student engagement. Just one training, from a powerpoint, is not sufficient. The students can read presentations and their books on their own. They need helpful information from the instructors, that are supposed to be experts in their fields, not just textbook reading. Also, I feel that CUSTOMER SERVICE is a big topic that needs to be addressed from the beginning of the application process all the way through to graduation. Employees have been so hounded about getting numbers that they lose their whole sense of being human. There's no sympathy or understanding of what people may be going through. We are not the University system and people keep trying to run us like we are.
- Offer the student more opportunities for outside activities
  Also open our campus up to the public on the North End of Wiregrass
- One factor in student learning is retention. New research is showing that increasing dependency on electronic devices is affecting our ability to retain new information. We have become a society that lets our phones, tablets, and computers think for us, spell for us, correct our errors, etc. To improve student retention, Wiregrass should promote LESS computer labs, such as Pearson's My Labs--especially for entering freshmen and dual enrollment students. These students need to learn through doing the work themselves, not by relying on electronic programs that encourages them to save and store without committing the work to their own memory. Advanced students who have mastered the basics can incorporate and use electronic programs more efficiently because those students understand the principles, not only of technical skill, but also of the key skills of reading, writing, math, and science. Computer programs alone do not ensure retention because they lack the human element, which is an important component of learning.
- Personally connect with each student in online classrooms and face-to-face classrooms. If students know how much we care, that can give them the extra encouragement to continue to strive to complete their educational goals even in the face of hardships.
- Provide highly skilled instructors and state of the art technology.
- Provide study areas other than library or student center where students can gather to concentrate together
- Publicizing tutoring more. Making sure students know that this is available to them. Allowing students to learn in an environment that is closely related to their testing environment to increase results on their tests. Taking time to inform them of stress relieving techniques and test taking strategies. Showing them that we care.
- Realize that we are the experts. We must try and continue to educate ourselves outside of our primary duties in order to assist students and co-workers. Often times it is not that we give bad information, we just do not ask enough questions to fully evaluate what our students need. Be the expert and never be afraid to ask questions yourself.
- Reduced class load
- Remind students that there is tutors available that can help them with their courses.
- See below`
- Student learning should be innovative and challenging but not overly difficult. We should not put up unnecssary roadblocks for our students. One can be strict but not dogmatic. We are dealing with alot of adult students who want to be respected.
- The learning environment at Wiregrass is trending in a negative manner in my opinion. The lowering of qualifications from C's to D's is troubling, the doing away with the cheating policy is bazaar and basically if a student complains about anything "they get their way" even when they are wrong, plagiarized, cheated or just didn't turn in assignments, tests or finals.

- The learning environment has seen improvement. Student learning could be improved by incorporating more strategies related to technology by providing additional technology training to instructors.
- The students need adequate internet support an d new computers.
- There are multiple areas that we can improve student learning or the learning environment. We need a larger classroom. We have numerous program needs.
- This is a performance evaluation question and does not to fit my perception of the role of this survey.
- Try to work with the students as much as possible. Listen to them and what they need. Be available whenever possible to help them after class.
- Tutors would be an excellent addition to our campus.
- Unsure
- Up to date computers and faster internet connections on all campuses.
- Upgrade technology. Don't overload classes (face-to-face or on line).
- We have to keep up with the new technology in our industry and be able to offer this technology to our students so they have the most up to date credentials when they enter their new field of work.
- We have what it takes for our students. We have the facility and instructors with the knowledge.
- We need to mitigate the bandwidth and computer IT issues that seem to be persistent throughout all classrooms.
- We need to update some of the classrooms. Labs need some of the up to date equipment. Haven't seen any Perkins money in several years. Soon we will be working with sticks and stones compared to the equipment that is hitting the industry.
- What did the students state on their survey?
  I've heard some frustration re: online and internet required courses - outages, responses not quick enough for them...
  Books not in the book store the first day of semester.
- Work on a more positive attitude
- be more open to student's questions
- better customer service
- by offering real world experiences
- continue to maintain competency and currency in my profession
- educating myself , training
- instructors staying current with changes in there fields and college keeping programs current with updated equipment.
- keep improving campus, buildings
- make sure the have what they need
- make sure the trainning mateal is up to date
- makein sure all there need is met.
- more computers in the classrooms (adult ed)
- more technology, increasing program budgets
- new technologies and not be afraid to try something new
- none
- on the job training with salary
- unsure
- updated computers

2.5) List any new trends, technology advancements, etc. that you feel would enhance the quality of training and/or training environment that is offered to students at WGTC.

- I don't know of any but I would think the advisory committee members should be able to address this better than most of us.
- In the field of Cosmetology we must keep up with the latest styles and trends- we love to go to the hair shows and take the students because it gets them excited to see the greats in the industry and learn and experience all the aspects of the beauty industry and all the possibility- its like the biggest pep rally in the world, but for hairstylists.
- Offer more YouTube videos to teach classes. Any online video to help students to complete their class assignments.
- We need to be able to have technology that works, consistently. When you know that you have to download a PowerPoint the day before a lecture because of the antiquated Pc systems or because of the residential speed internet there is a problem. There is no excuse for this in 2015.
- have more in the field visits.
- 1. New trucks for commercial truck driving
  2. New computers in classrooms
- 3D math classes. Are we really up with the times on Technology?
- A student advisement center for all students before they get in program would be a tremendous help not only to the students but to the instructors also. The instructors are not knowledgeable enough about financial aid and different areas the students have questions about. This in turn makes the instructors look bad for not knowing the information and the student is then going all over the college to try and find answers.
- Again update our Technology
- Alternative energy – solar, geothermal, wind, and biomass
  Life Management skills
  Robotics and Automation, manufacturing environmental sciences
  Get back to our niche and name – technical programs and skills
- Although I feel that technological advances play a part in classroom instruction, nothing can replace the heart of the instructor. The morale of the instructor is the largest enhancer or lowering agent of quality training.
- Better computers!!!
- Better use of video teleconferencing on applicable courses.
- Better, newer equipment for my lab
- Certification testing. It can be expensive to get the training software; therefore, the budget has not allowed this opportunity.
- Computer equipment needs to be updated in labs to support Windows 8 and Windows 10. Touch screen monitors.
- Computer labs that are constantly used by general core classes should have good computers, printers, overheads, etc. and not the leftovers from other technology upgrades. Core classrooms should be given as much attention as technical classrooms. It is extremely frustrating to continually battle with inefficient, aging equipment. Replace what is necessary before purchasing a new glitzy piece of technology.
- Development of a student advisement center that would advise ALL students until they get in program. It is entirely too time consuming and takes away from the instructors time for teaching and PREPARING for the classes that the students who are currently enrolled deserve.
- Even though I may not be aware of all the new technologies or trends, but as a technical college, WGTC has always made sure our students had and have a great quality of training and training environment conducive to learning.
- Every at-risk student should sign up for Plato web remediation services.
- Faster more up-to-date computers
- For EMS, the addition of improved airway management manikins as well as full body simulators.
- Google for Education; move from stationary computer labs to mobile ones
- Having the students in our department work more on the computers is important to testing.
- High speed, high volume, Internet bandwidth. If Wiregrass is going to try to deliver content remotely we have to have the bandwidth & servers to make that happen.

- I am not aware of any new trends.
- I am not aware of any specific advancements, but we do need to stay ahead of the technology curve as budget allows.
- I do not know as I am not involved in the teaching process.
- I don't know
- I feel from what I have seen thus far we are on target with the new trends, technology advancements etc.
- I see more and more schools providing ipads to classrooms. Even at the Pre-K level, they have at least 6 ipads in a classroom. The teacher facilitates through the lesson, on the smart board, and the paraprofessional circulates throughout the room. The next day, the teacher circulates through the classroom. Even though we have computers, it would be great to have interactive computer tables throughout the classes. To start off, there could be 1 lab set up like that. Then, we can conduct research on how well or not so well it works.
- I think technology is a tough thing to keep up with, and it is expensive. The expense of trying to keep abreast of changes is our biggest challenge.
- I think the incorporation of Video classes or Tele-classes where instructors can see and talk to students when can not fit into our class schedule should increase and be more readily available for our students.
- I think we are up-to-date on the trends and technology advancements.
- I think we make good use of a lot of technology out there.
  Maybe enhance our use of the class conferencing equipment to reach students who cannot come to the campuses for face to face.
- I think we need to invest in more technology. Students should be able to access college information from a smart phone without having to come to campus for several visits.
- I use Twitter in my classes and plan for a field trip to incorporate Georgia history in my classes better.
- I would like to see Smart phones integrated into the curriculum more.
- I'm not sure of any new trends, but technology should always be embraced in the classroom.
- I'm unaware of new technology; that's something I'd like to learn about.
- If the sympodium we have in our classrooms worked as demonstrated, this could help keek the students interested
- In my field, the criminal justice department needs to begin working towards more high technology applications. A good example would be 3D laser scanners, with scene reconstruction software.
- Instructors should do videos of lectures and post them online. This way students can grasp it more effectively. When I was an online student my professors did videos and went over chapters and gave examples when needed. It helped out a lot.
- Insuring that all students have access to internet and other distance education technology especially in the rural classroom or off campus settings.
- Internship opportunities are always a benefit to anyy school.
- It would be nice to have computers and internet up to date and working. Keep up with all the new learning aides.
- It would help students in our area to have more technology availble to them.
- Keep technology up-to-date
- Many of the high school classrooms have the smartboard and promethium boards. I wonder if there is some grant (like what the high schools get) that would help continue this technology on our level once our students graduate from high school.
- More bandwidth
- More computers and equipment
- More current simulators or simulations within the different career fields. It is nearly impossible to conduct real life training in the fields of criminal justice, nursing, and ems.
- More training equipment / 3 to 4 students on a single trainer is not very effective training
- Moving to an "Angel" based testing is a good cost saving move; however with this decision it has become a hindrance to find a computer lab for the students to take exams. The computers are slow, students are constantly complaining about the technology we have at

Wiregrass. Which puts us as instructors in a not so pleasant position because we are trying to promote the college and at the same time teaching/attempting to assess the student.

- Moving to an online application and acceptance process
- N/A (6 Counts)
- NA
- Needed technology is available at this time.
- New computers for our technology department on BHI and Coffee Campuses.
- Newer computers
- Newer, updated computers would be nice. Being a technical college, we should be abreast of all the new, and upcoming, technologies that our industries are using. How can we train an upcoming workforce with outdated equipment or technology that isn't even used in industry anymore?
- No comment.
- None
- None at this time.
- None known at this time..
- Not sure at this time.
- Offer students the ability to publish their work/research/etc. in some sort of WGTC student achievement periodical.
- Offer virtual classroom settings for some courses that would allow it
- Online labs from publishers and companies go a long way to enhance the quality of training students receive. One example of this is the virtual labs offered by Jones and Bartlett for the Information Security program. http://www.issaseries.com/applied-labs/
- Other than total access to the internet, I have no new ideas on the subject.
- PB Wiki
  Webquest
- Promethean boards have been used on other campuses. Though we could possible acquired such technology, instructors' adequately trained would be paramount to the success of their implementation.
- Quicker internet
- Recorded oral responses in ANGEL, or the currently LMS.
- Review the new technology used in agriculture to see if there is a need for training to advance it. Continue to offer an agricultural certificate programs and consider manufacturing certificates again.
- Smart Boards in our classrooms to use Milady's Haircutting Simulator! Flat Screens TV on our lab Floor for demonstrations and video lectures.
- Smartboards
  Continue/Increase workplace simulation in the classroom
- Stay on top of technology
- Tablets
- Tablets, streaming technology
- Tandberg/webex online training. Giving the ability to offer some classes online/inclass from home. That would help people outside of our provider area to take classes with us, as well as allow people that do not have a ride to be able to take classes out here too. The webex classes do not necessarily take people out of the class, but it could free up classrooms for other classes if a teacher could teach a class from his or her office and then another teacher teach a class from the classroom all at the same time.
- The medical field is expanding rapidly, and needing more qualified workers in fields we do not offer training for. I am asked often health professionals why we do not offer an ultrasound tech program. I think we should expand our allied health programs.

Another field of rapid expansion is CNC technology. It is used in a variety of fields, and I think we could do a lot more with that program.

- The program coordinators and advisory committee will have that information, Industry changes constantly, we need to send our students out in the world with the current skills.
- The program is up to technology standards.
- There are many advances in technology and teaching trends that would help our students. Understanding that there are limitations (finances, man-power, etc.), it would just be nice to have current, up-to-date working systems and technology. Then we can focus on advances for the future.
- There have been a lot of advancements in distance learning technology in the last few years. I feel that the Tandberg system is a bit outdated, and I think we could invest in new DL technology that will make these kinds of classes run more smoothly.
- This differs in every field of study.
- This is difficult to answer when it takes over two months to get a light bulb for a projector. I'd like to see what we have work better first.
- This is not an area i am totally familiar with by I hope we have technology in our allied health programs that mirrors the technology used in doctors offices. Tablets, etc.
- Too many to name and each area/program will be different.
- Train instructors to teach instead of them putting the class on autopilot. We depend on technology to teach our students. Students leave our programs and realize they don't know enough and are unqualified for certain jobs because they were not taught; instead they were told to complete assignments in Angel with very little instruction. We depend too highly on online learning to produce quality students. Students have found that they can get someone else to do their work and pass the class. However, they didn't learn a thing and we will still give them a diploma or degree just for showing up.
- Trends of social media should be enhanced more in the classroom. This type of tool should be taught more.
- Tutorial videos that cover competencies of core/occupational classes. These may be provided as recommended links, or we may develop our own. For reference, “Crash Course” on YouTube provides clips covering history, chemistry, economics, etc. These videos are engaging and easy to follow for adults. Site: https://www.youtube.com/user/crashcourse
- UPDATED COMPUTERS in all classrooms for students access and instructors. Computers for testing. Enough computers for all students to work, accomplish assignments, and exam testing.
- Unsure
- Update computers! Our computers and internet services are sadly outdated. The computers in our classrooms often will not run the education programs and software
- Updated equipment
- Use of E-books instead of the traditional heavy books.
- Utilizing SnapChat would increase followers of everyday life on the campus. Facebook, Twitter, and Instagram are all great sources, but utilizing SnapChat would be great as well. It consists of a 10 second video or picture. The videos and pictures delete themselves after 24 hours. By giving each program a set week for using the SnapChat account we will have the campus involved more.
- WGTC needs to stay updated on the latest software and computer operating systems.
- We are behind on some of the newer technologies in are particular area but this seems to be common problem because when you become a instructor and are no longer working in field and you are so limited to your exposure to new tech. Also access to training is very limited due to actual class scheduling. What I mean is 95% of available training is only available during scheduled class time.
- We currently use a great deal of technology in our courses.
- We don't offer enough of that programs that would attract our students, such as RN, Optician, esthetics,
- We have most of the best materials in our area.
- We have some great technology on this campus that goes unused. We have math requirements. We should also implement technology requirements.
- We have very expensive manikins that are not being used to their full potential - training with the Sims would be great start.
- We need enough office coverage to be able to attend on-campus trainings/staff development. At times the low number of staff makes it difficult to attend useful trainings -- and to complete our required staff development hours. Also, although this does not refer to training, it does refer to technology: we need better mass notifications to employees and students in case of an emergency.
- We need our computers updated and allowed to get on all websites. We need more banservice provided.

- Workshops for students.
- attend different hair shows
- big screen tvs vs projectors/screens
- computer application programs, virtual labs
- focusing on relationship rather than on connection
- get more grants look for more out side help
- n/a (2 Counts)
- new computers for our students
- new up to date computer for labs & classrooms
- none
- none at this time.
- offering C.E. for students in our industry
- online interactive curriculum.
- our students are very fortunate to have the latest equipment and technology , our admin. are always trying the make sure that is possible
- updated software on computers
- updating computer software, install Smartboards
- with out current training we will never know.

2.6) How can you become more involved in the communities we serve?

- By going to the Business After Hours functions that the Chamber offers us.
- I am involved. Anyone can become more involved by supporting the college activities and by joining local organizations, and by volunteering to help when needed.
- I am very active in the Community and visiting schools and doing Community events.
  Every where I go I am in recruiting mode.
- I am very active in the community right noe as a Project Director for a community non-profit. I could increase my scope by representing Wiregrass and making connections in all counties we serve.
- I don't have time for this stuff.
- 1. Attend meetings with civic organizations
  2. Talk to as many organizations as possible about Wiregrass
- 1.Volunteer more time to charity events.
  2. Attend more community events supporting sports, arts, physical disabilities, school functions, etc.
- Actively volunteering in community projects.
- Advisors can make Industry Visits to Businesses that would apply to their programs-letting them know what changes or improvements they may have to help promote their programs. Maybe go Once a Quarter.
- Already involved in those activities that mesh with program. While that may sound selfish, my energies are devoted to my program. Having a good program that develops well-trained graduates ready for the workforce is how I best represent my program and the school.
- Already participate in recruiting events and involvement in the community
- As a college there are numerous ways we can become more involved in the community. There was a time our Relay for Life team was huge now we barely can make a team...this is important because it is a huge event in our community and a great way to advertise for Wiregrass. Other ways to become involved in the community are to sponsor a little league team as other local businesses do, to go back to the days where we promoted our programs on a Saturday morning in front of Wal-Mart, have floats in the local parades, we need to let Wiregrass be seen by all.

- Attend civic functions; volunteer to help with organizations.
- Attend community fairs and allow instructors/staff to visit area business and industries to build a better rapport and keep Wiregrass out in the public.
- Attend more community and business events
- Attend more events in the community.
- Attending community events to make people in the community aware of what WGTC offers
- BY CONTINUING TO HELP SPREAD THE WORD ABOUT THE GREAT OPPORTUNITIES WE HAVE AT WIREGRASS
- Be more knowledgeable about the programs we offer and the location of them.
- Be provided with more opportunities.
- Be visible at all community functions.
- Being more active in the marketing aspect and joining professional committees.
- Being visible at functions with our Wiregrass para on and speaking at community functions
- Believe it or not shop and eat locally. I meet many people this way.
- By acknowledging what is available to them in our service area.
- By being asked to be involved when Wiregrass is involved in things in the community. Just like Relay for Life or something along those lines. I would be happy to help in anyway I can.
- By being visible, having a voice, joining different organizations, participating in festivities for our community.
- By continuing to recruit new students by advertising our programs. I will continue to do this and will continue to attend meetings in the community such as Family Connection and continue to attend Health Fairs and other community events.
- By continuing to showcase all of the various program Wiregrass offer out in the community! By staying active in attending community activities such as school sporting events, community family events, providing summer camps and attending health and wellness benefits.
- By continuing to volunteer time to special service groups, attending community projects, and reaching out to the local K-12 school system for opportunities to get involved with their students and staff.
- By developing stronger relationships with the businesses and organizations in my service area.
- By getting in to civic organizations, churches, festivals, and other events. Take any opportunity you can to promote the school or just be a presence for the school when you can be somewhere around a lot of people.
- By making more industry and school visits.
- By making regular Industry visits but that requires more time that most instructors that also fill the roll of program coordinators have in their schedules. Have enough instructor support to lesson the load of program coordinators would allow more time for reaching out to the community.
- By participating in different events, keeping a database of new community resources and promoting community involvement.
- By sitting aside more time and effort.
- By volunteering with area agencies
- CLCP, joining clubs, and by participating in what's going on in our community.
- Communicate with people on a daily basis, about our program, every chance I get, and also be an encouragement to our students.
- Community fairs
  parades, festivals, and program based comunity fairs
- Community volunteering.
- Comp time for going on our time off to represent Wiregrass.
- Compensatory time for community involvement that is done and would represent Wiregrass Georgia Technical College in a positive way.
- Continue the progress and share information with the community resources to promote the areas of education and the future plans of

WGTC.

- Continue to be visible at community events.
- Continue to encourage businesses to participate in campus activities. Continue to promote participation in Geekfest and other program fairs.
- Doing volunteer work is a great avenue for community involvement.
- Each person can take a step out of their comfort zone and into the community. Take part in community activities and meetings. Represent Wiregrass beyond our campuses. Sometimes simply wearing the name badge or a labeled shirt can open us up to questions from people in the community - at the store or at the restaurants - questions about what we offer and how we can serve them.
- Encouraging and supporting special events.
- Every employee of Wiregrass represents the college in the community. We need to ensure we keep our advisory council strong and active, and they should consist of employers currently who hire our students.
- Field trips for students to visit places that suit out majors and certificates could help.
- Find out about organizations in our town and go to the meetings. Find out about fund raisers for them and participate.
- Give instructors time out of class to serve in the community
- Go into the communities and recruit, Hand out brochures
- Go out and recruit more often.
- Having a community activity in each class. Have our student experience, observe, and take part to what is happening in our various fields.
- Help out with community events.
- I am a member of several organizations, as well as, serve on the board of two major organizations in this area.
- I am active in the community
- I am already involve in the community and participate every available event the school sponsors.
- I am already involved in the surrounding communities.
- I am already very involved int he communities we serve. I do think it would help to ask and allow people who work in our various communities to participate in community activities to represent Wiregrass.
- I am already very involved until I don't have much time at home. I am always advertising and pushing the students I come in contact with to come check us out.
- I am already very involved. I believe more employees would be more involved if they were to receive comp time for duties that are not during scheduled work times.
- I am involved as much as I want to be at this present time.
- I am involved in the community I serve. I am educating the kids and adults to a level commensurate with the University (or better) in the subject area I teach.
- I am involved in the community, but encouragement from leadership to participate in community events (not just recruiting) would be positive.
- I am involved in the community. I also extedn invitations to my students to enhance their involvement in the community.
- I am involved through my church.
- I am involved with Family Connections, the school system, the County Courts and Registrars. I am open to new ideas and try to join different groups that open up in the area where I am able to promote Wiregrass Georgia Technical College.
- I am one of the most involved instructors you have in the community. However, we do have limitations as to what we can participate in within our communities. Policies (politics) literally drive our success in the eyes of the community, and yet we are prevented from participating in that process. It is a huge deterrent.
- I attend many community events on Saturdays, advisory committee meetings at noon, and CLCP meetings, chamber functions in the evenings. I would have to miss classroom time to attend other functions.
- I believe I am adequately involved in the communities served.

- I believe I am involved enough in my community.
- I cain't afford it. If I had more money, maybe?
- I can try, I do try to attend more community events. But i mainly try to attend things that might help bring more jobs back into this area. I think we are past time we should not think from the community perspective and from a regional perspective.
- I could attend community meetings.
- I could participate in activities at area schools when appropriate.
- I don't even know if I want to do that.
- I have learning by wearing my badge when attending important meetings and events adds to my involvement. Individuals always ask questions about the campus after being made aware that I am apart of the Wiregrass family.
- I need time to do so. When I am in the classroom almost forty hours a week, spend ten to fifteen hours of time at home grading papers and preparing lectures and then have to use another ten hours dealing with advisement and other clerical issues that doesn't leave me much time to do much.
- I participate in numberous community organizations and events.
- I personally try to volunteer for as many community events as possible to spread the news about Wiregrass and the opportunities that we have and how our school can change the life of the person and their families.
- I think the employees and student are the ambassadors for WGTC, if students and faculty are successful and valued we would shout from the roof top WGTC is the place to be!
- I think we are very involved in the communities we serve, however I think we should refocus our efforts. I think there are events we attend that net 0 students year after year. Eliminate the unsuccessful and try new things.
- I think we do a good job of this.
- I will try to recruit any and all students for my program or any program that I know the instructor and feel he/she is qualified. I don't feel comfortable promoting the school, I don't like to lie.
- I'm already involved
- I'm not sure. Community service.
- IM There i owe my busness that serve the communities for16year.
- If we knew in advance of health fairs, etc. we could arrange students to participate during their clinical hours. Now, we participate with the annual pressure ulcer surveillance with TRMC, along with annual participation with Teen Maze.
- Increasing the number of guest speakers in the classroom. Bringing potential employers to us to be a part of the classroom.
- It is difficult for an adjunct to be involved for various reasons.
- It is very difficult to be more involve in the community if one has to run a program solely, instruct solely, develop new curriculum solely, etc. Being able to be in the community promoting Wiregrass is very important to all of us; however being able to have time to promote has become more difficult. One suggestion that may help is having Faculty/Staff that are from a particular county be the representative of that county Chamber of Commerce etc,
- Joining community groups and clubs
- Just knowing the president supports our communities and our service will help
- Learning about new opportunities to volunteer. Maybe we could receive emails about volunteer opportunities in the community.
- More Trade visits. More community activities/presentations. I enjoy that kind of thing anyway. You don't want to saturate the market and bore people with your presence, but you don't want them to forget about you either.
- My program is as involved as time allows
- My staff and I are very involved in our local area. It is difficult to be involved in the more distant parts of our service area without taking away from class time or after hours. This is simply due to geography.
- N/A (4 Counts)
- NA
- No opinion

- Offer services as a helping hand like a team of our college be at community functions
- On my own time, I am already extremely involved in my community. As an employee of the college, I would welcome the opportunity to work with community groups who come to campus and use our facilities during the work day (or to go off campus to represent the college to a group).
- Outreach; join civic groups/organizations; become more involved & therefore seen as an active citizen who happens to be an employee of WGTC
- Participate in community functions like Relay for Life, Chamber activities, Arts Council events, etc. Maybe volunteer time at the schools mentoring younger students. Allow some of our students to provide free/reduced services to businesses like web design, computer repair, etc.
- Participate in community-sponsored events
- Participating in more community activities.
- People should want to do this. If they don't, we don't want to put negative people out there. Provide an incentive for those who do.
- Perform more industry visits.
- Present information about our program at meetings, serve on committees
- Promote Wiregrass when I am at the grocery store or mall
- Promote our college to the people in our area by bringing them here to see programs first hand. It will have to be a fun day for all such as what we used to hold with the annual Harvest Ed events.
- Promoting the courses offered by Wiregrass Tech to my local community.
- Recruiting
- Recruiting events.
- Run contests and give-a-ways at local places.
- Serving on committees and participating in communities events.
- Since I work primarily in the communities and not at a campus, I feel that I serve as an ambassador for Wiregrass. I strive to make the experience students and staff at schools have with me reflects on the college as a whole.
- Speak with more people about Wiregrass.
- Spend more time off campus out in the community
- Taking time when not in the classroom to truly get out and meet people in our field.
- Talking to more people about Wiregrass
- The demands of my job limits the time I can spend in community events. I recommend the college review staffing needs in each department to ensure work is properly distributed so staff can participate in community activities.
- This is a good question since we are far less involved in the communities that we serve now compared with ten years ago. If involvement was supported instead of discouraged (have to take leave hours or no compensation for working a night or weekend event), we could work festivals, be involved in parades and Relay for Life, and help serve on community boards for events.
- Through Volunteering
- Through service in the communities, serving on committees, and by giving back to where you live.
- Unsure
- Very, bringing information and collecting data.
- Visit various neighborhoods to offer information about what Wiregrass has to offer. Participate in community events that take place in the community
- Volunteer
- WGTC needs to work the local festivals
- Want to. Service is its own reward.

- We already work pretty hard at that. Try harder.
- We are the only college in this area. We should be visible at every community event. At one time, recruitment was everyone's job. Now, it seems that recruiting is only for a certain few. Employees have asked if they can go stand outside Walmart and recruit and have been told no. Why? Recruiting is recruiting, right? We have to utilize every aspect we can in the rural areas. Our marketing efforts should also be focused on sponsoring events when possible, or being visible at local DLS sports fields. At this campus, we can't just sit back and wait for them to drive by us on I-75. We have to be proactive!
- We could have more meet and greets with our faculty, students, and local business owners and leaders.
- We could have some kind of workshop, for each program, on the first Saturday each month (or whenever). This will allow people to get an idea of what a program can offer.
- We could see if there are community companies with volunteering opportunities. Then see if an employee would volunteer on behalf of Wiregrass for a few hours. I would be willing to do it.
- With the increased contact hours, instructors do not have time to check with employers, attend community events, and become part of organizations in the communities they serve.
- attend
- attend luncheons, ribbon cuttings, business after hours, etc...
- becoming member representing WGTC, serving on boards, volunteering on committees
- by participation
- by volunteering more
- don't know
- engaging in more communities offices
- get involved with the local radio station
- i dont have any extra time for any more activities
- if I had more help in the office, I could go out and spend more time in the community to create more opportunities
- just up tents or booths at local events to spread the word
- n/a (2 Counts)
- networking
- not sure at this time.
- outreach
- volunteer for organizations
- we can take part in different community events that Valdosta-Lowndes Co. have. We can get booth and also encourage our students to take part too.

2.7) How can you ensure the communities we serve are aware of programs offered by Wiregrass?

- How does PR do this?
- I can share information with outside contacts, individuals and organizations. I wear my employee ID badge everywhere. People are always asking questions about 'what's happening'. I ask cashiers, servers, teens and others what their future goal plan is, I suggest programs and tell them to come see me or someone in Admissions. When they come to my office, I walk them to Admissions and introduce them to the receptionist or whoever is available.
- I feel as though that the community should be well aware of our programs because of the radio spots and TV commercials that is broadcasted.
- TV AN more radio ad .
- We could go around on our planning period and talk to local business and people in the community and where ever we go. The Computerized sign out by the road could be changed more frequently and feature different programs as thousands of people drive by on the interstate every day.

- bigger and better signs in small cities
- canvassing the community with flyers and brocheres. its an old method, but it works.
- 1. Talk on the radio
  2. Attend recruitment events
- Advertise more and be seen in the communities more.
- Advertisement
- Advertisement at local high schools to promote the dual enrollment courses.
- Advertisement in different regions to cater to that particular region.
- Advertisement in the business and industry.
- Advertisements in newspapers as well as on tv
- Advertisements, Word of Mouth, phone calls, give out flyers, doing downtown activities, and radio spots. (All participation)
- Advertising is a must, people talk in small communities so getting the word out is extremely important.
- Advertising on billboards is a good use of capturing someone's attention
- Again, we need to take any opportunity we can to talk about the programs. If you hear someone in a grocery store talking about mechanics or police, grab the conversation and talk about the program that wiregrass offers that can teach them about it. Also, point out the money they could make in that field. Being able to talk about the programs means you need to familiarize yourself with the programs and know a little background on what is offered, and where a student can go once they finish at wiregrass, and what kind of potential money they could make.
- Allow employees to become active in the communities they serve. Realize that rural south Georgia is different from large cities in Georgia
- Always be willing to speak up about our college opportunities available no matter where you find yourself before listeners...have some materials always available in your vehicle to hand out if needed

  Have a few polo shirts with Wiregrass logo available to wear to attract attention
- Attend awareness and community fairs to promote programs and financial services for students.
- Awareness is by word of mouth, advertising, and awareness. (not just a few people knowing things that are happening)
- Being involved in the communities and sharing information about WGTC is one way. Being involved with the local school districts and bringing students to campus for events are two additional ways to share our programs and services.
- Better/more marketing
- Billboards and radio are spots are fine, but not when it states we offer programs that aren't in this region! Advertising methods should be adjusted to fit the needs of the community. The only radio station that is being utilized is 96.9, which caters more to older people than it does to the young ones. Again, BHI and CFE do not have a huge campus beside the interstate that everyone sees.
- Billboards, signs, newspaper ads, etc.
- By advertising and being involved in the activities in each community. Making close personal friendships with people in the community and making it a part of daily conversation.
- By advertising more at the local schools and making sure they are aware of all the different opportunities that Wiregrass has to offer.
- By always being a Wiregrass advocate
- By always being willing to communicate our information to them.
- By attending more events, putting out flyers, word of mouth, etc.
- By constant advertising.
- By continuing to promote WGTC on the radio. I could also visit businesses.
- By continuing to put our students in the workforce and making sure that they know what they are doing when we do put them there.
- By continuing to sell the services of Wiregrass. By continuing to train the best of the any particular filed of training that is possible. Ask

local businesses that we are partnered with to kindly put something on their electronic bill boards so the community will recognize that specific business supports and "purchases" the product that Wiregrass promotes and produces.

- By discussing the programs with my students and others in the community and by attending community events.
- By going to visit each location and present the program information.
- By having more faculty/staff available at community events.
- By keeping brochures available and having up-to-date information. I know for the adult education program, knowing as much as I can about site locations, times, and days of service is important when out in the community. However, since we are promoting dual enrollment as well I have learned to be sure to know when terms at the college are beginning and ending. Having information about the website or quick links about phone numbers are important to the community. It would be nice to have a smaller brochure with these quick facts on there. Maybe include financial aid, admissions phone numbers on a card.
- By making more industry visits.
- By making sure we advertise more and participate more in the community. Visit more companies to let them know more about our programs as well as our Economic Development courses. This will enhance Wiregrass as a whole.
- By providing the communities with brochures, reading materials and flyers that have essential information about our programs.
- By talking about Wiregass in the communities, attending recruiting opportunities at community events, sharing Wiregrass social media posts on my social media accounts, and signing up to do the radio spots we have on free app days.
- By word of mouth, as much as possible. Texting, telephone, etc
- By word of mouth.
- By word of mouth.
- By work of mouth only I feel it is the schools publicity and marketing teams job to ensure they are promoting low enrollment classes. I was hired to teach a specific subject "due to my expertise in that area" not be a public relation, recruitment and marketing expert. There are people getting paid 2 to 3 time my salary to do these jobs.
- Communicate this information to my church, Sunday School and friends.
- Communication, communication, communication.
- Constantly recruiting and making people aware of our school in our churches, at our social and family events.
- Continue the great advertising.
- Continue to advertise on tv and radio and online. Always use print media, such as magazines, because people keep magazines and newspapers; therefore, the schools ads will always be in a home or office.
- Continue to be visible at community events.
- Continue to mention the opportunities and advantages to contacts we see or meet in our daily lives.
- Continue to talk about our college and the programs. Make small talk with individuals in the community. Allow them to talk about their interest for the future and then tell them about the opportunities at WGTC.
- Continued marketing strategies by taking advantage of all Social Media outlets. Seems this has been working well for Wiregrass.
- Continued sharing of our stories through press release, social media, radio and TV commercials. Also, through campus activities such as Get Wired, Construction Fair, and Geekfest. Anytime you can bring the community onto our campus and they have a good time, that is a huge feather in our cap. We want folks will speak fondly of and remember us.
- Continued visibility throughout the community is needed.
- Create recruitment teams that are responsible for promoting Wiregrass and different locations through out our communities every other weekend.
- Do more advertising to the community on every program.
- First I need to ensure I am have the information needed on program offerings and then be intentional about communicating this information to individuals who I come in contact with. I must be cognizant that "I carry the message of the college wherever I go."
- Flyers
- Get out and meet the people where they are. Continue to develop the high schools.

- Get out there in person.
- Give employees the opportunity to go out into the community and work with various groups, whether it be with a public school or community organization. For many of us, our daily duties and the lack of staff do not permit this. Give us the opportunity to represent the college in addition to what we do on our own time.
- Go out and meeting them "where they are"/outreach. We can not continue to wait for them to come to us.
- Go out in the communities where the people are.
- Good marketing techniques by use of more television advertisement and annual campus events for the public.
- I attend high schools, but I'd like to reach the parents of these students. I would like to represent our program on high school committees. We could be a door and a reference for parents if we could attend the high-school parent meetings. Do high schools have a career night for the parents of the students?
- I can continue to share the availability for academic success to all I come in contact with.
- I can post flyers and use current students to advertise the class.
- I promote Wiregrass when I attend meetings by wearing my badge. I do have some Wiregrass T shirts that I sometimes wear on the weekends.
- I promote my own program. If you produce a good product they will come.Employees call me directly and ask for GOOD help.
- I think Wiregrass does a great job on letting Valdosta know what we have to offer, but some of the smaller communities are unaware of what great things we have to offer. I have been out and about in the smaller surrounding communities and surprised at what little people know.
- I think being a positive role model is the simplest way.
- I think we do a great job, I'm sure there's room for improvement as with anything, but I know we are working hard to serve our community.
- I try and talk to people i meet, usually i am ask a good bit. I wear something that identifies me with Wiregrass most every day.
- I wear my badge off campus to help stimulate conversation. Passing out flyers at church or other social events can help increase public awareness as well.
- I wear my badge out sometimes and people ask me about things, and no matter how crappy my days are now in this new environment, I still speak highly of Wiregrass because I do believe in what we are doing. I don't believe in the people who are making me do it.
- I will continue to help disburse program and Free App Day fliers to local libraries if needed.
- I will encourage any student young or old to educate themselves.
- If staff or faculty doesn't know how can we tell others.
- In my classroom, I have one copy of each of the disciplines offered at Wiregrass. Students may read them and then I will make a copy for them, if they are interested in the offering. I don't know how to obtain extra copies of the brochures.
- Instructors need to visit related business/industries. We need to ensure that we have recruitment of adult students from the student affairs office. High school students are great to have, but we cannot solely rely on that enrollment.
- Invite the communities to come to the school and meet potential employers
- Kill two birds with one stone: send students in the community for hands-on assignments to learn and to share information.
- Marketing
- May need to take advertisement back to the grass roots like sending special events home through the school systems. Give student incentives for enrolling a friend.
- Maybe by giving the businesses some of the Program Lists of all the programs offered, showing the Campuses they are offered in.
- More marketing efforts. Print/radio/television - word of mouth
- More ways of advertisement/ By letting the areas we serve know what we have to offer at the different campuses.
- N/A
- Offering comp time to set up at different venues on the weekend or after normal working hours.

- Our reputation is out there. That is your best insurance. Wiregrass reputation is on the decline in the community we serve. This is very saddening but the truth about how the college is managed oozes out no matter how we may try to hide it.
- Pass out flyers, make phone calls to students, and wear Wiregrass attire.
- Positive feedback and being advocate of our mission
- Positive word of mouth.
- Promote the college
- Promote them to my students.
- Provide industries that hire our students a sign for their office. If CVS hires WGTC students, maybe they can post a sign that says: I received my education at WGTC or proud supporter of WGTC or our best employees are found through WGTC. Someone looking for a new job, and waiting in line, would see that.
- Put flyers in the mail or information in the newspaper.
- Radio, television, direct mail, promotion. Participate in Chamber of Commerce events.
- Recruitment
- Relate to your environment. Ask people you meet if they are in school or have kids in school. Engage and tell folks about what we have to offer. Invite them to visit website or campus.
- Same as above.
- See above. Marketing as well.
- Social Media, newspaper articiles, radio, etc.
- Someone needs to notify businesses about current and especially new offerings. Example: human resource staff at local industries need to be sent flyers describing new offerings (such as night) so they can post for all employees to see.
- Speak out
- Speak with more people about Wiregrass.
- Staying active within your community by joining other organizations and increasing your platform/audience so when given the chance you can more opportunities to the school.
- Survey them!
- Talk about them
- Talk to relatives and friends about programs we offer ask them to spread knowledge about the college to people that they know.
- Telling people in the commuinty about the programs offered by WGTC
- The only way is to "say it , Say it, and Say it again.
- The recruiter for Wiregrass should be making regular presentations at the service areas libraries, high schoo andl any goverment agencies that lend help to the people who live in that community.
- They are not aware and that is very obvious. Not everyone watches tv, not everyone has Faceboook, not everyone listens to certain radio stations. I for one never watch tv, I have XM radio, I do not go to the local health departments, and when I am going to my child's open house for school the last thing I want in that crowd is to be stopped by someone trying to hand me a flyer for Wiregrass...which leaves Facebook as the only possible way to hear about our new programs. I know it seems old school...but we have got to get off our butts so to speak and go out into our community like we used to and tell them what we are offering. I have a friend that works at one of our local factories and I mentioned to him that we were trying to offer Welding as a day program but it had not made, and he had not heard of it. He said that if he and his friends at work, who all work night shift, had of known they could have done this during the day. This particular factory is exactly three miles from our campus...how is it we haven't made sure to tell these guys personally about this new program?
- They will only know if we tell them... PR does a good job but they cannot do it all by themselves. Aside from the typical TV ads or newspapers/magazines, word of mouth travels greatly.
- This can be ensured by the continual support of marketing and public relations in branding Wiregrass programs in the various forms of media, which includes various social medias.
- This is a performance evaluation question and does not to fit my perception of the role of this survey.
- This is simply a matter of being out there "talking the talk". Listening and joining conversations about higher education, and then offering

the alternative of WGTC is the best way to promote our services to the community. "Word of mouth" is the greatest promotional tool that can be utilized.

