Wisconsin Indianhead Technical College
Student Forum Questionnaire Results
September, 2008

WITC President Bob Meyer conducted student forums at WITC campuses in September 2008 to seek student input into key questions that would help develop and prioritize the strategic goals and direction for 2009 and beyond. Students were given the opportunity to complete a Student Questionnaire in written or online format.

A total of 130 students responded to the questionnaire and represented all four WITC campuses. Students were asked for their responses to three questions. Each question is noted, with student responses listed below and are sorted according to campus.

Question 1. In your view, how can WITC best serve you as a student?

1. Bookstore
   a. Have the bookstore be more supplied with books. I am today, 9-4-08, still waiting for books for my accounting class. Quicker turnaround time for books from other campuses. Offer pencil sharpeners in every class! Running to library or another class to sharpen is wasteful time! (NR)
   b. Cheaper books with better availability. (2) (NR)
   c. I believe that WITC can better serve me as a student by letting us rent our books for the semester. (NR)
   d. Have more flexible class schedules. Have books here on time before the classes start. (NR)
   e. Have laptops that can be rented out by students. Also be able to rent books or check them out from the library. (NR)
   f. I believe that WITC can best serve me as a student if the college provided book rental for the students, and if the students have to buy the book it should be in the bookstore. This semester I had to order a book off of the internet because the bookstore didn't have it and I needed it for the class. I also believe that there should be more night classes. I work a lot during the day and it is hard to make it to class during the day and it would be more convenient if they offered more night classes. (NR)
   g. Although WITC already serves me pretty well as a student, I think the ability to rent books, rather than purchase them, would be very beneficial. Otherwise, I think the student services and the dedication of the staff to help you succeed is awesome! (NR)
h. In my view, WITC can serve me best as a student if we had book rental. I think it would be handier if we just rented our books and then gave them back at the end of semester. (NR)

i. It would be nice to have a laptop to rent from the school for homework purposes. (NR)

j. I believe that WITC can best serve the students by changing how the bookstore works. It's frustrating when you have to pay so much for one book that it is equivalent to a class and you most likely won't need that book anymore. Maybe some sort of cashing in or renting the books (if the books come back in poor condition when rented, then pay a fine). (NR)

k. I wish we could rent books or at least have more used books for students to buy. (NR)

l. Have books available. (NR)

2. Daycare
   a. Vital: daycare services (since abstinence doesn't seem to happen. LOL). Speed bumps (seemingly small, but it won't be deemed small if someone gets injured). (NR)
   b. Have a daycare in the building. That may also benefit people in the Early Childhood Education program. (RL)
   c. Provide a daycare for students who have children. That would make life easier for parents. (RL)
   d. Have a daycare set up on campus for students with small children. (RL)
   e. They should have a daycare service available. I think if they had one they would have a larger number of students. (RL)

3. Housing and/or Transportation
   a. I commute from Eau Claire to Rice Lake three times a week. I was wondering if WITC could set up a temporary housing for students that commute from different areas of Wisconsin during the winter months. (NR)
   b. I think that we need to find ways to better serve our student body with student loans. It seems to me that a huge complaint has been about daycare and traveling costs. Maybe on-site housing for distant families who cannot afford this. (RL)
   c. Remember the people from smaller towns further out that have to travel for miles to get to any of the campuses or learning centers. Try and find ways to lessen the blow for them, either by making more flexible classes or what have you. (RL)
   d. Give me the best classes for my program. Give us housing to live in. (RL)
   e. Additional funding for work study is needed. My only source of income is work study. The amount I get from the work study program is barely enough to put gas in my car. (A)
4. Food Services
   a. Get an ATM machine in the student cafeteria area or a debit/credit machine for the food services area. It is very difficult to get something to eat without cash on hand. That is not always possible. (NR)
   b. That the Rigler Hall snack bar should accept credit/debit cards. (RL)
   c. It already is except it lacks in one thing since I have been going to school and that one thing is that the Rigler Hall snack bar should have a credit card machine. (RL)
   d. Have a bigger variety in the campus café and for a lower cost. (NR)
   e. Also, this semester they changed the lunchroom cooks. A different company came in and the food isn't even half as good anymore and they don't offer much of a variety. (NR)
   f. It would also be nice if WITC had an ATM machine so I could take out money to eat. More food options in the cafeteria would be awesome! (NR)

