

## Results of PTC Administrative Leadership Team Focus Groups

Frequency - Barriers/Challenges	Knowledge	Action Strategies	Changes	Effective Support “What Works”
<b>Up to 100%</b> 1. Procedures not user friendly.	1. Knowledge of road blocks. Know they have to fill out forms timely.	1. Fill out forms on deadline. Know how to get around road blocks. Know acronyms.	1. Incorporate information in every syllabus. Add portal. Simplified and targeted information. Increase staff. Change forms (less duplication).	1. SOAR Admissions process
<b>85-100%</b> 1. Financial (and past financial mistakes).	1. Know to apply early. Know loans must be repaid. Have financial planning knowledge / and knowledge of scholarships. Know to repair credit.	1. Attend financial planning seminars. Complete application / financial aid early. Pre-plan. Attend orientation.	1. Distribute funds incrementally. Improve explanation of financial aid responsibilities. Offer financial management workshops. Promote community resources. Incorporate community resources knowledge in campus programs.	1. College Seminar TRIO Single parent scholarship Career Pathways
<b>75-100%</b> 1. Transportation	1. Information on buses Gas vouchers Online courses Carpooling	1. Online courses Carpooling	1. Purchase college buses Market bus passes	1. Career Pathways Adequate Parking Multiple Locations Online classes
<b>75-80%</b> 1. Inadequate marketing of our services.	1. Have knowledge about the college.	1. Seek out the information.	1. Better marketing during registration / orientation. Required email usage. Orient faculty and staff. Improve dissemination of information to adjunct	1. Student email in place. Announcement screen (closed circuit TV). ALT.

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			faculty. Make sure everyone gives out the same information. Change campus communications. Improve communication among departments. Fix phone system. Yes you can (student encouragement day).	
<b>65-80%</b> 1. Communication skills.  2. Not prepared academically.	1. Knowledge of college orientation. Support group Effective writing / speaking skills.  2. Understand Compass scores. High school transcripts. Previous academic experience. Know deficiencies. Know resources available.	1. Practice skills. Have role models. Take speech classes. Practice other forms of communication.  2. Have the information on testing, results, advising.	1. Use more technology for communications (Podcasts, etc.) Incorporate writing across the curriculum. Give more public speaking opportunities. Integrate social communications into classes.  2. High school counselors. Promote tutoring services. Add computer skills assessment. Require college success class. Offer 8 week classes. Mandate consecutive developmental classes.	1. Speech contest and essay contests. Required communications classes.  2. SOAR Orientation TRIO Bridge program Career Pathways First year experience Recruitment Enrollment coordinator College Seminar

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			A bridge program. Career readiness certificate. Curriculum redesign / learning communities.	
<b>60-80%</b> 1. Lack of study skills.	1. Know they don't know how to study. How to take notes. Ask questions. Find resources.	1. Take notes. Ask questions. Find resources. Section on study skills. Study skills tips.	1. Embed study skills in curriculum. Incorporate study skills training in campus programs. Require all students to take college seminar.	1. College Seminar. Support services. Workshops. Learning assistance center. Tutors.
<b>65-75%</b> 1. Time management.	1. Prioritize schedule. Use calendar. Know how to use calendar / day planner. Understanding time management and prioritizing. Realizing time commitment.	1.	1. Provide students with calendar for scheduling. 2. Develop time management tips for publications. 3. Require students to visit college webpage	1. Part of College Seminar. Have a web page.
<b>75%</b> 1. Personal Crisis: Age (older students), family responsibilities.	1. Know how to prioritize. Deal with consequences. Know where to go for help. Know how to handle stress. Communicate to instructors. Seek counseling.	1. Communication and negotiation skills. Know when to get counseling.	1. Offer personal / social counseling. Faculty development. Expanded advising. Shorten classes. Academic coaches. First Year Experience Office.	1. TRIO. Career Pathways. Counseling. Faculty.

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2. No clear-cut goals.	2. Knowledge of setting goals. Knowledge of career choices.	2. Set goals and work towards them. Develop action strategies.	2. Career Planning Center. Expand current career programs.	2. College Seminar. TRIO. Pathways. Career readiness certificates.
<b>50-75%</b> 1. Lack of self-esteem (self worth).	1. Knowledge of self worth. Support communities.	1. Use supportive communities. Learn from mistakes / work toward goals.	1. Faculty development. More recognition programs.	1. Counseling. Mentoring. TRIO. Career Pathways.
<b>55-60%</b> 1. Reading skills.	1. Know how to read.	1. Do read.	1. Enforcement of recommended reading policy changes.	1. Reading Task Force.
<b>50-60%</b> 1. Lack of college knowledge.	1. Know person who attended college. Know key people. Know where to get information on college. Understand the process. Know to go to class. Know financial aid process.	1. Seek mentors. Attend classes. Know who to ask.	1. Change the way we communicate. Diversity training for staff. Improve faculty / staff knowledge of students. Improve advising. Use closed circuit TV and student organizations. Start early 6-12 with programs and college planning. Bridge programs. Include families in orientation. Peer led tours – ambassadors.	1. SOAR. Career Pathways. First Year Experience. Recruitment. Orientation. Enrollment coordinator.

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			Develop mentoring program	
<b>50%</b> 1. Interpersonal / social skills.	1. Establish and maintain relationships. Communicate / work as a team.	1. Just do these. Network. Attend events.	1. Positive academic support group. Simplify more targeted information. Enhance / expand student life.	1. Business etiquette dinner and other events. Student life and leadership opportunities.
<b>30-45%</b> 1. Lack of technology skills.	1. How to type and use computer.	1. Own or have access to computer. Take computer concepts class.	1. Test technology skills and require concepts course. Redesign concepts to cover all technology.	1. Online tutorials. Open labs. College Seminar.
<b>30%</b> 1. Instructional methodology.	1. Knowledge of learning style.	1. Adapt to various teaching styles.	1. Require online course orientation. Faculty professional development. Give instructors more instructional options.	1. Online orientation. Title III smart classrooms.
<b>65-75%</b> 1. Lacking ability to prioritize				
<b>60-65%</b> 1. Students pressure (completing the process)				
<b>60%</b> 1. Lack of connection on campus				
<b>40-50%</b> 1. Sense of entitlement / lack of motivation				

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<b>30%</b> 1. Peer pressure				
<b>25-30%</b> 1. Operational inefficiencies				
<b>25%</b> 1. Housing issues				