

Results of PTC Speech Communication Student Focus Groups

Frequency - Barriers/Challenges	Knowledge	Action Strategies	Changes	Effective Support “What Works”
<p>100%</p> <p>1. Fear of public speaking</p> <p>2. No make-up work accepted.</p> <p>3. Clocks need to be synchronized</p>	<p>1. Acknowledge fear</p> <p>2. Do your homework</p> <p>Don't miss class/backup plan Research an instructor</p> <p>Keep up with reading</p> <p>3. Clocks are in place</p>	<p>1. Practice with friend, utilize nervousness.</p> <p>2. Use books, read/write down assignments,</p> <p>Wake up early, scheduling</p> <p>Rate my professor.com, friends</p> <p>Comprehension, use spare time and ask for help</p> <p>3.</p>	<p>1. Speech as a requirement for all degrees, speaking opportunities in other classes.</p> <p>2. One free pass (more lenient) Case by case basis Extra credit</p> <p>3. Have clocks replaced; set the clocks</p>	<p>1. Requirement for most majors, functions using students as speakers, student speakers in course, visiting.</p> <p>2. Instructor is understanding (pleasant, happy, supportive, interesting) Study guides Reviews in advance</p> <p>3. Set the clock</p>
<p>95%</p> <p>1. My Communication Lab</p> <p>2. Expectation that Speech is easy</p> <p>3. Lack of phone communication in Financial Aid</p> <p>4. Lack of time to study</p> <p>5. Too much content, to little time</p>	<p>1. ?</p> <p>2. Acknowledge seriously of Speech</p> <p>3.</p> <p>4. No time management skills</p> <p>5. No good study strategies and cram</p>	<p>1.?</p> <p>2. Devote time and effort</p> <p>3. Email Make a personal visit</p> <p>4. Budget time, plan</p> <p>5. Study and cram</p>	<p>1. Drop My Communication Lab</p> <p>2. Timing of Speech assignments Require better behavior from class room audience</p> <p>3. Call center Designate someone to answer phones Use work study to answer questions about Financial Aid</p> <p>4. Teach time management skills</p> <p>5. Instructors manage time and stay on pace with syllabus, stay focused on</p>	<p>1. Faculty and IT support</p> <p>2. Requiring speeches Syllabus outline Expectations</p> <p>3. Offer email</p> <p>4. College seminar</p> <p>5.</p>

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			content	
85-95% 1. Access to financial aid staff	1.	1. Make a personal visit Prepare to stand in line Inform people to keep track of paper work.	1. Increase number of financial aid staff Better divide responsibilities More communication Financial aid packets for perspective students	
90% 1. Changing personal word usage (no slang)	1. Awareness of word use and environment	1. Change people in environment Practice new usage	1. Don't allow slang in class at all (or offensive language) to reinforce good usage	1. Syllabus outlines expectations for acceptable language
85-90% 1. Instructor's lack of focus during lectures	1. Know to read and highlight	1. Outline lecture and reading Read and highlight	1. Instructors cover what will be on test and what students need to know Review day Provide study guide	1. Some instructors provide study guides Some provide day to day outline
80-90% 1. Lack of clarity about assignments	1. Know to email and ask for clarity	1. Seek out information	1. Make sure everyone understands assignments Allow time for Q and A	1. Syllabus Provide contact information
85% 1. Student orientation 2. Instructor does not use textbook	1. 2. Know they have to read	1. Do online orientation or SOAR 2. Use textbook, read	1. Require orientation 2. Let you return textbook Let students know book is optional	1. Online is an option 2. Provide notes
80-85% 1. Lack of time between classes	1. Know to schedule classes between time or in same building	1. Walk fast, schedule better, don't talk between classes	1. No more TBA for class room assignments Provide campus maps More time between classes	1. Buildings are not too spread out Prepare you for 4 year college

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<p>80%</p> <p>1. Time management (work, study skills, family)</p> <p>2. Financial aid</p> <p>3. Having assignments on computer</p> <p>4. Lack of computers and Internet access at home</p> <p>5. Time management</p> <p>6. Family demands</p>	<p>1. Desire</p> <p>2.</p> <p>3. Know they will have to use computer</p> <p>4. Know to do it at school or get a computer</p> <p>5. 75% of class work is done out of class Acknowledge procrastination</p> <p>6. Need for good support system</p>	<p>1. Make time</p> <p>2. Find scholarships</p> <p>3. Use labs Buy computer</p> <p>4. Use computers at school or buy a computer</p> <p>5. Avoid procrastination</p> <p>6. Prioritizing and planning ahead</p>	<p>1. Offer course on time management (life skills)</p> <p>2. More grants, scholarships and FA information Loosen FA guidelines (too tough on middle class) FA and scholarship checklist and follow-up</p> <p>3. Don't assign as many computer assignments Identify how many in class don't have computers Inform students Provide alternatives to that class. Provide lab time in class.</p> <p>4. Less computer assignments Provide student Internet service and resources</p> <p>5. Add time management to other courses Breakdown assignments</p> <p>6. Price-cut because students take care of kids (apply FA to it)</p>	<p>1. Workshops Pathways Daycare College Seminar</p> <p>2. Advisors are knowledgeable</p> <p>3. Do provide computer labs</p> <p>4. Provide computers on campus.</p> <p>5. Pathways skills development College Seminar content Textbooks with suggestions</p> <p>6. PTC daycare</p>
<p>75%</p> <p>1. Learning to communicate</p>	<p>1. Knowing ways to communicate</p>	<p>1. Practice with different people and types of audiences</p>	<p>1. Add a debate team Offering additional course work similar to speech</p>	<p>1. Classroom discussions for those who contribute</p>