5. Online/ITV Classes
   a. WITC has best served me as a student because it has been very flexible for me. However, this semester there have been schedules on every one of my online classes and I do not know if it has to deal with Bob Meyer being here or not, but I believe for hard working students that have a job and a family to raise it makes it very hard. We already have a schedule and a deadline to make in life and it just makes it harder to have a schedule and deadlines on online classes, these are supposed to be VERY FLEXIBLE. Yet they are VERY UNFLEXIBLE. (A)
   b. Making little changes, like less ITV/IPV classes. (S)
   c. Offer more classes online and at night. It can be frustrating when I can't take a Flex Lab class at another campus because I can't go there. (RL)
   d. As an older student, flexible hours and online classes are a plus. I think serving the non-traditional students is an area that WITC can really excel in. (RL)
   e. Provide more live teachers. I am being forced to take IP video and online classes. That is not why I came to WITC. The admissions process led me to believe that I could take my classes in person with a live instructor in front of me. Each semester I have been pressured to take online, flex lab, and IP classes. They are NOT the same as live classes. I would have gone to Century College had I known that WITC would do this to me. (NR)

6. Class Scheduling
   a. If there was less time between my classes I would be a happy camper. It's hard for me to sit around for 2 hours and not have anything to do. I think WITC should make their library bigger too, so students who want to study in the quiet can have that option. (NR)
   b. Making sure classes are available when needed. I have doubts with the number of students entering the web/systems analysis program that we'll be able to graduate in two years from this fall. I understand that since I entered in
the spring semester that it may take another semester but it should not take another year! (NR)
c. By offering flexible class times. (NR)
d. WITC could serve the student body better by having more classes in the evening. Many students work during the day and can only take classes at night. (NR)
e. I think we shouldn't have any classes on FRIDAYS! For any programs! (NR)
f. More evening classes for adult learners that work full-time. (NR)
g. Have more courses in New Richmond. I drive over an hour, but it would only be a 30 minute drive if there was Auto Body in New Richmond. (RL)
h. WITC could better serve me by better scheduling of classes. What I mean by this is to schedule more than one session for a class so students have more options, instead of having a strict ‘one set time’ and if it doesn't work, too bad. That is what I have been told in the past. (RL)
i. WITC offers flexible scheduling, a large variety of classes, and excellent major specific classes. (S)
j. That each campus be consistent from campus to campus as to what is to be done in the same class. Have more tutors to help with understanding class lessons. Bring some of the classes that are only in Ashland to the Rice Lake campus or to do an ITV class. (RL)
k. Needs to have evening classes for the nursing and medical assistant courses. A lot of people would like to take courses if the hours better suited them. (RL)

7. LRC
   a. WITC does a great job in many ways, I believe, of supporting its students. The services offered by the LRC here are very helpful (especially the Internet access) to students like me, who don't have access at home. (A)
b. Make a place for new students on the schedule to get computer skills. 40 year old, never seen computer - in deep trouble! (NR)
c. One room for students for all programs to get their work done. (NR)
d. I think that WITC does a great job serving all of the students that attend. The campus is of perfect size so that each student is able to get the attention they need. I think that computer labs are very helpful. I like the cafeteria with a T.V. in it so that during breaks between classes we have something to do. (NR)