- Travel to industries and visit.
- Use social media, posters, traditional advertisement
- Using community newspapers, chamber of commerce, businesses as ways to distribute WGTC flyers.
- WORD OF MOUTH
  WORD OF MOUTH
  WORD OF MOUTH
  IT'S FREE AND EFFECTIVE
- We are all recruiters for Wiregrass and should be willing to answer questions, talk about programs and direct potential students to the proper departments.
- We can start right here on our campuses and in our classrooms. Offer quality education with instructors who teach. Students who leave us will spread the word about us. It is up to us to ensure that what they say is good advertisement. We need to produce a quality education of our own and stop trying to be VSU and SGSC. We don't have to do what they do.
- We have to advertise and recruit. You cannot limit yourself to potential students. We must also visit agencies, businesses, and organizations within our perspective fields and let them know what we have to offer. Beyond providing future employees we can also provide staff development.
- We need more flyers, name cards, etc to present to the people when we are attending the various events
- We would need to advertise, get in front of communities leaders, make sure our stake holders are aware and get involved in the communities events.
- Wear my name badge during the day if I'm out of the office. That usually evokes comments or questions from sales clerks, etc. Talk Wiregrass up at any event I attend.
- When an opportunity presents itself, I advertise the school. I speak to people in public about our programs and encourage them to attend.
- Wiregrass should send a representative to attend major civic, community and fraternal groups and meetings on a regular basis.
- Word of mouth (2 Counts)
- Word of mouth from an employee with a positive attitude is the key. We currently have a lower morale that prevents an overall positive attitude.
- Word of mouth is often the best recruiting tool. I think we could utilize our student population more than we do. Refer a friend to Wiregrass and get a Tshirt or other incentive.
- Word of mouth.
- Word of mouth. Ensure that a positive image is presented to the community everywhere I go.
- Work work work
- advertisements, billboards, tv commericals, use local business for interning of students, cooperative agreements with businesses
- bring brochures and place around businesses
- by communicating with our respective pros in the field
- continue to advertise in different forms of media (newspapers, radio, tv, digital billboards, etc)
- continue to share the message everywhere I go
- continue to spread the word in my social circles
- don't know
- emails, letters, flyers, commercials
- get out into the communities speak more about w.g.t.c. to offer
- get word out to the high school and local chamber of classes offered
- involvement!!! Local Wiregrass employees need to represent Wiregrass in their communities. Chamber events, school visits, local events,

etc.

- marketing.
- media; radio; talk to people; BHI in town bill boards but NOT with a focused student. Too risky.
  Just the courses would be good
- more advertisement
- n/a
- pamphlets and flyers. Fathead stand-ups.
- promote through conventional means
- promotion starting with our local high schools
- put the information out there
- speaking at events throughout the counties we serve. However, ALL faculty/staff needs to be educated on the offerings and changes at WGTC regularly.
- stay connected through civic organizations, business and industry meetings, and school systems
- tell everyone you come into contact with about our programs
- word of mouth
- word of mouth
  advertising
- word of mouth& radio & TV
- word of mouth, turning out quality not quantity students and advertising.

2.8) The committee structure allows for shared governance. Are there others you would like to be involved in or see started?

- Can't think of any
- No. We have department meetings and opportunities to share our ideas with supervisors.
- We don't have enough committees to cover things we need. We need a faculty governance committee and a few others that we don't have.
- Without knowing who we are involved with already, i can not properly answer this question.
- school board members get involved
- A committee that is focused on the health of our employees. Work+Stress is not conducive to good health.
- A faculty senate would be nice if the committee had power and input was taken seriously.
- A suggestion committee. We could have a suggestion box and then a committee could review the suggestions and pass on any ideas that they feel are worthy of further review. We could possibly have two boxes: one for students and the other for faculty and staff.
- Already on enough at this time.
- Alternative dispute resolution committee -- between faculty and students, faculty and staff, and faculty/staff and the administration. Campus forums, although office coverage is always an issue any time there is a meeting. Employees need to feel they can voice their concerns/opinions without fear of reprisal. I believe the reason few employees have responded to this survey is fear of what will happen to them if they are brutally honest about their opinions. I believe many employees believe someone is trying to "catch" them doing something wrong rather than see the positive things they do on an everyday basis.
- An internal communication committee of some sort.
- As full time Instructor/Program Coordinator, serving on a committee was just adding more to an already overworked faculty member with massive responsibility within the program. Understand the concept and think it is a great idea, but takes away from actual program duties.
- At this current moment, I am comfortable as things are.
- Awhile back, Dr. O'Meara had an actual faculty meeting. I think we had just one, but it was awesome. There were no support personnel, no custodial staff and so on; it was a chance for the faculty to discuss faculty issues. I am not saying all inclusive meetings aren't

important, but there is no way for the faculty to address totally faculty matters.
I think these type of meeting would identify problems, and better yet, solutions to the problems

- Cannot think of any at this time. Committees help us feel we are a part of the college decisions.
- Communication.
- Create a Faculty Senate that can work with and positively challenge and promote alternatives for administration.
- Faculty needs a greater say on committees without fear of retaliation.
- Fundraiser Committee (Committee who help raise funds for students)
- Governance is the wrong word. We need a faculty senate
- Grievance committee - to help out when employees are sick, lost loved ones, to let them know we care.
- I am already on a committee. But I am willing to help where needed.
- I am fine with my involvement.
- I am not aware of the need for other committees. I do not think the ones we have (or at least the ones that I serve on) are for very active, nor do they really provide the opportunity for shared governance. The meetings that I have been involved in are really just information sharing.
- I am not aware of this "shared governance".
- I am not currently aware of the committees we have.
- I am not on a committee. I have not been asked to be on a committee.
- I am unsure of how shared governance works.
- I believe faculty and staff members are given ample opportunity to be involved with governance at our college.
- I believe the hiring, promotion and award recognition of individuals should not be done by a committee of individuals who are not fully aware of the needs that the person being interviewed by the committee should meet.
- I can't think of anything at the moment.
- I do not know of others that need to be started, but I feel like the committees need to be revised. People have changed positions and need to be on the appropriate committees.
- I have been on different ones and I would rather not serve again, I don't have enough time. and i don't think a lot of progress comes from them.
- I have seen how the committee structure has helped; however with recent turnover of faculty and staff the committees need to be re-structured.
- I have spoken to many faculty members. There is a belief that the committee are weak and the needs of the faculty are not met. We need permission to form a faculty senate which has no administrative staff as a part.
- I may be beneficial to get word out to local churches.
- I think committees that draw conclusions and have the ability to implement changes would be enough. Committees meet and talk, but changes seldom results.
- I think it would be helpful for employees to be given a choice as to what committees to be involved in so that it matches their interests and/or expertise.
- I think the committees are a good idea. I do think we need to be sure committees are always diversified so that all areas of the college are represented.
- I think the current committee structure works well.
- I think we are covered in this area.
- I think we offer ample opportunities for shared governance.
- I think we should have a faculty senate.
- I think you should ask employees which committee they would like to participate in, if you do not have enough to volunteer, then appoint employees.

- I wish we would start a committee that includes member of the financial aid office, the bookstore staff, Banner/IT, and admissions...not the leaders but the worker bees so that we could all come together to make sure we are all on the same page and that the first of each semester goes as smooth as possible. Communication is SO important and we are lacking heavily in that department as a whole.
- I would like to learn how to go out in the community and build partnerships with area businesses.
- I would like to see a condolence committee, or something of that nature, started, that way we could help out employees that are sick or who have lost a loved one, just to show our appreciation and love for that employee.
- I would like to see governance actually shared. You have a very small pool of people making decisions without ever seeking input from faculty and staff. You are real good about asking a few questions that won't lead to needed changes and you never really listen. It feels more like a dictatorship than a shared governance.
- I would like to see our SVA grow and become successful, but because of the nature of our school we may or may not have the same students for a long period of time.
- It seems like we have the committee thing covered. We have a committee for everything from safety, to library, to decorating committee. I believe when there is a need though that the school has no problem coming through and forming a committee to figure out what is best for the school, and i'm pretty proud of us for that.
- N/A (10 Counts)
- NA (2 Counts)
- NONE
- No (14 Counts)
- No opinion
- No thank you.
- No, not at this time
- No, not at this time.
- No. (2 Counts)
- No.
- No. I would like to see that all of the committees are necessary, again making sure that instructors time is understood by all as valuable.
- No. I've got enough committees to deal with.
- None (3 Counts)
- None
- None at this time. (2 Counts)
- Nope
- Not at the present time
- Not at this time (2 Counts)
- Not at this time. (5 Counts)
- Not at this time.
- Not really.
- Not sure at this time...limited time for committees
- Not sure. I am not involved in any committees and have not really seen that all areas and campuses are fairly represented in the decisions that are made.
- Not that I am aware of.
- Not that I'm aware of.
- Regular meetings involving all faculty/staff with input/discussion.

- SAF committee, maybe to act as liaison to voice concerns.
- Security of college
- That will be difficult for me to do as an adjunct.
- The advice of the members on the committees are not being taken into consideration.
- The advise of ALL members of the committee are not taken seriously and I believe the structure at this time is not working. New employees are not in-serviced on committee assignments and decisions once again are made by certain 'groups".
- The committees are a joke! The decisions come from the top are what we are told in the committees to pass. We simply serve as a signature to administrations preferences.
- Unsure (2 Counts)
- Unsure about this.
- We need to show more love for our employees. Our upper administrators are hand picking who love is being given to and the other employees are seeing favoritism being shown.
- What is shared ?
  It doesn't do any good...committee or no committee.
  It just sounds better that we formed a committee to develop this program or new idea.
- Would like to see those that are the seasoned in their jobs have more input in the committees and in the discussions that directly effect their responsibilities. Policies and decisions are sometimes made that while well meaning and perhaps thought out do not have all of the information that could have assisted in making a better more informed policy or procedure.
- Yes, I was appointed to a committee of which subject I know nothing about. However, I have many years of experiences that could benefit the school on a different committee if only i would have been ask prior to appointment. Forced participation is never the way to get the best results.
- all employee on the merit systems
- n/a (7 Counts)
- no (6 Counts)
- none at this time.
- not sure
- not yet.

2.9) What ways are you included in the decision making process for WGTC?

- As a part-time instructor I am rarely asked my opinion, except when we are pulled together as a group and specefic instructions come up.
- I'm not and neither are others that I can tell.
- Most of the decisions are made by the leadership team.
- Through opportunities to share with those in leadership and surveys, like this one.
- attendenting the advisement meetings.
- 1. Committees
  2. Budget requests
- Absolutely none. (2 Counts)
- Always claimed by upper administrators I am being included, but all decisions are already made..
- As a part time instructor, I am not directly involved in the decision making process.
- As an adjunct instructor, I guess this survey is the only way (indirectly) that I'm included.
- Assisting in enhancing programs to build professionals for the work force and community.

- Being at the table when decisions are made as to what technologies we want to pursue to support the infrastructure of the college.
- By attending faculty meetings
- By being appointed to various committees.
- By serving on committees
- By staying up with
- By supervisor; suggestions are welcomed and given consideration
- Committee structure, one-on-one discussions with admin.
- Committees, departmental meetings
- Constant contact and input
- Decisions are usually already made by others and implantation is charge to others.
- Depends on the decision being made
- Direct contact with the Deans/departmental meetings.
- Economic Development classes and scheduling with companies
- For the school overall - none.
- Give input to supervisor who sometimes relays ideas to leadership...not sure I get any credit for input
- Hardly ever on minor decisions. Never on major decisions.
- Held responsible for outcomes but do not feel like I am included any longer in the decision process (which could directly affect those outcomes).
- I am asked my input on specific issues and matters involving my classes. I am also the leading representative of Wiregrass at my site, thus I am given freedom to make my own decisions in regards to the execution of tasks assigned to me.
- I am asked my opinion on how to improve the flow of aspects related to my field.
- I am consulted about most aspects of my position.
- I am happy that our program coordinator make us feel apart of our department and listens to our ideas and creative input and we all get to pick which products we want to use and discuss our schedules and we all feel included. we also get to help plan recruiting events.
- I am included in some decisions in my department.
- I am included in the advisement and registering of the students.
- I am involved with the budgeting for the programs and my input is requested often.
- I am not (2 Counts)
- I am not a decision maker at WGTC but I feel comfortable enough to communicate with my leadership when I have potential ideas that may benefit the school.
- I am not included at all in the decision making process at WGTC.
- I am not included at all.
- I am not included in any decision making, but feel that as a part time person we should be. We have a lot to offer and are often over looked simply because we are part time.
- I am not included in the decision making process for WGTC.
- I am not included in the decision making process.
- I am not included in the decision making process. I am expected to enforce/follow.
- I am not included in the decision-making process.
- I am not included. Very few people are included. We are micromanaged and told what we WILL do. Your policy is to present information after decisions have already been made. Or you say you are not responsible for what has taken place during others' tenure but the

question remains "what have you done since you have been here?" For one, you've moved people around, changed their title or created a position in order for that person can get a raise. You didn't do that or anything else for me or some of the others here. Just how long do you have to work here before you get a raise. I've been here longer than most and I get moved around and a title change but no money. You don't mind filling my plate with duties but you have a sincere problem with me getting compensated for my time. With all of this, you didn't ask me a thing. I showed up for work and you bothered to send an email telling me that my title changed and so have my duties after the decision was made. You don't include me.

- I am not. (2 Counts)
- I am offered the opportunity to complete surveys in which I can make suggestions and share my opinions.
- I am on a couple of the committees.
- I am on several committees.
- I am rarely included in the decision making process.
- I am sometimes asked about decisions that directly affect me. I think the school could do a much better job when considering making changes by requesting input from employees who will directly be affected. I know decisions are made with Administration, but I think we have employees with truly great ideas/input who are rarely questioned in person.
- I am told what the decisions are after the decisions have been made
- I believe that everyone is involved in making decisions to some extent whether they know it or not. I think that our opinions go a lot further than just idle ears sometimes. I feel like depending on the decision that needs to be made, the appropriate people are involved in making it, and most people asking for opinions to make decisions usually get them from every angle from top to bottom.
- I decide what is being taught for upcoming semester courses.
- I do not believe I am, and that feeling is shared by many I communicate with. There is a general feeling that all decisions are made at the top, and often not shared with the college.
- I do not believe that I am involved in the decision making. But if I have any issues that need to be addressed I go to my Dean and then to Dr. Utley. I do believe that my voice is heard by them but unsure how far it can go since some decisions are out if the instructors hands.
- I do not feel I am involved at all in the decision making process. I have been on committees in the past, but have seen decisions made that was not recommended by the committee.
- I do not feel included in much administratively, but I do feel that I have input in the curriculum for my own courses, which I view as a positive work quality.
- I do not feel included in the decision-making process at all. It seems decisions are ongoing behind the scenes that directly affect my job, but I am not privy to information about the process or even that a change is coming. No one knows what a position entails on a daily basis better than the person who does that job. I know the administration is paid to make the tough decisions, but don't talk to your employees only when there is a problem. Ask them about their jobs and the issues that face them every day. They are your best resource when it comes to finding ways to improve what is being done.
- I do not feel that I am included in those decision making processes.
- I do not feel that I am outside of my department.
- I do not make any decisions, i just have opinions.
- I don't really feel I am. A lot of things happen that affect my department/office that I don't hear about until after the fact.
- I don't think I am
- I enjoy participating on interview committees and the advisory board I belong to.
- I give my opinions/ideas to my VP and she decides if it is something to bring to the President
- I have a opinion but I don't get a vote, the committee's don't seem to have any decision power, I stay within my program and try to do the best for the students .
- I have been assigned to committees and in our college wide meetings we are asked if we have any suggestions.
- I have no say so in the decision making process of WGTC. Most of the people that work here do not, and I would even say there is a major rift between "administration" and "faculty and staff".
- I participate in committees. I am also given the opportunity to make suggestions and recommendations freely at anytime.
- I serve on a committee. And, I feel free to bring ideas to the table in my department.

- I share my ideas with my co-workers and management in adult ed.
- I think I am given power to make decision for my job. Committees are used as advisory, but I'm not sure that they have decision making abilities.
- I try and stay out of that. i share my opinions with my boss. other than that I try and focus on my job.
- I was given a lot of flexibility to design the new course I am teaching online.
- I'm heard through my Dean, Faculty meetings, individual meetings with leaders of the school and surveys like this.
- I'm not (2 Counts)
- I'm not sure
- I'm not.
- I'm not. None of the faculty is. That's clear. We aren't even allowed to speak to our boss's boss.
- I'm on the staff development committee.
- If we have a problem and we feel it is serious enough to make an appointment with Dr. Utley and discuss the problem, then we feel we are included. Dr. Utley is excellent at listening, advising, note taking, and working to resolve the problem; however, the instructor/instructors has to initiate the process.
- Included in a lot of committees
- Inter-program decisions making only as far as I know. I don't get paid to make any higher decisions and would not want the responsibility without due compensation.
- Make recommendations to the dean for my program area.
- Member of a committee and participate in scheduled meetings
- Minimal
- My Dean listens to me and takes my opinions into consideration. I feel like I am very involved in my program.
- My Dean talks to me about changes and plans for my program.
- My Vice President, Mr. Payton, invites all staff to participate in discussion as to how better improve the Adult Education Program. We discuss the different online programs and how to better serve our students; we also talk about book choices and which ones are best suited for our students. We are encouraged to ask questions and present ideas. Both Mr. Payton and Mrs. Smith are open and encourage the exchange of ideas.
- My boss is great at asking me my opinion on things and asking for feedback.
- My dean always asks for my ideas
- My direct supervisors and vice president ask for input often.
- My input in this survey.
- My input is mainly needed to keep things operating.
- My program manager asks me to give input on information put into Angel.
- N/A (5 Counts)
- NOT INCLUDED; NORMALLY DECISIONS ARE ALREADY MADE AND WE ARE SENT AN EMAIL ASKING INPUT WHEN ADMINISTRATION ALREADY KNOW WHAT THEY ARE GOING TO DO.
- None (3 Counts)
- None that I am aware of. Even changes that affect me directly, I usually find out after the fact.
- None!
- None, I don't have a degree so I am not smart enough.
- None.

- None.....I am on a committee.
- Not
- Not as much as I would like to be. It appears that decisions are made many times without the input of those who will be directly involved in carrying out the decisions. Being able to have input would help to promote buy-in and ownership of the project(s). Decisions are often made that directly affect areas and explanations or lack of, make the decisions unclear.
- Not at all.
- Not at all...
- Not included
- Not included.
- Not included.
- Not near enough. Programs should be allowed to make their decisions for their program (admission criteria, etc.)
- Only by my being a member of a committee.
- Only for my department
- Only in my department
- Only planning meetings within my department
- Only when someone ask me for my opinion.
- Other than great input with my program director, do not have a sense of inclusion.

  I do feel I have access to senior leadership when necessary; that is a real plus.
- Our Dean, when she can, encourages our suggestions in her decision-making. I have some freedom in my classes as well.
- Planning meeting and surveys. Also our leadership from the president to the directors have open door policies. We may need to insure that all instructors are made to feel welcome to do so.
- Prior to coming to Wiregrass, I researched and selected curriculum for learning support and non-degree English classes. Since I have been at Wiregrass, I have offered to help; but I am not on campus enough to become involved in decision making.
- Program specific decisions, but none further than that.
- Responsible for my program decisions and responsibilities.
- Seems my idea are either pushed tot the side or used as others ideas.
- Serving on different committees, and when I'm asked specifically about certain things.
- Staff is not included.
- The ability to weigh-in on equipment and supplies being ordered. Also, the ability to comment on issues that directly affect the safety of our faculty, staff, and students.
- The current administration provides many opportunities to be included in the decision making process. We are included on policies/ procedures, serving on various committees, and by finding ways to increase enrollment, retention, and graduation.
- The only time I am included on any decision making for WGTC is when this survey comes out.
- These type surveys, open door policy with my supervisors, surveys after all trainings which allow for my feedback about the training and how to better it. Mr. Payton is great about ensuring we communicate what is working and what is not working for our sites.
- This could really be improved on. I think a lot of decisions are made behind closed doors by a select few. To make matters worse, the decisions are not communicated in an official manner. Word typically travels through the grapevine which is inaccurate.
- This is one of my favorite things about Wiregrass. I was hired as an expert in my field regarding both my education and my experience. Wiregrass allows me the opportunity to manage my own classroom and apply the curriculum necessary to prepare my students for careers after college.
- This survey is one way, we also have the opportunity to update our Mission Statement, as well as submit suggestions for new ideas or maybe even success stories within the college.

- Through committee work, departmental meetings, or direct request for input.
- Through faculty meetings and this survey.
- To be honest, I don't feel like I am included in the decision making process at all. I feel that decisions are already made even when we are asked our opinions.
- To be perfectly honest, I am included by being told that I have to submit things such as schedules, syllabi, and ideas. Then, I am usually told that my schedules won't work, my syllabi need to be revised, and my ideas are crazy and would not even be considered by upper administration. So, as a result, I feel that I have NO part in the decision making process at WGTC.
- Unless you are on the leadership team, you are not included in deceision making at Wiregrass.
- We all serve on one of various committees.
- We generally hear about decisions, but it seems as if only a few select voices are heard and know the details.
- Within my department, we all try to have input.
- annual mission statement review
- committee, surveys, emails, and open door policy of our leadership staff.
- committees, interaction with supervisor
- cosmetology dept
- decisions made within the LPN program are generally assessed by all involved
- hardly at all and if allowed, feel as if the decision is really already made - one example: we had a class removed from the curriculum without any input from the instructors
- many with decisions about courses i teach and within my program
- n/a
- none (3 Counts)
- none at all
- noneat this time
- not at all
- really and truly we get don't get to decide, some thing are already decided and to make it seem like we helped emails are sent out,
- staff meetings, committee meetings, and one-to one meetings.
- surveys and faculty meetings
- surveys, word of mouth, one-on-one discussions, group discussions, emails...
- very little

2.10) What ideas do you have for increasing the student enrollment at WGTC?

- Meeting the students in their needs by offering a more creative schedule, not just online, but as suggested before, tele-courses on line.
- student survey of student's interest.
- Get rid of some noncaring instructors and get some that do care.
- Instructors could communicate with parents of high school students by sharing information with the parents regularly through websites and personal letters or emails. By doing this, WGTC would demonstrate how we go above and beyond to provide personalized interest towards their child's education.
- Local radio announcements, TV commercials featuring our graduates at work. Billboards. Have current students or former graduates speak briefly at local high schools and civic activities. Form a partnership with local business where we can post a flyer of some of our graduates.

- We need to recruit for low enrollment programs.

- 1. Have a community day in a central location in Valdosta
  2. Provide a Shuttle to campus
  3. Invite HS students to tour (field trip)
  4. Visit HS campuses

- 1. Have a popular "rock band" set up under the Upper Crust back porch and play during free registration day.
  2. Serve free food during the free registration day.

- 1. Television ads
  2. Faculty appearing at more recruitment events

- Activities to bring the community on campus, activities to connect the students with faculty and staff, more t-shirts again as a recruiting tool. People love a cheap tshirt. We don't really see these around anymore. Anything to bring people out here.

- Advertise programs in the areas they are offered. Numerous people do not know what all we offer on each campus.

- Again, need to increase recruitment of adult learners. Complete the transition between adult ed and credit. Make instructors aware of enrollment, retention, graduation rate per program. Create an advisement center to eliminate the number of times students have to come on campus. We need additional help in Financial Aid the week before the semester starts and the two weeks after. We lost some students due to financial aid.

- Again: Retaining policies that nurture positive student achievement. For example: restricting online enrollment for students who continue to fail online courses; adhering to Academic Standing to ensure that students do not take multiple (failed) courses in a program.Students who take courses and pass, continue to stay enrolled and will eventually graduate.

- All areas should develop a recruiting plan specific to their program, get it approved, implement it and measure the results.

- Allow faculty and staff to get back into the community again; as a part of their job. Do not force them to choose between time with their family or being active in the community.

- Be an encouragement to our students, to keep them motivated. Tell friends, family, neighbors, etc., how this college can be a help to them.

- Bring more programs to other the campuses to keep them from having to travel as far.

- By continuing to recruit new students and by retaining current students. Word of mouth is a great recruitment in our community.

- By having an advising center to help retain the students each semester. It is sometimes hard for students to only see one advisor when that advisor is a full time instructor teaching classes. The advising center would accommodate the students schedule better than an instructors schedule would.

- By having orientation at least twice a month is a big step up for us. We need to get the word out better than we have been doing. There has been a lot of incorrect information released.

- By increasing the online offerings in various courses and programs, a larger student base will be attracted. The fact is that our college not only has to compete with other brick and mortar institutions, it also has to complete with the ever increasing number of online institutions as well.

- Campus tours, school visits, counselors tours and parent tours.

- Clubs in the field at the high school level.

- Competition with the surrounding colleges. I think offering student loans and a reciprocity agreement with surrounding states would help with increase enrollment.

- Constant recruitment and testimonies.

- Continue to listen to employers for what they need us to produce in graduates
  Continue education and recruitment of young people in high schools and middle schools
  Continue to find creative strategies for marketing and recruitment
  Continue to review existing programs of study to determine if they match local industry trends
  Continue to ask area employers to champion the technical college programs
  Ask the TCSG to do a better job of promoting all the technical colleges in Georgia throughout all of Georgia

- Continue to work with high schools to increase enrollment in MOWR. Create pathways for students to move from high school programs into Wiregrass programs.

- Continue working with MOWR and other high school students, as well as adult ed students, to transition to Wiregrass. Evaluate responsiveness from financial aid. Host community-type Wiregrass sponsored events on campus.

- Create more academic programs.

- Create more diversity in those representing Wiregrass. Better customer service for those greeting first time visitors and potential students

and their families would help.

- Customer service at every turn.
- Dedicated and enthusiastic instructors empower successful student achievement. It begins there, and then reaching out to the different populations, high schools, blue collar working areas, etc. to let people know learning is life long and available for a better future.
- Doing more hands on experiences outside of the classrooms such as going on field trips to daycare facilities.
- Enhance positive communication between college departments; Improve admissions process; All personnel need to have a working knowledge on the departments and issues that directly impact student satisfaction and success so that students do not have to run all around campus
- Enrollment comes from having a good reputation in the communities we serve. Right now we do not have a reputation that entices people to come to us. We need dedicated, motivated, and positive instruction. We need dedicated, motivated, and positive admissions staff. We need dedicated, motivated, and positive leadership. In other words, everyone needs to be dedicated, motivated, and positive. We need advertising for new and old programs, success stories, community outreach (not just clubs and chambers because these people help but they are not our students).
- Ensuring the schedules are built so students can enroll in as many classes as they would like to.
- Expand into the rural counties that need our services.
- Find more Grants or donors to help future students. Be seen trying to enroll all people from the communities.
- First, stop operating the college as if it is a manufacturing business that must crank out a product every day. The state administration is making everyone at the local level crazy about boosting numbers just so a politician will look good. Then take stock in of the area--what part of the adult population wants to go to college to start a new career? Focus on these people and stop pushing college on unprepared high school students, who are already enrolled in an educational institution. Adults attend college because they want to. Pay more attention to what the adult tax-paying public needs and wants, and pay less attention to the numbers.
- First, we need to make our presence known. We need to target those places where people who are looking for work or training frequent... or where people who are unemployed might be. We need to let our services be known to the churches who typically reach people in need when other services do not. Have annual community activities where we go there or they come here and get to know us. More than just targeting those under 25 years of age... targeting all age groups.
- For Adult Education, we need innovative ideas for recruitment.
- Get faulty and staff right then students will come because they know we are good at what we do.
- Get kids involved early in what we have to offer and stay with the recruitment especially in the high schools. We have to appeal to all levels of students from the low academic achiever to those who are set on a four year degree. We also have to provide more help students who need assistance both monetarily as well as academically.
- Get to the parents & increase the number of students allowed in each program, thus needing a larger classroom. Accept students twice a year in our program; start the bridge program!! Everywhere I go, people are asking me about the bridge program. We can fill it up again and again. I hear what the community is asking for, but we are not meeting their needs by not starting a LPN to RN bridge program.
- Getting out in the community more
- Give students little to no reason to complain to other people about Wiregrass. We want them to sing our praises. We also need to offer new and exciting programs as often as possible to keep us fresh in the public eye.
- Go back to having a presence at community functions, not just the high schools.
- Good work in the class room..an the word of mouth.
- Great customer service at all levels. Make each student feel like they mean something to the college.
- Have a fun day away from campus at an off site park, where instructors from all programs come out and speak for maybe five minutes in intervals about their program. Have food, drinks, maybe some t-shirts (the Uncle Tom picture, saying we want you at Wiregrass). We could host this twice a year and recruit at these events for all programs. This would be separate from the fun day we have on campus, this would be geared toward recruitment. Have students who are attending speak on how Wiregrass work around their work schedules by offering late classes, about our various locations and time for adult ed, about our hands on experience they receive, and our hiring rate post graduation.
- Have a monthly give-away. Every person who submits an application and enrolls during that month will be entered into a drawing to win the prize.
  If we had the funding, we could run a bus. Some potential students don't come because they can't get here.
  Go to a public place like the mall and have a showcase of our programs. Where current students show of skills they are learning and have interactive displays for patrons. Take the information to them instead of making them come to us.
  We could have referral cards that each employee hands out. Whoever has the most people bring them to the Admissions, complete an application, and see an Admissions Tech within a specified time period wins a free day off or a prize of some sort.

- Have time to be involved in community events that specifically target potential students. Specifically participate in smaller more specific events instead of broad "spray and pray" type events
- High school involvement. However, we must compete with the area schools that can provide a more traditional campus experience. We can also market to adult students and military A television commercial could be useful.
- Holding students to a higher standard may cause enrollment to suffer at first, but in the long run a degree from WGTC would be more valuable.
- I advise increasing the number of programs in which Wiregrass provides, and increasing recruitment efforts at high schools. Also Wiregrass can expand advertisement to other areas. TV commercials and other forms of media should be used, not just in the counties served, but the counties outside the region, that are close enough.
- I am aware that teachers cannot receive gifts, but group activities are great morale boosters. Giving instructors incentives may help instructors assist in a more concerted recruitment effort. As I said earlier, we may need to take advertisement back to the grass roots like sending special events home through the school systems. Give student incentives for enrolling a friend.
- I believe if we would offer truly NEW programs on ALL campuses we would see an increase. We asked our industries, our community leaders, our high school students, but are we asking those that are in the age group of 18-25...which makes up a large portion of our student population? I have been asked a million times about why we can't offer the EMS/Paramedic program on Ben Hill campus and the majority of people I know that take this program drive to Moultrie Tech instead, including my own son. The reason being, they live in Ben Hill and Irwin county and it is closer to drive to Moultrie Tech than it is to drive to Douglas or Valdosta. Right now my son and 8 of his co-workers are driving to Albany Tech to finish Paramedic school. They all completed EMS at Moultrie Tech and are currently employed with Tift EMS and Ben Hill EMS...we are missing these students because we are not offering the programs they want.
- I have attended meetings that were proposed to answer this question. I have joined in on conference calls to answer this question. We have answered this question on every survey since we have been doing them. Yet, no idea that I have ever heard in a meeting, on a call, or read on a survey has been implemented. Instead, a dean will ask what we think about an idea. We will explain why it is not a good idea, and then a few weeks later it becomes policy. So, obviously, our ideas for increasing student enrollment are really not important. However, I can assure whomever is reading this, that cutting the classes that my students actually need because you think we have too many online classes, is not the way to increase enrollment! In fact, just this semester, I lost approximately 10 students to another technical college because the classes that I proposed for fall semester (see 2.9) were cut due to too many online classes.
- I have heard students say that if more programs were offered at night, they would be able to attend. I also have seen students apply and not attend who are Florida residents who live nearby and are charged out of state tuition. If we can do something to accommodate those student populations, I think enrollment would benefit.
- I have none
- I just speaking to a group of 8th graders graduating to high school and dual enrollment.
- I love how we are reaching out to those who have applied, but not been accepted, or applied and been accept, but have not registered. I was blown away at those numbers! We've learned how to target these folks directly on Facebook by using their email address. I learned this worked first hand when a potential student on the list that I knew personally saw the facebook ad and contacted me about what she needed to do. I also wish there was an "easier" way to register. We live in world where folks like to eliminate the "wait." Everything in life is quick and fast and when things involved steps and processes, I honestly think lots of steps confuses this generation.
- I think if job availability can be increased and attracting more high school graduates to attend would be our best options. Our growth seems to have been historically driven off who was getting funding to attend.
- I think new programs would help with enrollment and utilizing potential employers to recruit.
- I think our marketing team does an outstanding job. I think we need to target specific programs that have low enrollment.
- I think that having a graduate base that are the best will have a positive impact on enrollment. our infield employers will actively market us more if we have a better product than anyone else
- I think that the Deans, Pogram coordinators, and instructors should be mandated to attend at least 2 major events for recruitment. There are events that are held on Saturdays we are participating because Instructors will not volunteer.
- I think we are now on the upswing. We've hit bottom. We're doing some things right now. Many of our policies are much more student friendly than they were just two years ago. Keep that momentum. Like I said, use that new Allied Health building in Coffee to grow that program. Admit another nursing cohort. That's 40 students right there on one campus. Seems like a no brainer to me.
- I think we do a good job of trying to get the word out and a great job getting the word out to a whole new group coming up with dual and joint enrollment. There is not a day that I do not get serviced by a graduate of Wiregrass (or a shot!). How cool would it be to get pins or stickers to get alumni to wear saying that they are a graduate of Wiregrass (or something of the sort). You would see them at the dentist, doctor, hospital, opticians, tax offices, banks, auto shops, teaching, daycares and the list is endless. Think how a Wiregrass Alumni Day would be if we could pull that off.
- I think we need to evaluate the current marketing efforts to see which methods are most effective. I believe we need to streamline the application process to the college so it is easier and more intuitive.
- I will continue to share the availability for academic success to all I come in contact with.

- I would like to like to have a day for example called "bring a friend to class at Wiregrass" or "We Have Class at Wiregrass!" where they could bring someone that is interested in joining the program to their department or whatever program they are interested in, and shadow them for the day and have them fill out paperwork for admissions and maybe have a covered dish lunch and a happy day just let them see how great it would be to come to school at wiregrass!

- I would stop trying to be like VSU or SGSC. We need to be a school of our own and stop trying to be like other people/places. The things that work for them don't and won't work for us. We need to start thinking for ourselves and doing our thing. Students have figured out that they can skip us and go straight to VSU and SGSC and graduate with a better and higher degree in less time and they can do all of this without us. To increase enrollment then WGTC needs to find a way to become important and relevant again. Students, if they graduate, leave us and forget us. We shouldn't be forgettable. We need to stand above the rest by offering a better quality education. Students will stay if they are gaining skills and learning what the need to learn to be successful and/or change their status. As it stands, we enroll them, put them on autopilot and expect them to teach themselves and stick around to do it. Ideas for increasing enrollment are irrelevant unless you fix the problem.

- If possible spend more on advertising

- Improve morale of employees. Whether morale is high or low, It impacts both employees and students. If it is high, people (including students) want to be a part of what's happening.

- Improve our reputation by improving the attitudes of faculty. At this point, it can only be done by a substantial reconfiguation of our budget and improved economic position for all. It is well know by all but the administrative arm of the academic community that people are motivated by loving there work, first, and then being compensated fairly. Fair is the problem. The faculty see's gross disparity between dean level and up and faculty. We will be the last to lock up when we go belly up because we cannot operate without effective faculty. Over 9 years, not even a cost of living raise. However, the faculty sees job mobility taking administrative personnel from 40's to 80's to 100's of thousands in income while the faculty remains stagnant at the majic number of 40's. Also, there is in general fear of losing jobs by faculty that keeps them from speaking out. Instead they leave, thereby weakening the college through the loss of very competent faculty.

- Improving our program offerings, increased visibility and participation in our communities.

  Recruiting events need to have hands on experiences or simulators, so prospective students can really get a sense of the programs we offer. Handing out pamphlets does not work for this very "I want to see" generation.

- Improving the culture of the school. I truly believe our enrollment would increase if more employees were happier. When the negative climate of a business is palpable, customers do not return. When employees do not feel valued, they do not promote their place of business. WGTC has undergone many difficult changes since 2010. While some businesses improve after an especially difficult situation, the environment at WGTC seems only to worsen. There is a complete lack of a sense of unity.

- Increase recruiting efforts. Hold instructors responsible for abiding by recruitment efforts, such as industry visits and newspaper articles about success stories. Allow employees to do what they think is appropriate, within reason, to recruit. Now, we have to wait for weeks to get approval from "they," which no-one really knows who "they" is around here! It's ridiculous.

- Increase student morale. Your customers are usually your greatest marketers.

- Instructor rewards package.
  Reward instructor for producing GOOD products.

- Instructors and employees getting out on the street showing enthusiasm about the college and their programs.

- Instructors building stronger relationships with local employers and high school teachers. Doing away with programs that are no longer relavent.

- Instructors need to be able to flex their schedule if needed(and desired) so they can cover day and night classes, in order to be able to offer night classes.

- Is there any sort of WGTC page on any of the social media sites? This can go a long way in the increasingly digital age.

- It would be great if the school could offer more diverse financial aid to students.

- Just be personable to people. Treat them like you would want to be treated. Do my job and do it in a timely manner. Every student is important.

- Learn how other Technical Colleges and University are increasing their enrollment. We can use what works for them.

- Let the lower enrollment programs get some time, be open to new ideas for changing things within programs.

- Look for ways to make the financial aid process easier. I have seen students who receive aid become very frustrated that their funds aren't available when needed. I think a lot of students wait until the last minute. They somehow need to be encouraged to start the financial aid process earlier so they do not become frustrated later.

- Lower the tuition or advertise more scholarship.

- MOWR

- Make the programs more in line with what the community needs and target our classes to where the growth is. It just doesn't make sense

to deliver classes on, for example, how to build television antennas.

- Marketing
- Maybe we could have something to give student if they get Registerd by a Certain Date.
- More advertising in each region. Providing enrollment handouts to human resource personal at all businesses. Send out information to students about enrolling into college if they have taken the POST exam.
- More flexibility in class times for people who work and want to take classes to further their education.
- More focus on early financial aid education.
- More programs on other campus' and allow the wed cam classes on every campus. As a student as well, I took the web cam classes and it was very convenient and efficient. If these classes are available, more people would enroll since they could take them at the campus closest to them.
- More promotional and recruitment efforts. Especially when it comes to facility tours and open houses. More funding for promotional efforts would also be nice.
- More recruiting ideas and offer classes at a time that can make it easier for the students to be able to attend such as offer more classes at night for the working people.
- More up to date technology. Our technology is out of date, trying to get help form IT is impossible, not because they don't want to, because they are so short staff.
- My idea is to build an elite program and market the program by talking to all of the businesses and organizations in the service area.
- N/A (3 Counts)
- None
- Nothing specific, but making sure I'm doing my part to help increase enrollment, by talking to students whether on or off campus.
- Offer a session to students who are thinking about college that gives them an idea of how much tuition, materials for class, and books might cost before they sign up.
- Offer children of WGTC employees opportunities and incentives for their education.
- Offer classes on the campuses and not just online
- Offer more courses for day and night offerings.
- Offering a dynamic program and getting word of mouth to spread.
- Offering guaranteed enrollment into GA universities in the area and flexible class scheduling are great incentives for enrollment.
- Offering more night courses and some weekend classes.
- Offering more programs, advertising in the communities and speaking to the schools. I have found in casual conversations that a lot of people are not aware of what we offer (grocery store, school, etc).
- Once again an advisement center that follows the student from application to program. This will resolve lots of frustrations the student encounters in their pathway and will allow them to be completers at our college.
- Our recruitment process needs to be expanded through more one on one contact with the community. Diversity in our recruitment staff is essential. As Luis Castro taught: "Everyone Communicates: Few Connect." I recommend we hire a diverse team of part-time recruiters to work our local communities. This team would receive in-depth training in recruiting techniques and would be work targeted groups in the community; focusing initially on the 28 Strategic Industries career fields.
- POSSIBLY HAVE OUR MARKETING/PR/REGRUITING TEAM MAKE CONTACT WITH DFACS OR OTHER AGENCIES TO SEE IF THERE ARE ANY PROGRAMS THAT CAN BE A JOINT EFFORT THAT WOULD THE PARTICIPANTS TO OBTAIN EITHER POST-SECONDARY TRAINING OR OBTAIN THEIR GED. FOR THE MOST PART IF THE ADULT RECEIVING ANY GOVERNMENT ASSISTANCE IS NOT REQUIRED TO DO SOMETHING IN ORDER TO RECEIVE SOMETHING THEN THEY WON'T. I AM NOT SURE IF THE COLLEGE HAS ALREADY LOOKED INTO THIS.
- Recruit for low enrollment programs aggressively. So far the TV ads have only highlighted the very successful programs.
- Recruiting, Recruiting and Recruiting. Have a get Wired Day for the community! Wiregrass should sponsor some game nights so that we can send a representative from every program to set up and Recruit before games and during half-time.
- Recruitment at all times.

