

Summary of SCC Student Focus Group Findings

1. How has Southwestern Community College served you as an individual?

- X Willingness of faculty and staff to be helpful/supportive/courteous
- X Faculty show genuine concern about students' goals and their success
- X Small class size a plus
- X Good resources/equipment
- X Quality of instructors and overall quality of the educational experience
- X Faculty have "real world" experience
- X Learning Assistance Center (LAC) very helpful
- X Library staff very helpful
- X Appreciate open door policy
- X Flexible hours/scheduling
- X Admission and registration processes made SCC very accessible
- X Convenience of offerings at the Macon Campus
- X SCC offers a friendly, safe environment
- X Personalized tutoring
- X Love the college
- X Able to take college classes while in high school and continue at SCC after high school

2. How can Southwestern Community College better serve you as an individual?

- X Some type of food service- cafeteria or sandwich (such as Subway)
- X Coffee availability
- X More section offerings for high demand courses
- X More course sections and program offerings at the Macon Campus
- X Increased club/student activities at the Macon Campus
- X Provide a full service bookstore at the Macon Campus
- X Better access to buildings/facilities by disabled individuals
- X More up-to-date equipment in the gymnasium
- X More parking/parking in closer proximity to buildings
- X More co-op/internship/apprenticeship opportunities to gain work experience
- X Bookstore issues- availability of books, cost of books, lack of organization, slow service, system down
- X Sometimes have problems contacting advisors
- X Explore possibility of book rental system
- X More timely communication on closures due to inclement weather issues
- X More frequent feedback and grade postings by faculty so students are aware of how they are doing
- X More training on NCLIVE
- X Improved communication, response time from Financial Aid
- X Provide affordable child care options

- X Longer hours for the LAC
- X Would like to gain skills and training more quickly (< 1 yr.) in order to reenter the workforce

3. If you know of individuals and groups who have not attended SCC, please explain why.

- X Lack of affordable child care
- X Work schedule conflicts
- X Transportation problems
- X Limited enrollment for certain programs (Nursing, PTA, etc)
- X Some view community colleges as less prestigious as compared to universities
- X Lack of awareness of programs/services SCC has to offer
- X Some older individuals are intimidated at the prospect of returning to school
- X Appeal of sports teams and social activities at four-year universities
- X High school students need more info on SCC

4. If you had the ability to change one element at Southwestern Community College, what would that be?

- X More course/program offerings at SCC locations outside main campus (Cherokee/Macon)
- X Easier access to advisors by Macon Campus students
- X Expanded LAC at the Macon Campus
- X More evening and/or weekend offerings
- X More parking
- X More degree options
- X Food service
- X More preparation for individuals taking their first online course
- X Better response time by online instructors
- X Seat-based options for those courses only offered online
- X Better organized bookstore with book rental option
- X More open computer labs, including a Mac lab
- X Access to affordable childcare
- X Greater focus on jobs of the future- "green jobs"
- X Lower prices in the bookstore and higher buy-back for books

5. What is your overall perception of Southwestern Community College?

- X Faculty and staff go the extra mile to help students- caring faculty
- X Very welcoming environment
- X Quality of faculty is very high
- X Quality of the education- students are not getting a lesser education
- X Like the small class size
- X Attractive campus
- X Family atmosphere
- X Great!

- X All participants indicated they would recommend SCC to others
- X Tutoring and LAC very helpful