8. Disability Testing/Accessibility
   a. More handicapped accessibility for people with learning disabilities, hearing problems, etc. (A)
b. Student disability testing at present time. Students entering have to pay out of pocket for testing and also have to drive long distances to get it. On-site testing would be helpful for incoming students who were not previously diagnosed but show signs of learning issues. Funding might be available through federal grants and if necessary, student loans or individual grant money. (RL)
c. Disability specialist. (RL)
d. Vital: by making the student patio handicapped accessible. (NR)
9. Communication
   a. I think that WITC should maybe ask us students more questions on how we feel about what changes they are making. (NR)
   b. Treating us as students and not just a number in a classroom. I really like WITC it’s just so enjoyable coming to college everyday here. (NR)
   c. I think WITC serves its students very well. As a whole, it has been supportive and helpful anytime that I have needed anything. Communication is big, and I think it has gotten better in the last two years. (NR)
   d. Understand that the students here are at different points in their lives and staff should be helpful in whatever their role within this school is. (NR)
   e. Being a 'non-traditional' student, I stay 'on top of things' mostly through email. The MyWITC is invaluable. I'd prefer that all teachers use it and/or Blackboard as a way of communicating with their students. (RL)
   f. Send mail out more often. (S)
   g. Provide information by mail and email. (S)
   h. Prior to school, I would have liked more contact or information from the school about registering for the courses offered in my selected program. (NR)

10. Program Improvement
   a. Have more ADN classes available. The current wait list is 3 years to get into this program. I think that is ridiculous. If a student wants to start, they should be able to get in sooner than that. (A)
   b. In my view, flexibility is the most essential. I understand that attending class is important and should be done, but I do find myself at last minute having things come up that have prevented me from showing up. I found that with the instructors that are flexible and work with me, I pass their class and retain more. The instructors that expect me to show up no matter what and then get on me for it, I find myself discouraged and not really paying attention, but worried about the things that should be getting taken care of. (A)
   c. Have more flexibility in the Accounting Program. Be able to start in spring and have more courses available in the summer. More open computer labs. (NR)
   d. As a student, I see that the mathematics for Machine Tool is not geared for career changing adults; it is extremely fast paced, and laden with large amounts of homework. I have not had one day where I did not have to spend my entire evening doing math since I started. I am a 48 year old man, and I have other responsibilities as well. I have a life, and I am not 18 anymore. In addition, I do greatly enjoy the Machine Tool. It is the best program I have seen in my three times in college level courses. Thank you. (S)
   e. Add a Bachelor of Science in Nursing to the curriculum, or partner with UW Barron County to offer a BSN program. (RL)
   f. Working full time pursuing a Nursing career, it would be very helpful keeping tuition affordable. College campuses are a business place, yet we need to keep in mind making an education affordable to non-traditional students with adult financial obligations working on bettering themselves. Instructors work
hard for their paycheck, yet helping another person better themselves is not always about how large the paycheck could be. (RL)
g. Maybe to have some form of tutor available for nursing students. (RL)

11. Instructors
   a. More one-on-one time with instructor. Smaller class rooms. More instructors; up-to-date specification books. (NR)
   b. Teach me well, make it fun. (NR)
   c. I feel that instructors, who enjoy their job, teach students what they need to know, and are friendly and personal make a good college. I learn well when instructors are understanding, willing to help with anything I need help with, care about the students learning experience and future, and are friendly and personal. It helps me enjoy school more when I know that I can enter the classroom where the instructor cares about his/her job, and wants the best for the student. I learn well when I take notes, and when we are assigned projects, or work in groups. The two instructors I have this semester do this. They break down lectures and class material better for me to understand. They are personal, and get you involved in the class. When I have a better understanding of the class and know that I can speak out, it helps me learn what I need to know. (NR)
   d. In looking at the overall WITC picture, I feel the best way to serve the student population is to continue to offer quality and 'in demand' career paths. Of course this goes along with quality instructors and staff. Having courses being taught by people that actually work or have worked in these fields is a tremendous advantage not really seen in regular four year schools. Another very important aspect of this is keeping the approachability of administration, such as Lenore Knock. I know when I was deciding on attending WITC, it was the barrage of emails I sent her that she quickly responded to that helped me make that decision. (NR)
   e. Not all students are exactly the same. While some are just starting their educational career fresh from secondary school, there are others that are coming back to school after some major life events. I feel that, sometimes, instructors forget that students may have extra responsibilities that can prevent them from doing things exactly as the instructors want. While not all requests can be accommodated, the ability to be open to suggestions would be nice. (NR)
   f. Provide excellent instructors with strong people skills and subject knowledge. I was particularly impressed with Mary Williams Greene and William Postiglione. They were very respectful to their students and had a curriculum that was useful. I still use the portfolios that I made in their classes. (NR)
   g. They provide good student-to-teacher ratios, so students can learn in a good, intimate environment, and I think that is one thing WITC does well. (S)
   h. By teaching me the knowledge that I will need in the future, and also having staff help me get there. (S)
   i. Keep classes small, and keep veteran instructors. Blackboard helps a ton, but could be improved. (S)
j. As a new student, I would like to say that everything is in place as it should be. All the staff are very helpful, kind, and pleasant. Keep up the good work. (NR)
k. Nothing. IT teachers are awesome. (RL)
l. Ensure teachers are qualified to teach specific course materials. I have had few problems here, but it is still a concern I have. (S)