- Referring student(s), who obtain their GED Diploma, to enroll in the college.
- Revert to the old ECTC model of recruitment. Let's go to the local stores and make deals with the employers to promise to hire our graduates.
- Revisit the re-testing policy
- Right now our biggest obstacle seems to be in retaining the students who enroll. We need to figure out why students are not staying and then do something to change it. Why are students not completing their diplomas/degrees? It seems that the returning student count on some campus has steadily declined.
- SOCIAL MEDIA and MASS INVOLVEMENT.... Let me say that again. SOCIAL MEDIA and MASS INVOLVEMENT. I am not a part of community and college relations, but i feel like to some extent everyone should be. People should be blasting facebook atleast once a week pushing the school, the programs, the tons of assistance offered, the festivities, or something. I believe that if everyone at the school would get involved with talking "GOOD" about the school, then our student enrollment would skyrocket. I have noticed lately that posting encouragement on social media about our school can help to get those people that you would not typically see get enrolled. I wouldnt go as far as to say that every staff and faculty should be required to post on places like facebook and twitter, but they should be encouraged. I feel like people feel like it's not their job, but it is. It's everyone's job to boost the school. If numbers drop and they lose their job, then they will regret not pushing because it will be just as much their fault for not promoting as it is the person that had to let them go because the school could not afford them anymore.
- See 2.3
- Show the students the benefits of enrolling in WGTC. Allow them to communicate with students who have attended and became successful! Provide them with data that will help motivate them to want to not only enroll, but graduate as well.
- So many students have to drop class because their financial aid is not in place. We set a deadline we should stick to that deadline, If a student applies after the deadline, then there application should be for the next term and we should explain this to the student.
- Start new programs. Promote existing programs. Offer more courses. Expand night offerings because unemployment rates are down, and most people are working during the day.
- Stop spending time and resources on the elementary and middle school students and focus more on high schools and military.
- Stop the rate increases.
  Stop the late fees.
- Streamline the process
- Student enrollment could possibly be increased if transportation were considered factors for the Valdosta and Ben Hill Campuses. I'm not knowledgeable enough for transportation challenges concerning he Coffee and Cook Campuses.
- Students attend schools that are known to have great programs with quality instruction. If the school is unwilling to try and keep quality instructors or pay them competitive salaries, then enrollment will continue to stagnate.
- Supplying needed transportation or relocating to a would most definitely enhance student enrollment at WGTC.
- Target high school students seeking college credit as well as students looking for gainful employment after completion of a program at WGTC.
- That no matter the politics of the everyday college business EVERYBODY from the president to the maintenance staff only positive words should be spoken about OUR college. If we as a TEAM do not promote or believe in our product neither will those we are sell it to in OUR communities. We need to be saying the same positive things about OUR college.
- The only thing I would suggest is to get visibly involved in different military travel shows, and community events.
- This may already happen, but if we had Family Night at WGTC we might see an increase in enrollment. Family Night could include food, bouncy houses, news/radio on site, different Learning Stations with Make & Take activities. We would include every program. It would be great if the presidents and deans were involved in working at the stations.
- To increase student enrollment, one thought might be to have satellite campuses, such as in Echols County. I realize that travel for staff could be difficult, however, many students may come to a localized place for classes as traveling to Wiregrass (one way) can be over 26 miles. Quite a distance for traveling to and from classes.
- To offer more campus classes and programs. Some classes are only offered online.
- Unsure
- Visit High schools
- We are a great administration staff dedicated to that objective; but I do my part in promoting our programs when I can anywhere I go.
- Wiregrass needs to offer exciting industrial opportunities that couple state of the art technology to the instruction.

- Word of mouth, respect the needs of all students, stop false advertising.
- Word of mouth; being positive when we talk about the college; calling prospective students; having a display at ballgames; going into the schools and presenting; going to PTO meetings and speaking; (a lot of this we are doing which has helped our enrollment this semester. I feel like we need to invite school board members, teachers...to come tour our campuses to show them what we have to offer. We have some awesome labs - criminal justice, IST, telecom, nursing, automotive, welding, gaming...
- Work at increasing retention in the program areas- enrollment is a two way street of recruitment and retaining those in the program areas. I believe some areas have already been addressed with changes in policy and procedure. Help identify other areas that may be problematic and find solutions that lead to better student success.
- Work harder at being a "customer friendly and customer helpful" college.
- Work on improving our reputation in the communities we serve.
- better financial aid
- develop more agreements will four year colleges and universities, offer more programs, add sports
- get out in the communities
- give-aways
- go after more u.s.d.a. funds like all the other school
- keeping our professional services up to date and educating students with the best technology available to us
- n/a
- none
- offer some type of incentive to current students that bring in new students, Wal-Mart days
- offer the best classes
  out do other colleges
- starting with the high school and go down to get their minds to thinking ealry
- well since it seems like most of the students are coming here for a check offer more money to them if numbers are all we are interested in!
- work with high schools ,industry and public what is offered at WGTC

2.11) What are your suggestions to improve current programs offered at WGTC?

- As a part-time instructor, and without knowing all of the coourses we currently offer, i can not properly answer this question.
- Get rid of the programs that aren't producing and find some that are. We keep hanging on to dead wood.
- Offer more hands-on activities for students when possible or at least last-term students. Offer more internships with companies and businesses.
- Up to date technologies for our current programs
- parents with children open house visits.
- 1. Faculty should come up with what new programs to offer
- Again, make sure instructors are able to get the additional training and resources they need to keep current with trends in the workplace so they can incorporate that knowledge or skill into their training program. Allow more instructor freedom in the classroom. An important part of making a student feel a part of the college is the bond they need to form with their instructor I believe this will lead to better retention of students. People tend to stay where they feel wanted and a part of something.
- Again, we cannot lower the bar. You cannot improve programs by lowering your standards for passing requirements, or the standards for the teaching credentials. To improve the programs, you have to be better than the students' options. You have to have higher quality than the competition. You have to provide better and more effective training than the competition. You have to be more willing to go the proverbial extra mile with your students than your competition.
- Allow directors to have a voice for needs in the department. Honor at least one request per year to enhance the teaching. (Conference attendance and education building seminars)
- Alot of our programs on the northern end we taken away.... we use to offer nursing on both BHI and CFE, we need that back. We need night classes back on this end Cosmetology. We hardly have any evening programs

- As far as I know, current programs are just fine.
- Be sure that all instructors have the needed equipment and training to teach their programs.
- Better allocate student funds.
- Bring more of what students want to other campuses. There are various avenues of the medical field that Ben-Hill could offer the students.
- Bring more programs to other the campuses to keep them from having to travel as far.
- By surveying the industries in the service area of ach of the campuses we can get a better idea of what their needs are and plan accordingly. Also, surveys small businesses in the different service areas and find out the needs that they have and what area our graduates could need additional training. Survey the high school students in in the different service areas and find out what fields they are planning on going into and see if we can expand to capture those students who would go out of the area for schooling.
  Do a study for each different campus for the uncovered industries in the different areas. For example, there is a lot of farming and forestry in Coffee and Ben Hill campus areas.
  Look into some reasonable new technologies that is lacking in our service area example solar and geo-thermal.
- Can only speak for our department we have to stay on top of the new changes in our industry.
- Continue to improve on the quality of instructors and instruction, as well as continuing to keep up to date on the technologies used in the classrooms for various programs.
- Delete low enrollment programs; add new programs
- Enhance faculty morale and buy-in
- Evaluate rotating some programs to smaller campuses.
- Find ways to connect each program to their respective industry better. Students want to know that, not only will they gain an education and the right skill, but they also need to know that they will be guaranteed a place to apply those skills after graduation.
- Follow trends and look for new industry needs that are coming in and around our communities that we serve.
- Free up the classroom. I feel so much emphasis is focused on things outside the classroom, it has the potential to negatively impact programs. Look at the emails here and see how many of them are totally geared to administration and not education.

  I get we need students to survive, but I did not come here to be an administrator and certain i do things that are not directly related to my job; it's so frustrating
- Get and keep appropriate faculty.
- Get more programs that we need for this area, such as pharmacy technician.
- Give the instructors more academic freedom.
- Have more programs available to go with the jobs available in the community.
- Here again, having updated equipment would be a great help.
- Hire and retain quality instructor with competitive pay.
- I AM SURE THIS HAS BEEN DONE AT SOME POINT. WE POSSIBLY CAN START ASKING PEOPLE FROMTHE COMMUNITY IF THEY HAVE ANY SUGGESTIONS.
- I am in a new program, so I am not sure right now.
- I am only familiar with my program.
- I am sure there are ways to improve current programs. There's ALWAYS room for improvement, but I would need more time to look at each individual program.
- I believe it is so important to increase employee morale. The employees have to believe they have the backing of administration. They have to have enough time to devote to the student that are involved in their program. The amount of time written on paper is no where near the time spent making our programs successful. We have entirely too much turnover. Good instructors are leaving our college for better jobs and better hours frequently. Part of a successful student, program, and school is directly related to the instructors. They need more respect and compensation!!
- I believe our programs are in desperate need of updated equipment. It is pretty sad that a technical college has such out dated equipment and programs.
- I believe the Design and Media programs should go back to having hands on experience in the Print Shop in addition to the training they are receiving with graphic design. Even if one only plans to work in graphic design and not printing and/or bindery, it is very important to

know how the printing and bindery part works. This completely affects the way a job is designed if it is for print media. I feel very strongly about this and feel that the students are missing out on skills they need.

- I can't speak to that. There's not one general idea that will improve all programs. You have to look at them individually.
- I do not know much about the technical programs, but we could do more to promote core programs for students that want to transfer to 4 year schools. For instance, right now all of our arts and sciences courses are listed under "Business programs." Is biology a "Business program? I think we need to restructure and give Arts and Sciences back its identity.
- I don't have any suggestions.
- I don't have any.
- I have no suggestions to improve programs offered at WGTC.
- I have none
- I really was hoping we could get the Ag programs started. I realize that we offer the classes and not sure if we have an instructor but if we had an instructor even if we just tried with a couple of students to start with and see if the instructor would go to the high schools and tell of the advantage of getting the classes her and the few students might go tell a friend that might get it started that way. We might not do well the 1st semester but one loss might turn into a profit after the community sees we will stick to it and make the program grow. Even if it was a night class to start with teaching students how to drive the new tractors with GPS or a mechanical class.
- I think we have great programs here! I think expanding the number of programs we offer, and possibly expand the options of those we do offer (days, times, instructors), it would add to the wonderful programs that we already have.
- If we have a program we offer on campus, all classes for that program should be on that campus. Students should never have to take a class online if they signed up for a face-to-face class. We need to make sure instructors know they own their program.
- Immediate upgrades in technology across the board.
- Implement new technologies where available.
- Improve the availability of advisement, particularly on smaller campuses. New student advisement during breaks is always an issue, as well as allied health advisement where students must call another campus to set appointments at the campus they attend. Also, some students are unhappy with the lack of response from SOME (not all) online instructors. Many also have issues with the classes that contain two levels of a particular subject and say it is a confusing way to run a class.
- Improve the faculty development process- instructors need to be up-to-date on the trends in their fields and be able to adapt the coursework and activities to reflect those trends.
- Improve the technology that supports these programs.
- Improving the work ethics part of student learning. Currently work ethics is not accurately rated because to rate a student above or below the mid-range requires an unreasonable amount of documentation and therfore time. If evaluating work ethics can't be done correctly then it shouldn't be done or advertised as being done.
- Instructors need more training in curriculum development. Also, making sure that the classes are current with changes in industry. In other words, are we teaching what is actually being used.
- It appears that there has been a lot of turnover with the instructors recently. When this happens the student and program is the one that is affected. When an instructor leaves and gets replaced by someone that is very green and has no knowledge of the TCSG, the entire program is at risk. One way to help this matter is the compensation of pay(annual raise or cost of living raise). Most instructors at WGTC could make more money in industry but want to stay because we LOVE helping the students succeed. Sometimes no matter how much of teaching heart someone has it all comes down to the money to provide for our families.
- Keep technology current and involve the business who hire our graduates more. They are our customer so we should seek their input regularly.
- Less online and more face-to-face especially for the students who are struggling with computer skills.
- Less paperwork for instructors equals more time for students
- Let the people who are in those programs make the decisions for the program. Simple.
- Look at local/state/national industry needs, then make adjustments to meet those needs.
- Maintain rigor in the physical and online classroom to ensure students can perform at the college level.
- Make sure that we hire qualified instructors and do not sacrifice this because we need someone in a hurry. Make sure that the number one goal is truly education and not numbers. One student at a time.
- Make sure the jobs are available

- Make sure their purpose is still relevant to the current job market
  Make sure they all have the up to date equipment and technology they need
  Make sure their class scheduling each semester is consumer friendly and makes sense
- Make sure they are available.
- Make sure we are offering the classes needed by industry. Programs should be updated according to the most recent technology changes. Make sure all personnel know what we actually offer!
- Many of the programs that we offer are too rigorous for many of our students. If our mission of workforce development is to be successful, we must focus on the needs of the employers who hire our students rather that what university they may want to transfer to. We need to base our programs around the job market, not on making the classes harder with busy work that does not lead to jobs.
- Marketing
- Maybe it's time to do another service-area survey to see what people want and need.
- More Money, More Qualified instructors, More equipment.
- More equipment and trainers. Wiregrass is supposed to be a hands-on experience, but limited equipment limits student experiences.
- More instructors in pool, to utilize when necessary
- More on campus vs online.
- More open dialogue about the programs among faculty and student
- More teaching and less Angel. Students don't interpret things the way that we think they should. They are not yet educated; therefore, we need to educate them by learning to lecture and teach. It would make a huge difference if instructors would lecture over the material that they actually test over. It wouldn't hurt the instructor to take the test themselves in Angel to see if they could pass--if they are pulling from a test bank and not necessarily making up the test themselves. If they can't pass the test then maybe they didn't cover the material needed.
- More up to date equipment and facilities. Locations like Coffee are finally expanding and getting a more respectable campus and facility.
- N/A (9 Counts)
- Networking and promotion
- None (3 Counts)
- None at this time
- None at this time. (2 Counts)
- None known
- OK now
- Offer advanced in field training for instructors.
- Offer new, innovative programs. Also, two semester TCC's for students waiting for programs that only start once a year. A two semester Supervisory/Leadership/Customer Service/Work Ethics that could span across all programs would be great!
- Offer the programs at all campuses before closing the new program due to low enrollment.
- Offer what interest the community.
- One that I know we need is small engine repair. It is the main maintenance activity in which local firms find it next to impossible to find competent help.
  Increase the size of nursing. We could educate twice or more the students we do. Step out and do it!
- Possibly offer more class times.
- Program evaluations and reviews. Close examination of what is working and what is not and finding a source to provide suggestions on how to successfully modify our programs so that they do work. Also, in some cases... the need to discontinue a program that is not working if that is the case.
- Promoting and helping with professional conferences in the various subjects/fields we teach/offer.
- Provide good facilities for student learning. Many of our technical labs are in bad need of renovation. We have to visually appeal to those who are on the fence as to their careers and state of the art labs can help win both the student and their families who support them.
- Provide rigorous instruction and hands-on labs.

- Purge each program to see if some of the information being taught is relevant or not.
- Same as above, but the state needs to get the curriculum standards in line with trends in each industry.
- See all of the above
- Since we are a job placement college, I think some of the programs should be eliminated and new programs offered that has higher demand of jobs in this area.
- Speak with coordinators and work out classes that might enhance the program and number of students.
- Stay on top of trending technologies and best practices. Never be afraid to break the mold and change a process that will
- Stop letting GOOD instructors leave.
- Streamline and try to erase all stumbling blocks that interfere with students getting into class. Give the instructors more leeway to teach like they want.
- Student surveys about program quality. Make them Mandatory and have a designated person outside of that program area be responsible for providing to students.
- Take a look at new possible programs
- Take a look at the online classes and make sure that the Instructors that are teaching the classes are getting back with each student and maybe offering a touch base time. Complaints from students have been e mails are not being returned.
- Talk to employers to see if we are teaching on the same level. Graduates would be hired more. Word of mouth is everything.
- The 911 dispatcher course.
- The advisors could do Industry visits maybe once a week or every other week letting them know what WGTC offers. They could have something that maybe needs to be taught that we don't know about.
- The background i come from has a tendency to drive my thoughts in this area. My thoughts on where skilled workers are needed might not align. But that might depend on the source of statistics.
- The leader of the WGTC GO OUT MORE in the communitte north south east west.....
- The program offerings need to be reviewed to offer more efficient programs.
- There are those employed who are passionate about what they do, and then there are others that are here for a paycheck; improvement comes with being vested in the school's values and vision. The right team will bring positive change.
- Toss the Pearson labs. They are an enormous waste of the instructors time and do little to help student retention.
- Update equipment
- Update the curriculum.
- We have great programs
- We need more financial support for students. I think if some of them, especially the ones in our program, did not have to work at all, they may be more successful.
- We need to look at our instructors closer, when an instructor doesn't do her job she needs to pursue a new career not be moved to a different campus. We need to determine if our programs are outdated and need to be updated, and we need to promote, promote, promote,,,because there is someone out there that wants to be a nurse that has no idea we offer this program and there is someone out there that wants to be a mechanic that has no idea we offer an automotive program.
- We need to offer the same classes on all campuses.
- We offer several programs that don't help students get better jobs. This makes us look bad when students graduate but can't get a job doing something better than they were doing before. We need to look at programs that should be closed and make the tough decisions to close them and replace them with programs that are more relavent.
- Well a pile of money for each program would be great to go out and buy the latest and greatest equipment, but there is no money for that. I would say just to make sure that the teachers stay enthusiastic about the program they're teaching, get the students involved in labs, and make the labs fun. The programs in technical colleges offer students hands on approach to what they will be doing in the field. If you can help a student learn to love what they're doing while they're in school, then when they get out, they're going to be promoters of the school too. Teachers getting burnt out and letting students just watch youtube videos to learn or just letting students do bookwork is not going to help them love what thye're doing. If you can find a way to spark that passion for what they're doing, then you're improving the program.

- Wiregrass should provide programs very much needed in the community.
- Would more night classes help? Make sure the instructors have all the equipment they need to perform their job.
- can not speak for other programs but my own and for my program i can say that offering students with more certifications by the time they graduate can only help their resumes and be able to get a job
- course offering changes
- ensure the right instructors are in place
- give the insturtor more time to work on thier program
- have events catered to each program to make students excited about the program they are in
- n/a (2 Counts)
- need to get better provider internet
- none (3 Counts)
- offer more training to the faculty and staff.
- rebuild all course curriculums.
- seems like the same questions over and over again reworded.

2.12) How can WGTC make better use of your skills and abilities?

- ask the employers for their interest in internship.
- By making sure that time is spent doing things that truly are part of the learning process and not menial secretarial tasks.
- I think that I have plenty opportunities to use my skills. I have involvement in diverse activities.
- Let me do my job
- 1. I like it just as it is
- Add more staff to spread out responsibilities so that Directors and VP's have more time to focus on analysis, evaluation, and planning rather than everyday tasks that could easily be performed by entry level or intermediate staff.
- Allow employees to help wherever needed if they know the area. Utilize the credentials of employees to help make decisions in those areas as well.
- Allow us to be involved in decision making. Ask for our opinion about important matter. This survey is a good start.
- Allowing me to use my skills and abilities in more areas of the college.
- Answering this question would compromise the confidential nature of this survey. Let's just say you have faculty that are subject matter experts in numerous fields that are never consulted about decisions that affect their fields when the decision makers are much less qualified or knowledgeable about the field.
- Ask for assistance with special projects when needed.
- Ask for input. View degrees or education and ask for help pertaining to those areas.
- Ask the areas in which I want to use my skills at work.
- Asking me directly about my ideas and opinions.
- Be fair
- Be included in decisions that affect the area in which I work. Having decisions made and then being told to do something doesn't do much to promote a sense of value for the employee.
- Being able to focus more on student instruction and less on administrative duties.
- Better communication and understanding of what I am doing already. We have great people working here that really care but often feel unintentionally unappreciated.
- Better technology in the classroom so i can teach my student the most up to-date technology in our field of student .

- By actually recognizing employees for good performance
- By allowing me as the Program Coordinator to supervise the Instructors in my area would give more accountability and more structure to my programs. It's really hard to coordinate a program when you don't have the authority to enforce rules. Although, you may have their respect but they still see you as an equal because you both have the same supervisor.
- By allowing staff to assist different department so they can become universal just incase they're need in the department.
- By appreciating what they have in all of the employees. Recognize our strengths and not just our weaknesses. we need to feel valued.
- By attending conferences provided the school funds them adequately
- By crosstraining in other areas such as Admissions, Financial Aid so you would be able to assist if ever needed.
- By having more on going job opportunities.
- By identifying the strengths of the employees and placing them in positions or opportunities to use those strengths, the college can make better use of everyone.
- By investing in training that will continue to keep my skills up to date in my area of expertise.
- By providing more support manpower and resources to produce more
- Community outreach, event planning, creativity
- Compensation for yearly raises and recognizing the professional experience the instructors have.
- Compensation with yearly raises and recognizing the experience that we as instructors have in our profession and LISTEN to our guidance.
- Cross training
- Doing my best and loving it.
- Don't know
- Easy! Management can get out of our way and let us do our job. That goes for the instructors too!. Get out of their way! They don't teach because you don't let them. You force your will on them and they have to follow orders. Stop micromanaging and let us do what we do best. Get out of our way and we will make you proud.
- Enjoy my job and feel like I am where I need to be.
- Ensuring a balance work environment so I don't get over stressed and burned out.
- First of all, recognize the skills and abilities that all associates posses. Let them excel at those and do not attempt to turn them into something else.
  I know i am appreciated here, but I'm not certain my skills are recognized by WGTC.
  The good news- I'm pretty certain my students know.
- First, WGTC needs to do a poll to find out what their employees like doing or are good at. There might be an opportunity to introduce a new idea/project. People will more conducive to do something if they can volunteer rather than be forced to.
- For sure, the application of surveys that is shorter. This one will take nearly an hour for what could be five questions for about 20 minutes.
- Get to know me. My supervisors don't really know me and do not take the time to get to know me.
- Give me more control over . . . everything. My time. My curriculum. The textbooks I choose for my classes. The assignments. I was hired because I am an expert in my field, so I think I should be able to determine how best to teach the courses.
- Have asked several time about doing core classes at night or online.
- Have me teaching classes rather than reviewing students and "baby sitting" during lab days.
- Have us complete a survey about our skills and abilities and then create committees that include part-timers as well.
- Haven all the tools in pleace for me to used
- Helping put where needed if/when time permits
- Hire me full-time.
- Hirer me full time, and believe me you will get better use of my skills and abilities. As A part tme person working up to 29 hours, you were

able to get much more of me, than even now with our only being allowed 19 hours. I know that it is more costly, but when you weigh the benefits it can and will pay off.

- I TRULY BELIEVE THAT HIGHER EDUCATION IS AWESOME; HOWEVER AT TIMES THE EMPLOYEES WHO DO NOT HAVE A DEGREE ARE NOT CALLED UPON FOR SUGGESTIONS OR COMMENTS. THERE ARE SO MANY PEOPLE WHO HAVE GREAT SKILLS AND ABILITIES BUT ARE JUST WORKING WAITING ON THE NEXT PAY PERIOD.
- I am a people person so I am good at recruiting and talking up the program and public speaking. My gifts are encouragement and compassion so I would like to speak to youth groups, teen centers, groups, organizations and people that have been in jail or womans shelters and tell them that there is Hope and It is never too late to turn your life around and go to school and make something great out of your life. " its not how you start, It's how you finish!"
- I am pretty stretched at this time. I teach students, plan student education, assist in conducting orientations bi-monthly, conduct assessments, train or assist teachers, attend staff development, etc.
- I am right where I belong.
- I consider myself to be a good employee, I have been here a long time, I love my job, our students, and everything we stand for but I feel that I could bring more to the table so to speak, that I know ways we could bring in more revenue, and increase our enrollment, but I am not in a position where I can be heard.
- I don't know, I feel really stagnant
- I feel I am in the right area.
- I feel I am suited for my current job.
- I feel WGTC does offer use of my skills and abilities.
- I feel more utilized now that I have in the past.
- I feel they already have by giving me math classes to teach and involving me in teaching the high school students.
- I have a skill set that can be used in a variety of different areas, such as Adult Ed and High School Services, that might negate the need to hire an additional full-time staff member for the Adult Ed Transition Specialist. This would save the school about $25,000 plus employee benefits annually. The only thing hindering me from serving in in such a way is that my pay would have to come from two different pots of money.
  However, if we could do something like we do with high schools who pay for students to be in a class an not be enrolled with Wiregrass by submitting an MOU to Adult Ed for that portion of the salary, it might be possible.
  Of course, I don't understand all the ins and out of how the different funding sources work so it may not work.
- I have many skills and abilities that are not being used, but with my low rate of pay, I really don't want any other responsibilities. Too many times, jobs are not advertised, people are already picked, and new positions just limit the sharing of skills and abilities. WGTC does little cross training and departments are so centralized with leaders who dare their employees to cross the lines. Management at the top knows little about what the "workers" are actually encountering. Employees only talk to direct supervisors.
- I have many strengths that are stifled here. WGTC needs to recognize the strengths of the instructors. I have (yes, I am bragging) the strong ability to reason through problems and situations and bring forth a rationale and working solution. This would be useful for administration to utilize when making decisions. However, many times I have had my comments either be ridiculed, or even worse, make deans and higher angry. When one can logically show the benefits of doing certain things and still have them ignored, you start to feel that your talents are being wasted in your current position.
- I have no skill or abilities that are wanted by Wiregrass management except those which I now employ.
- I have no suggestions for better use of my skills and abilities.
- I have so many skills and abilities from teaching to recruiting and motivating.
- I love to talk, meet new people, and assist those with different needs.
- I think I am being utilized very well at this time
- I think I am being utilized very well in my current position. I am very happy with the job i am doing.
- I think my skills and abilities are being used wisely at this time.
- I think my skills and abilities are being used.
- I'm not really sure how to answer this question. I believe my skills are used to the best of their abilities as are my co-workers in my department. I would not say that I need more work, but like my previous answers to the questions, we need to promote the school. Whether you're a teacher or not, you need to promote this school. You need to promote these programs and get people interested in them. You need to promote the different types of assistance that the school can get for each student whether it be financial, tutoring, or special needs assistance, and you need to promote the teachers and what they're doing. I would also go as far as to say that we need to promote the front lines. If people like myself and others would boost the spirits of the ladies and gentlemen that see students first and

keep them encouraged, then that will help a lot. I have noticed that people coming to the school are nervous and have no idea what to do. When they go in to admissions, they may or may not ask for help finding what they need to find or doing what they need to do. They may think that just because they're old or not that smart that they wont make it past the application. That's where we need to encourage admissions to encourage the potential students. I know the ladies in admissions and financial aid have a lot on their plate and there's never enough of them, but if they could go that extra step and let the student know how to get their transcripts or offer to help them in some other way, then we would see a giant increase in students. I know some students take advantage of the help they get, but a lot of people genuinely appreciate the help and it encourages them to go ahead and get the things done they need to do to get in school. I have learned this after metaphorically trying to put myself in the shoes of a student that walks in the door and has never been to school. It's a scary thought to a lot of people.

- Increasing my hours would ease the load for some of the teachers thatare having to teach multiple subjects and levels at one time because they are the only instructor in the afternnoon and evening.
- It doesn't matter if you do not have a degree. If they find out how smart you are they want you to do this and that, but where is the money. Those who are getting paid a lot of money should do so with a smile and do the extra that comes with it.
- It helps having a supportive boss, like what I have, who let's me be creative and think outside the box.
- Just listen. Don't act like I have no idea what I'm doing or talking about.
- Keep us updated to new material and software.
- Learn my skills and strengths. Management does not take the time to learn the skills I might have because we are hired to to a specific job and that is all we do.
- Let me have more time with students
- Make everyone more knowledgeable of the skills, abilities and strengths of certain departments!
- Make it possible for teachers with certain skills to teach specific subjects in Adult Education
- Maybe cross train.
- My skills are being used adequately.
- N/A (6 Counts)
- No . anytime someone comes to our department , they want something. Anything form A to Z. I have gone beyond the realm with my abilities of what I teach.
- No additional suggestion; good use of my skills.
- No suggestion.
- No thoughts at this time.
- Not sure
- Not sure i can answer this one. If the skills and abilities are not seen, then perhaps it is just best to do what you do.
- Not sure yet
- Not sure. WGTC already gets 110% out of me now.
- OK now
- Offer more courses in my field (Spanish) such as workforce specific courses.
- Offer more opportunities to enhance my training, skills, and education.
- Offer opportunities for growth.
- Our office is short staffed there is no time to participate in anything else.
- Pay attention to staff members' skills and abilities, and make sure those people are being used in the place that best suits those talents. Quite a few staff members are more than qualified for their positions and could contribute to areas other than just the one where they are employed. Often employees feel there is nowhere else for them to go unless they leave WGTC, when a change in duties might benefit the employee and the college. Often a change will also do wonders for the employees' outlook -- and would be welcomed. I am not referring to just piling more duties onto the current ones, but rather shift employees' duties when the situation warrants it.
- Please allow me to be the professional that I am... Let my work ethic and product speak of my success that shows the success of the college.

- Provide the resources for equipment and training to better our service.
- Providing a more appropriate setting for leaarning will positively impact my abilities.
- Serving on committees and seeking more suggestions.
- Since I teach online, face to face, and high school classes, I feel i am being using to my full potential at the present time.
- Speak to some of the classes on the importance of customer service and the importance focusing on education.
- Take a look at every position and map out training according to the position.
- Take the time to find out who we are, what our skills are, what our talents and interests are, what our frustrations are, and what our ideas are. How some trust and confidence in the people you have hired. Stop the micromanaging that brings additional stress to the ones who are doing their jobs, but does not bother the slackers.
  Ask the people involved how it will affect them before you make decisions to change things like our office hours, offices, departments, and supervisors.
- That is a very good question and I really have no idea, sorry.
- They are already.
- They are doing a pretty good job of it right now, but a promotion to Dean would probably seal the deal.
- Throw them a biscuit ,cold or hot .
  A bone of any type.
  In kind words, a well deserved raise.
- Treat me as an informed participant rather that dictate without consideration for my opinion.
- Use the CIS instructors to help our IT department!
- Use the skills that I have been taught and seek to learn more on a daily basis.
- Very pleased with how my skills are utilized.
- WGTC can make better use of my skills and abilities by providing the correct equipment for the job I do. Internet access, printers, and items of this nature would certainly allow me to further help my students become proficient in subject matter so that they would be able to pass the GED test. By providing these item, students in high school would have an additional place to come to work online. I am willing to keep the Echols site open for these types of opportunities.
- Work across multiple departments
- You keep me pretty busy as of now. lol
- allow me to help with my instructional technology skills,
- be open
- by allowing us to run our programs like we know how to run them and not like COC says .
- great initiative to open our classes to the public
- if i was full-time
- just start listening and maybe actually caring about your employees
- let instructor have more input at the changes that are made college wide
- listen to other with worldwide experience
- n/a (2 Counts)
- need another part time persong in dept.
- no
- training professional how to transfer skills into class settings

2.13) Why should a potential student choose Wiregrass?

- Because WGTC offers a wide range of programs that meets the needs of our workforce community.
- Because we are equipped with a lot of cirrculum that serves helps them to become successful within the communities they currently live in.
- Good question
- I have no idea
- Students should choose Wiregrass because we offer excellent training. We have great facilities and staff. We are local: that makes us more economical and practical, saving both time and money.
- The cost to attend Wiregrass is considerable lower, than attending other schools
- wiregrass promise to help find jobs and the student will leave with an on the job experience
- 1. Because of the quality education and choices of programs.
  2. Some of the staff are very caring, helpful, and dedicated to assisting the students
- 1. Great instructors
  2. Best bargain in town
  3. Job placement
  4. Great training
- A potential student should choose Wiregrass because this school offers quality hands-on education in areas that universities don't. The instructors were very knowledgeable and personable. We offer real world training and a positive atmosphere in the classroom. We also have an impressive job placement rate.
- A student can enter a program and graduate within 2 years with a Diploma or Degree and have a job.
- A student that chooses Wiregrass should do so because of a specific interest in a program or for transfer credits. We need them to feel that they are part of a community and not a number in a line or a customer. Many of my students complain that when they have to deal with certain areas on campus they are treated "like customers in the wal-mart return line"
  We have a nice campus, convenient to many areas, we have some very talented instructors and we have many good things going for us, it is the students feeling that those people that are entrenched in non teaching roles are dismissive of their needs.
- Affordability and easy access.
- Affordability, convenience, and need.
- Affordability, students can stay close to home without additional travel/living expenses, and small class size.
- Affordable, HOPE grant, smaller campuses...
- Because Technical Skill and trades are what feeds are economy and Wiregrass IS one of the best offering effective and relevant programs to get students working faster and being fulfilled.
- Because Wiregrass offers hands on training that is unbeatable and not even comparable at any other school in the state. We offer great programs, have great teachers, offer tons of services to students, and can assist them in finding their career job after they graduate. That's just a few reasons why a potential student should choolse Wiregrass. I'm proud of this school.
- Because at Wiregrass we care about the student, they are not just a number, and we want to see our local community grow and prosper by providing the education and training that is necessary to help some of our young people go out and create jobs in our community.
- Because it can change their life. It changed mine. I will forever be grateful for receiving my diploma from this college. When you boil all the water out of the pot, it's still pretty basic. Train people so they can go to work and better support themselves and their families.
- Because it is a great way to learn a skill quickly and get out in the workforce sooner.
- Because it is affordable for the student.
- Because it is the greatest opportunity in the world to have a skill and a talent that no one can take away from you, and make money.
- Because of our relationship with the community and the hands-on training we provide.
- Because of the degree programs that we offer. Because of the staff and administrators.
- Because of the hands on experience they can obtain as well as the many opportunities we provide.
- Because of the quality of instruction, low teacher to student ratios, and the reputation for putting students to work in their field of study.
- Because they can get a valued education in small classrooms.

- Because this a good college, I went to this college under East Central Tech, and then became an employee. They will help to find jobs.
- Because we are a great institution. We have some great people who love what they do, and whose soul focus is the student. However, power plays too much in people's lives, and it is sad.
- Because we are accredited and care about our student's success.
- Because we are affordable and provide more hands on skills than a 4 year institution.
- Because we are the best "bang for the buck".
- Because we are the best! We have some many opportunities to offer young and old in our communities. There are many financial aid options and grants available that make going to college easy!
- Because we care!!!!!! We really care! I care and love this school and these students!
- Because we do offer a good variety of classes that will help them to get started on their career choice if they are undecied about it
- Because we have highly skilled educator in their area of expertise who provide excellent training to our students.
- Because we have the best instructors in thier field.
- Because we offer a good education from the basics of core to the specifics of a program taught by highly skilled instructors at a good price.
- Because we offer a hands-on environment in the classroom. This is vital to our students.
- Close to home. Economical. Excellent instruction.
- Convenience, Affordability and all programs of study Directly Connected to relevant jobs in our service area
- Convenience, Quality and Affordability
- Convenience, cost worthy
- Cost and small class size.
- Cost is low. Some classes transfer to 4 year colleges. Experienced instructors. Hands on training.
- Excellent education, small class size.
- Excellent faculty
- Excellent instruction, better jobs.
- Experienced instructors
- For a lower cost, students can get more individualized attention. This means they are engaging more in active and experiential learning because the instructors have more time for each student.
- For the core classes, so they can transfer.
- Friendly staff that goes over and beyond their "job" to help a student!
- Great customer service and quality instructors
- Great education with experienced instructors at an affordable price.
- Great opportunities to develop skills in areas that interest the students and help them prepare for a job in that particular area. Wiregrass has a great staff and some of the best teachers anywhere.
- Hands on training
- Having been a prior student my choice was made on 2 criteria, courses that would increase my skill set and my value in the workplace and convenience. I am not sure some of our programs have kept up with current needs in the workplace.
- History and Progress
- Hopefully because we are the best.
- Hopefully we are cheaper than most colleges out there. I think that it is good to get your core done here and than move on to another college for your bachelor's. It is unfortunate that PELL doesn't pay for the Technology Study

- I believe in technical education. Being able to gain hands on experience in a chosen field of study allows students the opportunity to know if is something they really want to pursue.
- I think the biggest reason is to emphasize value. The purchaser (student) will determine quality so we need to present them with a good ROI story. The cost versus the potential outcome is a good one.
- I used to say it's because we have instructors that care about their students and their success, and that we offered a personal feel that you can't get from the University system. I hope we can get back to that one day! People may not always remember what you say, but they will always remember how you made them feel!
- I would like to say because we are the best of the best but we aren't. Are we? We've become all talk and no action. We can market better than anyone else but we can't back up what we say. I guess that is what happens when you hire someone for Public Relations and Marketing and then assign them a whole division to oversee because clearly those two go hand-in-hand. PR and Marketing should oversee program offerings and handle marketing. It is everyone's job to promote WGTC but you could hire someone who knows how to run a division like Student Affairs. I.E. someone who realizes that Student Affairs requires practical application and should be ran by someone who is focused on the practical application of enrollment. Student Affairs is about enrollment and the processes that make that happen. You have someone in place who is interested in marketing enrollment; someone who is not interested in making the enrollment process better and easier. To clarify, you are real good and telling folks what we have to offer but are not real good and making it easy for students to enroll.
- If all of us as a team promotes the great programs that Wiregrass has why wouldn't a potential student want to come to this great college? We as a team should always see a potential student in every aspect of our daily lives; from pumping gas to dining at a restaurant. The opportunities are out there but if we continue not to believe in our college we will never speak it to others that may be that potential student of Wiregrass. Again, we must start speaking the same positive and supportive narratives of OUR college.
- If they want to become a secretary, nurse, police officer, welder, telecom associate, or auto mechanic WGTC is the place to be. We have some of the best instructors in South Georgia that will get you educated and referred to a job because it's such a small, tight-nit community. Everyone knows everyone. Word of mouth travels very fast.
- If they want to take their life in a new direction, and hopefully make more money.
- In today's world a GED, two-year diplomas, and degrees are becoming increasingly vital to competing in the job market. Wiregrass offer those, and for student in the Valdosta area they are able
- It is a great place to pursue your education, our classes, we have great instructors. We can offer them help with certain grants.
- It is close to home. Students are overwhelmed by attending VSU and feel lost in the crowd. We make our students feel at home, valued and probably too spoiled at times. I think we should offer cafeteria discounts or commuter's discount. If they travel X # of miles, give them a discount in The Upper Crust. They'll choose WGTC if we make them feel important and valued.
- It is not the beauty of the campuses. It is not the multi-million dollar addition being added on the Coffee Campus. It is not that we have better programs than other colleges. It is not that we offer Dual-Enrollment classes in some high schools. It is not that we have such a great leadership (sorry guys). A student should choose WGTC because of the man or woman that is standing before them every day and every night in class, pouring their heart into their students even when their budget is cut repeatedly, their dean makes decisions making their jobs more difficult, they never get a raise although insurance and the cost of living keeps skyrocketing, and the stress level of the job continues to go through the roof. The students should know that the only reason that instructor shows up class after class is because that instructor wants more than anything to see them succeed! It is the instructors who make the difference at WGTC!
- It is the best.
- Local and more cost efficient for the students.
- Local and reputation
- Location, cost, available programs, variety of class options
- Location, transferability, affordability, hands-on instruction
- Lord only knows. Mostly ignorance and conveinence. Also, they don't have to pay, in general, for there education here.
- Low tuition and programs that allow them to earn a great salary in a relatively short time.
- Many students realize that a lot of employees don't need a 4-yr degree individual to fill their positions. The training provided at WGTC satisfies many employment targets.
- N/A
- No student loan debt after graduation
- Opportunity to learn a skill and be employable.
- Our articulation agreements ROCK!
- Our faculty are some of the most amazing instructors in their fields. With proper support and technology Wiregrass should be an industry

leader in South GA.