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2. Course scheduling (conflict with jobs) 3. My Communication lab (slow)	2. Take it when you have to 3. Home set-up Re-arrange schedule Ask for help when needed	2. 3. Order DSL Aware of conflicts Don't be embarrassed	2. Start classes earlier with more sections Offer intersession More faculty 3. More dates/scheduling/speech opportunities Have teacher print out material E-books Info needed in course description	2. 3. Step-by-step explanations Instructor knowledge – very helpful
65-75% 1. Child care	1.	1. Career Pathways	1. Evening and night daycare More experienced childcare staff	1. Current childcare
70% 1. Money 2. Parking and flow of traffic	1. 2. Arrive early	1. Career Pathways Low tuition (more for money at PTC) 2. Effective planning of classes	1. Transferability More info on Pathways and Trio 2. Someone directing traffic Stop light Parking deck, shuttle	1. Pathways and Trio 2. Trying to give more parking
65% 1. Learning disabilities	1. Know they need to go to DSS Know they have a disability	1. Getting help early	1.	1. Do provide assistance
60% 1. Improving self image	1. Know you need to improve	1. Practice in mirror	1. Kindness from teachers Moral boosters from professors	1. Student organizations Events Career Pathways

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2. No class discussions 3. Fear of public speaking	2. Know to read and ask questions 3.	2. Read and ask questions 3. Talk to faculty, staff and students	Professional image, dress code 2. Allow more time for Q and A 3. More opportunities to practice with instructor	2. Most instructors do provide class discussions 3. Short speech at beginning of Speech classes with comfortable topic
50% 1. Vocabulary learning and understanding 2. Course Availability (science / sections) 3. Scholarships manually entered 4. Lack of time (homework/computer) 5. Lack of appropriate technology (printer, computer at home)	1. Must read 2. 3. Call to verify 4. Share book if possible Don't overload schedule No procrastination 5. Make arrangements to borrow, buy or rent PC printer Purchase flash drive Send email to school account Knowledge of appropriate technology needed	1. Read and make flash cards 2. Take what you can take 3. 4. Know limitations Don't wait till last minute 5.	1. Make a vocabulary class mandatory 2. Start classes earlier with more sections Intersession More faculty 3. Enter scholarships in system faster 4. Time limit on student labs Designated in class lab times 5. More PC's Computers for leisure Computers for class work Awnings for buildings Don't charge for minimal copies	1. Tutoring, online study guides, CD with book. 2. 3. 4. Flexible with timing to complete assignments Allow students to set own limits 5. Good access to technology labs
45% 1. Transportation	1. Time management	1. Take the bus	1. Involve other cities with transit system Include transportation in FA	1. Work with CAT

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40% 1. Instructors ignore questions 2. Must have textbook (access to My Communications Lab/code usage/timeliness)	1. Know to exchange contact information with peers 2. Open line of communication with instructor Exchange phone numbers with students Keep up with textbook, read material Knowledge of code expiration date	1. Form study groups and exchange contact info 2. Call, honesty, don't be offended Ask Proper storage, keep with you Buy code only, if possible	1. Hire caring instructors and evaluate them (ask if they care on the evaluation form) 2. Decrease cost of textbook/ choose less expensive textbook	1. We do have an evaluation 2. Actual usage of textbook
30% 1. Instructors holding classes to long	1.	1. Be prepared to run to next class Inform next instructor	1. Consistent classroom for subjects and teachers	1.
25-30% 1. Computer literacy	1. Know to take computer class, computer skills	1. Take computer class	1. Advise computer concepts class Offer computer workshop (how to use)	1. Offer computer concepts and computer lab support.
20-30% 1. Transportation	1. Bus line Car pool	1.	1. Communicate college needs with CAT Community awareness	1.
25% 1. Cafeteria's – food selection	1.	1. Bring lunch Leave campus	1. Starbucks, provide wider selection	1.
20% 1. Computer access	1. Need for computer	1. Time management and awareness of computers available	1. Keep some computers accessible when campus is closed. Less usage of Eduspace and online testing	1. Computers available at campus.

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10-15% 1. Lack of wireless access in some buildings	1.	1. Plan ahead Walk to a building that has access	1. Communicate which buildings have access	1. Wireless in most buildings
5-10% 1. Lack of instructor motivation and instructor enthusiasm (evening classes)	1.	1. Communication with peers Try not to take that teacher Teacher evaluation	1. Be honest on evaluations	