12. Job Placement
a. WITC can help me graduate in May of 2009. (NR)
b. By providing realistic job work skills and providing a place to complete my computer courses. (NR)
c. To help me gain the skills I need to become a successful person and to help me achieve my longtime goals. (RL)
d. WITC can prepare me for a future career by giving me real world experience in my field so that I can succeed. (NR)
e. Help place me in a career after graduation. (S)

13. Equipment, Supplies and Classroom Size
a. Provide the best education with up-to-date materials and equipment. Make sure instructors have what they want for materials and equipment to instruct students. Expand on student work study. (A)
b. Providing tools/help to assure success in school and beyond. (NR)
c. Cost, expense. Be up-front about cost of classes and equipment need for classes. (NR)
d. Provide more funding for tools for the Automated Packaging Program. (NR)
e. Be up front with what the cost of the classes are and what everything needed for the classes is going to cost because I have had to spend over $200 to buy equipment needed for two classes that I did not know I needed to spend until I was in the classes. (NR)
f. I think that everything is fine... but it would be totally sweet to have our own laptops from WITC even though I know that gets to be costly. (NR)
g. The student services here at WITC have been excellent. It was very easy to enroll and if I had any questions it was easy to find the answers. I would ask for more shop space for things like tool boxes and more space for shop tools. (RL)
h. More space for classrooms/work. (NR)
i. Larger work space in labs or at least additional storage for equipment. Smaller class size for Auto Technician Program for a better learning experience for future student body. (RL)
j. More room for study halls. (RL)
k. I am in Transcription II and we have no classroom place to work in so they put it into a flex lab class and they do not have the program in there. They need to have more computers with the medical programs on it. (RL)
l. To have a computer lab to better serve the medical program. To have a better room setup for Medical Transcription with a medical dictionary programmed in the computer. (RL)
m. More computer lab times (later). (S)

n. Get me as much up-to-date material and machines to educate myself. (RL)

o. Have student refrigerator. (NR)

p. Offer a laptop assistant (to obtain) program. (NR)

14. Miscellaneous
   a. By doing exactly what it's doing! (A)
   b. WITC is already doing a wonderful job of trying to best serve their students. I am unsure at this time how they could improve upon this. (A)
   c. Maintain variety of courses and relaxed environment. (A)
   d. I feel WITC has served students well. I realize in Ashland circumstances are different compared to other campuses. I would have liked to learn more about Law Enforcement while attending WITC Ashland. (A)
   e. Provide me the means to successfully alter my career path. (A)
   f. By continuing to help students get familiar with the school. (A)
   g. The way WITC can best serve me as a student is to have the best outlook on the world and to know that I as a student will get my money's worth. (A)
   h. I have had a wonderful experience at WITC with the staff. I do not have any complaints in this area. (A)
   i. Low cost, available education. (NR)
   j. Hands-on learning, necessary breaks to ensure students are able to stay focused. (NR)
   k. WITC is great and everyone is helpful and trying to make sure we succeed no matter what our situation is. I hope this continues. It is great to know we have support from our teachers and classmates. I feel WITC is doing a great job serving me as a student. (NR)
   l. I think that helping me achieve the goals I have set for myself is the best service that WITC can provide. So far that is being taken care of. (NR)
   m. Have a disc golf course for activity hour or something to do when having extra time. (RL)
   n. This is my first semester and so far so good. Concerns may come up as I work toward my degree. (RL)
   o. By giving me the best programs for the education you can. (RL)
   p. So far, I really don't see any flaws. All of my teachers have been really nice, and flexible. My class schedule has been great, and the food sources have been great. I like how you utilize both schools (UW-BC, WITC). (RL)
   q. By providing the education that you keep providing. (RL)
   r. Pretty good as is. (RL)
   s. Doing very well. (RL)
   t. Keep providing top-notch instruction and high quality facilities. (RL)
   u. Awesome. (RL)
   v. They are doing a good job. (S)
   w. It helps me with my education and is a fun learning experience. (S)
   x. WITC can help me learn how to become a successful student and hopefully one day a great nurse! (RL)
Question 2. Why did you choose WITC?