- Our labs are well equipped. Our student to teacher ratio is low. Faculty is knowledgeable. There is a sense of teamwork between faculty and staff working together for student success. The college is well respected in the community. Industry will usually communicate directly with faculty about their staffing needs.
- Overall this is a good school. Instructors support their students' success.
- Potential students should choose Wiregrass because we have smaller classrooms and it is cheaper than a typical university.
- Proximity, a desire to start or change a career, a desire to learn a new skill, to get a GED
- Quality instruction at affordable prices.
- Quality of education; Employment records for completers
- Several reasons. Not everyone belongs at a 4-yr institution; Get core competencies out of the way and then transfer to 4-yr institution; learn a trade
- Short term training, comparatively low cost
- Small class size, instructors who are professional in their fields and have actually worked and performed in these areas. The instructors know what it is like to BE what the student is aspiring to become.
- Small class sizes and instructors that have many years of experience in industry.
- Smaller class size, more hands on, job placement, and cheaper tuition.
- So much to offer in our "backyard" and while attending high school! It gives a small town child the chance to experience college life before moving away from home to attend a larger university reducing the risks of failure/shock/etc.
- So we can get a pay check. To me that is all we care about. MONEY..No students no money. The focus needs to be changed along with attitudes.
- Students should feel wanted from the moment that they step on this campus. Especially during testing. We offer quality programs for a short duration so that the students can be quickly trained and get into the workforce.
- Students will find the best educational opportunity at the most reasonable cost.
- Technical education prepares people for jobs in a relatively short time frame at a reasonable cost.
- The affordability and great instructors
- The cost and the dedicated employees. Although we do need more programs, we offer great programs at a good price.
- The education received here is top notch, the employees are helpful, and they have an opportunity to be connected to the community while in college to help them receive a job offer after graduation.
- The employees are extremely supportive of both the students and the faculty.
- The faculty at this institution care about the success of their students. Additionally, the class sizes offer greater opportunity and support for student learning and involvement. Even further, the technology in the classrooms bolster student engagement/activity in the classrooms.
- The obvious reasons are moderate costs associated with the school. I do believe that Wiregrass has been very successful in recent years when it comes to hiring the best instructor staff around. This is a huge benefit to the students. The smaller class sizes also offer more one-on-one time and hands on training.
- The potential Wiregrass student will have access to an education that appears to recognized and respected by employers. The cost for such education appears to be reasonable.
- The professional staff and instructors. The variety of program offerings. The low cost of tuition.
- The record reflects that WGTC is infusing professionally trained people back to the community and improving the resources to help all of our surrounding communities.
- The technical education received at this school is invaluable. When merged with real-world experience this education results in more a qualified, knowledgeable, and productive workforce.
- The training programs offered by Wiregrass allows students to obtain employment to improve their family's well being.
- There are several reasons- more affordable, great instructors, and the return on investment when entering the workforce.
- There are so many great instructors and staff members at Wiregrass. If the culture improved, we would provide a distinguished education.

- They "should" because this is where they can get a solid foundation before jumping into a 4 year college. Alot of our high schools students only see the end, never focusing on the beginning and sadly too many fail before getting to their dreamed end. We offer the same quality of education, we just do it in a way where the student can get classroom attention.
- They should choose Wiregrass because our faculty will go above and beyond to assure that the materials learned at Wiregrass will help them obtain not only a job but a career.
- They should choose Wiregrass because we offer hands-on community orientated programs.
- To complete core courses in a smaller environment.
- To make more Money with a fast growing career and room for advancement.
  Good Quality Instructors.
- Training availability and instructor knowledge.
- Value
- Value, convenience
- WGTC offers over 100 programs; access to HOPE grant and scholarship;
- WIREGRASS OFFERS SO MUCH AND IN COMPARISON TO OTHER EDUCATION FACILITIES IN OUR AREA; THE TUITION IS NOT AS EXPENSIVE
- We are a great school and provide fantastic hands-on training as well as job placement help.
- We are an affordable option fro great training for a new career.
- We are dedicated to providing them the skills needed to excel in the workplace.
- We are the biggest bang for the buck and we give those not able to travel far the advantage to get an education close to home.
- We as a college have to make sure we offer the highest quality education possible so that a potential student will choose us over another college.
- We can put a student to work in less than 2 years of study time
- We care. We are affordable. We teach hands on for those that co not do so well in a lecture only environment. We are also great for second chances or the recent high school or GED graduate. Put them all together in a class and their strengths (maturity and raised on technology) can work for the good to help each other.
- We have a family environment and courses that fit the needs of the community.
- We have a helpful staff, the best instructors and a variety of programs.
- We have a lot to offer and some great instructors. Not all are great, but is like that most places.
- We have highly skilled and motivated instructors with the student best interest in mind. They will get a quality education and a decent price.
- We have smaller classes and great instructors who care about their success. We help students get prepared for larger colleges and help build their self-esteem and confidence by helping them feel success!
- We have some outstandinding instructers you have a lot to choose fromost every graduate
  gets a job after attending school here.
- We have the potential to be a leading training source for our communities and a place where students know they will receive the best training possible. We should focus on the skills they need to become successfully employed in their chosen career field and they should be given goals that are within their academic reach.
- We offer HOPE scholarship and grant. We have small class sizes, and we train an actual skill for the student to learn in order to gain a job.
- We offer small classes that feature a more student centered environment. At Wiregrass you're not just a student number; you're a person who is enhancing their skills to become a more marketable employee. Our instructors are industry experts whose knowledge and skills will make you a better employee for the workforce.
- Why not, Wiregrass offer smaller classes, and they are affordable and once you graduate you are work ready!
- Why not.....Is The question.....
- Wiregrass allows for hands on training which is positive for students.

- Wiregrass environment is a friendly one to continue with an academic career.
- Wiregrass has a lot of programs to offer students. Students can
- Wiregrass has a lot to offer and some very good instructors, we just need to let the people know. We need to also increase the kinds of scholarships available to the students.
- Wiregrass is a friendly, hospitable, warm and exciting place. It offers students an opportunity to excel in life.
- Wiregrass is a smaller, community based college offering personalized attention, core classes and degrees commonly in need of the general workforce.
- Wiregrass is a technical college, in today's society, more careers are hands on skills, which is the education we teach and offer.
- Wiregrass is an ideal college for those individuals who are looking for hands-on training, short-term programs that will give them the skills to go into thier area of expertise. We are not for the traditional minded students.
- Wiregrass is more hands on, you are required for most programs to have an internship, which increases your chance of being hired rather than graduating with a bachelor's degree with no experience. Classes are quarterly and students have smaller classroom sizes. This means that a student is not just a number, but a person.
- Wiregrass isn't as intimidating as a huge university. We have a small student/teacher ratio. We offer some good ole OJT(On Job Training!)
- Wiregrass offers job skills. The diploma or certification programs offer opportunities almost immediately for students and it provides a solid 2-year degree education for those students wishing to transfer to a four-year college.
- Wiregrass offers programs that teach students skills that will lead to good paying jobs. Attending a college near one's home is finanically smart.
- Wiregrass offers quality education in varied settings (especially small classroom sizes), with support for non-traditional students. We offer programs that are in-demand, assistance with career placement, and options for students ranging from high school age to those needing or wanting a second career later in life.
- Wiregrass offers the student the best education for the least amount of time and money.
- Wiregrass offers very diverse programs in a small, friendly atmosphere.
- because of our programs and faculty/staff
- cheaper
- cheaper, faster, and caring
- cost less
- for a career path not just a check to come here.
- gives them the ability to learn a job and prepare for the future
- great schoool full of great instructors & staff carring about the student
- learning that is offered comes from people who have actually spent time in the field
- lower tuition, school located in your home town, doesn't require travel 20 to 30 min away, transferrable credit to USG schools, multiple articulation agreements,
- our caring staff, financial aid available, opportunity to joint enroll, and placement rate
- quality education, caring environment, various schedules/formats for classes
- quality, cost, and positive attitude.
- smaller classes and more hand on in the class room
- the open learning environment and awesome instructors
- time/money/real work training
- training
- we have a great school and great instructors along with this atmosphere will help you get familiar with college before you go to a bigger school.

- we have great education to offer
- we offer courses that transfer to a four year college.
- we offer hands on training in a real world environment in a very short time. We put people to work

2.14) What are your recommendations for strengthening the connection between WGTC and business and industry?

- Change leadership in the department
- Experienced quality instructors lead to quality instruction.It is going to be tough to hire good instructors when they find out it's kind of a dead end job, they could do better in the field. Give employees hope that they can advance, you can fill any spot here with a body, but in the end what kind of education are the students going to receive?
- Increasing more business and industry visits.
- Industry visits should be one of the best ways to maintain a good connection. Providing training that they need. Keeping our word to them.
- Student On - the -Job Training through community based jobs and internships
- ask the business about starting internship
- 1. Faculty being in businesses constantly to be fully acquainted with them
- 1. Increasing relationships by "being physically visible" in the business industry
  2. Informing Business leaders about what Wiregrass has to offer and quality students produced
  3. Local Business Appreciation from Wiregrass
- Again- Place well trained and competent students as employees into the industries we serve.
- Allow faculty to visit businesses and industries we serve and take students with them when appropriate.
- Allow people in the industries to come in and observe, give suggestions to help improve programs to meet their needs, be willing to help/ volunteer any time needed in community/business, if anyone needs a part time intern, work with them to get well qualified students in the business.
- As always... increased communication and open dialog.
- Asking not what they can do for us, but we can do for them. Forming loyalty and bond we once shared.
- Be more involved in businesses, by promoting classes
- Be more visible in our communities.
- Being visible
- Better communication by letting our instructors be aware of what B&I classes they are offering, and make B & I aware of our graduates that can go to work our area
- Better communication.
- Bring employers on our campus for tours. Some employers still think of us as a second choice for students and don't realize the quality of instruction we provide and the excellent enviroment the students are being trained in, especially in the area of Business Education where a student with an Assoc Degree can do a job as well or better than one with a Bachelor's degree.
- Can not answer this because I don't have enough information
- Career fairs?
- Community events
- Community partnerships as well as course offerings specific to local employment needs.
- Connections between instructors and business. Ask instructors to attend ribbon cutting events that pertain to their areas. Employees need to be visible in the communities and have a positive attitude (which comes from within the school)
- Continue doing what we have been doing - having advisory meetings, going to the industry/business and meeting with the owners.
- Continue the Advisory Committees for programs of study
  Strengthen communication between Economic Development and faculty on latest industry trends
  Highlight a relevant local employer or employers in each program of study classroom area

- Continue to stay involved and making the connections with industry leaders.
- Continue to work with industry to form partnerships for training and marketing opportunities.
- Continuing Ed offering classes
- Create events where students compete in groups for specific businesses in the area by building or designing items that the business desires.
- Ensuring administration is known within the community
- Form and maintain relations with industry
- Get back in all the communities and touch base with the managers and owners. We used to get out in the field and visit our businesses. Let's get back in touch with who hires our students. a couple of meeting each year with the same people is not getting all visions of what the businesses need. (Advisement committees) are usually the same people or friends of the instructors. We need new faces at the committee meetings.
- Get former students involved in telling employee groups how attending/graduating from WGTC improved their lives. Highlight our successes.
- Get in the business and industries. See what we can do to help them. Let me know we want to help them and be a part of promoting their businesses.
- Get involved with businesses and industries to find out their specific needs to stay on top of technological changes that improve efficiency and keep us on top of other colleges. We have to show a genuine desire that we can provide them highly skilled students on the leading edge of technology. Have a Business and Industry day where they are invited out to see what we have to offer. Provide them highly skilled workers and stand behind the staff we train.
- Get involved with local Chamber, also maybe sponsor local events or teams
- Get out of the building and visit the businesses in our community. Promote & EXPLAIN how our school operates.
- Get out of the office and start knocking on doors. We need to be visiting business. By that we need job placement and program advisors visiting business to create a relationship with businesses in our area. All of our time doesn't need to be in an office making contact by phone. Show up, be seen and learn from the business the type of employee they are looking for and learn what skillset is needed for employment in our service area.
- Go go out on our planning period and visit different salons and spas and do industry visits and talk to the salon owners and stylists and anyone along the way. Maybe the alumni would donate or get more involved helping our graduates.
- Have business and industries visit each campus and speak on or demonstrate why they might be interested in hiring a graduate of WGTC. No commitment just a reason.
- Have business and industry come and speak to faculty and staff on a regular basis. Have business and industry do trade shows on campus to show current and potential students business opportunities.
- Have more functions so they can see what we have to offer and find out from them what we need to offer to be more successful all the way around.
- Have more input and visibility from people that truly have business and industry experience.
- I am not sure what is being done at this time, however, I could only suggest that Wiregrass be in the forefront of recruiting businesses to hire newly graduated or interning students from the classrooms.
- I believe that in Allied Health we have a strong bond with our industry. We have students that have been and continue to learn, practice and eventually become excellent employees of these businesses. Many have become leaders in their profession and their beginning was at this technical college.
- I believe the instructors need to have more time and set times /days that the industry visits can be scheduled.
- I believe there are strategies already in place for WGTC to connect with business and industry. It appears to be time constraints to implement and actually practice those strategies. This may be stretch but often connections are made through relationships. To build relationships takes effort and time.
- I do think that instructors need to visit businesses more, but there also needs to be accountability for the time. I think one Friday once a month or every other month should be business/industry visitation day. Maybe use the foundation to provide a list of places and contacts that instructors are assigned to visit.
- I feel having strong Advisory Committees is essential. I've talked with businesses who that they were still on an advisory committee, but hadn't met in a long time. (This was years ago so things may have changed) It was a doctor and he even said that he enjoyed serving on the committee. To me that's where we measure how well we are doing, by listening to those who are hiring our folks and/or who will hire them..

- I feel that Wiregrass has a great relationship with business and industry. We can continue to grow and strengthen these relationships.
- I have always been the most successful by visiting our business and industry partners. They enjoy seeing how passionate and caring we are about our programs.
- I have heard some good ideas lately. There are many businesses that must need training on newer technology and taking that to them where the experience is specifi9c to their needs is ideal.
- I have no idea
- I have no recommendation in this area
- I have no recommendations at this time.
- I have none.
- I really do not have any suggestions to do this. I have a very good working relationship with the leaders in my industry, and several places of business who consistently hire my students. How do I maintain this? I see them on a professional level. I treat them as equals or even on a higher plane than myself. Most of all, I treat them and their position with the utmost respect! I always value their questions about and suggestions for bettering my program.
- I think our economic development division does a good job considering there are so few in that department. Our advisory committees should help in that area.
- I think we do a good job. Maybe host a career day event where businesses set up booths on campus.
- I think we should have monthly meetings with a representative from our business and industry. I know we have advisory committee meetings but that is only twice a year.
- If we encourage area businesses to hire our students and coninue to offer quality education, these connections will strengthen.
- In Adult Education, there should be publicity about the tax credit businesses can get if their employees obtain a GED while working in that business.
- Increase student, faculty, and dean participation in community events
- Increased interaction and communication with our community businesses and industries. Meeting with an advisory committee two times a year leaves a gap of time we may be missing something.
- Inform the business and industry of what WGTC can do, have them visit the class and talk to graduates
- Instructors need to be allowed time to visit the industries in their field
- Invite more industries to our campuses. Sell the idea that they may conduct their business meetings etc. on one of our great campuses. Again, I believe we have a product here at Wiregrass that needs to be promoted and be sold to our community partners.
- It would be nice if we had a team of individuals that could regularly go out and visit with business and industries.
- Join Chambers of Commerce in the service area and participate in community activities.
- Less enrollment requirements and more short term programs for entry level job training
- Let businesses know that even through our push for high school enrollment, we are here to serve business and industry needs with workforce development. We've done a lot of advertising lately targeted at the high school-age population
- Maybe Career Services can serve as staffing partner for employers.
- Maybe instructors should go visit with the business' and industries to stay updated with times.
- Meet and Greets with small promos given to them. It connects them to us and the promo is a great reminder of our school.
- Meetings during which how WGTC training can enhance and strengthen their work force.
- More collaboration between businesses and their employee training needs.
- More industry visits!!
- More input from Advisory Boards. Seek their advice more often. I think our advisory process my be just going through the motions. We need them to ACTIVELY engaged. We need more diverse representation on these boards.
- More intern opportunities.
- More networking all around. Advisory boards are a great start however, meeting a few times a year is not enough. We must continue to try

to get them to the school and open up their organizations for training or even tours.

- My students that are about to graduate already have jobs in their fields because I go the extra mile to ensure this.
- N/A (6 Counts)
- NA
- NO COMMENTS IN THIS AREA
- NOne
- No opinion
- None at this time.
- None known
- Offering the training for the services that the business and industry needs. If we stay in those businesses and know what kind of job that they offer, then we can tailor our programs to meet their needs. We can also find out from the industries what the new technologies are that we need to implement in to the school to teach our future workforce. I know we go to the business and industries, but we need to stay out there all the time. We need to know what we can improve on or where we're doing good at. We need to go and see where students that left went and see how their training paid off or fell short.
- Offering training out in the field where the employers are in their own environment
- Our B & I connections are very strong already. Possibly hold more "Open House" type functions and invite our B & I partners in to see what we do.
- Our relationships are pretty strong I believe. It's hard to build a strong relationship with some of the administrations when they change so frequently (hospitals, etc.).
- Perhaps use a liaison to explore what business desire, and have that person communicate to instructors what they should emphasize for students' future employment.
- Prep employees for what we should and should not say to business and industry. We need a PR training.
- Program coordinators should communicate with their partnering businesses and industries.
- Provide a better worker to them
- Providing highly trained employees for the workforce can do more than anything. When our businesses and industries know that they can depend on the students we send to them, they will be more willing to be supportive and build a closer relationship with the college.
- Round table meetings with Food :-)
- Sending people to business and industries that want to be sent. You have to first establish a connection. Informing business of their tax credit they could receive for paying for their employees GED test is a great tool to build a relationship with businesses. It would about more money to be saved by our students and a greater chance for their employer to show that they care about the future of their employee.
- Show up to meetings during the day and evening. Keep your word. Be trustworthy and reliable. Listen and help meet their needs.
- Someone (do not know who exactly) needs to form a good relationship with all HR staff in businesses.
- Spend more time out visiting the local businesses
- Start and alumni association. Many of our students would love to be apart of it. Many of them have successful businesses.
- Study areas of interest and see how they could fit with the college and create a focused plan that details how the two could benefit from the others service.
- The best relationships i have had in my life are with like people that understand you and are like you. I don't work in that area so it might be unfair to be trying to tell them what to do.
- The instructors need to take responsibility for their area of expertise and re-establish that personal connection that we used to require.
- The instructors, not some head-chief-in-charge or admissions folk, need to visit the industries pertaining to their field. Also, they should be involved with anything happening with those industries, such as ribbon cuttings, hiring fairs, advisory committees, etc. Instructors should also maintain a positive view on the college that will radiate into the community.
- The social affairs and dinners Spring and Fall is increasing awareness and building strong network with industry. The attendance keeps increasing and there is positive influences and feedback being obtained from these awareness activities.

- There needs to be more time allowed to get to industry for visits. With the class work load and advising it allows little time back to industry.
- To keep producing excellent student(s) comes through our programs, which are potential employers in the community.
- Try on-the-job training. Once a student starts a technical program, send the student on a job with a company that will be able to use the knowledge that the student is learning and give the student college credit hours for the time on-the-job.
- Unsure
- Visit businesses
- WGTC is doing a great job with this already.
- We could attend functions that are held in our Communities and tell them about WGTC.
- We have to have qualified students. We do not always produce qualified students. Some that graduate I would not hire.This comes from better instructors. You can't hire your friend just because and they are not certified to do so.
- We have to make sure we are producing the highest quality graduates entering the workforce.
- We need more Qualified people to make the connection and promote the school.
  Some offer a dis-connect and keep un-trained instructors out of industries.
- We need more business and industry in Ben Hill to connect with. With that being said, we need to make sure we are giving the ones we have what they need. Constant communication.
- We need to have a director of business and industry per area, not the same three split among all campuses.
- We need to hire a pool of instructors before they speak with industry leaders and try to get the classes set up. This will make the industries angry with Wiregrass if we cant provide a suitable instructor for the training. I have personally witnessed an instructor that was not qualified to teach the class that was offered.
- We seem to have a good relationship locally and they support us as well as they can as most are mom and pop operations just getting by themselves. Donations and funding seem to be on a national level in our area of expertise and we have few if any connections there..
- We seem to have a great connection to the businesses but make sure they understand we have services that can help improve their employees.
- We should go back to the time when we were having at least one big advisory commitee meeting as a college. per year. Business leaders were excited to meet others who were advising our different departments. Alot of information were being shared, as well as, a sense of camardarie.
- We should promote a business of the month. Have some one from that business come out and talk to the students about how their possible opportunities students might be interested in when their training is complete. We might also give that business a chance to come see our classes in action to see the quality of training their future employees are receiving.
  We might have an informational table about that business all month available to students. We could also add their business logo to our LED sign for the month. Perhaps the owners might be treated to lunch with Dr. Anderson or one of the VP's. We might also put together a little prize bag with something from us and something from the business. Then let the representative from that business award it to one of the students in a program area related to their industry.
- Wiregrass should provide programs very much needed in the community.
- Work harder at meeting to listen.
- You have to build personal relationships between the instructors and the industry leaders. Administration can't force that. They can only make an environment conducive to it, and they can hire people who are affable enough that they can get along with industry leaders.
- by concentrating on quality graduates not just numbers.
- connect more with business in the surrounding areas
- face to face visits with them, send thank you to those who partner with us in any way
- luncheons
- more time to visit them
- none (4 Counts)
- open houses, are always a good way.
- stay in contact with the businesses

- student to visit the business an for the business the student.
- we need to get with industry and business help solve challenges and goals programs new technology
- when you are finish with your career.jobs are are there

2.15) List your ideas on increasing student retention and graduation.

- Again we meet or exceed requirements in this area. What we need is more student in our program.
- Great customer service the minute you lay eyes on the prospect
- Offering more tutoring services for students having difficulties with their classes.
- Provide opportunities to educate students on the value of work and their reputation. Practical workshops or advisors to help students with problem/conflict resolution and money management. These are areas where I see students getting so frustrated that they give up. They quit. There might be professionals in the community that would volunteer to help with this.
- Quit taking students trying to get in at the last minute. They are the least prepared and the first to leave.
- Really depends on student's situation or circumstances. Not really involved in that area.
- make sure the students are interested in the field before inrolling.
- "Big brother" type program for new students
- 1. Less reliance on technology and more on face-to-face instruction. New research shows that the growing reliance on electronic devices does indeed affect or ability to retain new information. We have become a society that lets technology think, remember, and diagnose for us. No one commits anything to memory because we have an app for it.

  2. Go back to the quarter system. The semester system drags the non-degree programs out too long and adult students grow weary of school.

  3. As for graduation, raise the entrance standards and stop pushing for higher enrollment numbers. A lot of students drop out because they are unable to do the work required. They barely pass the Compass; then need remedials to stay in class. Some are here because they are unemployed and waiting for a new job. Some don't know the purpose or nature of the program they've enrolled in; when these realize what the program is, they drop out.
- 1. Actual Advisors that students are required to see before term and during term
  2. Contact with individual students throughout each term (by instructors or department head)
- 1. Caring Instructors
  2. Caring staff
  3. A willingness to accommodate students if necessary
- 1. Do more community awareness programs
  2. Give students goals to work towards monthly
  3. Give students a target graduation date.
  4. Reward students when they meet goals
- 1. Share data from Achieving the Dream and KMS with faculty and staff so that they can actively participate in the data.
  2. Re-recruit students every semester
- 2.11, 2.12, 2.13, 2.14 are all greatly dependent on job satisfaction of the faculty. We hate to beat a dead horse, but until faculty is compensated correctly and regularly with changing economies, attitude will be your largest enemy to these areas.
- ?
- A combination of 2.10, 2.11, 2.13. Focus on the student's best interest and make sure we are meeting their needs. Set a professional standard and be a role model for students.
- A combo advisement and student success center would help in this area.
- A well planned, well developed advising center that will guide the student from the beginning to program entry. It will be very important that the staff at this center are experts at financial aid, program entry requirements and be excellent at customer service.Stop asking the students that are not yet in program to be advised by an instructor who is teaching and should be devoting their time to retention of the enrolled students.
- Advertise technology used in classes
- Again, a better quality of student will be more likely to finish
- Again: Retaining policies that nurture positive student achievement. For example: restricting online enrollment for students who continue to

fail online courses; adhering to Academic Standing to ensure that students do not take multiple (failed) courses in a program. Students who take courses and pass, continue to stay enrolled and will eventually graduate.

- Allow instructors to work with students to keep them in the course/program.
- An advisement center and having better contact with the students
- Availability of classes and help paying for tuition.
- Be willing to work with students especially when it comes to attendance. I know attendance is necessary, but we must look at situations that are out of the students' hands that cause them to miss (work, sickness, emergencies, etc) and be able to allow them the time to take care of business without penalizing them. Also, be available whenever a student needs help whether it be inside or outside of the classroom.
- Better facilities and making the enrollment process a little easier. Especially for first time students. If you want to increase retention and graduations you must also recruit a better group of students. The stigma commonly associated with being a "technical school" often deters better students. We have a reputation with professional organizations as an "everybody passes" type of school and less credit it given to our graduates.
- Buy in, connection, rewards, incentives, positive reinforcement and appreciation for them being part of our family.
- By building a relationship with each student. Talk to the student throughout the semester about their goals and help them reach their goals.
- By every employee providing excellent customer service - expected out of everyone
- CUSTOMER SERVICE! The college is a business, and to maintain customer loyalty and satisfaction, the customer needs to come first! Again, this goes back to the application process first, and then should continue into the classroom. These students are human and should be respected and treated with a little compassion. The instructors need to learn to work with the student, whether it is with their attendance or grading, and not just quickly drop them. Find out what's going on with them and if there's anything that can be done on their side. These traits should also continue through the financial aid process, as well. I haven't heard one good comment coming from the FA department. That is sad!
- Calling students who absent from class to encuorage them to return
- Change teaching methods, program requirements, incentives, etc
- Connect more frequently with the students to ensure that they are on track and getting sufficient support. Communicate via phone, e-mail, and social networking websites (e.g., Facebook) to keep up with students' progress and to address challenges before they escalate.
- Continue with competitive admissions. While we need an adequate numbers of students it is a great disservice to bring students into programs of study that they are not truly equipped to handle.
- Dedicating time to show students a method of note taking and studying at the start of the course.
- Do we ask students for a specific reason why they leave? perhaps that might be a good idea if we don't. Like an exit interview.
- Encourage our students to continue coming and achieving their goals to graduate, continue college, or get a good job.
- Encouragement. Extra help. If we constantly pep talk students and offer to help them even when we know they're too prideful to ask, then we are more likely to keep them. We cant give up on them. We understand that sometimes life gets in the way, but we need to constantly encourage students, constantly offer to help them, constantly lift their spirits. I believe that goes outside of the classroom too. I believe from the custodians to the top, we need to have smiles on our faces and lift the spirits of the students. You never know when a student is on the brink of quitting. A "you got this" goes a long way sometimes.
- Ensuring more job security as each student prepares to graduate.
- First, the placement of students in Halls that have appropriately working equipment would be nice.

  Second, provide training for customer service to employees who are the first people visitors or potential students will meet. Far too often, students tell instructors that Admissions, Registrar and Financial Aid offices treated them in manner they deemed off-putting.

  Third, Provide activities that would enhance student involvement.

  Create a Faculty Senate that can work with and positively challenge and promote alternatives.

  Try to decrease paperwork, so teachers can teach more rather than being at desk.

  Create or combine a title for an Inclusion and Diversity Director/Coordinator. Students, faculty and staff need a person who appears genuine to whom they can trust divulging information about wrong doings and cultural problems they observe.

  Above all, please tell faculty and staff members to smile and stop criticizing the school in which they work.
- For the instructors to encourage students to get help early and not wait until it is too late.

- Greeting each student with a warm welcome and excitement to have them with us. Knowing they could easily choose to be anywhere else. Keeping that concept throughout their journey with us. Customer service, Leadership, Example.....
- Have a pleasant environment for the students to come. Keep them motivated and encouraged. Assist in everything that I can.
- Have embedded certificates that can be obtained early in the programs. These will be on their transcripts and show that they are making progress and count toward our benchmarks. Inform faculty and the students that they must notify us that they have completed these programs. Possibly make an easier form to apply electronically. Recruitment does not stop until we have completely fulfilled a students career and /or education goals. In doing this we will increase retention. Also, I understand that students need to be full time for a variety of reasons, but this should be taken under counsel and their individual situation assessed. Giving a student that has been out of school for many years or a young student that is obviously struggling to even register 15 + hours the first semester is hurting all of us. We set them up to potentially fail. I know it is not easy with limited resources but it is imperative if we want to grow in a limited area.
- Have student mentors. Pair new students in a program with students who are closer to graduation. It is easier to talk with some about issues you are having if you feel like they understand what is going on and have been through the same thing recently.

  We also might have a wall of success in each program area instead on one wall on an administrative hallway. This way students would see real people who studied what they are studying and have been successful in their chosen field on a regular basis.
- Have the advisors stress the importance of the degree and the completion of it while the student is here.
- Help them to realize that education is important and that graduating from a college is a big deal and should be treated that way.
- Hire a executive/area secretary to assist with clerical work for department. Hire an academic advisor to do more academic advising. Review any regulation requirements and abide by their direction to supply a secretary and assist with student needs in the department.
- Hire an adviisement team
- Hire and retain quality instructor with competitive pay.
- I THINK WE SHOULD GIVE THE STUDENT NAVIGATOR POSITION ABOUT A YEAR TO SEE IF THAT HELPS. FROM WHAT i HAVE HEARD ABOUT THE POSITION AND THE SERVICES; I THINK IT CAN BE A GREAT SUCCESS IF THE INSTRUCTORS DO THEIR PART BY DOING THOSE EARLY REFERRALS.
- I believe student retention could possibly be increase by assisting students in better selecting a program that meets or better matches their needs. Though I understand such selections is often the students' choice and driven by many factors. I'm of the opinion that graduations will increase if the students' needs are matched. Of course the possible downside is the student may not find a job when a program is selected that matches their needs.
- I believe students have poor time management skills and they get behind in their coursework. When this happens, students stop putting forth effort,they do not attend class and the completion rate drops. We also need to look at revamping remedial education as it is not very effective.
- I can only relate to a program. Once students get into program it seems retention and graduation is not the same issue experienced with core students. Focus on core students having more sense of belonging
  As I have no data on this, I really don't know, but that is my perception.
- I don't even know how to respond to this question. In some areas of this I think we are doing great and in others not so much. Students have to want to be here and it is our job to give them a reason to want to be here. Make them feel welcome in the class and not so much as imposition. If they ask for help, don't let them think they are bothering you. Smile and stand there with them until they have a better understanding of the material. Don't be smart with them. We have our education and they don't. It is our job to help them get the education to which they seek.
- I feel anytime you can remind someone of their goals, their dreams that helps them push on and finish what they started. Staying involved and hearing what they have to say.
- I have none.
- I know other schools (like VSU) have had some success with using cohorts but that might not work for our type of students. Many of our students have a lot of demands on their time. I think working with students on an individual level to make sure they learn what needs to be learned but being flexible with them as well.
- I really wish I had some but I don't.
- I think LS redesign will help as well as some of the recent policies approved by the Academic Policy committee.
- I think that on-the-job training in 2.14 above would boost the students' retention and graduation concerns.
- I think the changes to the attendance policy will allow instructors more flexibility to work with students and help retain students. I also think that an advising center would really help students.
- I think the incorporation of Video classes or Tele-classes where instructors can see and talk to students when can not fit into our class schedule should increase and be more readily available for our students. Student On - the -Job Training through community based jobs and internships

- I think the student navigator is a great start. We need general tutors that can assist with any program (I know that's a difficult request). Students also need a better understanding of the time and effort a program will take outside of class time.
- I will continue to do what I have stated in my other answers.
- I'm sure we are doing whatever we can to keep our students and help them graduate.
- Ideas on increasing student retention and graduation would be to get to know the students...work with them and understand that sometimes "life interferes" with school work. I do this on a regular basis with my students in Echols. Many times, work is not over at 5 pm when class starts. I allow them to enter class when they are able. It may take longer for them to attain their GED diploma, however, they know I will be there supporting them and helping them in any way I can.
- Identify the student's struggle early. If a student is in program and is struggling perhaps that student may need to be directed into a different path. Try not to mislead the student and be completely honest with the student.
- If our communities can increase jobs i think that would be a key.
- Improve morale of employees. Whether morale is high or low, It impacts both employees and students. If it is high, people (including students) want to be a part of what's happening.
- Improve on our customer service.
- Improve work ethics, teach our students the importance of work ethics. We need to meet the standards that employers look for; we are trying to prepare them for success in workforce not failure. Improving work ethics will help those who really want to learn.
- In an effort that must be taken by all areas of the organization, a system needs to be put in place that identifies at-risk students. Once identified, teams specializing in student retention need to be assembled to work with those students to make every effort to keep the students moving forward through to graduation.
- In our program, we take care of patient lives. If we mess up, it could cost someone a life. If we have someone who is not capable, we should not retain them. If they are unable to pass NCLEX, we should not keep them. We have tools in place to evaluate. I want to keep every capable person. If they are able to complete a program, they should complete the program. We need alternate methods of payment and financial support for our students.
- Increased tutoring and less use of rigorous (unfair) testing.
- Instructors need to be held accountable. They just teach, so there is no bond or anything so if a student is failing don't you think an instructor would know and should care. They should be able to talk with that person and send them to Nicole. If the instructor does not care why should the student.
- It takes time and energy but one-on-one talking to them and identifying any potential obstacles they may have as well as ways to overcome those.
- Listen to students, instructors need to answer the emails of the students. Stop letting good instructors leave. You do realize that when some instructors leave students also leave.
- Make advisement a requirement for all students.
- Make sure the programs of study are set up logically and are user friendly
  Make sure everyone is properly advised each semester (train new faculty when they arrive)
  Make sure their matriculation time is reasonable for program of study
  Make sure all students have access to the resources they need to be successful
- Make the classes interesting. Allow the students to do hands on activities. Encourage them to do their best. Be flexible.
- Make the student feel like they belong. Send email birthday cards, give the students give away tokens for the students. Little happy gifts. Just because tokens (stones, sticky notes,) Remind the teachers that we need the students and the students need us this is a win win situation.
- Making a connection with the students as soon as they walk in the door. CUSTOMER SERVICE is a MUST especially on the front lines of the school!
- Making sure that all instructors are communicating with students.
- Many students are frustrated with the unavailability of faculty/staff during breaks and/or when employees' frequently travel between campuses. A student often drives to his/her campus and finds that the person he/she came to see is working somewhere else for the day. We need more consistency. I have heard many students complain about this, no matter how frequently we ask them to call before they come to campus.
- More community involvement. Send information to churches (especially in low income communities.....I am a minority and I know that the children can benefit from enrolling in Wiregrass and having a career). Meetings with counselors at the local high school to inform them of the programs available and the benefits to the students. I have a high school student at LHS and I don't think the counselors are doing a good job of informing the students of all of their options. I think the Move on When Ready program is AWESOME!!! So glad that 9th graders are allowed to take classes.

- More online course offerings make it convenient for some students who work or have families
- More tutoring. We need tutors in every subject. I think a mentoring program would be helpful as well.
- More tutors.
- My main suggestion is to get students who do not express interest in returning to fill out a survey to see why students are not staying enrolled. Every student should also have a faculty adviser that is responsible for building rapport with a students, and assess why that student may no be returning. If we knew why their leaving we'd know how to get them to stay.
- N/A (6 Counts)
- NA
- None known
- Not enrolling to many students in class than teacher can handle. If you get to many students some will get discouraged and quit.
- Not sure
- Not sure...I feel as though I do everything in my power to help students succeed.
- Offer classes on campus. Have an advisement center. Assist students with financial aid application--sometime we have to actual sit down with them at a computer and not just give them a handout.
- Offer quality education with great technological assets that will earn students certifications and degrees that put them into these jobs. There is to much focus on "keeping people in seats, who either don't want to be in them or shouldn't be in them".
- Once again, having a student advising center. Also, for graduation most students on the Valdosta campus strongly dislike traveling to the other campuses to walk at graduation.
- One of my problems is that students are placed in my program who can barely read and write their name. I watch as they try to complete college level work and get frustrated with their struggle. Then, they decide to quit based on the fact that they are struggling. We need to do a better job getting these students ready to be successful before placing them in the occupational classes. Many have argued that putting them in occupational classes early gives them a taste of what they are wanting to do and will keep them. However, many times this only sets them up for failure. Why can't we have more simple writing classes or studying technique classes, etc.? I know that we have the College Success classes, but that is only for those who need learning support. We need something in the programs!
- One way to increase the retention and grad rate is stressing the importance of how the length of time it takes a person to graduate looks on their resume to an employer. The goal of going to any school is to get a job and live better. The sooner you finish, the sooner you live better.
- Provide students the financial and academic assistance needed to succeed on an ongoing basis from start thru job placement. Work closely with program directors and instructors so that they better recognize students that may need assistance prior to them dropping out.
- Realize we are a technical college and not academia. Prepare the students for the workforce. Not everyone wants to be a teacher or lawyer or doctor. Why do they need so many core classes for the trade programs. Bring back the TCC's.
- Recognizing students within programs more, even students who are not at the top of their program. By doing this you will likely retain students who have one foot out the door. These students will see the program as feeling as though they need them. This is a bit much I know, but it works. Making each person know that they are a piece of the puzzle that can not operate without them encourages them to continue coming.
- Resources need to be available (textbooks, login information, access codes, etc...) immediately when a term begins, so students have no reason to fall behind at the beginning of the term and drop the course.
- Rewarding students with certificates, recognition, and public awareness.
- Slowing down the admission process for students that come in at the last minute. So many of those students choose programs that they aren't really interested in. Also many take more classes than they can handle because they don't know what they are getting in to. When these rushed students do poorly, they get discouraged and often leave our school.
- Spend time advising new students to make sure they understand their options, as well as the expectations of the program they are choosing.

  Continue improving our new student orientation, to get students off to the right start.

  Promote our services we offer for student success, including tutoring.

  Encourage students to get involved, because students who are involved tend to stay in school and graduate.
- Stop changing policies. Stop eliminating programs so students can finish.
- Student retention is contingent on several factors. As adults, the responsibility is greater and most young adults are unaware of what it

means to "pay your way".

- TEAMS, to me, has really worked well. Early intervention is the key I believe. Sometimes this also helps the student know that we care. I have had recently some online students tell me thanks for checking up on them. Communication with students is another key to success!
- The ONLY way you're going to have significant impact on retention and graduation is to get the right students in the right program. Have some sort of aptitude test (simpler, shorter than the CarerrScope), maybe for specific programs that will help students get in the right programs. We have so many that don't belong in the programs they're in, the don't have the aptitude for it....probably half of them. Hmmm.... that's probably close to the retention rate. Maybe somebody should look into this.
- The move to allow instructors to work with students should help in this area. Flexibility while maintaining the quality would improve both of these areas. Online courses are often the only option for a student and many are not prepared for this format. In addition, instructors may be great in the classroom, but are not cut out for online which does not help student success. Additional training and identification of the best faculty for this platform should improve online success rates which would help with some of the retention and graduation.
- The student needs constant support from staff/faculty/instructors until they complete the program.
- This is where I think improving the culture of the school would make the greatest change as I listed in 2.10.
- To Retain students in a program we must have enough equipment to Entertain them.
  Not enough equipment will bore the students.
- Too many of our students start their educational pursuits unprepared. So the more work can do on the front end in recruiting and admissions can enhance retention and graduation. Identifying the best occupation for the student based on their strengths, ability and interests can help the student have a better college experience.
- Transportation for our students is our biggest problems.
- Tutoring for each program rather than just three main areas we have now.
- Tutoring for program courses
- Tutoring, Early intervention, encourage students from beginning to end. Pay Attention to your students. Ask questions. It doesn't hurt to actually show compassion for others.
- Unsure
- Utilizing WGTC incentives on a quarterly basis may increase retention.
- Visit high schools
- We have to have a system to help our lowest caliper students. We are the bottom rung of the higher education ladder. We have to take in the lowest of the low; but there are cases where we are taking in students with known mental and emotional problems that CANNOT make it even at our level. These students lower our percentages, discourage our staff and faculty, and in some cases disrupt learning and endanger others.
  Advisors need more training. Most do not understand how and what classes transfer, basic financial aid information, or who to send a student to for different things. Students in up going to four or five different places when their advisor should be able to give them advice about most basic information.
- We have to work with students and keep them motivated and excited about the courses they are taking. Also we have to have office personal that will help students with issues and not make the issues they have worse.We have to work with students not against them to keep them.
- We just have to keep them interested.
- We need to have deadlines for acceptance into each term. Accepting students at the last minute means that we accept people who have not had sufficient time to plan for college. They may not have applied for financial aid in time for it to be available for buying books. Registering students in classes after the class has been meeting for a week sets those students up to fail.
- We need to make sure that when students are placed in general education classes to complete their core classes that they are not looked down upon because they are in Cdl classes or Cosmetology or whatever. They need the general ed classes just as much as the transfer students do and will stay here to graduate. Again we need more time away from menial tasks to spend one on one with students about their plans and what they need help with. We do not need argumentative instructors in General Ed classes keeping students from graduating because they cant pass one or two classes.
  Every student is a persona and one that has potential. It is not one person or any group of persons place to put students down to where over years you don't want to place students in a class because you know they are going to have an issue with that instructor.
- What attracts students? Small classes or more instructors for the amount of students in class. You can load a class and a lot of students will fall through the cracks, We have to keep them engaged and interested in their education, good instructors can keep the excitement in learning, they are the front line with the schools customers.
- When the instructors see that the grades are not up to par go ahead and set up tutoring for the student because some may be embarrassed to ask for help.

