Themes from ATD Focus Groups

1. How do you spend your time on campus?
   a. Going to the library (12)
   b. Exercising (4)
   c. Tutoring (3)
   d. Getting a snack or lunch
   e. Computer lab
   f. Joins a study group for International Students
   g. Hangs out with friends

2. Why did you choose WLAC?
   a. Closest college (5)
   b. Friends (3)
   c. Safe
   d. Small campus
   e. Helping teachers
   f. Recommendations of others
   g. Support staff—high school recruiter
   h. Parking
   i. Close to work

3. How do the services and resources on campus meet your needs?
   a. Assessment Center
      i. Provides quick feedback with test results
      ii. Unhappy with assessment test process and retesting process
   b. Book Store
      i. Rentals helpful, but not enough instructors in the program (4)
      ii. Need a better one
      iii. Flyers in bathroom stalls provide more information on used books
   c. Counseling:
      i. Handled a checklist for requirements (4)
      ii. Inaccessible, long wait for appointment (2)
      iii. Negative Experience
      iv. Unfriendly
      v. Herded through like cattle
      vi. Two months wait for a call back from counseling
      vii. Lack of counseling services
   d. Library Services
      i. More tutors and online tutors (3)
      ii. Library too noisy: talking, laughing, bad language (2)
      iii. Online e-books
      iv. Tutors often in a hurry
      v. Library receptionist on first floor too loud in providing instructions
vi. Not enough computers
vii. Need more library services
viii. Study rooms are great
ix. Hours are helpful
x. Tutoring is helpful
xi. Plato is helpful, online (2)
d. Learning Communities (UMOJA, EOP&S, Puente, Athletics were noted)
i. Accessibility without an appointment (2)
ii. Provide access to services especially counseling,
iii. Friendly staff available to serve students
iv. Staff provide direction and keep students on track
v. Schedules are pre-selected
vi. Provide tutoring
vii. Provide support in completing classes
viii. Make “you” feel valued
e. Information Availability
i. Misdirected to offices, system difficult to navigate (3)
ii. Quick information not available in counseling and financial aid
iii. Students must wait hours in offices for a simple answer
f. Parking is good.
g. Need for more rules, non smoking areas
h. New buildings but no classes are concepts hard to understand
i. Faculty Advising promote information about services

4. What other services or resources would you like to see?
a. Better sign in system in the HLRC for tutoring
b. Better system for making counseling appointments
c. Someone who can answer quick questions in Financial Aid and Counseling
d. More information on majors
e. Book sharing programs
f. Transfer Center needs more promotion
g. More advisement for DSPS students
h. More student work study opportunities
i. Return to “green bus” service and disabled student shuttle
j. More women’s sports such as volleyball and softball
k. Need more math tutors

5. How did you decide how many classes to take this semester?
a. Financial Aid, 12 units required (2)
b. Outside commitments, work, children (3)
c. Learning Communities dictated the load
d. Money (2)
e. Plan to transfer and graduate (3)
f. Counselor
6. How do you choose the classes you take at West?
   a. Following an outlined sequence of classes
   b. Rate My Professor
   c. In a learning community which helps—UMOJA, athletics
   d. Self selects (Can't get a counselor)
   e. Following an SEP
   f. Doesn't go to counseling—misinformation (2)
   g. Counseling
   h. Assist.org
   i. Friends recommendations
   j. IGET
   k. College website
   l. Selects classes with space

7. How familiar are you with pre-requisites and advisories?
   a. Advisories not clear (6)
   b. Pre-requisites are clear
   c. Students would like to self-place
   d. Students take pre-requisites but use advisories as optional

8. How well do you understand the material in your classes?
   a. Depends on the class
   b. Depends on the teacher
      i. Prepared
      ii. Enthusiastic
      iii. Involved and hands on
   c. Helps to have study guides instead of using the book and notes only
   d. Syllabi help (2)
   e. Office hours are helpful (2)
   f. Instructor office hour schedules are not
   g. Useless texts are a problem
   h. Timed exams are a problem
   i. Some tests have too many questions for the time allotted
   j. Students are expected to read the book on their own and understand it.
   k. Ask other students for help.
   l. Instructors should explain handouts
   m. Teachers should use the whiteboard in explaining content
   n. Math is hell and too fast, not permitted to use a calculator
   o. Utilizes study groups
   p. Instructors posting exams online is helpful
   q. Tutors help
   r. Writing lab helpful

9. How do you use your course materials to support your learning?
   Not asked

10. In what ways does your personal life impact your academic responsibilities?
    a. Sometimes falls asleep in class due to work schedule
b. Hard to focus on studies at home because of distractions (2)
c. Hard to accomplish work and school (4)
d. Fun conflicts with school
e. School is like a job
f. Death in the family impacted classes but a classmate provided support
g. Families push about getting an education
h. First in the family to attend
i. Language has been a barrier
j. Child care and taking care of siblings
k. Family with disabilities or unemployment issues
l. Family crisis
m. Distance from the college
n. Parents need translation by student and takes time from studies

11. What is your dream and how can West help you achieve it?
   a. University transfer (4)
   b. Complete AA on their timeline (3)
   c. Does not want to waste time
d. More clubs to engage with the campus
e. Become a teacher at West
f. Improve English abilities

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