1. Location
   a. Because it is located close to my home. I don't have to drive an hour and a half to get there. (A)
   b. It was very cheap and close to home. (A)
   c. I chose WITC for a few reasons, which include its proximity to my home, the accreditation it has gained, the financial aid I receive covering the tuition to come here, the reasonable cost of tuition, and its hands-on orientation in the nursing program, that almost guarantees a career in the field. (A)
   d. It's close to my home, offered the courses I was interested in and economical to attend. (A)
   e. My mother came here. It is close to where I live (I'm in Washburn). It's cheaper than Northland College. All the graduates from WITC get employment in their field. All the Northland graduates I've met have only been able to get jobs as bartenders or waitstaff, if they can get a job at all. My father graduated from Northland. (A)
   f. Because it was close to home. It was cost efficient. (A)
   g. Location, program, cost, personality of the administration. (A)
   h. Location. (A)
   i. Location, price. (NR)
   k. Location. Cost. Small class size. Accommodating personalities. (NR)
   l. It's close to home. (4) (NR)
   m. Close to home. Small campus. Cheap tuition. (NR)
   n. I chose WITC because it is close to my home and they have great, understanding INSTRUCTORS. (NR)
   o. I chose WITC because it is close to where I live and I wanted to go to a 2-year college. (NR)
   p. I chose WITC because it's close to home so I can work part-time also. It's a place where instructors care about you as a person and not a number like 4-year colleges. I really enjoy WITC. (NR)
   q. It was local and convenient. I also like the personal touch. (NR)
   r. Because it was close to where I live and it was cheaper than a school in Minnesota. Also my sister-in-law went here and told me it was a good program. (NR)
   s. I chose WITC because it was close to home so I could save money and 4-year college just wasn't my cup of tea. (NR)
   t. It was close to home and offered the program I was interested in. (NR)
   u. I came here because after my dad had died in January 2008, I just figured that it's a lot closer to home for me to be with my mom. It's also a lot more
cheap for me to go here and take my generals then for me to go to a
University and take my generals. I am paying like half the cost. (NR)
v. I chose WITC because it was close to home and had a program that I was
interested in. (NR)
w. I chose WITC because of location. WITC had my program, and the tuition
was cheap. (NR)
x. I chose WITC New Richmond because the location was the best fit for my
already hectic life. (NR)
y. It’s a great location for me. With the small class sizes it helps me to get to
know my teachers better. (NR)
z. Mainly for location and shorter wait list. Although I think it was the best
choice. (NR)
aa. Location and prices. (2) (S)
bb. The location, the price, and the program. (S)
c. Location, cost, small class sizes. (S)
d. Close to home and great education. (RL)
e. Proximity to my home, as well as friendly staff at the learning centers. (RL)
ff. Location. I still have small children and I want to be close enough to pick them
up if the school calls with an emergency. Driving to UW-Eau Claire for nursing
would be too far for me to feel comfortable. I plan on eventually getting my
BSN or MSN from UW in the future - they have a distance program that I can
complete online. (RL) Close and convenient for me. I work and live in Rice
Lake. (RL)
g. It is close to home. It had the program I liked. Lower tuition than other
schools. Small classes. (RL)
h. It’s close to home. (4) (RL)
i. Location. (RL)
j. Location, program, cost. (2) (RL)
k. Because it was what I wanted and I don’t have to travel far. (RL)
l. Close to home and good program. (RL)
m. It was close and cost was low. (2) (RL)
n. This is the only college that was close to my mom. (RL)
o. It is close to where I live and it has a good reputation. It has the program I
wanted. (RL)
p. It had the program that I was interested in. Also, my mom works here and it
was close to my house. (RL)
q. Closest to my residency, quality of educators and it has the program I’m in.
(RL)
r. Technical school that was close. (RL)