- While we all play a part in retention, instructors are the only ones who really know if a student is attending or not. They have to be accountable to keep financial aid and the registrar office informed on enrollment. Better retention = better graduation rates.
- With our non-traditional students, I think we need to support them as much as possible. Promote tutoring and other support services in admissions and in the classrooms each term. Maybe during recruiting as well.
- advising center; increase coverage/staffing in critical areas
- communication. being able to understand that our students make a great effort by attending our class, but also being able to understand when real problems come up that are out of our control and knowing how to encourage students so push threw and having a reason to show up to class everyday
- continue to gather data on competitive entry results and tighten entrance requirements into the Allied Health programs.
- great faculty/staff dedicated to our students success.
- in my field of expertise our student washout rate is 50 percent nationwide. if we instituted a competitive admission process we might could lower that
- it's hard for alot of student to afford to come to school but you have to keep eyes on prize
  I think we should not give all hope & pell money to the student at one time
- keep them interested and involved in more activities.
- make students more accountable
- more one on one with students
- n/a (4 Counts)
- none
- raise standards
- recruit on all levels not just staff, even senior leadership
- remove as many hurdles for them as possible.
- we need dedicated national companies that have more performance grants

2.16) What do you like most about working at WGTC?

- Helping my students accomplish the GOAL
- I love the educational environment and seeing people have hope that they may not have experienced before, or that they have lost. I enjoy seeing the graduates joyfully walk across the stage. I enjoy seeing graduates in the community and having them update me on their successes. They are everywhere - tellers at the bank, nurses at the doctors office, phlebotomist at the lab, cosmetologists at the salon, technicians repairing our homes, our computers and automobiles.
- My students give me the will to carry on , they depend on me to teach them , how to attain a good work ethic and other skills that is what drives me.
- Students
- That I can retire.
- The personal contact with students and watching them succeed through their program of choice.
- everything is working well in my area.
- *I absolutely love watching my students develop professional during their course of study. To have a small part of that is why i am here.
  * I appreciate the energy and enthusiasm of senior leadership.
- 1. I enjoy the atmosphere and "climate" of Wiregrass
  2. Like the vision and the fact that most are working toward fulfilling it
  3. Enjoy being able to work with the students
  4. Opportunity to advance
- 1. The reputation for great instruction
  2. Watching students succeed

- Actually, I don't like working here anymore. The constant changing of the organization chart is getting to be old. You change things and we become accustomed to the changes and then you change again. WGTC has always been my favorite place to be. I had a sense of pride to work here. Now I am ashamed to tell folks this is where I work. I would change jobs but then that would be too easy. I still believe in the WGTC and our mission. Do you? I haven't given up on WGTC just yet but you are making it easy for me and every other employer here to lower our standards and morale.
- Aside from any normal stress that goes along with my job, I love what I do and I love my coworkers
- Being a part of the process to help individuals change their lives through education. The opportunity to work with great faculty and staff.
- Being able to help the students when they come to you for help. Watching the students gain more self confidence in themselves. Answering their questions helping them find out where
their classes are located. Some students are older and have been out of school a long time, they are terrified and just to be able to let them know it will be ok is a good feeling
- Being able to make a difference in someone's life for the better
- Being part of educating the community - great mission.
- Benefits.
- Comradery among workers/departments
- Family and the carrying of fellow employees
- Family atmosphere
- Flexibility with hours and understanding that different departments have to cover many responsibilities and you work with us to assist covering student needs. There is understanding that long hours for work go beyond required work hours.
- Friendly faculty and staff. Job security and retirement. It's a job where I feel my skills and abilities are being used.
- Great co-workers, great atmosphere in which to work
- Great employees who truly care about one another.
- Great people to work with
- Having a positive impact on Students of all ages personal and professional lives!! Love, love my students and all I've been able to do for them!
- Helping change someone's life, and my co-workers.
- Helping people
- Helping students (2 Counts)
- Helping students achieve their dreams.
- Helping students change their lives
- Helping students reach their goals.
- Helping students succeed
- Helping students succeed.
- Helping the students.
- I ENJOY SERVING THE STUDENTS AND CO-WORKERS.
- I am able to teach/instruct. I like the administrator because they encourage me.
- I am new, but I see they are very supportive as to make sure I am ready and equipped with what I need to teach the students. Everyone I have came in contact with are team players. The main focus is to serve the students.
- I enjoy my co-workers and my supervisor. I enjoy teaching, AI have actually found it to be my passion.
- I enjoy teaching people what I love to do.
- I enjoy the camaraderie with my fellow instructors. I love being accepted for who I am by my coworkers. I like the fact that as an instructor, I can structure my classes as I see fit within reason, so long as the materials are being covered.

- I enjoy the students and my friends that I work with day to day.
- I enjoy the working relationships I have and I am proud of how our college provides a much needed service to the community.
- I enjoy working with and assisting sincere students, and I enjoy my coworkers.
- I have been on the Ben Hill campus for eight and a half years and I love the work family that I have...when you spend more time at a job than you do at home with your family, it helps to have a work family that you know cares for you and is there to lift your spirits when you are having a bad day. I truly love my family here at Wiregrass but I also love the fact that I can help make a difference in someone's life...I have the opportunity to help a student have a better future and as I stated before...it does not get better than that.
- I help to change peoples lives for the better by training them for a new higher paying career.
- I like helping students learn and reach their goals.
- I like how the
- I like that I get to tell a student they are worth it.
- I like the autonomy; however, I enjoy the support of the team I work with.
- I like the job that I do best because I am help adults do things that they thought they could not dol
- I like the opportunities that continuously present themselves daily. Almost everyday someone is promoted, considered for a new position, or praised for a great job they are doing in their current position. I have never had a full-time job, and when I get one I want it to be within Wiregrass.
- I like the staff that I work with. I have met other staff from other disciplines, and everyone is friendly. That does help to make the campus a great place to work.
- I like the students and my co workers and the fact that I am truly making a difference in peoples lives.
- I like working with great people. Also, how we do support each other when the need arises.
- I love being able to tell old colleagues from past professions that I work at a technical college. I am proud of the programs, instructors, student affairs and services they offer, and mostly that we can help students improve their lives.
- I love my Profession and I love teaching students to make themselves and other people feel beautiful and watch the students develop their skills and be creative and successful.
- I love my job and most of the people I work with. There never seems to be a dull moment and that is awesome to me.
- I love my job at WGTC! I love my co-workers and my dean. I LOVED being off in the summer. I love that we teach a profession and not just a job. I can't explain on paper the value of training a student to become a professional nurse. It's priceless and the most awesome job on the planet. I'm honored I get to do this every day!
- I love seeing the students excited about knowing they're learning something. It's really awesome having students around and talking about these awesome things that their teacher has taught them. I hear nursing students quizzing eachother and laughing about things they go over in class. I like seeing the students in Telcom and Automotive throwing out ideas to come up with the best solution to fix something. it's really cool seeing them come in to their own understanding and then seeing the teachers chest swell with pride. I really enjoy seeing that. An accomplished teacher who has gotten through to the students is a teacher that is not burnt out.
- I love teaching our students. It makes me feel good when I see students getting excited because they are so proud of themselves and the fact that they are successful. I love the friendliness of all our staff towards one another.
- I love the atmosphere. I feel part of a team that is doing something great for other people.
- I love the people I work with. Everyone at Wiregrass has been helpful and willing to assist whenever needed. It just feels like a family more than work group especially here on the Coffee campus.
- I love the people! We have some awesome employees that work here that makes it easy to come to work everyday. I also love the students! They are the #1 priority! I like to hear how we helped them succeed and better their lives!
- I love the students! I love what we offer.
- I love the team of people I work with. I also love getting to be a part of individuals changing their lives for the better.
- I most like helping the students and seeing them succeed in their career. I also enjoy not working holidays and weekends. In industry I worked holidays, weekends, and crazy schedules.
- I really enjoy my job/students
- I would hope that in some way i have part in changing someones (a students) life, to better it. I like to see people move forward, better their self's and keep learning.

- Knowing I have done the best job I could do helping students and oftentimes my co-workers. I do not get credit for many of these efforts but I get something that money or praise can't provide.
- Knowing that I help make a difference to students. Sometimes we have students who come to us who have been though some difficult circumstances, but knowing that we can help them better their education and career so that they can have the opportunity to change their circumstances is worth coming to work each day.
- Learning new thing and meeting new people as they press toward their goals
- Learning, helping, and being paid.
- Making a difference in student's lives.
- Meeting students
- Most of the people I work with are friendly and its like a family.
- My co-workers
- My coworkers
- My coworkers and that "a-ha!' moment when a student really "gets" it.
- My coworkers.
- My experince is that Wiregrass employees are friendly to work with and teamwork is a plus.
- My greatest reward is the student. I love to see them go forward and excel in life. There is no greater joy than to get that phone call or a note from a former student saying Thanks and letting you know how much you influenced their life. It is a great reward when the student comes into the program knowing only what they imagine the program to be and see them grow each step of the way. Another positive is the work schedule. As I have worked weekends, holiday, and every shift you can name it is nice to have Holidays, weekends, and on most days a set schedule to follow.
- My immediate co-workers and immediate supervisor. The students make coming to work really great. Some days I get tired, but once I begin everything is much better.
- My job duties and the aspects of my job that challenge me.
- N/A (2 Counts)
- NA
- Our mission
  A lot of good people here
  No day is the same
- Our staff; watching the student growth from entry to completion
- Our students face when they master a skill. Attending graduation when I here family members cheering on their family member success. When a student comes in my office and say Mrs. Tab you're awesome and we appreciate you.
- Pleasant staff to work with.
- Plenty of nice people make coming here fun. Now, we need to transfer that to the student population and community.
- Pride of helping students meet their goal
- Professional administration, staff and faculty.
- Sally Dorminey, a treasure, interaction with students,
- Satisfaction from seeing our students go into the work place and do well for themselves and their families!
- Seeing our students active in the community in which we live.
- Seeing students succeed
- Seeing students succeed and knowing that I supported them in some small way in achieving that success.
- Sense of accomplishment
- Sense of satisfaction for our mission and the work that we do.

- Smaller class size. Meeting new students. Seeing the students get excited about a project. The Friday hours!
- Students
- Students coworkers
- Teaching and turning on light bulbs in the kids heads.
- Teaching in the classroom I enjoy having Friday off
- Teaching the students what I know and can help the with to enter the working field.
- Team environment!
- The ability to touch and transform student's lives.
- The amazing faculty and staff who care about the needs of our students.
- The autonomy and trust giving to me by my Dean!
- The awesome staff we have here and the shared goal to provide well-trained students with good work ethics.
- The challenges of each day. The reward I feel from solving complex problems and making a positive impact on the organization and the students.
- The closeness of the staff, the small classes, and the ability to provide more quality interaction with students.
- The co-operating faculty.
- The fact that it is a great school and has much to offer the students is a plus. Unfortunately there are not that many opportunities presented to the Adult Ed department for advancement
- The family atmosphere. I feel secure that I am treated with respect and compassion.
- The family orientated environment, team support, and our president's involvement.
- The flexible working hours, Benefits, a nice, clean place to work and all of the great people that work here at WGTC.
- The leadership is good. I love my students. They are truly dedicated!
- The look on a student's face when they finally understand a concept that they had be struggling with for weeks. Essentially seeing student progress.
- The opportunities that are presented to me through our students. Allowing me to help mold the students to be the best in the career field being taught and being able to share the joy of the student with their successes and overall employment.
- The people I work with and the students I teach.
- The people I work with every day and seeing graduates on the job after they have left us.
- The people I work with.
- The people and students
- The people are so heipful an friendly an the fun that we have im class leardin
- The people i work with and the students I teach. All top notch.
- The people that I work with and the students that we teach.
- The people, I truly have an awesome group of professionals who work with that make work fun. We work hard, and we push ourselves and set goals and work till we bust those goals!
- The people.
- The people. (2 Counts)
- The people/family I work with. I also enjoy seeing our students achieving their goals. They work hard and I want them to succeed.
- The satisfaction of producing successful students.
- The satisfaction of seeing students succeed.

- The satisisfaction of helping students achieve their educational goals.
- The sense of being part of something that helps to improve the lives of our students and contributes to the betterment of our communities. We produce graduates that positively impact a wide variety of services in many different areas. I also enjoy the diversity of all the different faculty/staff, programs, and services that we have on our campuses. It feels as though we are our own small community, unlike working in a business that only provides a specific product or service.
- The staff and the overall atmosphere. I feel that I am appreciated and valued. I enjoyed having Fridays off in the summer, I hope that will continue next summer
- The staff are friendly, encouraging and very helpful. Most of the students are very respectful and goals oriented.
- The student I work for, the fellow instructors I work with on a daily basis,
- The students and my co-workers.
- The students.
- The success of our graduates. Coworkers who stay focus on our students.
- The support I have received from those working at WGTC.
- The variety of individuals whom I work with, both faculty and students, which often teach me and expose me to many different environments.
- Upper management is very competent and professional. That type of leadership trickles down. Leadership also does an exceptional job of keeping faculty and staff informed as to the state of the college and the direction the college is going. More importantly, leadership explains the why of it.
- Watching students graduate and feel accomplished and determined to become productive members or society.
- We change students' lives for the better.
- What I like most about working at WGTC is could be summed up in two ideas: 1) technical education and 2) the work itself. In the current economic situation our country is in, it is imperative to have both a technical and a theoretical education. The theory tells us "how it works" and the technical teaches us how to apply the theory. I also enjoy the challenges and problem-solving that my job brings. I have a variety of job duties, which makes the work enjoyable.
- Wiregrass is serving a vital purpose in uplifting the economic and social environment of the local community.
- Working
- Working with faculty who care about student success and are willing to help out other faculty in times of need makes for a great environment.
- Working with my students.
- Working with the students
- Working with the students - they are the reason we are here and should be our NUMBER 1 priority.
- Working with the students to help them further their education which will help them take care of their families.
- Working with the students.
- Working with the students.
- being able to open doors to students within our field of practice. having the opportunity to share my skills with so many people and seeing them succeed
- family environment
- freedom to teach real world experiences
- friendly environment
- it is so rewarding to see people open doors by learning new skills.it is also rewarding to see companies grow because they can have a better trained workforce. It also is rewarding to now that companies consider adding new jobs because they have the resources through us to train and grow their workforce.
- love what i do.
- my campus and the family atmosphere on the CFE campus

- my career is never boring and i really like the people that i work with
- my job and my boss
- patience as employee
- staff is great
- the department I work in
- the family environment and support of co-workers
- the impact on the students
- the people and the proximity. I also enjoying teaching adults.
- the students
- undecided
- watching the student grow
- well it sure is not the money seeing that we haven't had a pay raise in 8 years and it's sure not the BS that we have to put up with from administration or the extra stuff put on us, guess it must be the students.

2.17) What do you like least about working at WGTC?

- A lot of paperwork and not enough time to complete it.
- Administration
- I genuinely enjoy working at Wiregrass, but I wish there was more cohesiveness among colleagues
- Not being informed of sudden changes in your work area. the employee should know of the change in a timely mannner.
- Some of the unprofessional behavior. Dealing with people who try to stretch the rules or break them. The negative side is having to deal with people who have made bad choices and blame everyone else for their problems.
- *Time clock mentality.
  *Everyone managed the same- it often feels like the entire faculty is brought to bare for transgressions of the few. Manage the outliers.
  *Please stop sending me forwarded emails someone has already sent once or twice.
- 1. When people are negative about the college. This is our job and a way to change the lives of students. No one should be negative about the college when we are doing such great things for students.
- A serious lack of communication!
- Administrative structure. We had less administrators when we had almost double the number of students we have now and things were fine. The Perking money is spent on salaries instead of keeping up with technology in the programs. Eventually this will cause the college to be so far behind technology no-one will want to attend this college.
- Advising and heavy work load.
- Advising for programs that you are not familiar with
- All the change- even when things are moving in a positive direction, change continues with little explanation. The environment is not one that fosters a lot stability.
- Back-stabbing. Pettiness. Gossip. Intimidation. Stalkers. People who tell deans information just to prove their case. Favoritism. Inconsistency. Being told that I can NEVER "leave my students unattended" even if I have to go to the bathroom (that's happened). Listening to people say negative things about the courses I teach, but because of the "teacher's pet" mentality, I kept my mouth shut because it wouldn't have done me any good.
- Being short staffed. I also hate that you can help 500 students and 499 are happy and one is not and complains. You only hear about the one.
- CoC, IE plans and other bothersome administrative duties that detract from my ability to do what I am paid to do "Teach".
- Communication is a huge issue. The fact that there are too many bosses and not enough worker bees so to speak. The fact that there is a lot of partiality shown to the employees in a department that the boss is on campus every day with. That even when employees leave a department after many years, or walk off the job after many years, that there is still nothing done about the poor leadership in that department. We are preached to that we are one and that no one wants to hear that Ben Hill feels left out from Valdosta, but we are left

out, overlooked, and unappreciated. There are a million and one facts to prove it but nothing has been done. Employees walk around crying because of being yelled or cussed at by their supervisor and instead of just the supervisor being written up, that poor employee who had just experienced a very traumatic time in his life and returned to work to be yelled at for the hundredth time in his career here was also written up for walking around crying and complaining. If there was better leadership our college would thrive...instead of protecting the upper realm so to speak why not look at what they are doing and you may see areas in which our school could save money or areas that need a complete makeover so to speak.

- Constant change and lack of communication.
- Decisions being made that affect me without having any input or suggestion or even being spoken to about them. Lack of communication. Emails are sent and things are not addressed in person. This makes everything cloudy and causes frustration for the employee. There is not a real feeling of being a team anymore. It is more like being disjointed and never really knowing what is going or or why.
- Definitely NO RAISE FOR HOW MANY YEARS NOW???? Even an old dog gets a bone thrown their way every now and then!!
- Feeling like we are always on the verge of having to close our doors. It seems like nothing we do is enough and as soon as we finish getting one major thing done we are under extreme pressure for the next goal just to stay afloat. Being a voiceless, unknown pawn in the system.
- Feeling that employees are not valued or respected.
- Feels like a dead end job. Some departments do nothing to promote their employees even as they add many additional responsibilities to them.
- Friday meetings. I would like more office time to do my teaching plan, paperwork, and required advising.
- Frustration that students drop out before completing GED
- General moral. The state can't expect employees to continue to work without raises. It has gone on far too long.
- Gossip. Also the chain of command structure really doesn't seem to work in my department. It seems that issues are brought up to the supervisor and VP and it stops there. Nothing really seems to happen to improve the position. Sometimes it seems that the employee drives what needs to be done instead of them listening and doing what the supervisor/VP states that needs to be done and there is no recourse for not doing what is asked of you.
- Gossiping, clicks, demands, the race card, the Upper Crust(please contract it out) We cannot keep doing the same thing. We are getting the same results.
- Having put this job ahead of my family and health too many times. It was that important to me. I also do not like being held responsible for situations that are outside of my control. This has happened several times over the last year and that just makes me sad.
- Hours
- I WISH I WAS FULL-TIME
- I can only say i do not have the level of satisfaction i once did. And i understand my option is if i get dissatisfied I can leave.
- I can't say I have a least favorite thing at the moment.
- I dislike the fact that I am hampered by the lack of necessary equipment needed to do my job. Students need to get on line to work as the GED test is online and typing is key to achieving success on the test. I cannot monitor tests if I cannot have a quality, solid place for students to work.
- I do not like when the needs of our building are not met.
- I do not make enough money. We have not had a raise in around 6 or 7 years and with increased other expenses we make less. I believe a person should be paid for what they are worth and I am definitely not. I have been turned down for a raise twice, even with an exceptional evaluation and reasoning from my supervisor. That is unacceptable.
- I don't feel like I am paid what I'm worth.
- I don't have a least specific to Wiregrass. I would like to be in a position where I did not have to work at all... but wouldn't we all?
- I don't have any dislikes.
- I get paid less or the same as coworkers who have much less responsibility. I did this willingly, but this fact is not lost on me that I wasn't allowed to negotiate my pay when I see others that have been allowed to.
- I hate the constant feeling of disdain I receive from administration. I am made to feel that my ideas and opinions are not worth anything, and that since I am a lowly instructor, I do not have the capacity to come up with a good idea. I hate the constant barrage of e-mails or calls that always results in some new deadline, or some new paperwork, or some new activity that has to be done. I hate the lack of communication between administrators. One tells us one thing, and the other tells us something else.
- I have found that pulling extra duties in my department has become tiresome and has decreased the time that I could be helping students

that are struggling with concepts. I also find it hard to understand why some in my department are not being asked to carry some of the extra load and yet some of us has with little time to prepare or complaint. I do understand the financial strain of our college has hindered the possibilities of wage increases. I would like to see a financial wage increase for our faculty and staff that haven't had an increase for some 7-8 years.

- I least like having to advise students. I think there would be more continuity in advice and plans if one central person in each division could do the advising. Communication of changes in other programs does not get passed along and sometimes students are told the wrong information. If one central person was responsible, this should help with miscommunication. It would be a more friendly process for our students, to know who their advisor is and to go to that particular person with questions.
- I like my job here.
- I wish I could work more than 19 hours weekly. I do not have enough time for all of the paperwork that is required, lesson planning and instruction.
- I wish that the overall staff was more encouraging towards eachother as well as the students. I hate that staff and faculty would go out in to the community and talk bad about the place that they work for. It sets us back so far, especially the ones that positively push the school. negativity does not help the school at all.
- I work a lot of hours over the standard 40/week, and am unable to receive compensation. I don't mind not getting paid extra, but I do not like that I am not able to flex my time. I don't like an atmosphere that feels like everyone is watching when someone is coming and going. To me, that is a lack of professional courtesy. If I do something to warrant that type of supervision, I understand. But when I'm told it's being done across the board bc of the actions or missteps of a select one or few (at all levels from assistants to administration), it does not promote good morale at all.
- I'm satisfied overall, but do dislike lack of cohesiveness across the different campuses
- IM Part time so the way of pay.....
- It would be awesome to make more money, but I'm definitely thankful to have a job!
- It's hard hearing the negative talk from a select few. It seems to counter all the positive news and stories we work hard to push when you have some who bad mouth these efforts. I just pray they keep those thoughts to themselves. Otherwise we are shooting ourselves in the foot.
- Its not what I like least but more of a want. I would like to buy more equipment for the program.
- Lack of annual pay raises
- Lack of communication - Hearing things outside of the school before being told.
- Lack of communication and the low morale
- Lack of communication! The high school partners (Duel Enrollment/Accel) have received information before the instructors received it. We have had communication issues for many years - why are these not being resolved?

  Secondly - I completed this survey every year of employment and there seems to be VERY LITTLE change. Faculty is pressed with deadlines - I had to figure out how to complete this (non-required) survey and complete TracDat information and complete Angel to Bb migration and teach and travel to the different campuses and grade and advise and respond to email. Does this really seem logical?! Where is the incentive? This college does not function like a successful business - basic business practice is to incentivize your workforce. If there is no pay raises, what are your incentives?
- Lack of communication, lack of information about decisions that will affect my department, no raises, fear of opening up to someone when an issue arises. No sense of job security at all, no matter how dedicated the employee is.
- Lack of opportunity for advancement; one of the lowest pay scales in GA in the academic setting. Employees can go work for other institutions or for industry partners and make more money.
- Lack of teamwork among different depts
- Lack of teamwork and not being included in the decision making process.
- Losing good employees due to economical problems.
- Low morale...Administration doesn't show any kind of appreciation for their employees. There aren't any employee activites
- Miss-communication, which is bound to happen with an organization the size of ours, but frustrating just the same.
- My VP. Too much paperwork. Limited pay for part-time personnel. No substitute instructors.
- N/A (7 Counts)
- NA (2 Counts)

- Negative coworkers.
- Negativity (2 Counts)
- Nit picky bullshit between employees! Excuse my French. Quit bitching, folks and get a positive attitude. Our attitude is everything.
- No complaints.
- No raise in five years.
- No raise in several years
- No raises in approximately 8 years.
- No raises! Our president made it clear that she was not responsible for things that happened before her. So then, is she responsible for what has happened since her tenure? She hasn't given me a raise, among many others, and that is her fault. She and everyone of her minions have a whole song and dance about why they can't give a raise. Working hard and doing an excellent job doesn't seem to be enough to tip the scales in our favor. How does not being able to buy groceries or pay the electric bill grab you? You have no idea of how many people in the Northern Region alone that have to choose between paying rent, paying the electric bill or making the car payment. These are not luxuries but necessities and it can't be done on the salary you pay. You could change that.
- None
- Not enough manpower help to get everything done properly
  Constant talk of lack of funds
  Too much paper shuffling and red tape to get the simple things accomplished
- Not enough students to react with.
- Not enough working hours.
- Not ever having a raise no matter how well and how hard I work then seeing administrative people sitting behind a desk getting payed to basically ride the clock. Also this college really needs a better quality snack bar with better quality food for students and faculty. The food is NOT that good and very over priced this is a major complaint we hear from students. This is why so many students and faculty leave the campus to eat every day which is a lot of potential money leaving the campus daily
- Not having enough resources to provide the student.
- Not knowing that I have support with decisions made
- Not retaining policies that nurture positive student achievement.
- Nothing particular stands out
- Overall--I have not complaints. WGTC is a great place to work!
  My one issue, however, is that deans sometimes make plans and/or commitments without input from the faculty member who will be tasked to make that commitment happen. This puts faculty at a huge disadvantage in carrying out the task. This often leads to a bad first impression.
- Paperwork (2 Counts)
- Paperwork, yet I know most of it is completely necessary.
- Pay
- Pay, lack of promotions/raises. Not having merit increases for increasing education. Communicating changes at last minute, should communicate changes in enough time for all employees to adjust and learn things. By communicating early enough this will help promote good customer service.
- Politics.
- Poor communication. And that management does not put a stop to employees who are constanly arriving late to work or returning from lunch. 15 minutes late to work each day and 10 minutes returning from lunch amounts to 25 minutes a day at 5 times a week is close to an hour and half of free, state paid time that certain employees are receiving. Management is aware of it but does nothing.
- Seeing younger faculty frustrated and leaving us.
- Slacker employees.
- So many people to answer to.
- Some individuals could be a little more careful in how they chose to address or treat other employees.

- Some people talking about things that they know NOTHING about. We are supposed to be adults. Instead of saying, "I heard that you were 2 minutes late," please ask ME 1st.
- Some times the administrative stuff and be aggravating.
- Sometime it feels as if the campus's or not on one accord
- Sometimes, it's hard to get things done.
- Supervisors don't no what there doing
- That some find it hard to move into the present. We need to move forward as a team. Stop trying to revert back or wishing that things were "like they used to be"
- The adjunct pay and not knowing if I will have a job from semester to semester.
- The amount of duties and responsibilites versus my salary
- The amount of work at times
- The complaining about changes in policy/procedure and the unwillingness of some faculty and staff to work to make WGTC the best it can be.
- The constant and steady increase of work load.
- The constant changing of rosters at the beginning of the semesters (I'm sure there's not much can be done about that), the lack of being able to use annual leave between semesters when you teach high school classes because the high schools are still in session and we have to continue to work while others are off and enjoying the time away.
- The deadlines for administrative work when I need to be focusing on my students.
- The fact that faculty have received NOTHING in eight years toward compensation. As a matter of fact, I make less now than I did several years ago. Meanwhile the administration of our college continues to make more and more.
- The fact that their is an attitude of "it's not the student's fault" Some times it is the student's fault. When we allow students to break rules and deadlines, or bully others to get what they want, we are not supporting the work ethics that we are supposed to be teaching.
- The fact that there is favoritism in this college, most of us haven't had a raise in years and the fact that administration does not back the instructors.
- The general low morale for many years
- The grape vine (gossip). I dislike the employee morale we have here. I know of very few employees that enjoy working here.
- The insane amount of administration, duplication of work, non-streamlined processes, and nobody knowing what anyone else does.
- The lack of courses in my field.
- The lack of internal communication and negativity from people who are not happy working here.
- The negative attitudes I hear on a daily basis. People are not thankful for what they have.
- The negative environment and the lack of unity.
- The negative environment, and the sense that we are not on a team, but work against each other.
- The negativity that some coworkers bring to work with them. I attempt to avoid contact with that type of environment. Negativity is like a disease that when left unchecked can spread and infect the entire organization.
- The paperwork is tremendous, especially for instructors.

  The attempt to get safely navigate the I-75 exit for Wiregrass. The left turn is especially dangerous. Construction for this exit needs to take place before someone is hurt.

- The part-time staff seemed to looked over by most people something I have made to feel as I am not a part of this company.
- The pay
- The pay.
- The pay. I have kids to put through college.How?

- The people that complain about where they work.
- The rumor mill/grapevine. I wish that we were all more transparent and more team oriented. We are all family.
- The size of our organization has hendered our communication and involvement in decision making. The number of programs on the campuses (except Valdosta of course) has decreased.
- The stress caused due to the long hours required to do my job.
- The stress of always just barely keeping up with the daily workload and constantly reacting rather than being able to spend more time planning, analyzing, and being proactive. I am also discouraged by gossip and those with negative attitudes who complain about titles and pay and do not appreciate that they have a great job in a great organization.
- The thing I like least is the Upper Crust! There has to be someone who can manage it better. The reason it is not making money is because it is sooooo inconsistent and poorly managed. I like Kim and I'm sure she is doing the best she can but its not working! I think you should honestly look in to having it leased out to someone like Chick-fil-a or another food company!
- The time it takes to get items needed....Printer cartridges, parts to fix broken items.
- The way employees are treated by leadership and the pay. At WGTC, you either make money or you don't. There is a great discrepancy from top to bottom which is unfair. No matter how hard you work, you will not get a raise. People are led to believe that they should be satisfied with what they make and just be happy to have a job.
- The way some employees get treated! Lawton treats people like dogs! I have witnessed it time and time again! Someone with a little authority should have put a stop to it a long time ago. I pity all of the workers under him; except Kenny, he's not a worker because he is the right-hand man. We have lost several good employees, like Gary, Lamar, and Glenda, that would still be here to this day if something had been done a long time ago. It hurts my heart, as a person, to see people treated this way!
- There have been times when my schedule has been overwhelming with no time between my classes; however, this has been better lately.
- There seems to be alot of documentation required in maintaining academic records for my students.
- Those people who think that you should be in completion with them rather than working with along side of them.
- Time management. I must do a significant amount of work from home. I would like for my wrk week to be more flexible. As a professional with a graduate degree, I do not like counting my hours like I am an hourly worker. I have worked for many large institutions (Florida State University and the Secretary of State for Florida's office in full-time salaried positions) and this is the most strict place I have ever worked about counting hours. Salaried workers are expected to get their jobs done. Not punch a clock.
- Too much stress and not being fairly compensated for a we do as instructors that run a full program with live work labs. The added administrative duties that just plainly takes away from our students educational experience.
- We need a real lunchroom/ cafeteria with healthy food- most of my students go elsewhere on their lunch to all the local restaurants and order out when our school could be making the money instead.
- We seem to have a lot of employees that have secret jobs i don't know what they do, we seem to be upside down. The front line with the students is faculty and staff, we are really off on that score. We have too many chief and not enough Indians, what does that say about the quality of students we are trying to turn out?
- We've lost some great instructors over the past year, some of the best ever. I wish more had been done to retain these individuals.
- What I like least about working at WGTC is that there is TOO MANY CHIEFS!!! I also HATE the fact that the same people are late for work over and over again and nothing is done about it! I also HATE the fact that people leave for appointments or is out all day and they DO NOT turn in leave. I don't know about you but to me that is STEALING!!
- When I see some employees that work hard and do their job and their supervisor is always on their case. I feel strongly that this is a real problem in one of our departments on the Ben Hill campus. This department works very hard to keep the facilities looking good. They need to be commended on the worj they do, but some are treated bad.
- When our students get the run around all over campus when someone could have given a little extra effort to assist them. That really irritates me.
- When policy has been set, it needs to be followed and shouldn't be changed every semester.
- Working until three o'clock on Fridays.
- Working year after year with no increase in salary. :-(Cost of living goes up and our salaries go down.
- adjunct pay. I love what I do but I really only do it for the students
- all the changes that don't seam to work and making less money every year with the cost of living increasing.

- all things not related to teaching
- having to work on Fridays again.
- lack of communication
- long hours
- n/a
- no room for promotion
- no time to truly update teaching material or spend with current students in program
- opportunities for advancement
- paper work.paper work,paper work
- pay
- scholarships and grant that offer more to the employee
- that we are starting to be micromanaged as before we were not as East Central, everybody knows their job nobody should track every little move, it doesnt make sense and it makes a person not want to be here or enjoy their job
- the negativity that some people internally and externally have towards the college
- the stigma attached to the "technical college" as a lower level of education. This is grounded in the believe that we have lower standards and lower quality students. It is validated when you here faculty and staff tell you or other instructors that your expectations and standards of performance are to high for the technical college level.
  The lack of incentives (monetary/educational benefit) to stay or better myself.
- watching someone fail out

2.18) How can you improve your performance at WGTC?

- Ask my supervisor to appreciate me more
- Continuing education to keep up with advances in my field.
- I am working very hard on improving my computer skills. I am more creative than technical.
- I can improve my performance by staying healthy,
- Upgrading my work-related skills. Seek out courses that would improve my job opportunities.
- willing to keep up with what's new in the field.
- 1. Always be positive
  2. Put students first at all times
  3. Remember our mission!
- Additional training and certification in field.
- Attend as many training opportunities as possible.
- Attend more training.
- Be allowed to attend trainings and conferences.
- Be kept up to date.
- Be more organized
- Become a little more organized.
- Become more aware of technological resources available to me teaching in an online environment.
- Being allowed to have one day, per week, of closed-door office time. Some tasks would benefit from undisturbed focus. I would be willing to work with my other office partners to allow them the same luxury. This is excluding times of high customer numbers, such as the beginning/end of terms and orientation/registration days, when we cannot afford to have closed offices.

- Better time management
- By always taking advantage for professional developments and using the information I have learned in the classroom and with my students.
- By always trying to improve everything I do as an instructor. (which I do!)
- By attending conferences provided the school funds them adequately
- By being more attentive to the needs of my Instructors and students. By making better food choices and exercising more. I need energy to continue to oversee two programs.
- By continuing to take classes in my program area and knowing the current trends in industry.
- By continuing with my education, which is what I am currently doing.
- By getting in more staff development and more breaks to replenish our brain. There should be semester breaks. We suffer burn out as a result of the long schedule with no breaks in between
- By keeping an open mind for self-improvement & growth; Listen & communicate
- By learning all that I can, in trainings and staff development.
- By making sure I'm a team supporter and doing everything to do sure my department is on the same page: working for the same goal.
- By not getting into to much of a routine. I'm always looking for new things and new ways of doing my job within regulations, of course.
- By paying more attention to what's happening around me.
- By reaching my goal of being one of the top three instructors with one of the highest number of level movers and those obtaining their GED
- By staying focus and not let the drama affect my job performance.
- By utilizing my time wisely, being open to learn new things in my job, more education...etc...
- By working harder to retain students.
- Clone myself. Not enough of me to go around.
- Complete all training including those that could enhance my skills. Stay up to date with the newest technology and remember that others may not learn at the same pace as others and that you never know what someone is going through so just treat them as I would want to be treated.
- Continually strive to be better
- Continue to find more efficient ways to do current processes. Find new ways to earn additional revenue streams. Continue to grow in skill and knowledge about workforce needs.
- Continue to grow and learn and self reflect when something goes wrong.
- Continue to grow through staff development
- Continue to learn and streamline processes and procedures. Communicate better with coworkers on important issues.
- Continue to learn new and more efficient ways to get my job done, as well as continue to help where I am needed.
- Continue to look for ways to improve my knowledge in my field. Continue to be a future thinker and not get stuck in the here and now.
- Continue to make sure I am fully trained and informed on every aspect of my job. Also, get to know or Learn as much about other departments as possible.
- Continue to participate in staff development activities and non-Wiregrass sponsored training.
- Continue to perform my duties to enable Wiregrass to meet its mission.
- Continue to seek out professional development opportunities
- Continue to stay current with the topics that I teach. Be aware of any updates or advancements.
- Continue to utilize training development opportunities when available

Ask for more help
Stay positive

- Continue to work hard and set a good example for others by having a positive attitude.
- Double the time that I spend at the YMCA.
- EDUCATION. EDUCATION. for myself as a professional, and for in class functions
- Easy, some instructors make less than most instructors and work more, sometimes approximately 45 hours some weeks.
- Focus on my teaching. Develop my course(s) more *(an ongoing process)
- Get improved pay for it.
- Getting a better attitude, which is totally personal. However, when we are beaten and battered by supervisors, a better attitude gets very difficult to find. When there is a constant target on your back, that better attitude gets harder to find.
- I CAN WORK ON MY TIME MANAGEMENTSKILLS
- I am a dedicated, dependable employee who works as hard as I can for the students. I don't think I can improve my performance with the exception of maybe being upbeat rather than depressed to enter the doors of WGTC.
- I am a new instructor.
- I am already doing everything I can within my means.
- I am always open minded to suggestions on improving, but for the most part, I think I do my job well.
- I am constantly trying to improve my performance through evaluation of student performances and developing more effective ways to present material, changing routine in class to better manage class time.
- I am good. We just need more money.
- I am still learning tonight will be my first night teaching.
- I can be more organized.
- I can better organize my time and efforts.
- I can continue to attend trainings and stay current on what's going on within the school.
- I can do my part to promote a positive environment and to build up all of my coworkers.
- I can improve myself by not letting all of the negativity get to me. I am here to do my job and am blessed with a lot in this life, so even when I see and know that I have been treated unfairly, at work, doesn't mean to not do my best. I want to strive to give my all and then some because that is the type of employee I have always considered myself to be and I want to continue being that employee.
- I can increase my knowledge base of computer programs used in conjuction with students achieving academic success.
- I can learn more about student learning, be more active about how to use technology to its fullest advantage,
- I continuously update my technical skills.
- I could improve my performance by constantly learning more about our program and what we have to offer. I do not ever want to stop learning. When there is an institute available, technically speaking meeting, or SDU training I want to soak up all that I can so that I am more knowledgeable about who I work for. I am an employee of Wiregrass, but more importantly an employee for my students. They expect me to give my all daily.
- I feel the only way would be to apply for jobs outside of my department which I am not willing to do at this time. I have flexibility to use multiple skills within my current position.
- I give WGTC my all. I am a great employee.
- I give a 110%, and spend much of my off time working on improving everything that I do
- I have students from the time i get here till the time i leave. If I have a student that wants to come in early or stay late I can't discourage that work ethic. They may just want to get on a computer or talk to an instructor when no one is around. I need time to do all the paper work , so I need to hide somewhere where I can't be found.
- I need to get back in the gym. This would give me more energy during the day.

- I need to make sure that I keep current on educational programs and courses that can benefit my students.
- I really need an assistant to complete paperwork. At this time, I am focusing on numbers and level completions. It's actually working, all instructors are in need of someone to assist us in keeping up folders and reports. I teach from 8:30 until 5:00 and conduct orientations on every other Fridays. Basically, I have two Fridays a month to work on folders and reports.
- I strongly believe that my performance can improve with a more conducive atmosphere for teaching and learning.
- I think I may be damaged and I need that word called Thank You and also some type of appreciation for what we do.
- I try to keep a good attitude; however, it gets difficult when we continue to get more an more piled on the faculty. Endless deadlines. Endless expectations. More and more students piled into classes and not being compensated for the work.
- I will be glad to improve in any way you suggest.
- I will maintain my professionalism regardless and I will continue to do my job to the absolute best of my ability.
- I work very hard, but I know I could do better at trying to keep a positive attitude, but it's honestly difficult some days
- I would love any type of continuing education training, or customer service training seminars. We really need the Degree Work training to better perform at advising.
- I'm already burning the candle at both ends
- I'm not sure anymore. I've grown weary performing and not being paid enough.
- If I had part time help instead of just a work study, it'll open me up to do more for my area
- If you would let me do my job and stop micromanaging me then my performance would improve greatly. I can't do my job for doing all of those things that you have me doing that have nothing to do with my job.
- Increase student enrollment though my program.
- Just do it.
- Keep a positive attitude and remember that "Change is a coming". At least that is what we have been told for going on two years now
- Keep allowing me the autonomy to do my job. Focus on the positives of employees and not the negatives. Let's stop punishing and focus on rewarding. It even works with children.
- Keep my mind on my job.
- Keep trying
- Keeping current on technology trends and processes, attending department meetings and trainings.
- Lass class load
- Learn more about other departments.
- Learn more new trends in education.
- Learn to say no.
- Longer hours to get more done.
- Look for better ways to enhance student learning and student retention
- Looking at ways to do my job more efficiently to reverse job burn out.
- Make a greater effort to retain students
- More flexibility.
- More training in lecturing (speech courses, maybe)
- My continuing to seek to do the best I can. Taking any workshops to enhance my skills. Talking with my peers around the state to get best practices.
- My learning to delegate more of my duties to those that can assist me.
- My only solution would be to either convince God we need more hours in the day or if He could figure out some way to help me be in two place at one time doing two different things!!

