Summary of SCC Student Focus Group Findings

1. How has Southwestern Community College served you as an individual?
   - Willingness of faculty and staff to be helpful/supportive/courteous
   - Faculty show genuine concern about students’ goals and their success
   - Small class size a plus
   - Good resources/equipment
   - Quality of instructors and overall quality of the educational experience
   - Faculty have “real world” experience
   - Learning Assistance Center (LAC) very helpful
   - Library staff very helpful
   - Appreciate open door policy
   - Flexible hours/scheduling
   - Admission and registration processes made SCC very accessible
   - Convenience of offerings at the Macon Campus
   - SCC offers a friendly, safe environment
   - Personalized tutoring
   - Love the college
   - 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?
   - Some type of food service- cafeteria or sandwich (such as Subway)
   - Coffee availability
   - More section offerings for high demand courses
   - More course sections and program offerings at the Macon Campus
   - Increased club/student activities at the Macon Campus
   - Provide a full service bookstore at the Macon Campus
   - Better access to buildings/facilities by disabled individuals
   - More up-to-date equipment in the gymnasium
   - More parking/parking in closer proximity to buildings
   - More co-op/internship/apprenticeship opportunities to gain work experience
   - Bookstore issues- availability of books, cost of books, lack of organization, slow service, system down
   - Sometimes have problems contacting advisors
   - Explore possibility of book rental system
   - More timely communication on closures due to inclement weather issues
   - More frequent feedback and grade postings by faculty so students are aware of how they are doing
   - More training on NCLIVE
   - Improved communication, response time from Financial Aid
   - 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