2. Cost
   a. It’s local and inexpensive. When I lost my job (the business sold) I knew I had
to go and take some computer classes, so I chose WITC. An acquaintance of
mine told me about a student internship at the local Forest Service which I
applied for and got, so now I am attending school PT and working PT. It's a
wonderful opportunity for me! (A)
b. I have chosen WITC because it was cheaper than the other colleges that I have looked at. (A)
c. Close to home, more affordable than four-year college. (RL)
d. Less expensive, smaller class size, technical, hands-on aspect. (S)
e. Credit cost is lower than that of the UW system. I enjoy my instructors and class sizes are small, not overcrowded like the UW system - more one-on-one instructor help. (RL)

3. Program Choice
   a. Friends, family, and program. (A)
   b. Quality of program, economics, and location (in that order). (A)
   c. I knew if I could not continue my education beyond my 2-year degree I would find a job. (A)
   d. Because CVTC in River Falls no longer has accounting program. (NR)
   e. One year welding program. Don't have to take all the generals like a 4-year college. (NR)
   f. The job placement is higher than some schools. The program of choice. Friends. (NR)
   g. The nursing program here was highly recommended. The cost and program were very appealing. (NR)
   h. Nice school. Unique program offerings. (NR)
   i. Had the program I wanted. (NR)
   j. I am a non-traditional student, who is trying to balance a family, husband, and job commitments with getting an education. Because I have a lot of responsibilities, I had to find a school that was close to home, affordable, and that offered my program. WITC was the first choice because of the different instruction offerings, and the location near my own home. (NR)
   k. I am a 2002 graduate of WITC and now I'm working on my bachelor's degree through Franklin University. I have the option of taking some classes at WITC and that is why I am back. It is more affordable to go to WITC and I prefer the 'real' classroom experience. (NR)
   l. I like WITC because CVTC does not have my certificate program for Medical Coding. Also I like the way instructor teaches here at WITC. I been in Business Professionals of America for the past four years. (NR)
   m. The program availability. No waiting list for Auto Technicians here, like Dakota County Technical College; they had a 2-year wait. (RL)
   n. Bricklaying and Masonry program is offered here. (RL)
   o. Because it had the program that I was interested in. It was close to home. (RL)
   p. I like the technical college system. I found the program I was interested in. (RL)
   q. Great feedback on Criminal Justice program. (RL)
   r. Had a chance for a 2-year education, so came here. Close to home for Wood Technics program. (RL)
   s. I think WITC has a great selection of different kinds of programs you can select. Also, it is very affordable. (S)
t. WITC offers more educational hours for my program, which is Barber/Cosmetology, than the state of Minnesota. (S)
u. I wanted to go to a community/technical college. WITC best fit what I wanted, had the program I wanted to follow into, and the Superior campus was the closest to my hometown. (S)