- My performance could probably improve by better prioritizing the various daily requests and responsibilities
- My performance is fine
- N/A (3 Counts)
- Not sure yet
- Offering better customer service
- Prioritize more and delegate tasks when possible. I often allow myself to be spread too thin resulting in lesser performance in many areas.
- Remember this is for students and what I do can make a difference in their lives.
- Spend more time in the classroom and less time behind a computer returning emails.
- Staff Development and great customer service.
- Stay dedicated to educating the students and build professionals into the work force.
- Stay focused on what is best for the students and the college as a whole.
- Stay up to date on the new technology in our field of study
- Stay up-to-date in our training and the business that we do. Keep a positive attitude regardless of the negativism that may surround you.
- Strive to be consistently positive, and ignore the negativity.
- Take more of the developmental trainings that Marsha Dukes offers. Her tips are GREAT!
- Taking advantages of the staff development opportunities.
- The only thing that I can think of is working more hours because there never seems to be enough hours in the work day to get everything accomplished.
- There is always room for improvement, and that is just how I live life in general. Evaluate where you've been, where you want to go, and what you need to do to get there...then do that.
- This is a performance evaluation question and does not to fit my perception of the role of this survey.
- This question was answered for me in 2.4.
- To keep trying to find ways to help my students learn.
- Treat everyone the same and assist the students.
- Try to maintain my personal standard of expectation and achievement and expect the same from my students. Further my education and seek out more relevant training if afforded the opportunity and time.
- Utilize people that I work with to carry out tasks that they could perform more efficiently.
- Well right now I am giving it all I think I have learning a new job.
- With no increases in wages, I find it important to appreciate the efforts put forth. I have found that it is important to be positive each day I arrive at Wiregrass.
- You can always work to be better. Continue to do staff development training.
- attend different things that in our field and offer it to the students
- better organization in work areas
- boosting morals improves performance. I know that i'm not immune to low morals, but i try to distance myself from negative people. I believe that keeping yourself positive and uplifted will keep you loving what you do, and in turn keep your performance high. If you love what you do, then you are going to proudly do your job to the best of your ability.
- concentration on available my skill and experience
- continue to look for ways to work more efficiently. To look outside of the box to improve my duties.
- continue to work on my skills and attitude
- continuing ed classes

- continuing to learn everything you can about your job and improving relationships with fellow co-workers.
- get more involed in student retention and become a better advocate for the school
- i think with me time..becaues this is new to me teachin.. but i do love it
- just keep up with new skills and updates
- lol be more diligent at administrative duties.
- more involved
- more prep time
- more training
- n/a
- on going training for the instructor
- take advantage of any opportunities for improvement and growth, learn more about other aspects of the college
- work harder.

2.19) What can you do to better improve your customer service skills?

- Get a better grade of customer.
- I feel that I am doing all that I can to offer good customer service.
- Improve my listening skills
- 1. Be positive
- 1. Continue to serve each student in an unbiased manner
  2. Leave "home issues" at home
  3. Even if I don't feel like, greet each student with a smile (even over the phone)
- Allow me the time to focus on the students in program. If I don't have to worry about teaching a core class or advising a student that really needs help but I really need to get to clinical or redo a test or give a program student some extra help then I would probably do much better at customer service than I do now. However, I believe every person on staff wants every student to be given the customer service that we would want our family member to receive and in spite of all the distractions we give it our best shot daily.
- Always look at my reactions from the student's point of view.
- Always put the customer first. By remembering we are here because of our customers!
- Always smile and be honest as well as become knowledgable of all areas to provide information without the prospect having to wait or leave with an answer unsolved
- Angela Hobby has dramatically INCREASED the customer service in the Admissions office - Thanks Angela! This department affects all of us!
- Attend some customer service classes.
- Be a little more patient with people.
- Be allowed to increase my office hour time to assist students with advising, academic advising, and direction to improve their academic training.
- Be friendly and helpful to every student.
- Be more available during advisement times.
- Be more mindful to continually provide good service
- Be professional and not let personal feeling enter into the work place. Not air our dirty laundryin public as I hear many others doing on a regular basis.
- Be ready to assist iin any area that is needed for a student or potential student.

- By watch my body gestures because your body gesture seems to set the tone to most of your interaction with the customer.
- Continue to be friendly and helpful.
- Continue to be helpful and go above and beyond to serve our students.
- Continue to have patience and great communication skills.
- Continue to improve my knowledge of opportunities we have available to students so that I can be more effective in helping them meet their needs
- Continue to maintain a good attitude with phone calls and customers. Continue to grow through staff development
- Continue to project a positive attitude and assist students and potential students.
- Continue to remember that I once was a student also.
- Continue to strive for excellence
- Continue to treat others as I would like to be treated if I came here as a student
- Continue to work toward 100% customer satisfaction in every part of my position.
- Customer Service skills is a component taught in our program, so always teaching, keeps me on point with customer service.
- Customer service is my specialty.
- Get even more involved with helping my students reach their end goal by helping our students move to the next phase of their transitioning process.
- Get out of the classroom and walk around the campus.
- Greet and Assist any student or vendor that may need our help. More training or Staff Development.
- Have a better understanding of others jobs and tasks and how they fit into the total picture.
- Have a better understanding of the issue at hand at all times
- Honestly, I believe my department has the best customer service skills on campus!
- I already am a great supporter of Wiregrass and the Adult Education Program. I try to put myself out in the community to promote Wiregrass and the opportunities that abound on campus. I am not overly outgoing, but I do try to go to the Elementary School/High School functions and talk about the GED program. If anyone asks about other aspects of Wiregrass, I only know what I have read in brochures, etc.
- I am a people person and try to help my students experience success as much as possible.I try to show them I care.
- I am constantly aware of my customer service skills and try to treat each person as I would want someone to treat a member of my family.
- I am great at customer service.
- I am pleased with the quality of my customer service skills
- I am very good at customer service skills and dealing with students, but my students are not customers.
- I believe I already excel at excellent customer service and it reflects on my evaluations.
- I believe my customer service skills are good. I return calls and emails promptly, also provided information to those inquiring about our specific program.
- I can do my part to promote a positive environment and to build up all of our students.
- I can improve my customer service skills by working on communicating better.
- I can listen to the needs of students and potential students.
- I could keep a smile on my face, offer to assist when needed. Take the extra step and say "hey, let me help you find that/them" or "let me call them for you". It does not hurt to help a student. They need all the help they can get to make their life easier while they're in school. If we can be that helping hand that does that little extra, then they may not get discouraged and quit.
- I don't know. I am positive.
- I feel that I have excellent customer service skills but I can always improve. The area i should focus on most is getting follow through done

quicker. As a side note, I think poor customer service continues to plague this college. I have seen students and guests be treated as if they were an inconvenience...not as the person who is the reason why we have jobs.

- I feel that we all should treat co-workers and students with respect. Have a smile on our face and always do our best to service each person we come in contact with to the best of our ability.
- I have been pleased with customer service skills.
- I have excellent customer service despite the previous concerns mentioned.
- I have excellent customer service skills, but sometimes I don't have the liberty to use these skills.
- I have excellent customer service skills. I would be very surprised if a student complained about the quality of service they receive from me. I understand who keeps me employed.
- I have good customer service skills having worked in technical sales for many years.
- I have great customer service because it's all attitude and a smile. I've worked in customer service before, and all students want is to be treated like a human being, not a doormat.
- I have great customer service skills. I don't believe I need to improve my customer service skills.
- I help everyone if they are my student or not, if they are not my student, I guide them with the correct information of who they need to speak with.
- I interact seldom with the public. I try to treat each customer as I would like to be treated. Even on bad days!!
- I learned a long time ago to treat people the way you want to be treated and they will return the behavior. As a matter of fact, I treat them better than I am treated. I even smile when I am on the telephone unless I am tired from staying up all night doing paperwork and even I just think that was not right and I apologize and begin again.
- I need more information about some of the classes available and what we can offer the student
- I need to make sure that I am always courteous and polite in speech and demeanor.
- I participate in customer service training when offered and try to always apply the skills learned in day to day interactions with students and staff.
- I pride myself on good customer service! This has been instilled in me from my very first job. I think we should have a customer service class and I believe EVERYONE needs to take it.
- I regularly sign up for and watch free webinars on how to improve customer service skills. Cross-training in other departments always help as well.
- I strive daily to make sure I am giving good customer service at all times!
- I think I do a pretty good job with customer service although I need more help in my department to better take care of everyone I come in contact with on a daily basis
- I think we all need to be reminded that we have both internal and extermal customers and that we are here to serve the customer. Customer service needs to be a value that we think about every day.
- I try
- I will continue to treat each and every student I come in contact with as a paying customer and continue to treat them with the utmost respect as possible.
- I work on my customer service skills everyday. Training may help, but I think it is a personal thing.
- I'm always helping people to find their way around the campus or finding the right person that they need to talk to.
- I'm confident in my customer service skills.
- I'm not sure anymore.
- I'm pretty good in this area.
- I'm pretty sure I'm okay with this one. I think it's one of the most important aspects of any company. But as with any company, treat your employees how you want them to treat the customers. It's really that simple.
- Increase communication with my students and respond to requests for help in a timely manner.

- It is important to remember that students are why we are here! I hope to improve the timeliness of responses to emails and voicemails. I hope to provide better customer service to colleagues. That can be difficult when you feel disrespected.
- It starts with the leadership team. Its like a domino effect.
- LISTEN to what the student needs and get a better understanding of how we can help them.
- Learn more about new trends in customer service.
- Learn more about other areas
- Learn more about other departments.
- Learning more, be a good listener, and help everywhere I can.
- Less time worrying about administration related items and more focus in class and in field would ensure that my customer service skills and attitude remain positive.
- Listen better (2 Counts)
- Listen..
- Listen; have current knowledge of WGTC
- Make sure I have updated information, so I can affectively answer students questions.
- Making sure all my students are treated equally and getting the same quality time.
- Maybe be more patient with internal customers, and explore all ideas available with the external customers (students)
- More in house training
- More training
- My customer service is my students, I work really hard to serve them, I listen to other instructors and get ideas from them, look on the net to get ideas, try them out to see if they fit, toss them if they don't keep them if they do.
- My customers are my students and the leaders in my program area. As could very easily be proven by my evaluations, my primary customers (students) absolutely love my customer service. The way I could improve on that is answered in 2.4. Otherwise, I will continue to pour my heart into my students. The other area of customers are the business leaders out in the community. As answered in 2.14, I have a good skill ranking here as well. I could improve on that by possibly spending more time in their businesses looking for ways to bring my graduates to the highest possible level of training prior to their employment at these businesses.
- My first job was at Disney and I was taught excellent customer service skills by one of the best company's in the world. At Disney they have an 3 day orientation and they stress the fact that customers are our guests not just customers. The guests save thousands of dollars to go to Disneyworld and our job was to make sure they feel welcome and appreciated.Our guests at Wiregrass are our students and without them we would have no job. I feel very competent in this area.
- N/A (4 Counts)
- N/A
- Not be overwhelmed because I have not learned to say no. Everyone is busy but students do not want to hear that we are too busy to take care of them. Always have time for the person in front of you.
- Not much. I do a lot to keep students happy.
- Not sure
- Not sure, very good at the present.
- Overall, I believe I have excellent customer service skills. I try to serve my students to the best of my ability and not ever let them know if I am having a bad day.
- Put myself in the eyes of the student and try to see what they need and are looking for
- Recognize the need to support both internal and external customers.

- Remember that our customers are the ones who pay my salary.
- Remember that the customer is always right. Pause and think before you speak. Listen more than speaking. Act on issues asap. Be a problem solver.
- Remember this is for students and what I do can make a difference in their lives.
- Remember to set out of office replies on emails and voicemails.
- Remember to smile more and not let the stress level show in facial expressions or in voice tone.
- Return calls more promptly
- See above. CNN recently aired a documentary about the use of language seeing students as customers among other things. i understand the point of this is to get everyone to treat all students well but the concept is poorly worded and has not been implemented well as far as I can tell from my interaction with students and their impressions from dealing with others on campus.
  As far as my interactions with my students, I need more time with them.
- Serve others before myself.
- Show students where something is, how to do something, rather than just tell them or hand them a paper.
- Since I go above and beyond to help my students and potential students, I do not believe I need any improvement in this area.
- Stay focused on what is best for the students and the college as a whole.
- The customer service skills around majority of the school stinks! There's one person in admissions-how are you supposed to provide good customer service to 50 people at one time and expect them to be satisfied with that? Financial Aid staff always seems to have attitudes and are unwilling to offer additional help if needed. A lot of people do not answer their phones, nor do they return phone calls. Some academic advisors are on Valdosta. Really? If we offer it on this campus, there should be an advisor on this campus as well. Those advisors should be willing to go above and beyond to get the students advised/registered no matter what. They shouldn't have to call 15 times to schedule an appointment with an advisor.
- They are Great! I would go to more social events if I had the money.
- They are good.
- This is a performance evaluation question and does not to fit my perception of the role of this survey.
- To always remember how I want to be treated and ensure I am in the right frame of mind when working with our customers.
- To keep in mind, that I am a servant, my job is to serve others., and by taking any staff development course on customer service offered through WGTC
- To not focus on those that are not giving their best and not be frustrated but instead to go forward and be the type of employee that I feel we all should be...to help each and every student as well as to assist each and every employee if they need it. Customer service is not just how we treat our students but also how we treat each other.
- Try to always greet people with a smile, help them with whatever they need or get them to the person that can help them.
- Try to keep in mind that the students that I teach are my customers and they deserve to be treated at customers. Keep reminding myself that I am here to serve.
- Use kindness in phone calls and just speaking to a student and try to assist them even if it is just asking them how classes are going. Just adding a personal touch.
- Use the phone rather than sending emails.
- We never stop learning and growing, so there is always room for improvement. But overall I feel that I always try to treat external and internal customers with respect and offer assistance where I can.
- Work harder to filter or ignore the things that I see that are not right.
- You never stop improving your customer service skills. School wide customer service would improve greatly if you would improve morale. You are not interested in doing that or you would have attempted to do that already. Getting lax are we?
- always smile at customer, be as helpful as possible
- be more respectfully
- be nice
- continue to learn what the needs are and even if it is not in my job duties, to help find the solution to the issues

- continue to provide excellent customer service through all methods of communication
- customer service is the most important thing in the world don't take things for granted
- don't know
- just getting to know the student and customer
- listen more
- n/a (3 Counts)
- nothing
- nothing I'm doing all I can now.
- patience and availability to meet student needs
- study more...
- there is always room for improving especially with being able to communicate with people
- undecided
- work on them daily

2.20) Do you understand the WGTC budget categories (MRR, Obsolete Equipment, Local Funds, State Funds) and the methods by which the monies can be spent?

- Some of it as it pertains to the GED department
- Yes (2 Counts)
- Absolutely!
- All I know is perkins is being used for salaries. MRR is building needs, obsolete equipment I don't ever see where that money goes or what it can be used for. Local and State funds no idea.
- For the most part
- For the most part, I do understand the budget categories.
- I do not.
- I do but when you want to hire someone you will.
- I do not fully understand all the categories, but I have only been here a couple of years. The more I am here the more i understand them.
- I do not have contact with the budgets.
- I do not understand nor have I seen the budget and how monies may be spent.

I do not understand the budget categories nor the methods by which the monies may be spent. That has not been part of my Standard

Operating Procedures.

- I do understand that whatever budget proposal I submit is going to be automatically cut by several thousand dollars. It does not matter that I am the one who knows what my program needs, and not someone that is just making cuts. I also understand that if I do my part and cut expenditures, two things will happen: 1. Any excess money in my approved budget will be taken from me and given to other programs who went way over their budget (so they are being rewarded for spending too much money). 2. My budget for the next year will be automatically reduced by the amount that I saved the college in this budget (so my program is punished for saving the college money). This has happened several years in a row. It makes me want to stop trying to save money, and make sure I spend every penny that has been approved for my annual budget.
  Now, that does not really answer your question. I do understand a little of where the money comes from and how different categories have to be used for specific purposes.
- I do understand there are different "pots of money" that have to be spent for their assigned funding and they cannot be used for other categories.
- I don't understand the ones I can't spend.
- I have a basic understanding of how they can be used, but I am not involved in making purchase requisitions.
- I have a basic understanding.
- I have a general understanding of the budget but not a clear understanding of all of the specifics. I recognize certain categories of funds but don't know specifically what all of them cover or allow.
- I have a general understanding.
- I have had it explained a few times by different people, but it still does not make perfect sense to me. I'm sure once I have been here a few more years I will understand.
- I have heard there are different pots of money, they can be moved around like the shell game. I do know that Perkins money used to be spent on new equipment but that money is going somewhere else, We haven't seen new equipment around here in a long time. Perhaps we could take some of the MMR funds and build some equipment.
- I think so. It has been explained to us several times. I think it has been explained well.
- I understand budgets and how funds are spent. What I don't understand is the way funds are spent for high level employees while others work with low levels of pay (many times having the same level of education and skills). It seems that once you get in the leadership team, you never have to worry about your pay being cut or the way you do your job.
- I understand some of the ways, but they could be more detailed.
- I understand that it seems like the north campus gets it all. we never hear about it anymore until it's spent.
- I understand the budget that affects or relates to my program.
- I understand this on a very basic level. Not on an in-depth level.
- I'm learning how this works.
- N/A (2 Counts)
- NO (3 Counts)
- NO.....
- No (8 Counts)
- No, I do not.
- No, I do understand I budget.

- No, and I really am not interested
- No, but I would like to.
- No, part time employees don't know that information.
- No, this is not within my privy.
- No, this was not told to me.
- No. (2 Counts)
- No.
- Not all of it.
- Not at all. We overspend in a lot of areas and underspend in others.
- Not completely.
- Not entirely
- Not entirely. It is not something that I have to deal with regularly however, I was very familiar with it in my last job.
- Not fully but I have a vague understanding of the overall process and how the different budgets can't easily be changed to move funds from one area to another.
- Not fully, I am learning
- Not fully.
- Not really (2 Counts)
- Not really
- Not relevant to me.
- Pretty much
- Since I have never had any training on this area, no I do not.
- Some
- Some of the budget buzz words are familiar to me
- Some what
- Some what.
- Somewhat (5 Counts)
- Somewhat.
- Somewhat. I know it was explained in a staff/faculty meeting. But I haven't seen how it pertains to my own job.
- Somewhat...but could always learn more...know state funds keep going down, local funds go down when enrollment is down, fuzzy on MRR and Obsolete Equipment.
- Sure
- The funding process has been explained by the Vice President of Adult education.
- To some extent.
- To some extent. I believe the buildings should be declared unsafe and falling down before the people are not taken care of.
- Vaguely. I do not directly handle budgets.
- Yes (33 Counts)
- Yes I am familiar with the different budget categories and the methods by which the monies can be spent.
- Yes I do

- Yes I understand the budget categories but what the amounts are or how they relate to the day to day operations of WGTC have never been shared with us.
- Yes i think i understand it pretty well.
- Yes very well, but do not understand why so much of the Perkins funds are going to salaries and not equipment modernization. If we get much further behind in some areas of study you may as well cancel the programs because what we will be turning out will not be a competitive for the work force needs
- Yes!
- Yes,
- Yes, I do. Things are spent a little differently in Adult Education.
- Yes, actually I do and surprisingly, I still question your motives. More often than not, I wonder what you are thinking by some of the decisions you are making regarding the budget. There are better ways but you opt not to use them.
- Yes, as a program coordinator I have had lots of experience in budgetary matters. However, I believe that faculty and staff need a better understanding of these concepts.
- Yes, at a very basic level.
- Yes, but I would liked to have seen a budget for this year earlier than 4 moths into the fiscal year.
- Yes, it's time to spend some MMR money on Berrien Hall restrooms.
- Yes, my program manager has explained this to me.
- Yes. (8 Counts)
- Yes. Frustrating, but yes I understand.
- Yes. Budget reports were very late getting to us this year.
- Yes. Pretty much. I know that certain monies can only be spent certain ways.
- Yes.....again, my department
- Yes/No
- n/a (2 Counts)
- no (11 Counts)
- no i don't
- nope, please teach me.
- some (2 Counts)
- somewhat
- yes (13 Counts)
- yes
- yes pretty much

2.21) In what ways do you project a positive attitude about Wiregrass?

- I always have a smile on my face which projects to the customer that you enjoy what you do.
- I proudly wear my name badge, wiregrass T-shirts and consistantly invite others to become students or get involved
- I think the fact that I have been here more than 20 years, love my job, enjoy the people I work with, and what we do for our communities projects a great positive attitude about WGTC.
- I try to be positive, courteous, and friendly to those I encounter. I try to focus and avoid negative conversation and people that I know are always negative. I sometimes speak with those in authority about harmful activities that I witness.
- When i interact with people outside of the college i tell them how much Wiregrass has grown, that they can change their lives by coming

here and that we make it fun while being very rigorous about our programs.

- its a starting point to build the potential student for higher education
- 1. Smile
  2. I don't gossip
  3. I love the students and celebrate their successes
- 1. When I am wearing my badge, driving the state car, or wearing a Wiregrass t-shirt, making sure I act with the utmost integrity and positive behavior
  2. Make sure there is no negative talk about Wiregrass or its employees because you never know who may be listening
  3. Speak positively about the college and what it has to offer
- A smile goes a long way. I try to be upbeat and positive and help out where I can.
- Always be positive about the institution.
- Always have a smile on your face or over the phone when talking to students, and be encouraging.
- Always having a good attitude and a smiling face.
- Always positive talk about school
- Always talk positive about our college. Wear the logo proudly.
- As soon as I hear negative talk about WGTC, I change the subject or walk away.
- Be positive.
- Be professional at all times both internally and externally. Discuss the positives when in discussions with others.
- By being positive.
- By coming to work daily and on time. By possessing positive leadership skills and by promoting and encouraging enrollment!
- By discussing it within the community and with all contacts at local high schools. By showing the students each and every day that I have pride in my job and I am proud or what they are accomplishing.
- By doing an excellent job in teaching my subject matter and only ventilating my views in this format or at dean level or higher.
- By informing potential students about all of the programs available at the college.
- By keeping a positive attitude and not projecting a negative image of the college in my actions or speech.
- By not making negative comments to anyone, to always promote and build up the school.
- By not negatively speaking about the institution, and by representing the school in the most professional manner possible.
- By promotion of the course offerings to peers outside of WGTC.
- By showing how much I care about the students and being very positive about my proffesion
- By showing my students that I care about their education and enhancing their knowledge/abilities.
- By staying focused on why I'm here. To make our students lives better.
- By taking great care of myself, putting students first and taking great care of our program.
- By the words that I speak.
- By word of mouth, talking, and being an encouragement to people.
- Change the attitude of the leadership team. TAKE OWNERSHIP. I am not perfect and I will tell you that.
- Every day with my students
- GAVEN People hope on there dream
- Greeting people in hallways, use a positive tone on phone, and promote WGTC personally when visiting in the community.
- I TRY TO MAKE A CONSCIENCE EFFORT TO SMILE REGARDLESS OF HOW I AM FEELING.
- I always do what I can and what I am supposed to do. Bottom line.

- I always encourage to potential to come visit our campus - no matter what they want to study
- I always have a positive attitude about the technical college since that is where I went when I left high school. Sometimes people have a negative outlook on a technical school but the truth is the technical college offers a great future for the students and their families.I am very thankful I chose that path in my personal life.
- I always have a positive attitude toward everything and toward everyone.
- I always project a positive attitude about Wiregrass everywhere I go
- I always project a positive attitude outside of wiregrass. I talk about coming here every chance I get.
- I always promote self-improvement through education. I was a non-traditional student when I started college, so I understand adult concerns about returning to school.
- I always say that wiregrass is the best adult education money can buy in our county
- I always smile when I tell people that I work at WGTC. I tell them that we have so many different program options as well as class times & on-line classes to choose from. I tell them exactely where I work and to "Come by and see me!".
- I always speak highly of Wiregrass with the public.
- I always talk about Wiregrass with pride.
- I always treat students and co workers with caring and empathy. I always brag about WGTC and profess to the public that I am proud to be a part of an organization that truly helps others.
- I always try to be professional and promote Wiregrass at work and during my personal time.
- I always try to project a positive attitude
- I always try to promote Wiregrass especially concerning high school students taking their core classes through us!
- I am almost always wearing something with the Wiregrass logo on it. I try to talk to people and relate something about Wiregrass that would relate to that person's situation in a positive way. I love my job and try to reflect that in my speech and actions.
- I am always helpful to students. Returning phone calls promptly. Solving challenges students have.
- I am ask constantly about what I do out here. It is constant commercial for this place.
- I am constantly telling others about our programs and how much I love working here. If someone needs something and it really isn't my job I will assist them to the best of my ability and will find out what they need instead of sending them to someone else or telling them I do not know.
- I am proud to tell family friends and people in the community that I work at WGTC. Most people remove heir name tags when they leave campus. I often wear mine if i shop or eat out after work. I find that it is often a great conversation starter. People ask me questions about the college, programs, services and my work when they see the name tag!
- I believe in the work we do for students, and I am quick to share that with others.
- I brag about WGTC and why someone should go to school here every chance I get. There are a thousand reasons why our program is good. There are a thousand reasons why our college is good!
- I brag about this place all the time.
- I come to work ready to make a difference.
- I communicate positively with others about the opportunities at Wiregrass, either for employment or academic purposes.
- I do not shy away from wearing my WGTC nameplate or apparel in public. When citizens walk up to me I do my best to give them my undivided attention.
- I do not speak negatively about WGTC in the community.
- I encourage anyone that I know to enroll at WGTC!
- I encourage anyone who is interested in furthering their education to come to Wiregrass, even if it is not in my program. I sincerely believe that Wiregrass is a great place to learn.
- I enjoy telling people about Wiregrass. I let them know that there are no schools in the area that can compare to the classes, equipment, teachers, time, and talent that Wiregrass has.
- I get out into the community and when people have questions about getting into school I try to answer them the best I can, give advice,

and also contact info to some of the instructors/advisors if they have more in-depth questions. I also tell them about the scholarship and WIA opportunities. I never cut a person off whether I'm in the grocery store or gym. They get my full attention.

- I give examples of past students that have gone on to be fantastic leaders and tax payers in our society. That' my main positive attitude about Wiregrass. We have some fantastic people come through our school.
- I have either a good or bad habit of "bragging" about WGTC. I have many WGTC t-shirts which I wear in my community and that generates questions/discussions
- I have never talked negative about Wiregrass or employees out in the public or community.
- I haven't had a positive attitude in a long time and I believe it would be hard to find someone that does that's been here for 5 or better years.
- I love Wiregrass. I tell anyone who asks the same thing. This is my college. I take pride in it.
- I love and believe in Technical education and tell everyone to come here as a student or a client.
- I love my career and where I work. Everyone who meets me knows this as I tell them.
- I love my job and I think it shows in how I talk about Wiregrass and how I promote students to explore the possibility of a career in one of the disciplines provided at the College.
- I love my job, and I hope that reflects in the quality of work and my attitude day in and day out. It is essential to feel valued and respected; when that happens, it spills over into how we deal with our colleagues and students, and how we promote our college once we leave for the day/week.
- I love our mission
- I love our school and it has represented a wonderful part of our community for so many years. The foundation of my own career came from the education I received from this Technical College. I have been able to be the provider for my family because of this education. I try every day to project this to those I come in contact with... students both current and future and those in the community.
- I perform duties beyond my job title strictly for the benefit of the students.
- I post on facebook about how awesome Wiregrass is, and how people need to get in to school, and "IT'S TIME". I talk to people in the community. I assist people even when i'm at home. I encourage people to come over even in the evenings and let me help them with things. I want people to succeed and I want that to fall back on Wiregrass that we "as a whole" want to help them succeed. I walk through admissions and financial aid and speak encouragement over those ladies. I try to lift their spirits.
- I promote WGTC to my students and in my community.
- I promote my butt off by purchasing and wearing Logo items. I talk about WGTC wherever I go. My internal positive attitude is dependent upon you. A raise would certainly change my attitude. I am reacting to your actions or lack there of in this case.
- I promote our programs in the community and try to stay positive.
- I promote the college in the community
- I speak highly of the offerings of Wiregrass to potential students and their parents
- I speak positively about the college and encourage students to enter programs of study that meet their needs.
- I talk about student successes, talk about the positive college environment, the dedicated faculty and staff, and that people do care about students here. Students matter at Wiregrass, they are not just a number or statistic.
- I tell our students all the time about how great it is to have the opportunity to get your education in a great facility that provide you with the most professional live experience you can have in a Salon setting. I've told them the opportunity for them to go to the Premiere Show alone is like a memory of a lifetime and Wiregrass makes that happen for them.
- I tell them how it has benefitted me, as well as others that have been apart of WGTC. When I come in I remember that I am a representative of WGTC and I try to exemplify that on and off campus.
- I try to always find the good in all that is done. I try to dispel negativity with facts when I encounter it. I try to share positive things that WGTC has accomplished when given the chance.
- I try to be friendly and helpful to everyone.
- I try to build up my coworkers. I smile. I try not to participate in gossip. I try to see the positive in situations, but I also try to validate others' feelings during a difficult situation.
- I try to find the positive when talking with students and other faculty/staff members.
- I try to maintain positive conversation with co-workers.

- I try to only mention the goods. I do not spread gossip or tell negatives in public or in the office.
- I try to present myself as a professional at work and in my private life. Everyone knows what I do and I like to believe that my reputation is one that is respected. I continuously talk about our new courses and facilities including those that do not involve me.
- I try to promote the college when out in the community and am always willing to talk to someone who asks about potential training or someone from the community who needs a good employee. I am professional enough to keep my personal feelings to myself in front of others even when I do not feel very positive.
- I try to say something positive for every negative I hear. I try to walk away from negative conversations. I try to be a team player.
- I try to speak highly of the school at all times in public and to friends. I wear Wiregrass clothing a large percentage of the time and I do not take off my instructor badge till I get home as to invite question from people anywhere i go between school and home.
- I use every opportunity to talk to potential students about our programs.
- I wear a Wiregrass t-shirt to the store and when someone askes me about the school I answer their questions.
- I were my name tag everywhere I go during the day (to lunch or off campus events). This is just a reminder to me that I am a Wiregrass employee, and that how I conduct myself--actions and attitude--is a reflection on the college.
- I will any and all about my experience with Wiregrass, in the military community especially. Wiregrass is an exceptional organization and the day I stop feeling motivated and loving what I do is when I will cut my ties. Motivation is contagious, our students need to see motivated staff/faculty because that will motivate them to do their best and inspire others.
- I work hard at having pleasant personality, work as a part of the team even when I do not agree with certain decisions, try not hold grudges, and work with students.
- I'm always positive about it with the public and other employees and STUDENTS!!!!
- INHOUSE: I do not participate in gossip, putting down coworkers, and I share information with coworkers about my job duties
  OUTSIDE: I talk positive about my job and the positive results of students
- In every way.
- In my actions when recruiting potential students and my words when speaking about the college
- In my interaction with students and individuals outside the school environment.
- In spite of the answers to the above questions, I keep a very positive attitude. I understand that this is one time and place to convey opinions to administration without having a negative impact on our image. That is why I do not mind telling the truth in this survey. However, I promote WGTC on a regular basis, and I am constantly trying to find the positive areas on which I can focus. This attitude carries over to my co-workers (all of which would tell you I am a very positive person) and more importantly, into the community.
- In talking with friends and family, as well as strangers, I suggest WGTC to enhance their skills. I also praise our instructors for the work they do and for how they are willing to help students any way they can.
- In the way I look and dress. Greeting everyone pleasantly. In the work ethics I display. In my treating everyone of the same importance.
- Interaction with students.
- It is a small town family oriented career choice -
- Its a great school. i here so many people talking and saying good things about wiregrass
- Its through my action and my passion about working at Wiregrass. I am very excited and I know this is just the beginning of a long term career for me.
- Letting others know how much I enjoy my job, and encouraging others to attend the school.
- N/A (3 Counts)
- Never air dissatisfaction outside of the family
- No opinion
- Passionate about teaching
- Promote Wiregrass when I am not at work
- Smile
- Smile and pretend even in the worst of times

- Smile as I hand them my Wiregrass card and share with them about our program
- Speak about the positive product Wiregrass produces.
- Speak highly of the instructors
- Staff needs to be enthusiastic, cheerful, helpful, easy going, ambitious, etc.
- Staying positive, keep smiling , keep shining, regardless of the situation at WGTC.
- Talk positive about the school and encourage people in the community to come and allow us to help them realize their potential in a career,
- Talk positively about it
- Talking to people all the time about Wiregrass and willingness to be on radio, etc to promote
- Talking with potential students about the programs we offer, potential earnings, and encouraging them to apply.
- Tell family, friends, and acquaintances about our programs and the ability to articulate credit to other colleges and universities.
- The fact that I graduated from here and this is a successful school.
- The quality of the courses, excellence of the instructors I work with, great leadership team...I discuss these and I try to be active parts of all.
- Think and speak highly of the college and my co-workers!
- This is a performance evaluation question and does not to fit my perception of the role of this survey.
- This is reflective in my communication to others about WGTC.
- To my students and in the our communities
- Try to find out the truth of complaints.
- When I give presentations in the community about adult ed services I always share success stories and I discuss credit courses as well.
- When I speak about Wiregrass I continue to say positive things. This attracts people to the campus, my program as well as other programs we offer.
- When I talk to potential students, colleagues, or vendors, I talk about Wiregrass. I let them know we have a great program.
- When I talk with people I tell about the two year college mission which many do not understand.
- When a person has had a bad experience at Wiregrass, I actually apologize and I try to encourage the person to come back and I will introduce them to the correct people.
- When a student passes in the hall greeting them with a smile and a warm hello helps projecta positive attitude.
- When someone in the community has a question about Wiregrass I answer with a positive attitude, explain the process, tell them they need to come in and talk with someone to enroll
- When talking to current and prospective students.
- Wiregrass has friendly instructors and students who want to learn. Students take PRIDE in becoming educated. Opportunities have been provided for instructors to express comments and concerns relevant to our program. The VP and Director are available and consistently provide positive feed back as well as constructive criticism as needed.
- With a smile on my face and an upbeat voice of the great things we are doing.
- With my friendly attitude and smile. I am kind to everyone.
- being an advocate and speaking highly of issues and people who are caring for the needs of our school and students
- being to learning effectively way of new teaching methods
- by encouraging students to attend our college
- by helping promote the college.
- by presenting myself in a professional manner at all times

- by showing up to work and being excited about teaching my passion and being able to teach students hands on activities for job placements
- helpful to others, not bad-mouthing
- how I speak of our programs to colleagues outside of the school but within my field of expertise.
- it would help to have a raise , I love the students but it would be nice to be appreciated will a cost of living raise
- none
- promote programs
- smile, uplift, compliment, thank employees for the awesome job that they are doing
- smiling
- talk it up
- tell others about the benefits of attending Wiregrass (dual enrollment, placement rate), don't get involved in workplace gossip

2.22) How can you promote the Foundations' scholarships to students?

- By giving, by helping promote during the giving campaign, by serving on the scholarship reviews.
- How are they doing it?
- Through posters in the office and by word of mouth.
- tell the student of the foundation.
- ?
- ADVERTISE MORE WITH FINANCIAL AID AND GET THE INSTRUCTORS MORE INVOLVED WITH HELPING GET THE WORD OUT
- Add the Foundations' scholarships to my lesson plan that is covered on the first day of class.
- Advertise as "local money" and stress that it's not coming from the Federal government. Also, because it's not coming from fed govt the chances of winning the scholarships are better.
- Allowing the faculty to decide who needs the scholarship in the program without having to beg for the funds
- Announce it to each class
- Ask business partners to explore the possibilities that our Foundation's scholarships could provide to assist students.
- At Orientation and when I talk to students about financial hardships.
- Be aware of them and let students know they exist.
- Be more informed about the opportunities, so we can relay them to the students
- Build my own level of knowledge and understanding about the Foundation's scholarships and make sure to constantly personally inform students and encourage them to apply
- By advertising it over the school.
- By giving to the foundation and recognizing who may need to be in need of support from the foundation.
- By increasing awareness.
- By informing students directly, especially when they express need in funding.
- By informing students that possibly qualify for these scholarships
- By letting students know what scholarships are available.
- By making students aware of the opportunities. Word of mouth.
- By making students aware that we have scholarships available and that the foundation is eager to help.
- By posting flyers.

- By providing instructors with the necessary information.
- By sharing information with students and community members.
- By understanding what they are and having them posted in my classroom.
- Communication with the students. Having an open communication with Penelope and her staff. This group of people have been great to help and work with our program and our students.
- Connect WGTC with local school systems, so this information can be presented at Financial Aid meetings with parents and students.
- Continually mention this to students
- Continue contributing and suggest to the students we have scholarships that can be utilized.
- Contribute and direct students to apply if funds are needed to continue their education.
- Directing students to the scholarship link on our website
- Discuss them during each advisement.
- Donate to the Foundation; work with our representive with student referrals
- Each semester, I send students to the Foundation. I also encourage students during orientation to apply for scholarships.
- Educate myself on more of what the Foundation will do for the student.
- Email, posts, face to face to tell them
- Emails, Financial Aid Staff, Instructors
- Encourage current students to apply.
- Ensure students know about the Foundations and the purpose of the foundation
- Especially encourage those who do not have enough financial aid to apply for scholarships. Some are not even aware that we have a Foundation or what its purpose is.
- Explain available assistance to students when they express need or interest.
- Explain the goal, the purposes and share examples of how the foundation had assisted students in the past.
- Gain more information about the Foundations' scholarship before promoting it to the students.
- Give money or assist the Foundation in any way I can. The Foundation South is expertly run, they have helped the students lots of time when the student lost hope of graduating. Awesome organization.
- Give them options when they are searching for ways to pay for education
- Having more knowledge about them aside from what I receive via email. Being able to actually talk to someone about it and develop a more intimate understanding would be great.
- I always encourage students to discuss their eligibility for scholarships with their instructors so they can reap the benefits if they meet the criteria.
- I am already promoting this to my students. The department have helped my students tremendously and are always very helpful with the students and myself.
- I am constantly advising students that they are available.
- I am not familiar with the Foundations' scholarships. I would definitely like to know more.
- I am not sure... It seems like the people that really need the help don't ask for it and then the people that want everything for free ask for everything and know how to get it and they don't need it... so if you announce it, then everyone will say they need it./ I am glad we have the foundation to help our students./ we could go around to local businesses and alumni and ask for donations.
- I am unsure
- I can educate those I come in contact with about these programs.
- I can tell them about it and I need to familiarize myself with all of the details.

- I constantly tell my students about our Foundation and that they have money to help them out if possible.
- I discuss scholarship options when talking with students. I take the time to show them how to find the list of scholarships.
- I discuss the benefits of the foundation office with all veterans as they come in to register.
- I do all of the time!
- I do in class.
- I do not know enough about the scholarships foundation has to offer or how to apply to them to feel comfortable about promoting them.
- I do not know how the scholarships are delivered
- I do this every day. Our foundation director does a great job of keeping us informed and assisting students.
- I don't interact much with students. I have in the past had a good bit of contact with parents but not as much anymore. When i do i discuss it.
- I educated them regularly on this area.
- I encourage them to attend classes regularly, get level completioons and successfully complete 2 GED Ready exams inorder to apply for Scholarships.
- I feel I already do a good job of this. I make sure to tell students all of the time.
- I have encouraged several students to apply for the Foundation aid. Some were eligible for scholarships, others for gas cards. It is a very important part of WGTC and our students!
- I have sent students to them/their advisers for assistance, but am not in a position to know if they actually received any help.
- I need more information so that I can speak intelligently about them
- I promote these all the time currently in my classes.
- I send students to the Foundation every semester! We love the foundation and are grateful for their help!
- I share with the students this information as needed.
- I tell all students asking about financial aid to check out the scholarship information on our website and urge them to apply for any scholarships they may be eligible for.
- I tell every student I advise about it.
- I tell students during advising that mention struggling with paying tuition and fees about the foundation.
- I would do anything to promote that but I don't know anything about it, so I guess we need to get more information to faculty.
- I would like to be made aware of more scholarships before the deadline
- If I encounter a student with needs, I refer them to the Foundation
- In adult education, we offer scholarships to students who meed the requirements that are set up for using the scholarships and we promote this as a way for those student to complete their GED.
- In my current position, I am able to talk to high school senior that are about to graduate. I make sure they know that some scholarships are available through the foundation.
- Include this in any and all advertising.
- Inform more students during the first couple of days of school when they are dealing with not enough money to pay for books.
- Informing them that it exists.
- Instructors can promote the scholarships. Mona could also visit classrooms to let them know about it or see if anyone may be in need.
- Just by talking to them.
- Just tell them about it.
- Let students know that there is a way to graduate if they really want to and the Foundations can help.
- Let the students who need to use Foundation know about it.

- Make sure as we find out about them we are posting them in the labs, as well as in orientations
- Make sure that I mention it to students as often as possible.
- Make the student aware that the Foundation can help in certain situations when they need help with books, tuition etc.
- Make them aware
- Make them aware of some of the things the Foundation provides to students. Provide them with access to information about the various scholarships or have a former recipient of a scholarship speak at orientation. Perhaps have some literature with former recipients and some information on their success.
- Many of the students in our program are not eligible for scholarships. However, when a former student comes to me with needs I have referred students to the foundation for assistance. When ever it is time for individual scholarships to come out, It would help if the scholarships were put on flyers and emailed to instructors to post in the classroom.
- Maybe we should advertise the Foundations' scholarships a little.
- More marketing
- My supporting it personally and continuing to make sure the message is shared with those who need to hear it.
- N/A (6 Counts)
- NA
- No basis for comment
- Perhaps provide them to GED classes, in admissions, and have them more visible in areas where students might benefit from them most (Signing Day?).
- Post it or encourage students to apply.
- Recommend that my students apply for them. I have no office or permanent classroom to display materials.
- Remember to tell them about the Foundation! Too many other duties and responsibilities, so these things may fall through the cracks unless a student directly asked about it.
- Sharing announcements on Angel, mentioning it to the students in class, and referring students
- Someone students may not be aware, so first you have to always inform them.
- Speaking about it in orientation.
- Students have to be told about the scholarships that are available to them. Our students do not always read email, so maybe we need signage for this.
- Talk to the students and through social media
- Talk with more young people about what Wiregrass has to offer.
- Tell every student about the Foundations' scholarships so the can spread the infomation through word of mouth.
- Tell family, friends and acquaintances about the availability of scholarships.
- Tell students about scholarships.
- Tell students about them
- Tell students.
- Tell them about what is available
- Tell them and encourage them to apply.
- The advertisement and promotion this scholarship happens on regular basis already.
- The foundation has scholarships?
- This is something that I cannot answer. I am not familiar with many of the scholarships, and all I usually do is post the ones that come through via e-mail. I could use some help in this area. It would be nice to have a list of all of their scholarships and an explanation of each.

- This should be advertised to students in each class during the advisement period. It is at that time that students may realize they do not have financial aid for the next semester. All faculty need to discuss in each class.
- Through emails and posts on social media and on physical bulletin boards.
- We brief them on the first day of class during our intro and also post it on the buitun board
- We have more students that need help than the foundation can handle. They actually make it pretty easy in my opinion to help students when we send them to them.
- We often utilize the scholarship funds from our foundation accounts to benefit our students in need. We carefully assess the use of the funds to be sure that the students with true need are awarded the funds.
- We should have flyers in financial aid and in the bookstores. If I have a student that does not have any financial aid or not enough to cover his tuition or books then i will suggest he or she goes to see the Foundation but 9 out of 10 times I am the first time the student has heard of the Foundation. The fin aid department needs to be staffed so that they are able to make sure they are assisting every student, which includes telling students that do not have enough financial aid about the Foundation.
- We strongly promote this to all student level in the GEd classes
- We tell them in student emails and new student orientation. Make sure bookstore staff is telling students about them.
- Well the college and community relations does a great job about putting the scholarships out on social media and email, but we as regular staff and faculty could go a step farther and share those statuses on facebook, and talk about the scholarships in the classroom and encourage students to apply for them.
- When I am advising students, I ask them about their books. If they state that they do not have enough money or financial aid to cover them I direct them to the foundation form.
- When I talk with students, I tell them about the Foundation and suggest that they visit the website.
- When advising students, we discuss that as a financial aid option.
- Whenever a student asks for help give them information on scholarships and refer them to the correct area for more information.
- Word of mouth (2 Counts)
- Word of mouth and social media
- by being informed on all scholarships available
- continue to inform them
- don't know
- explainig the reason for the foundation and encourage student to use the foundation to benefit their extra needs
- i do not know
- if I had a list in front of me with a quick description that would help or a button on our website I could direct people too?
- if a student approaches me with financial issues I let them know about the foundations and help with the process and documentation
- let them know about the program every semester
- look for more training and education scholarships that is out their
- more information provided to instructors
- none at this time
- not
- present the scholarships to the class.
- talk with the students about the foundation
- tell the students about it and promote it
- word of mouth

2.23) In what ways are you involved in the Institutional Effectiveness process?

- By supporting the mission statement, vision, and core values for our program.
- I oversee the IE program at the college (guess who I am). I train employees to use the software system; help them assess their programs, create their assessment plans, report on their outcomes, etc.
- Participating in staff development plans, professional development activities, and by fulfilling the colleges mission and goals.
- being active in areas needed. I have advised students in every area in my department useing the campus tour script.
- by creating an IE plan and providing data
- ?
- ??
- As far as I know, I am not involved in this process in any way.
- By complete this survey, collecting data and reporting about SLO's, and supporting program and SACSCOC accreditation.
- By completing this lengthy survey.
- By doing my job effectively
- By processing transcripts, enrollment data reports and any other data IE may request from our department.
- By providing data through TRACDAT and completing tasks handed down form that office.
- By sharing ideas with our lead teacher and vice president.
- By working with my department to determine goals and objectives for our department and working to ensure that they are met or exceeded.
- Collect and author the annual trac dat report.
- Collecting and inputting data.
- Collecting data for TracDat and SACS/COC
- Collection of data.
- Completing the paperwork required as requested.
- Constantly improving processes and implementing procedures to improve the educational experience.
- Daily. I work daily to ensure we are meeting our goals and following the effectiveness plan developed for our department. Institutional Effectiveness should be pervasive in out daily activities.
- Ensuring the SLO's are relevant, accurately reported and collected
- Every way I can when asked or volunteer to give input
- Every way possible
- Everyone is a part of Institutional Effectiveness. Again, though, I only do what you tell me to do.
- Give input when asked
- I am a part-time GED instructor, I am not informed of this process
- I am in charge of ensuring the completion of administrative objectives. As a manager, I am constantly looking for ways to improve our processes.
- I am involved in this process by constantly looking for ways to improve my instruction. Also, I monitor the current SLOs and participate in discussing and implementing needed improvement in these areas. I have also assisted in entering data into TracDat.
- I am not involved in the IE process.
- I am not involved in the Institutional Effectiveness Process.
- I am not sure that I am.

- I am not that I know of.
- I am not. (4 Counts)
- I am responsible for the continuous measurement of my program and it progress.
- I assist with looking at data.
- I collect data needed for our plan and enter it in TracDat.
- I do not believe I am very involved in this process.
- I do not know what this is.
- I do what I'm paid to do and support leadership decisions as much as morally possible.
- I don't know
- I encourage my high school students to attend Wiregrass when they have graduated from high school.
- I gather data continuously about the program and use it to make changes and adjustments for continued student success
- I have been involved in Accreditation and there is plenty of involvement with that!
- I have not been involved in this.
- I have volunteered to be on the
- I plan how what data we focus on. Plan how to collect it. Collect the data.
- I provide data for my area.
- I really don't feel involved.
- I work with many goals and objectives.
- I work with reports and ensuring we meet SACSCOC standards.
- I'm not aware of that process.
- I'm not that i am aware of currently.
- I'm not.
- I'm not.
- I'm on the frontline trying to provide an Effective Institution.
- I've collected and analyzed data for it for many years.
- IE plan for my department.
- In every way possible
- In the continual improvement of our job to provide well-trained highly skilled workforce.
- In the planning process.
- Just provide data and tasks as asked.
- Lord, Lord, Lord!! Accreditation, Accreditation, Accreditation!! Enough said!!
- Minimally.
- My students have to take a NOCTI to graduate which ensures their specific knowledge in the field.
- My updating the Trac Dat and establishing goals for my area.
- N/A (7 Counts)
- NA (4 Counts)
- NO INVOLVEMENT

- None (3 Counts)
- None literally, help when I am needed.
- None that I am aware of.
- None.
- Not any
- Not at all (2 Counts)
- Not sure if I'm directly involved.
- On a committee
- Participation.
- Program Coordinator duties by tracking student learning and results.
- Promoting the mission of the college and following through.
- Providing accurate information to students/staff
- Reporting to supervisor
- Reviewing the mission statement, collecting IE data for department IE plan. Participating in surveys.
- Reviewing to make sure that IE plans are in place and that the program is being assessed.
- SLO gathering and review.
- SLOs
- Serve on a committee, but I'm not sure if the do any good.
- Serve on committee, but not very effective.
- Setting goals for my department, then going back to see why we didn't make some, and instituting changes if necessary.
- Surveys, meetings
- Taking a bunch of time to answer this survey
  Giving input through committees, etc
  Performing my job in a correct manner to the best of my ability
  Giving feedback to supervisor
  Understanding better what Institutional Effectiveness is all about and how I play a role
- Through directly assisting with the accreditation process, tracking SLOs, evaluating student data, etc.
- Tracking COC data.
- Tracking SLO data and recording results in TracDat.
- Was on committee.
- We complete the Institutional Effectiveness tracking data at the end of every semester. We have numerous tracking tools for classes that measure our student learning outcomes.
- We gather the data and periodically have meetings to discuss IE.
- We have an Institutional Effectiveness process?
- What I do helps to keep the cogs of the Effectiveness process turning by giving the students the learning support they need concerning any program that they choose to take.
- Yes, but i am not sure i see its effectiveness.
- by completing this survey, and promoting students to being honest on their surveys
- data tracking
- employment

- help get information together for program accreditations
- letting the community know about w.g.t.c. high velocity training
- n/a (3 Counts)
- none (4 Counts)
- not
- prepare for visit as instructed
- provide information for IE plan for department
- stayin invod with my student talkin with them askin them qouestin about whats going on in there life

2.24) How could we improve advisement at WGTC?

- Advise only students in the area that you teach.
- Continue to have staff available to advise students on their needs.
- I don't know
- Set up focus groups for instructors to discuss ways to develop qualilty advisement.
- all employees in the same department learn each department class discription.
- we need it all in one place for first time students- one stop shopping, where they don't have to go all over the school.
- 1. Make sure we are giving out accurate information to students.
  2. If the students aren't coming to us, go to them.
  3. Act like we want to help the students
- ??
- A new student advisement center, where more than 15 minutes per student is allowed for advising, and being more flexible with serving students when they need help, even if it is not during "scheduled advisement times".
- Advisement center on each campus with a face-to-face advisor. Or, let admissions advise for first semester.
- Advisement center will be a great improvement. The student needed a middle person from admissions to program adviser.
- Advisement is ok. Admissions need to be more familiar with each program
- Advisement offices that strictly focus on this.
- Advising Center
- Advisor have to be made accountable for their students. They need to be the “go to” person for their students. They need to be trained on basic student processes including but not limited to the following:
  Changing programs, drop/add, withdrawal and what it affects
  logging into BanWeb, Angel, MyCampus, and email
  how to pay for classes –NelNet, HigherOne, financial aid basics, what the business office does
  where to get an ID and parking pass, what the occupational fees are and why they are, when and how to apply for graduation and career services, who to contact about tutoring
- Allow students to come directly to the instructor of the program of interest to avoid any misleading information that has been relayed to the student in the past.
- An advisement center with well trained advisors.
- An advising center would streamline the student experience and ensure they are each given the same level of service.
- Answering the students emails and phone calls. I know a lot of students that were poorly advised because their advisers would not respond to them in a timely manner.
- As soon as the student is finished with admissions they need to make an appointment with their program coordinator. The PC is the best resource for getting them off on the right track.
- Be fully aware of programs, have programs lock-stepped so there are fewer questions about in which order to take classes, make sure that

when a student comes to an academic advisor that they are already in the system. There is not much we can deliver, other than frustration, to a student who comes to us with or without test scores and a desire to start classes.

- Better communication between advisors and admissions for times available and/or maybe an advisement center for initial advisement.
- Blow up the market- We don't see about WGTC as much as we used to. People don't hear about us. We've got too many good things going not to use it as bragging rights. Everyone needs to be aware of what we have going on. Feel good goes a long way!
- By creating a way to get students to schedule and maintain advising appointments. I don't know how to do this though.
- By opening a student advising center for all students before they get into program. The center would need to have all areas needed for new and returning students. Examples: Financial Aid, VA, WIA, Admissions, and advisors.
- By placing registrars, financial aid and admission in one central location working together for the greater cause. I attended a College in Florida and one student center building
- By providing a day each semester when instructors can be released from class to concentrate solely on the task of advising students. It may be effective to choose a particular day for each campus to advise.
- Central advisors for each department. For example one advisor for Allied Health.
- Commercials that involve students talking about the programs they are in. Student testimonials are great resources. Instructors speaking is good, but hearing it first hand from a student is great.
- Continue to do what you are doing.
- Create an advisement center on each campus. Provide training to faculty and staff on effective advising techniques. There is a difference between scheduling classes and advising, but some faculty and staff think they are the same.
- DO NOT send students to their advisers without transcripts and/or other pertinent information.
- Dedicated advisors on all campuses
- Degree Works is a nice program, when it works. Ensure that Banner doesn't go down during the week of advisement.
- Departmental discussions
- Developing an advising center for all students.
- Do more commercials that are enticing do more high school visits.
- Do not feel it is right for me to speak about others departments that I am not involved in I know in our department we work hard to advise all of our students.
- Don't send students to advisers until they are ready for advisement so we don't have to give them the run around. Only let a program adviser advise if they are not available have the student return when they are this will save a lot of misscommunicaion
- Enhance communication between student affairs and academic affairs
- Fine now.
- First semester offerings should take place in admissions. It is that simple.
- First, admissions, financial aid, and any other office up front needs to adhere to the schedules. We are asked every semester to submit a schedule of when we can take students for advisement. Yet, the front sends students at any time. They interrupt classes, lunches, and other time that are not scheduled times. Why did I work up a schedule? I also receive calls from the front asking me if I can see a student. I feel like asking them what they did with the schedule I sent!
  Next, we also submitted course information. I receive students on a regular basis that should not be sent to me due to requirement conflicts. Admission has this information. If a person does not meet the requirements for my program, do not send them to me!
  Speaking of scheduling: Why do we have a time for advisement to begin, and then a week later get an e-mail from the upper levels of the college stating that we should be doing this, or filling out that form when we advise a student? This past semester, I had to go back through two weeks of advisees to look for a certain piece of information that someone decided they wanted. Why wasn't I told before advisement began?
  Class schedules need to be finalized before advisement begins! Classes that have to be cancelled need to be cancelled before the third day of the semester, so we can re-advise students.
  Students should NOT be allowed to still be registered and come to class two weeks into the semester. This is college. They have already missed two weeks of class!
  DO NOT send me a student who is not yet in Degree Works! If you just put them in Banner, I cannot do anything with them until 24 hours have passed. Don't waste my time and theirs!
- Get admissions to have the students in the system before we see them. Make sure that our systems are updated and working properly and again, have more time to work individually with the students.
- Give advisers time to advise and require less teaching time - we are constantly asked to do more with less time and much less money.

- Have a central advisement center and take advising away from instructors. Make it more consistent with less people involved.
- Have a student advising center.
  Have an online appointment scheduler that links to Outlook.
- Have advisers that really care and get to know their students so the adviser and student can work together as a team.
- Have an adviser on each campus so the students don't have to travel outside of their home area
- Have people available to advise them when they come in the first time, do not make the students have to back agian
- Have people who know how to advise, do the job.
- Have the advisors in place on each campus
- Having advisors on every campus. Students should not have to be advised over the phone because their advisor is on another campus.
- Having dedicated staff to work with our students without being rushed.
- Hire a group of staff for advisement purpose
- Hire an academic advisor for large areas to promote consistency in assisting students education decisions. The students need to feel they have had personal time and not feel that they are trying to catch an advisor on certain times and limited spaces on some days.
- Hire more advisors
- Hire more dedicated, full-time instructors who will share the burden of many students in need of advice
- Hire someone. Advisement is time consuming and takes up a quarter of our time at least. We get drop in's, etc. We need to advise students in our program only if we advise. We can't be experts in every other program. We need a full time advisement person (or two or three)
- I am a part-time instructor GED, I am not informed of this process
- I am hoping the new advisement center works better than the previous. Having someone readily available for advisement is a must.
- I am not aware of where all you advertise now, so I really can't say.
- I am not familiar with the advisement process since I am not a full time faculty member.
- I am not in that position.
- I do not advise so not to familiar with area of improvement
- I do not know enough to comment. I only have hearsay to go by.
- I don't know.
- I feel advertisement is great.
- I have not done it enough to respond to that - I am still learning.
- I know that advisors need to be involved in the advisement of a student, but when the advisor is out and a student comes in, there needs to be a way for the student to be advised. That is a shortcoming of ours. Putting a student off until the advisor can see them should not be our policy. We should have other advisors be able to see the student and talk to them or get them registered. I have heard this first hand. Students are our priority. We should not make them wait until another day. That student may have taken off work and not be able to take off again. Some people have a hard time getting to the schools. Again, we need to make sure that some how or another that a student is advised before they leave the school, even if they have to see an advisor from somewhere else. Admissions needs to be blowing up phones trying to get ahold of someone for the student to speak with.
- I think our advisement process is well done. The only complaint I've overheard from students is how difficult it is to make and appointment or get in touch with their adviser should they need to through out the semester.
- I think the advisors need to understand the student and help them choose classes that won't be overwhelming when taken within the same semester. We need to set the student up for success and if they are taken hard or time consuming classes together I think that is setting them up for failure.
- I'm not really sure if this will work, but having set people doing all of the advising and in one area.
- Ido not know how it works, thus I have no comment.
- If I'm not available, make sure that there is always someone on this campus that can advise any student.

- If a student start out with one advisor, I think that advisor should see them through until they graduate.
- Implements an advising center!
- In my opinion, the methods, in which Wiregrass is using for advisements are good; I see no improvement needs at this time.
- Just from conversations that I have heard a lot of the students don't know who their advisor is.
- Let the instructors advise the students. We have to fix what anybody else does anyway. Just find a way to schedule advisement times during the advisement times we're asked to provide every semester, and keep the newly admitted students from asking for advisement while we're teaching class.
- Let the instructors handle it.
- Make sure program advisors are available on all campuses and between semesters.
- Make sure that the advisors are knowledgable about the program of study and current changes.
- Make the students aware of what's ahead before they begin the first day; for example; completing their financial aid before the first day of class and helping determine if they are financially ready for college.
- More business involvement. Advertise for business and ask them to advertise for us in return. More students who are from each campus should be on the advertisement for that campus.
- More extensive training for our advisors. Very few of our advisors have the knowledge to advise students about repeating classes, taking classes that they don't need, and changing from a diploma to a degree program. The advisors should at least know that these actions will have an affect on the financial aid the student is receiving.
- Move new student advisement back to the admissions process
- N/A (4 Counts)
- NA
- Need more advisors for new students because it takes much more time to help them make the right choices for their program.
- Not applicable
- Not known. (2 Counts)
- Not my area.
- Not sure.
- Not sure...I think it works well on my campus.
- Once again, a BIG BIG need at our school in promoting enrollment, retention, and graduation of the students. One stop shop for the students that are entering until they get into program!!! A great positive for the students and a BIG load off the instructors in their day to day activities. The right personnel are going to be imperative in creating this center. Customer service,knowledge, and approachability are going to be very important!! Win!! Win!!
- One location rather than having to go to the advisers' offices.
- One stop shop.
- Perhaps you could improve advisement by having those advisors touch base with students on an every other month basis? Knowing someone actually cares about you and what you are accomplishing is so very important for the psyche. Be friendly, but firm in dealings with students. Most of the students want to succeed, so why not be supportive and "there" for the student.
- Please don't get me started. Without data to review to support my observation, I will withhold comment.
- Possibly allow admissions to advise and register first semester students again. However, that would put a lot more work on Jean, being the only one in admissions. I feel that we lose a lot of students by making them come back to speak to an advisor once they are accepted. I also think we lose some students by letting them leave the advisors office without being fully registered in classes. Let the advisors register students.
- Provide sufficient staff for these services. They are extremely important to the retention effort.
- Put out a variety of adds that appeal to a diverse population
- Putting first semester advisement back in admissions
- Quarterly bring a friend day! Make that special. One page beautiful flyer inviting new and returning students to Wiregrass. List all

programs and collaboratives listed on the back of the flyer. Teachers and students drop the flyers where you visit. Send flyers home with the schools in all school systems.

- Send all students to advisor for advising. If instructor is not present make the student come back. We end up running students all over the place because of problems with being able to register them. The students need to be checked off and ready to register before meeting with the advisor.
- Set plans for the students education.
- Set up advisement stations throughout the school during the advisement days.
- Set up an advising center for new students. DegreeWorks is an excellent resource and should be used by all programs.
- Simplify the process. Having to open so many screens and look at so many different things can be very confusing for both the student and the adviser.
- Staffed advisement centers or allow Admissions to advise first semester students. Streamline admissions processes to make it easier for students to enroll.
- Stream line the financial aide and getting the student register ready, then send them to the instructor to advise. The students seem to take too many trips up and down the halls.
- Students are "falling through the cracks" between acceptance and advisement, often because of the 24-hour lag between Banner and Degree works, or because an advisor is not available on the students' home campuses.
- Students could be assigned to advisors depending upon their area of concentration. Perhaps that is already taking place.
- Students do not need to be sent for advisement BEFORE they are in the system and transfer credits have been applied. I have previously been counseled for advising a student to take a class that they ultimately got transfer credit for and it was "deemed my fault" but the student was not in Banner, Degree Works, or any other system that I had access to. This is a egregious incident that leaves a very sour taste in my mouth and affects my attitude and willingness to "go the extra mile for students".
- Students need to be held accountable. Degree works is helpful because they should be able to go in and see what they need to graduate. Setting up appointments and advising that way is good. That way they can be advised and then register themselves. This is apart of growing up.
- Students need to be more involved in the plan by knowing what they need to take rather than be left at the mercy of their advisor. It should be a joint effort. When they come to meet, they need to already be aware of what is offered for them to take. Also, advisors need to assist with actually helping the student navigate Banner for the registration part of this. Advisement needs to come off of instructors unless instructors are given less of a teaching load to handle this extra work load.
- Take a look at creating a smoother process
- Teach faculty and the new advisement staff how to read and understand degree works.
- The advisement center seems like a good start.
- The advisement system needs a unified electronic registration system to allow students to be able to schedule their own advisement sessions via a website. Advisors could create advisement sessions (i.e., date, time, and location) and students could register for any available sessions listed. The advisor could simply pull up a webpage and it would show all the advisees for a given day and when time the advisee was scheduled for.

  Furthermore, advising could be improved by having only teachers who have experience teaching the program do advising.
- This is difficult. We have group training at Orientation, and we offer one-on-one advisement. We advertise these opportunities well. That is a lot to offer. The problem seems to be in getting students to remember to attend. We might have a special event for advisement day with a drawing for a gas card or gift card.
- This is situational. Some advisers are excellent, others are misinformed. Some advisers like to be taught new material, some do not. Some advisers have good students, others do not. There is no general solution, as the "problem" varies.
- This more a marketing question but consider expanding the radio listening audience. Rarely do I hear radio advertisement of stations that target a more diverse audience.
- Throw out new software.
- Train advisors! Nothing else will address the issue. We do a lot of registration and very little advisement.
- Train new faculty to make sure they know what they are doing
  Make sure programs of study make logical sense with consumer in mind
  Make sure our technology is working properly to advise and register students
  Copy best practices from other colleges

- Train the advisors... more than just how to access and navigate through DegreeWorks.
- Training. This has been a topic for the 20 years I have been working here and always needs improving. Changing policies, procedures, curriculum, technology and faculty make it challenging. However, I go back to we must be the experts in our areas. If not the faculty responsible for their own programs growth, retention, graduation and ultimate students and programs success then who? Everyone is busy but students do not need to hear that we are too busy to take care of them. They need our guidance. Curriculum guideline sheets would also help them help the faculty keep up with where they are.
- Unsure
- Use Degree Works.
- We are in many different forms of media right now. Including jumping into the digital marketing world. Time will tell if this is a good thing or not.
- We need an advisement center
- We need an advisement center with at least 3 or 4 people to advise all day. Advisement is a continuous process, it takes a long time and students will call over and over again if they have questions or are not able to get the classes that they want. Advisement takes time away from the instructors already busy schedule. We need trained advisors to assist the students.
- We need to hold a Wiregrass day in one of the rural counties.
- We should be looking at students on a case-by-case basis and looking at more than the student's degree track. Life situations will dictate how many classes a student can successfully complete in a given semester. We should be looking at the entire picture when we advise students.
- While we need every student we can get, I believe that a deadline should be set and upheld for a date to be accepted and enrolled for a semester. It is STRESSFUL for the student, admissions and the advisor to try to get a student advised and registered the day before, day of or even days after the semester has begun. It is ineffective and makes the college appear disorganized when this monumental task is attempted in such a short time.
- You can have the instructor pay attention to what they are doing. Advisor should register students that are brand new the first time, show them how. They done have a clue. They are so confused. You don't have a problem registering high school students.
- advisors need to be on the same campus as the students
- by making sure there is a n alternative advisor in case students are unable to reach the advisor that they have been assigned. To lessen travel back and forth to the school trying to get registered
- don't know
- first semester advising center or area
- i do not know
- if a student comes in don't let them leave if posisable untill thier are adviseed or resistored
- it's fine
- let the instructors do there own advisement
- n/a (3 Counts)
- none at this time
- not sure
- observation and by gather data that is by that youth of today internet for advisement
- one to two people on each campus that know every program area very well doing JUST advisement...and that's it. After advisement period is over they can go back to their normal job.
- separation into multiple days or beginning earlier so that it doesn't last until late at night.
- visibility and being in the community more.

2.25) How can we increase the number of students recruited from Adult Education into credit programs?

- Get new AE leadership
- Include the GED students in some activities on campus. Invite them as guest to club meetings or student organizations. Have workshops

on campus for sharing program information and videos of occupations.

- Providing positive feedback to those GED testers that had just passed their GED exam.
  Ask them if they would be interested in enrolling in WGTC and offering them flyers of our programs.
  If interested in enrolling, refer them to Admissions.
- have each department visit to give information of their class. Because Adult Ed. students do not know what is offeresd.
- we need to go and talk with them about are program & let the student come to differant program that they may like and spend some time in that program
- 1. Dual Enrollment
  2. Assist students in creating goals
  3. required career exploration/research
  4. Department Visits as a class And Visits from department chair to AE classrooms
  5. Make Adult Ed actually feel like they are a part of the college even though they are not participating in a training program.
- ?
- ???
- A transition specialist
- A type of “Lunch and Learn” each semester that presents information and contacts in an easy to follow and non-intimidating manner. Offer them a free application day separate from the busy chaotic one that is for the general public.
- Admissions needs to meet with all GED graduates. Adult Education instructors also need to advise students about program opportunities.
- Advertising every chance that we get, and try to encourage the students to hang in there when times get rough. Don't give up until they succeed your goal.
- Again, sharing the message through press releases, billboards, yard signs, flyers, social media.
- All AES staff should heavily promote the Dual enrollment program and have a admissions counselor visit the GE classes
- Allowing them to take the introduction courses at the end of their completion of the Adult Education program. They do not need a break in attending classes.
- Arrange for faculty and staff to visit and recruit from these classes.
- Ask the students what they are interested in and take them to meet the advisor one on one or as an interested group.
- BUILD A BETTER REALATIONSHIP WITHT HE ADULT EDUCATION DEPARTMENT THAT WILL ALLOW MORE STAFF MEMBERS TO COME AND TALK WITH THE ADULT ED STUDENTS AT ORIENTATION AND ESPECIALLY AFTER THE STUDENTS TAKE THEIR LAST GED EXAM.
- Bring them to Cosmetology or Truck driving or Criminal Justice. Don't let them be intimidated by technology or the younger faces they see.
- By actually meeting with them, introduce yourself, act as if they are a vital part of the college community, involve them in more college activities.
- By making this school known as the best school in all surrounding areas by providing the best training and education.
- By not being so pushy. Let us build up their sense of accomplishment by not shoving WGTC down their throats. Take it one step at a time. After (or just before) receiving their GED we then should promote enrollment into a program. They are trying to prove to themselves that they can get their GED and here we are rushing out there to get them enrolled into a program that they may not be ready for, allowing them to start only to fail. We overwhelm them. Perhaps we need a more gentle approach with Adult Ed. students.
- By offering core classes on the Southside of town. Even
- By setting aside time to speak with Adult Ed students who are interested in enrolling,. I think we do this now, but maybe we need to take a more personal approach and contact the student rather than wait for them to come to us after an initial visit.
- By working with instructors in the various programs that the college offers to give a few minutes to talk to those pursuing their GED about the opportunities and benefits that WGTC can offer them.
- Career fairs
- Classroom visits
- Come up with something we could offer them that other students don't have
- Communication. The students need to be given the information about the programs they are interested in enrolling. Maybe a "Program fair" once or twice a year. Different programs could set up tables or displays and only the students enrolled in Adult Eduction could visit.

Feed this information to the students with a face to face encounter with a real person who knows and understands the profession they would like to apply for.

- Conduct career interest workshops often so they can explore available options. Conduct more tours of the programs.
- Continue to visit the Adult Education classes and make them aware of the trainings offered. Show some success stories of students who have been through Adult Education and have gone on to receive training and have moved into successful careers. Students like to see the success of other students and it encourages them to know they can do this as well.
- Do class visitations as well as offer an incentive to continue their education with us.
- Easy, Faculty and staff should make sure these students feel welcomed, including better classrooms and perhaps a visit from the president to see the student sin action.
- Encourage them from the very beginning to set a goal to enroll in college...show them all the programs available and financial assistance... have success stories come back and talk to them in class or at least video tape success stories that they can watch and learn from
- Faculty should visit AE students. We should tour them just like middle and high school students and show them the opportunities that are just around the corner for them..
- Find out what the student is interested in taking. Make up a form as to which program they would like to see. Then bring them to the program so they can see the layout and get an idea of what they might be interested in. The instructors can sell their programs and the student can make a good decision on what he wants to do with his life.
- Get Adult Ed more involved with campus activities.
- Gift them with a small scholarship for completing the Adult Ed program to us in a credit program.
- Guide them towards programs that they show interest in and get them enrolled into these programs
- Have a Transition Specialist that is familiar and experienced with both sides of the issue. Someone that knows the Adult Education program and who could enroll them while they were sitting in their office. The more we can do for them with their initial visit, the more likely they are to end up enrolled.
  Have the Adult Ed department give student contact information to the Transition Specialist for every student who has passed at least 3 parts of the GED. If you start recruiting them before they are actually done, the student may feel more a part of the Wiregrass family already. There is also the added benefit of having them completely ready to make the transition from Adult Ed to regular student as soon after GED graduation as possible.
  We can also really promote the dual enrollment opportunities to them as well. If they are already started with us, they will be more likely to stay with us. The easier we make it for them and the more they feel valued as a student, the more likely they will be to stay.
- Have a day where student can come and visit each classroom
- Have a representative visit GED classes and tell what WGTC has to offer once they have obtained their GED.
- Have a spokesperson from Adult Education visit each class room to answer any question the adult students might have.
- Have an orientation session for them to let them know what programs we offer and make sure they know about the financial aid and scholarship opportunities that are available to them.
- Have each program speak with adult education students prior to graduation.
- Have recruitment days for those students. Maybe do it twice a year. Take potentially interested students on a tour like high school students. Make sure to include programs in which these students are interested.
- Have someone knowledgeable in all programs available talk to them.
- Have the recruiter or admissions staff attend GED orienation and let the students know about the pilot program that is offered or about the programs that we offer and the financial aid and scholarships that are available, if they want to continue their education.
- Have them feel that they already belong. Opening some classes for them to take while getting their GED (college success, for ex.)
- Having a recruiter from the college's admission office visit Adult Education classes to talk to students, showing more customer service skill to Adult Ed students, and waivering the admission fee,
- I always encourage my students who complete their GED to enroll into credit programs. I have helped many of them with the process of admissions and financial aide.
- I believe there is currently a pilot program that allows adult education students to enroll in certain credit programs after specific academic criteria is met. Improving the working relationship with Admissions and Adult Education would be a step in the right direction in recruiting adult education students.
- I do not know how we currently recruit students from Adult Ed. Perhaps Career Services should go visit with the Adult Ed classes to let them know what kind of careers are awaiting them.

- I don't know
- I don't know. Better contact between Adult Ed instructors/students and program instructors? Visits to the program?
- I feel that our processes in place make it easy for an adult education student to cross over into a credit program.
- I go across the hall here and speak to them from time to time. I try to encourage them.
- I think Wiregrass needs to promote the dual enrollment and have seminars to invite Adult Education students to see what else they can do. Most Adult Education students see themselves as getting a GED. For some, that is all they want. For others, however, they do want to further their education but sometimes do not know how or what is available to them, especially in these remote satellite locations.
- I think an orientation including a tour of our campus just before a GED graduation would be a great help. Making the graduates aware of our programs with an actual visit to some of the program areas would give a better understanding of what we have to offer.
- I think the students in this program could do some kind of an evaluation that would show the areas of their strengths, and then match them to one of our programs. As a result, those who are uncertain about their future could at least be guided into the direction of those strengths.
- I think we are on the right track with allowing them to start some classes before they finish their GED as well as the financial assistance we offer to them.
- I will continue doing what I am doing.
- I would like to see the number of students who participate in the Pilot program to increase. I would like for there to be better communication between admissions and Adult Ed colleagues, maybe a stronger relationship there to foster better flow of students from one to the other.
- I'm not familiar enough about the existing Adult Education program to comment.
- I'm not familiar with this so I honestly cant say.
- If they have a positive experience in adult ed, then they will be more likely to continue.
- If time permitted, we could speak directly to the students in the GED program. Not enough hours in a day.
- Include them in as many activities and events as our traditional students. Make them feel they are not separate from the college. They are just receiving a specialized education. We want them to feel that earning their GED is just the beginning of planning their future at WGTC.
- Increase the awareness of the programs and increase career scope testing.
- Increase the frequency of instructor visits to Adult Ed classrooms.
- Instruct students the benefits for further education and how it improves our community.
- Instructors need to demonstrate program or have students tour their area.
- Instuctors from credit programs go to GED classes to explain what their programs offer, what the job prospects are.
- Invite them to participate in the recruiting events on campus, so they can visit the programs.

  Maybe allow them to "shadow" a program for a day or two to experience some the practical applications of the program. For example, if a student is interested in the gaming program, allow them to sit in on a class or two to see what's involved in the program.
- Invite these students to come and talk with the instructors. I believe our Adult Ed instructors do a good job of encouraging their students to continue their education by choosing a major and registering for our WG college classes.
- Keeping the students informed and motivated. It can be a struggle sometimes as an adult ed student to stay motivated due to so much going on in their personal life. So ensuring that the students have a clear goal or at least a goal for continuing their education after receiving their GED is important. Without a goal to the student there is no point in even applying themselves.
- Let them be a part of activities or invite them into classrooms.
- Let them know they are on their way to changing their life with knowledge and get the training they need to have a better successful life.
- Let them know we have the program, when passing 2 parts of the GED, you can enter credit classes. Have instructors come from different areas (Cosmetology, Automotive, Nursing, etc.) talk to our students and what there is to offer them. We have invited them and they have always accommodated us. We appreciate that so much.
- Let them tour or even observe some of the programs while in session. It is hard to gain interest in a program that you do not know anything about or are scared of.
- Make students more aware of the different programs

- Make them feel as though they are important to the college. Have admissions and program advisors visit the Adult Education class to discuss programs. Involve financial aid in the process as well. Offer campus tours to the students.
- Make them feel at home a Wiregrass.
- Maybe one day a month, each student gets to sit in on a class just to get a feel of or to see if this program is for them.
- Mentors or tours?
- More aggressive incentive program
- More interaction with them
- N/A (7 Counts)
- No basis for comment
- No opinion
- Not known.
- Offer them a one semester no tuition waiver or scholarship on obtaining the GED. Get them hooked!
- Offer tuition discounts
- Offer tutoring to help GED students feel more at ease with college courses
- Offering the dual enrollment option for those students is a great incentive.
- One idea is to have a Wiregrass program day for those students OR have the students take a tour of the school and then decide which program that they want to know more about and make an appointment with that Program Coordinator.
- Pole the students in Adult Education as to what their ambitions are and forward the lead to that corresponding program director for follow-up.
- Programs can make visits to the adult ed classes... or send materials although a personal visit makes more of an impact. Invite the adult ed classes to visit the program areas on each campus.
- Promote credit programs to adult education students before they complete a GED. Maybe start a mentoring program to talk with adulty education students about the benefits and obstacles for earning a TCC, diploma or degree. Maybe allow students to shadow a faculty or sit in a credit class for a lecture/lab.
- Provide additional programs, specific to local employment needs, that will allow working professionals to gain increases in pay or promotions.
- Provide them with more transition resources to show them the benefits of transitioning to the credit program.
- Provide these students with the assistance needed both academically and financially to continue their education and the advisement support thru the process all the way through to their job placement.
- Require them to do at least one semester of core *AND PASS upon completing GED before they get an official GED diploma.
- Return to waiving the application fee of adult ed students who enroll the semester that begins immediately after they earn their GEDs. This sounds like a small thing, but it is not. Many students come in saying they thought the app fee was free for recent GED grads. This made them feel that we valued their achievements.
- Schedule the deans to visit with the programs.
- Scheduled classroom visits by tentative completers as well as those who are a few weeks into GED studies
- Sometimes you have to share your story or someone else story just continue to encourage them so they want to continue to do better for themselves. We can want it for them all day, but at the end of the day they are going to have to want it.
- Spend more time explaining the different offerings to this group.
- Staff and Faculty both need to be going around and being a presence in Adult Ed. We need to go by and encourage those students as well. That could be a huge potential boost in numbers for our school if we were walking in to those labs and classrooms and just speaking with the students, talking about he programs, encouraging them to finish getting their GED, and moving on in to a Wiregrass program.
- Students can be recruited from Adult Education into credit programs if necessary funding was available.
- Take the Adult Education students on "field trips" to the programs that they may be interested in.

- Take time and talk to them about the programs being offered. Get them excited about their futures and possibilities.
- Talk to them about the classes we offer, talk to them about enrolling, graduating and getting a good
- Talk with the student to see what's next in their future.
- Tell them about the offerings we have when they finish. Let them see the classrooms. Take them an application.
- That is a tough area, i think a lot of times the goal the person has is the HS diploma and not anything any further. Would it help if people from areas of work came and talked to classes once in a while on why training is needed, the doors it can open, etc. What i am saying is not us talking about our programs, but people talking about how they have to have training to do what they do, and how it has bettered their life?
- The Adult Ed students stay because they have bonded with and trust a their instructor. HIRE more full-time Adult Ed instructors to ensure that those instructors will be there every semester for the students. A full-time instructor will have time to help promote Wiregrass enrollment; whereas, a part-timer has other responsibilities to worry about.
- There are several groups of students in Adult Ed. Those who could not finish HS for health reasons, bullying, and etc. There are those who also dropped out because they turned a certain age and knew they could drop out. The first one students are more likely to come to Wiregrass, but the second will not have a desire at that moment to finish because they will not want to.
- To have seminars, flyers, speakers, etc.
- Try to involve them in more activities to make them feel welcome, have days where they may be able to sit in a class being taught dealing with the programs they would like to take.
- Twice per year have someone to visit the individual classrooms in the rural counties. Make sure that the person is energetic and happy. The students need to feel welcome. Bring those off campus students onto the campus. Include them on-campus activities whenever possible. They are usually included in wired-up and construction as an after thought.
- Usually, a person who has just received their GED is still unsure of themselves or what their future is or can be. Maybe admissions personnel and/or some of the instructors could visit the GED classes before they exit the program. Friendly faces help! They may already be doing this.
- We need to make the Adult Education students feel like they are a part of the college by being patient with them when they go to Admissions. Those who enroll in our program put their name in a drawing and give away $25.00 or 50.00 gas vouchers.
- We somehow need to show the students that they can succeed in a program after the completion of the GED. Sometimes these students have low self esteem and need more encouragement that they also could be successful.
- Widen the target demographic marketed to and explain to the widened audience the benefit of credit programs.
- Word of mouth.
- Work with Adult Education to ensure that WGTC programs are promoted.
- aptitude testing, interest inventories and introduction to the adviser/instructors who best meets their needs.
- by offering job placement opportunities
- by set up campus communities day
- have activities for Adult Ed students to learn about the programs we offer
- have someone talk to students and let them know what is offered
- have them take interest tests or have the instructors from different programs speak at AE classes?
- i wish i knew
- n/a (5 Counts)
- none at this time
- participate in school system meetings and ask to be on agenda
- time flexiablity
- visit the Adult Ed classes and continue to invite the students to all college functions
- yes

2.26) As an employee of WGTC, what do you think is one of the most critical areas of need this college should address?

- ways to lower the cost of tution. this is the main concern of the students
- Encouragement for all staff. Motivation, reward, and recognize. These factors would help employees to move forward and do better, makes the employee feel happy, and it makes them feel that their effort is being recognized.
- Morale - it stinks
- Recruitment and retention, We need to increase student enrollment
- Stability. It seems like something is always changing and there are always rumors of someones demise or of someone having the scoop on whats going on. I don't have time nor do I care about this garbage. People need to grow up, act like adults and do their jobs. Pay people in various departments based on performance, not on who they are or aren't. People have no ambition if there is not a carrot dangling in front of them. If they are there for compensation, which at the end of the day we all are to an extent. If we are not as worried about how we are going to pay our bills then we have more time to focus on students. One at a time.
- Unsure
- customer service. When people receive good customer service, they return.
- 1. Enrollment and Retention
  2. Student activities or organizations (create an environment where students want to be)
- 1. Student retention and graduation
- A more thorough library.
- A pay raise for the employees.
- Academic counseling for students on Academic probation. Limiting the number of online courses first-time students (particularly those in high school) can take.
- Address the lack of pay increases.
- Adjunct Pay! It's almost impossible to keep good part-time faculty!
- Admissions process and customer service on the front end of the student experience at WGTC. Students are often very frustrated, misinformed and confused by the time they see a program advisor.
- Advisement and sending students to instructor when that are not ready to be advised.
- Advising, Costumer service, and Technology needs for students.
- Advising. There are too many calls/complaints from students who say they have tried to call someone to get advised but haven't reached anyone. They get frustrated before they ever enroll.
- Again: Retaining policies that nurture positive student achievement. For example: restricting online enrollment for students who continue to fail online courses; adhering to Academic Standing to ensure that students do not take multiple (failed) courses in a program. Students who take courses and pass, continue to stay enrolled and will eventually graduate.
- Budget, to keep good employees with this college.
- Cohesiveness among employees across all campuses
- Communication (2 Counts)
- Communication among its peers.
- Communication and Morale
- Communication and employee morale.
- Communication and teamwork building. Lack of programs on campuses.
- Communication from the top down and the bottom up. We do not know what each other is doing and this looks bad for all of us, moral and feeds those that have time to gossip (glad I do not have time!)
- Communication.
- Communication; sharing in decision making; allowing academic freedom for instructors; making employees feel a part of the college and

that what they are doing and have to offer are important to the success of the College. Strength from within the faculty and staff will set the atmosphere for a positive learning environment for students. There has to be some warmth and ability to care for students and make sure they are getting what they need. The same is true for employees. Employees need to valued and important to the success of the College.

- Compensation! With increases in health care, taxes, uniforms cost and other cost of living 90% of the school employees are living at a lower income level than 5 yrs ago. I think this is why so many have jumped ship and many others are looking for places to move or seem to be figuring out how soon they can retire.
- Customer Service
- Customer service.
- Customers service internally with employees and externally with the public.
- Deans. Supervisors. When the administration was shifted, no one really considered how it would affect everyone. No one really understood how everyone was going to be affected, and quite frankly, I haven't gotten asked anything about how it has been. However, when your dean tells you, "If I hear gossip, I'm writing you up", there is a problem. I dread, dread coming to work everyday where I know that I have a target on my back.
- Developing more proficient mid-level managers. Mid-level managers may know a great deal about the workings of the TCGS, but are not SMEs on what they are managing. That is a huge waste of resources.
- Distant unresponsive leadership.
- Diversity in leadership
- Diversity is a need in all areas, especially faculty and administration. Also, this school should be hiring highly degreed personnel as much possible.
- EQUAL SALARY
  MORE OPPORTUNITIES FOR ADVANCEMENT
- Employee morale (2 Counts)
- Employee morale! No one has had a raise in years. Departments are bombarded with extra work with less employees. Positions seemingly keep being created without communication of how and why and where the money is coming from. Employees feel that they are not wanted, needed, or appreciated for the work they do. They are kept in the dark about issues that affect them. Everyone is scared to voice their opinion or give feedback because they get shot down or reprimanded.
- Employee morale. It is much better in some areas, and not good in others at all.
- Employee morale; as a staff, we should be building each other up professionally, and not negatively affecting morale with rumor, gossip, or negative discussions. A happy staff is a productive staff.
- Employee raises. I am new as a coordinator for my program. I am extremely happy with my pay, but I have heard pretty bad stories from long time employees who haven't received raises. Happy content employees with continue to make the college great.
- Employee recognition and raises. I have been employeed almost 9 years. I have not received a raise during this time. However, I have had 3 title changes with additional job duties assigned. I understand others have this similar situation and unfortunately we have lost some very valuable employees because of this.
- Employee salary increases for deserving employees.
- Employees feeling like they're not appreciated, no evaluations, no increases in pay.
- Enrollment (2 Counts)
- Enrollment and Retention
- Enrollment and Retention/Completion
- Faculty pay. Intrinsic motivation can only go so far. I feel like I am the only person who has noticed that we have lost more faculty in the last couple of years than in the first 15 years I worked here combined.
- Financial aid for the students
- Financial assistance to students
- Following through on students accepted but not enrolled.
- Funding to keep us current with todays industry leaders.
- Future prospective students

- Given the growth rate of Gen. Ed. we need to consider expanding our E-library.
- Growing our core programs to attract students who wish to transfer to four year colleges. Our biggest competition for this seems to be GMC. Students like the quarter system and the cost.
- HR - Exactly what are their duties. Career Services - Low key and should be helpful to students. The Valdosta campus is suffering because the doors are always closed even when she is here because of the many breaks she takes throughout the day. Admissions it needs to be a pleasant atmosphere not an interference to others. Attitudes and to much gossiping on Valdosta campus. Student activities lady is rude to our students and she talks to them as though they are her own kids. We are all humans. If she is better than they are she needs to work in a different area that does not include working with our potential students. Let us also address how we talk to and treat on another. If you treat people bad they will only start coming to work for a check instead of the reason they came to work in the beginning. Treat others how you want to be treated. If we lose focus I am afraid that GA Military will need a bigger school to accommodate our students.
- I almost cant answer this question. I do not see need other than increase in moral. I think we need to squash the talk around here of schools closing and jobs being lost. We need to have Dr. Anderson constantly boosting the morals of the people in administration and below. We also need administration to encourage and give people pats on the back for their good work. I know it's cliche for a boss to say good job every time you do something good, but i feel like encouragement starts at the top and trickles down. Again, you never know what someone is going through, and a kind word can make a world of difference. I am not saying that Dr. Anderson and the administration do not encourage because they do, but I believe that there needs to be more pep talks from the President in general. She needs to be more of a presence on all campuses because she seems like more of a stranger to a lot of people.
- I don't know.
- I teach repetition builds skills so repetition is the name of the game in our area!! So once again two repetitive things. Number one - An advisement center with correct personnel. Number Two - I believe the greatest morale builder is going to be in monetary compensation. To repeat, we have not had a raise in many years and the cost of living is steadily increasing. There has to be compensation.
- I think the college should address the fact that many student wants to attend classes, but are not able to due to a lack of transportation.
- I think the idea of having so many part time staff is something that should be addressed. I don't know what the attrition rate is, but I do feel when staff are only looked upon as a "warm body" and not an integral part of the college that they tend to become more disgruntled with the working condition.
- I think the one thing that we should work on the most are communication skills.
- I think the thing that school most needs to address is communication. I see this issue most frequently when there are changes. It seems that people are in the habit of not getting input from the people that would be affected by something before making a decision. This results in certain groups who would be affected being notified at the last minute. Furthermore, if all people affected had been involved, a different and better solution might have been reached. I don't think this is just one person or department that is at fault, but a thought pattern that is spreading across the school.
- I'm sorry to say, but better and more balanced pay for instructors. This includes full time and part time. The adjunct pay does not work for all programs. Adjuncts spend upwards 28 hours a week instructing in our program and have to spend an even greater amount of personal time preparing for class and the current pay formula doesn't always work out in favor of and for a license professional.
- Improve the overall climate of the college and job satisfaction- Almost everything else is a reflection back to these areas.
- Increased numbers of students coming to our campus.
- Instructor morale.
  This is a repeated answer. I know the prominent attitude has been, "If they don't want to work here, they don't have to." However, the constant turn over of instructors adversely affects student retention. We are told that we are what makes this college successful, yet on every turn we are given more work, asked to do more, and always required to give more of ourselves. As a result, our pay gets cut (overloads are cut out, mileage reimbursements are limited, etc.). Recently the class load of the full time instructor was increased. So, we were told, "You guys are the greatest instructors of any college, so we are going to reward you. You now get to teach more classes than you ever have before. In other words, I am taking the possibility of you ever getting an overload class to teach. I used to take overloads to pay my bills. I averaged $500 a month on overload income. That was stripped from me, effectively giving me a $6000 a year pay cut! That is not much for an administrator's salary. If I made as much as you, I wouldn't even blink. But on a lowly instructor's salary, it caused me to have to make some major financial decisions that affected my family! I am still not sure I am going to be able to survive the cuts. Then, when you go to "Open GA" and compare your salary to instructors from your area in other technical colleges, morale drops lower. When I see my counterparts making from $5000 - $25,000 more than me at other colleges, it makes me wonder why I keep doing this. Administration is worried about student retention, and rightly so. However, you cannot keep going to the well. It is going to dry up soon, and if you keep losing GREAT instructors, you are going to find yourself stuck with mediocre or worse teachers in your classrooms. Word will get out, and enrollment will continue to drop. You have to stop the continual turn-over of your teachers!
- Instructor treatment is definitely the most critical area. Another area is the rigid lines between departments. Another area is the lack of motivation and involvement from the top leaders of the college. Morale is the lowest I have ever seen at all levels.
- Internal communication and improving unity. We rarely have faculty meetings. I know our mission is to train our students, but in order to do that to the best of our ability, we must improve the culture of the school.
- Internal communication.
- Investing in quality faculty instead of meeting minimum credentials. Investing in retaining quality faculty instead of spreading the

opportunities among adjuncts.

- It seems that numbers are important. If we don't have students, we employees don't have jobs... Nor does the community have a trained workforce. Recruitment!
- Keeping our enrollment numbers up. I feel this is everyone's job and deserves attention each semester.
- Keeping the instructors happily employed. WGTC has too many adjuncts on its satellite campuses and not enough full-time instructors. Students cannot find their instructor when needed because he or she is not available. Non-degree programs are being taught by bachelor degrees and do not need a masters degree to teach them; so hire the bachelors degrees to teach full-time.
- Lack of positive communication, morale
- Let's work together to find a way to gain a financial increase in wages. Begin a campaign of only speaking the positives about each other and our college. We cannot expect to be paid more if we all don't do our part of attracting students to our campuses.
- Loss of good people in the faculty caused by poor compensation.
- MORALE
- Maintaining a higher academic standard. Continued recruitment of quality instructor staff and competitive compensatory pay to retain the good instructors we already have.
- Meaningful raises to help off set the ever rise in healthcare benefits...we are getting killed...everyone is constantly asking for money and while a lot of us have the desire, most of us do not have a six figure income like higher leadership...attitudes are not good out there...being constantly asked to do more for less...people are tired in my opinion.
- Moral (2 Counts)
- Morale
- Morale of the faculty and staff.
- Morale. Whether morale is high or low, It impacts both employees and students.
- More equipment. Seem to be road blocks to hire more adjuncts.
- Motivation and excitement within the employee environment.
- N/A (5 Counts)
- NA
- New technology
- Nothing
- Nothing new...Recruitment and Retention. I understand the college is working hard in this area.
- Number One-Student Advising Center
  Number Two- Annual raises
- Offer more credit classes. (Different programs)
- Organization
- Our entire staff needs a cost of living rise. Note I said cost of living rise. We have staff who have not had a cost of living raise in 8 years. This means that our staff are making less than they were 8 years ago after you adjust for inflation. That is no way to run a business. It sends a signal that your employees are not valued even though we know that we are valued.
- Our hiring process. Take for instance this new Advising Center. You are building this up and creating a position to slide someone into that position. That person would be good for that position but there is someone better. Everyone should have an opportunity to apply especially if it means more money. You seem to do that whenever you want. You don't seem to care how it is perceived by others who are working here.
- Our lack of leadership...if you want the very best out of your employees then make sure they are ALL being treated equally and that the heads of ALL departments are spending equal time with ALL of their employees regardless of the fact that they may have to travel to see them. It is important that ALL employees feel that they are needed to make this college run at it's very best...so many employees are bitter and angry and just waiting to get their time in so they can get out...how do you think that is affecting our enrollment, customer service, and graduate numbers?
- Poor Customer Service

- Preparing students for future employability
- Recruitment and advisement of students.
- Recruitment and how better to serve (retention) the students that we have
- Recruitment and retention of students.
- Recruitment and transportation problems for students
- Retention and enrollment.
- Retention of our best employees. Lack of pay raises along with an ever increasing workload in some areas is driving staff and faculty away. Focus should be put on better pay for those that work closely with students, not just the managers.
- Retention of students, although I really don't know why students are not staying until they graduate. Also employee morale, because many employees do not believe they have anyone they can go to about problems without some sort of repercussions from the discussion.
- Retention of students; students tend to drop after Pell refunds are given out and don't ever complete their program of study
- Retention. We get a lot of people in our doors, but keeping them here seems to be a struggle. We need to find was to better retain our MOWR students after graduation, Adult Ed students after graduation, and regular students up through graduation. There has to be a way to maintain the high degree of our academic integrity and at the same time to remember each one of these students is the reason we get paid. Without them, we don't. It's that simple. Unfortunately, transitioning that idea into a successful working plan seems to be anything but simple. People tend to stay where their needs are met. We need to be able to assess the student needs and be as helpful as possible in their meeting those needs whatever they are. I think if the all of the staff educated themselves about all of the different opportunities that are available, we would be better able to direct the students to the most effective department or person to meet their need. That might help them not get so frustrated by being passed down an endless chain of people who don't know.
- Salary
- Security (2 Counts)
- Solidarity
- Some of the buildings are older and need to be renovated. I really think changing the image of some of the building on all campuses will do a lot to increase the exposure of WGTC.
- Some serious issues with faculty morale in certain areas.
- Sometimes supplies are hard to come by.
- Stronger technology
- Structure.
- Student Enrollment.
- Student retention and cores offered on the campuses.
- Students claim that they can never reach anyone by phone in admissions, registrars office or financial aid.When they do come to campus they get the run around and and incorrect advice .
- Students only care about their personal needs. They want more programs that will allow them to move to bigger cities and get jobs. They don't care about getting training and working in our community because there are no chances for advancements. WGTC is between a rock and hard place because we're not answering the student's main question: why don't you offer more stuff?
- Students who can't pay for college or receive assistance withdraw. Maybe the college can focus on donating or finding more funds or applying for grants that will benefit the students if possible.
- Teamwork and Communication.
- Technical advances
- The college needs to stay financially stable and make sure that the money that is spent is always spent wisely.
- The cost of living keeps going up but salaries never do. And in some cases its like there are a few that make a lot more than others and you really don't see them doing anything.
- The expectaions for Adult Ed. instructors are high but I don't feel that we are being given tools to meet these expectations. I work in a mobile unit that is unsafe. I donot have access to modern technology/equipment that would be of great asset to myself and my students.
- The most critical area I believe this college should address is the amount of money it spends on administration. There are WAY too many

people at the top. It seems like no matter how bad they do your job nothing is done to them. If someone isn't doing their job or is poorly at it then the WGTC standard procedure is to just move them around. I think Dr. Anderson should start firing the people who are not performing their job duties instead of just moving them around.

- The most critical need should be focused on faculty! There are TOO many employees at the top! We can not pay faculty what they deserve to be paid because we have to have a dean for this and a dean for that. Come on enough is enough get rid of the slackers and pay your faculty!!
- The process for a student to get accepted and registered at the college. There is an issue with transcripts for transfer credit and having the transfer credit entered in a timely manner.
- The salaries, as well, the experiences of an employee have been employed with their department.
- The schools imagine. Unfortunately I have heard the comment many times that Wiregrass is not a school I would attend, the school is not serious about education and they let any thing go, the degree you earn from Wiregrass is not worth much.
- Treat all employees with respect. I think someone needs to address the issues we have in our facilities department, some of the guys are treated bad while others are not. They are all adults they know what their duties are. They do a great job let them know they do!!!!!!
- Treating the everyday working members of the organization with value
- Trim the fat and I mean start with administration first!
- Unity. It is vitally important for the college to come back to a state of one body, one college, one mission. A house divided cannot stand.
- Very important is the climate/atmosphere! This has improved since our last survey. At one time, we here on the BHI campus, felt like we were not important to the college and had little, if any, input. I wish we could have more get togethers - either on each campus or all together.
- We are losing too many good instructors because of pay
- We bend over backwards for high school students. They are ONLY 20% of our student population. We SHOULD NOT make decisions for all our students based on 20% of the population. High school students should be held accountable to 'normal' policy and procedure of WGTC. Watering down classes and accepting cheating is not allowed on any WGTC campus and should not be allowed on the high school campuses as well.
- We have lost ALOT of good instructors for More money. Pay the instructor what they a worth.
  We must develope some type of incentive plan and reward instructors that deserve it!
  We currently have NOTHING to work for as a Goal or incentive.
  Yearly Evaluation equals nothing
  Doing a great job equals nothing
  Doing a crappie job equals shifted around or promoted to another position.
  Hold people accountable for their job.
- We have lost and are loosing a lot of good instructors. It will take a lot of time to rebuild some departments. some may never recover, again the front line for the schools success is the instructor. When you finally get rid of the good personnel your gonna be hard pressed to replace them with anyone that is fit to teach.
- We need to work on customer service. Making people feel welcome when they enter the campus.

  Adult education need to hire additional instructors for the evening classes on the main campus. We need two dedicated instructors who are willing to work 3-4 evenings per week. Attendance and level completions will improve greatly. Full time instructors are already stretched teaching days, afternoons and evenings. We need instructors dedicated to evenings with and a paraprofessional to complete paper work and one full-time instructor to mentor.
- access during the weekend
- adjunct pay
- advising
- don't know
- employee moral
- employee moral and public perception of technical college vs. college
- enrollment, better quality of students,
- getting personal that know how to lead

- n/a
- need to organize an advising/career/financial aid center for students and hire experts to deal with all those important issues to assist students. Allow instructors to teach.
- pay raises. We haven't received any in several years. Due to benefits and retirement fees going up each year and no raises, we are making less now than when we were 5 years ago. I think we are losing good people for this very reason.
- recruitment
- recruitment of students
- retention and graduation
- saying one thing but meaning another(lack of communication)
- that the nite class use of everthing that school have like the day time class do

2.27) What more can WGTC do to help you feel more secure on your campus?

- the opened areas need a protective sheild,. If not already, a sercurity officer needs to be stationed or make frequent visits.
- Have more visibility of security in hallways and parking lot. I never see security anywhere unless they are called.
- I feel safe, as safe as anyone can be anywhere. More security people might help, especially at night. Security guards at the entries might help, We have security people and good lighting in the parking lots. Doors of unused rooms are generally locked. I assume we are doing whatever our funds allows.
- I feel secure
- I feel secure at my campus
- With the security that we have on our campus and knowing we have the ways to reach them, I feel secure, plus we had the preparation for the active shooter drills, that was really helpful.
- 99% of the time I feel safe.
- Actually pass an active shooter preparation test that doesn't result in faculty not being notified and being left in classes until someone walks around with a bullhorn to say the drill is over.
- Add another officer on the Valdosta Campus beside Ms. Hill. You think its a game when it comes to our safety. Its not because people are crazy and you never know their mind frame. Look at the news. I am just saying.
- Adequate security personnel and better methods of communicating types of emergencies to employees and students.
- Allow concealed carry for qualified, trained personnel who are willing to register with campus law enforcement. Also with as many ex-military personnel as we have on payroll we should be able to develop and train a school response force. The idea of having only one armed person on campus is not very comforting.
- Allow me to disengage from aggressive customers (phone or in-person). Every week students come at me, and immediately begin to yell. I feel either unsafe behind my desk or that I would be reprimanded for not allowing the student to continue yelling at me.
- Allow students to carry handguns. The Oregon shooting may not have happened if we were allowed to carry.
- Allow those that have the training and experience to carry handguns to do so. We have several qualified professionals to include a new Criminal Justice Instructor here at Coffee that would be likely candidates. I know we have a Police Department because the posters are hanging everywhere. I have never seen an officer here with the exception of the security that comes in the afternoons. Who is here during the day???? NO ONE. You cannot truly expect the local Police Department to be able to respond that quickly. Having someone here during the day would be great.
- Always have qualified security person on duty. Install silent alarms or a security call button in the classrooms, especially where evening classes are being taught.
- An increased campus police presence.
- As I said before, I work off site, and I love it. I usually need to travel to Wiregrass once a week to turn in paperwork and work on the computer. I would love to be able to complete most of this work at my Echols site.
- Being positive with us; encouraging us; letting us know some good things we do for the college; helping us feel appreciated!
- Better campus security. I never know if he is here or not. Require students to wear their name badge.

- Better lighting and signage. More drills to help us prepare for emergencies. Enforce the basic laws that we have for example parking, smoking, and rowdy behavior in halls. If even the basic laws are not being upheld, it does not give us confidence that we will be protected when a major rule (like no guns) is broken. It also promotes a feeling of lawlessness and that nobody is watching within the student body which in turn will increase the likelihood of a major event happening on a campus.
- Better night security.
- Campus security more visible around campus
- Campus security should do more patrolling.
- Continue to provide campus security!
- Do you mean like campus security? Maybe we should get one, that's not part-time!
- Employee recognition.....
- Ensure our security staff is adequately staffed to monitor campus activities. Our security staff was severely cut several years ago. We need security to be more visible on campus.
- Feel Secure already. Security should try and visit (10 seconds only)as many classes as possible during the semester.
- Find a way to insure that the GED students get announcements of security breech. Visible security in the evenings.
- Give me a raise. It is like beating a dead horse. We've gone beyond deserving a raise. We need it. You don't present opportunities to get one either.
- Give us security in the day time.
- Given the rash of shootings at educational institutions a more robust police force would be welcome. I do not know how many officers are on duty at any one time. Its not that large of a place maybe one at each end of campus. The Security office is centrally located which is nice.
- Great so far!
- Have a greater presence of security patrolling the campus both indoors and out.
- Have campus police or security here during the entire time people are on campus. Have a method of who is coming and going. Get strict on parking do this all day everyday
- Have more active law enforcement on our campus. The only time I see any of the campus police is in the afternoon when I am leaving. Occasionally I see the evening guy walking toward the security office.
- Have security actually walk around. We never see them .
- Have security available to meet our needs. When you need them they cannot be found. I don't see our current officers patrolling the premises. I think they should be seen.
- Have security make rounds throughout the day and check in with each department daily.
- Have security visible around campus
- Have someone in the security office that answers the phone.
- Having a security team watching over the parking lots for night time students/faculty
- Having our securrity team be more visible. I personally have not seen a single security person in many weeks. I would like to see them out and about on our campus.
- Having visible security and security cameras in all entrance areas
- Hire security for every building for day and night shift.
- I already feel secure
- I am a police officer by trade. I would not mind being armed. I think that if I were here it would also save you some money in security.
- I don't work on campus.
- I feel as safe as one can given the open environment and college setting.
- I feel as secure as I can be. The college has a police officer on duty at all times, we are required to keep our doors locked after our students have made it to class and plans are in place if something was to happen.

- I feel our campuses are very well maintained and we are kept well informed of campus facilities and security policies and events.
- I feel pretty secure on campus.
- I feel pretty secure.
- I feel pretty secure. No issues there.
- I feel safe.
- I feel secure (2 Counts)
- I feel secure enough
- I feel secure on campus.
- I feel secure on my campus. We need cameras in certain locations.
- I feel secure on the campuses during the day. There are some slight concerns on the campuses in the evenings.
- I feel secure. (5 Counts)
- I feel secure.
- I feel very safe at the school.
- I feel very safe here. I know who and how to contact for help if needed. However, when classes end late at night and there are only one or two in a building, it can be unsafe for the instructor to leave by themselves... usually the students are gone by time the instructor gets things together and technology turned off and out the door. Let the evening instructors know each term who else may be on campus if they need someone's assistance.
- I feel very safe. The security guys are doing a great job.
- I feel very secure.
- I feel we are doing what the budget will allow.
- I have no problem feeling secure at the school. Maybe this is a false sense in todays world??
- I think Intercoms and small windows on the classroom doors would be a wonderful idea.
- I think having a police presence on campus is good. I feel secure when I am at work.
- I think it is impossible to be totally secure on a public campus...appreciate what security does try to do...drills are important and reminders by email.
- I think we have great security on this campus.
- I would like to be moved from a nonsecure mobile unit into a classroom inside of a building.
- I would like to know that the text alert I signed up for is working 100%. I like when our security officers are visible on campus. I would like to see increased security, given the headlines lately.
- I would love to be inside of a building as opposed to a mobile unit.
- I'm good.
- I'm not sure what else can be done. It is impossible to avoid every possible issue that might arise, but we do offer training in the best way that we can. If I had to make a suggestion it would be to give staff with the proper training and experience a stipend to be back up security officers who would perform those duties ONLY in case of emergencies and allow them to carry the necessary tools of the trade in case of an emergency. If we did do this, the head of the campus police should be allowed to veto any staff member he doesn't feel should be in such a position regardless of that individual's prior qualifications. Short of allowing more trained and experienced staff to perform in such a capacity, there isn't much else we can do other than the initiatives we have in place or are putting into place.
- I'm not sure which secure you're referring to. If you're referring to secure in my job, then I believe that killing the negative vibes that staff give about layoffs and schools closing would probably do the trick. I am confident in my job until people start throwing out the furlow word and school clusure. If you're referring to physical safety and security, then I would say let staff carry weapons to work, or atleast have one armed staff or faculty in each building. I believe some self defense classes for staff and faculty would not be a bad idea either. Some sort of protection will eventually need to be discussed, especially with all the recent active shooters in the US.
- I've always felt secure.
- Improve our sense of physical safety. There should be AT LEAST one public safety officer present on each campus at all times. With

everything that is happening on college campuses, we cannot afford to be without security officers. Many employees do not feel safe at all. Another type of security we need is to not feel that our jobs are constantly in jeopardy, even though we are doing our best. Employees who feel secure in their jobs --and feel that administrators trust them to do their jobs correctly-- will be encouraged and will give even more to their employers and their customers.

- Improve the system for notifying everyone of active shooters, weather conditions, etc. Honestly, the old fashioned intercom system seems to be the most effective option.
- Increase communications
- Install key card door locks where only staff and students with ID's could unlock and enter doors.
- Install more cameras.
- Install panic buttons
- Install portable phones for classroom, windows and secured doors (locks) for every area. More visual security on campus. Emergency buttons in classroom to respond to SECURITY for help. More AED units on every wing.
- It bothers me that we don't have an intercom system in some buildings, and the alerts by phone don't seem to work when we have drills. Even emails aren't necessarily a good tool. Sometimes I am so engrossed in what I'm doing I don't look at emails for long periods of time. I don't know what the answer is.
- It has been a long time concern of mine that the public has open access to the front door of Cosmetology until 10:00 at night. We need to have an intercom at the front door and a buzzer on the front door of Cosmetology for the receptionist to be able to buzz and open the door and let only the necessary people and Cosmetology students and people with hair appointments only, come in and through .I have always thought it was unsafe to have people just walking in and out the front door freely at night until 10:00 right next to the road and the interstate. I think this could be done at a very minimal cost and would prevent problems.
- Let us carry a gun on campus (the people with a legal carry permit) one security person cannot keep this college secure especially at night .
- Listen to the news. College professors are being shot. Dope heads are walking into classrooms with guns, shooting students, and shooting instructors all over this nation. All of this is happening, and I am not allowed to have a way to protect myself. It would make me feel more secure if I could carry in the classroom. GASP! I know that will not happen, and colleges will continue to have shooters, so I try not to think about it.
  Not all campuses have security all day. In the Northern Region they are only on campus in the evening. Do the research: Not ONE of the college shootings have occurred at night. They have all been during the day. We have no protection, and cannot protect ourselves or our students. This is South Georgia. I dare say that 90% of your workforce can shoot as well as most of the local police.
- MORE VISIBLE SECURITY OFFICERS WHO WALK AROUND AND ACTUALLY CHECK THE CAMPUS INSTEAD OF IN THEIR OFFICE WAITING ON SOMEONE TO CALL FOR HELP AND THEN YOU HAVE TO WAIT FOR THEM TO COME. WE NEED TO BE MORE PROACTIVE WITH SECURITY MEASURES
- Maintenance makes regular appearances, checking doors when they should be locked; I haven't seen security here, but I know they exist - I got the poster :-)
- Make sure that the security department is visible and easy to reach in case of an emergency.
- More Lighting on Campus, and more Security People.
- More of a presences of our security team on campus.
- More presence of security.
- More security offers
- N/A (4 Counts)
- N/A
- NA
- Nothing (2 Counts)
- Nothing at this time. I love teaching. I feel secure at the high school.
- Nothing. Desi does a great job.
- Officers should be more visible on campus. We never see them out and around campus.
- Overall, I feel secure on our campus. There are times thought when I have not felt secure. Around final exam time or the days after would be a good time to have security out and about.

- Provide curtains for all of my windows
- Provide training to all staff and faculty to better learn to recognize and handle staff and students that are a possible danger to themselves or others on campus. Provide assistance to students and staff that may need help dealing with a problem before it becomes a dangerous problem.
- Security guard
- Security needs to be more visible during the day. There are areas that need more attention
- Security officer during the day. Training sessions.
- Seeing uniformed security personnel walking the campus on a routine basis. Security seems invisible and severely lacking.
- Show concern about your employees.
- Students are parking in the faculty/staff parking areas. Some of those students or their designated drivers sit in the vehicles when not in class.
- Talk to me in person. Ask my opinion in person. I think many employees would actually be more honest about these questions and give better feedback in a personal setting where they felt that their opinions were valued than through an anonymous survey online.
- Tell me how to make improvments in my job
- There has been really no previous threats but the campus is wide open to attack outside and inside. Students should be made to wear their ID's at all times around their necks. If caught not wearing all faculty should have the right to detain, question, frisk, or remove person from premises.
- There is nothing that can be done to my knowledge.
- They do a great job! But we all have to help with this by being aware of our surroundings and any suspicious activity we may see.
- To be honest with you I have never seen security. So maybe they should patrol more.
- Turn back on the emergency phones, add cameras, add more security and lighting.
- Visible security patrolling the campus.
- We currently only have a security guard in the late afternoon...in the morning time if something was to happen on campus I am not sure how it would be handled and while I hope nothing ever happens, I do worry about it.
- We have open labs and classrooms all over campus, it would be an impossible task to protect everyone should a shooter decide to take action. More security personnel might only be able to help after the fact, but their presence might be enough to deter someone. Just the sight of a county or state trooper cursing around campus in the morning or at odd times might curb bad activity.
- We need a raise. Everything is going up but our salaries. IT'S Time.
- We never see security. I don't believe they ever leave the upper crust area. They certainly are not walking the campus and interacting with students, faculty or staff. They rely on everyone to be observate and help keep them informed but we never see or hear from them to keep them informed.
- We only have security late in the afternoon, which leaves the campus open to anything during the earlier hours of the day. The campus is to open, maybe we need to be able to buzz guest, use id's to enter all other doors. Keep them locked but able to exit out of them.
- We've placed measure in place to ensure our safety that we didn't have before and that has helped tremendously, security, training etc.. With the way things are in todays world, I don't feel we will ever feel completely safe.
- What type of secure? Safety secure - I feel secure.
  I do know that our Security officers should have been 100% involved with camera placement and security plans. I hope that will be the case with all future buildings/updates. Coffee campus??
- Wiregrass needs (emphasis on needs) to employ more security guards. With all the incidents going on around the country involving active shooters, it's only a matter of time before it happens here. Having an adequate number of trained security staff would greatly reduce the possibility of an active shooter doing much damage. I believe the training on this subject has been invaluable and I'm happy that we've started doing periodic trainings.
- communicate
- don't know
- increase cameras, in better areas.
- let us know we Matter

- maybe more security officers walking around and making their presence known.
- more active shooter drills
- more visible security.
- n/a
- night time. It need to be where the clients need to be buzzed in
- not sure
- nothing (2 Counts)
- open eyes..a wear
- salary
- security
- somewhat secure
- understanding the prediction will happen in life
- we need fulltime officer at all times

3. PLEASE EVALUATE THIS SURVEY

3.5) Comments about this survey:

- The survey is good. It would probably be more effective if it were shortened. Some questions do require a lot of thought.
- This survey was very thorough!
- Too long and no way to save and go back to it
- well needed
- Easy on the eyes. Easy to read. Not sure if I could submit and leave any questions blank. It was not in the instructions, so I just put "no comment."
- Even though it asks for suggestions, I wonder if WGTC will really address the issues I've brought up.
- Gave me a lot to think about.
- Good
- Good survey
- Great questions.
- Great questions. I hope I was able to answer them correctly.
- Half of the questions felt more directed at a self evaluation as compared to a college survey.
- I definitely see how this can help improve our college.
- I do not in the least like this open-ended format. It is un-quantifiable. Furthermore, the questions are vague, which results in the survey being rather time consuming. I feel like this format was chosen to avoid getting certain kinds of responses.

  If someone wanted to get general feedback and ideas, a better way to do it would be to meet with the different departments in a more intimate setting (as opposed to the whole school gathered together in a community-forum style meeting), so that the people in the departments could voice to administrators what their opinions are and discuss the issues they're facing.
- I enjoyed the survey and look forward to seeing the results when they are finalized.
- I found that it was a little long.
- I honestly hope this HELPS!
- I hope answers are taken into serious consideration.

- I hope positive changes come from this survey. This is a great place to work, but a few simple changes would make things much better for the faculty, staff, and students.
- I hope this will help.
- I just hope that the time we are all taking to complete this survey is not in vain. I pray that our comments and suggestions will be taken into consideration
- I know that these surveys are compiled. I just hope that they are reviewed with an open mind and due diligence. I know for one that I take what I have submitted very seriously otherwise I would not have taken the time. These are some very prudent issues, especially when it comes to my safety and the safety of my students.
- I think a mixture of open-ended and multiple choice questions would be better.
- I think the survey should have a SAVE button. We have students to take care of and cant always finish the survey in one setting. Making it difficult to answer as thoroughly as I would like.
- I think the survey was more for faculty.
- I think this survey is tooooo long and tooo time consuming!!!!
- I wish there was a way I could stop and save in order to think about, and return with more answers.
- I would have preferred less typing.
- I would like to think these comments were taken to heart. I understand that sometimes the hands of administration are tied. However, it feels as if the faculty is continually dumped on with more and more work. Unreasonable expectations. The faculty feels as though we are very very replaceable. I feel that it will be a while until the faculty feels happy and valued again.
- I wrote N/A on some portions of the survey because:
  1. I needed more time to analyze my feelings on the matter but need to complete my work (LOL!, I could talk all day)
  2. I am not well versed on the subject matter
  3. Everything is okay in my opinion and did not need to be further explained.
- I'm not sure how this survey is confidential, since my input is focused on areas I am involved with. In order to provide the most potentially useful feedback I could, I gave as specific examples as I could which would make it very easy to identify me should someone choose to. In order to avoid this, I would have to give vague and therefore less useful feedback. That, of course, is assuming that my feedback is useful. I don't know what could be done about it, but that would be my one comment about this survey.
- It seemed a little long at first, but it was okay, if the information is used to make improvements. Also, I think giving people the opportunity to opt out on some questions was a great idea. Thank you for the opportunity to complete the survey.
- It would be easier to answer this survey, if you could answer and safe then be able to come back to the survey if you needed too. Not everyone can sit down and answer all the questions at once.
- It's a little lengthy, but I understand why. Three main areas I'd like to see addressed that I can put in one place: Internal customer service, morale building, and relevant teaching tools (Marsha is doing a great job at starting this!).
- Last time we could not see the comments posted. Just a general "X replied yes." I like to read other people's new ideas.
- Long survey
- Maybe offer each as a question for ranking (like 3.1-3.4) with a space for comments below each one. I don't mind the open-ended questions, but some are frustrated or intimidated by that format. Just a suggestion...
- N/A (5 Counts)
- N/A
- NONE
- Name should be optional
- Need to add a save and exit button, so that you can work on throughout the day.
- No comments at this time.
- None (6 Counts)
- None at this time.
- Not everyone is a writer. This should have some closed question. Also this does not cover any other depts. Bookstore, UpperCrust, Library, Maintenance, Registrar's Office, Financial Aid etc... Maybe those depts. need some feedback also.

- Open ended questions lead to venting. You want more insightful answers but you would be better off asking specific questions. It gives folks less opportunity to vent. At this point we will take any opportunity to say what is on our mind.
- Same questions as always. Answers are still the same. If the survey is taken as seriously as last year's, next year at this time we will do the same survey with the same answers.
- Seems to be designed just for instructors. Staff also have issues that could be addressed.
- Some of the questions are not designed to get an accurate response from employees. It's hard to try to find the right place to voice concerns.
- Takes too long to type out answers to open ended questions such as these. Most people are not going to take the time to answer a survey this long or complex. Also, I believe that any survey conducted should be measurable. How can open ended responses such as these be measured?
- Thank you for consideration on the comments and for allowing me the opportunity to give feedback.
- Thank you.
- Thanks for letting us have an input.
- The reason that it took me so long to complete this survey is that there were too many open-ended questions. I like to be able to think about questions. For me, it would have been much better to split the questions into sections to be completed at different times. Less is more.
- The survey is too long and time consuming!!!!
- This is the second survey. Look at who is no longer at the the college and who is ready to leave. The results of this survey will be the same as last year so address the problems instead of ignoring them. We have had a lot of employees leave their jobs and a lot of employees that are not happy working at Wiregrass.
- This one seemed about the same as the one last year some of the questions seemed very repetitive .
- This survey is a damp squib. Nothing provided as feedback from this survey should come as a shock or surprise to anyone who is paying attention. That being said, what are the results and impact from last year's survey. I recall being told there would be followup after the survey but I don't recall any follow up occurring. Were the results, concerns or expectations of faculty, staff and administrators every realized?
- This survey is too, too long.
- This survey is very long and in-depth. It takes a LONG time to consider and answer the question completely. Sending us the questions as a word document that we could type into and save, would help greatly. It took close to 30 minutes to cut and paste the questions into a format that I could work on when I had the chance. The on-line survey could still be the final format. We could just cut and paste. Also, having to log into with you IP and account name available, really causes concern for many. It is feared that it is not truly anonymous and there will be repercussion for giving unfavorable answers. These fears skew peoples responses.
- This works well.
- Too many repetitive questions.
- Very well designed over past surveys.
- We have supervisors in charge that do not let subject matter experts handle situations in their departments. Example: there is a computer person telling nursing instructors how they should run their classes. You have a radiology person telling cosmetology how she should teach her class. I feel some supervisors make good money and know it for which they could care less about the little people (instructors). The sneakiness is terrible here. There are still clicks of staff and faculty that no matter the experience of another make decisions because they are buddies and place them in positions based on their friendship.
- We log in using our information. So we are tracked.
- We need soap in the dispensers in the bathrooms that actually gives you soap! Hand washing is the single most important method to prevent infection.
- While i applaud the opportunity, I'm sorry, this is one of the most poorly designed surveys i have seen. Many of the questions are more germane to a employee performance appraisal. In addition, i am being asked for recommendations outside my domain with no data to make a informed comment so my answer is subjective at best and based upon actual data, perhaps totally wrong. Lastly, there is nothing measurable about this survey. .
  I enjoy working here it is not coming through on this survey, but this survey comes nowhere close to my benefits and concerns regarding where we are and should be as an organization.
- Would love to see the receiving side of this document. Maybe it could be used or something like it to apply for graduation?
- hate open ended questions, leaving comments for each one is fine, I think more people would do the survey if it wasn't, also wonder how confidential it is when you have to logon to do it and if we answer some of the questions like we really need to it would identify us.

- n/a
- none (4 Counts)
- none at this time