4. Reputation
   a. Quality of education (cost/credit). (NR)
   b. Rated in U. S. - 7th. Close to home. Offered my program. (NR)
   c. Ranked number 7 and great people. Close to home. (NR)
   d. To acquire a leverage in my career as a technician. (NR)
   e. I was use to it with high school and just stayed with it. Plus good placement rate. (NR)
   f. I previously attended Century College. After my first year there I decided it was time for a change. A lot of my friends attend WITC and they told me it was a very good school. After hearing that WITC was the seventh best technical college in the nation, I figured it was definitely worth a shot. So far, I’m glad I chose WITC. (NR)
   g. Close to home. I heard the programs offered here were excellent. (NR)
   h. Not too far from home and WITC has a good welding reputation. (NR)
   i. I chose WITC because it is close to home and others said that it is a very good educational place to attend. (NR)
   j. I chose WITC not only because of its location, but I have also heard that earning a degree in the Administrative Assistant program was best suited here, considering the classes given and the provided staff to help accomplish that goal of getting that job in the line of work. I have heard that this is a really good school to attend to and I am very happy with my selection. The campus is a great location and has great accommodations for the usage of the students: LRC, computer usage, study area/tutors, widely spaced lounge with pretty good food, etc. (NR)
   k. Location and course openings along with referral from off-campus flex instructor. (NR)
   l. I wanted to get a degree in something that I could get a good paying job in without having to take a bunch of classes that have nothing to do with my intended job. I also have watched my mom, brother, and sister attend school at various WITC campuses and do very well after graduation. (RL)
   m. I chose WITC because of its age certifying schooling. I was impressed with the campus and I also chose it because I liked the location. (RL)
   n. The program I wanted was here. I heard nothing but wonderful things about it with great staff and employment placement. (RL)
   o. School counselor told me about it, it’s a different place than what most students from my school would go to, and it’s not far away from home. (RL)
   p. Location and verbal referral/suggestion. (RL)
   q. Quality: everything I have read and experienced about WITC has been very positive. I want my education dollars to mean something. (RL)
   r. I heard that there was a good HVAC program. (S)
s. It is ranked seventh in the nation. The teachers build more of a relationship with their students. A lot of the work is hands-on, which is really good for me because I learn a lot better that way. It is right next to the university, so it feels a lot bigger and we have the option of staying in the dorms, which is really nice. All in all, it's just a nice school and the people are down-to-earth. Prices. (S)

t. I chose WITC because I heard such remarkable things about the Marketing program. Since I have been in the program, now I can honestly say it is a remarkable program and makes me really happy to have chosen WITC. (S)

u. Price, flexibility, faculty, and reputation. (S)

5. Instructor/Staff Contact

a. I chose WITC, because of some of my instructors. They have helped me in and out of the classroom that has had a positive impact that I look forward to. (A)

b. I chose WITC because it is hands-on; you get one-on-one time to help students. They get you ready for the real job. I also chose it because after I did the Youth Options program, I wanted to come back here. The teachers were helpful. (NR)

c. I chose WITC because everyone here is so friendly. I like that when I walk in the door, most of the faces are familiar with me. I chose this school over CVTC, even though CVTC is way closer to my home town, just because of the friendly staff here. When I applied here, everyone was so helpful with getting me the paperwork that I needed and that was truly the deciding factor. I also love my Advisor for the Administrative Assistant Program; she is one of the best teachers I have ever had! (NR)

d. Live teachers and a convenient location. (NR)

e. I chose WITC in part because it is a small, close knit institution with the courses I was interested in and need to advance in my career field. I am also a non-typical student (I am 42 years old) and I have been in my career for a very long time. This helps me to gauge the quality of instruction as well. Since I have worked in my field of study for well over a decade I know how effective and informed Phil Drazkowski is. He is the criminal Justice Corrections Prof at New Richmond and he has the real world experience that gives the potential correctional staff a real world look at the field. If WITC were a 4-year school I would stay there for the next leg of my educational journey. The entire WITC staff at New Richmond has made this a not-so-scary adventure for me. (NR)

6. Class Scheduling/Flexibility

a. Because when I enrolled they had very flexible scheduling, which after starting, the scheduling has gotten worse instead of better. (RL)

b. It was close by and it is flexible, to an extent. (RL)

c. Location to where I live, the programs offered, and the flexibility offered in taking classes, (online, flex, ITV, etc). (RL)
d. WITC gives me the opportunity of taking classes online so I may also earn a paycheck for household expenses. I wouldn’t have been able to continue my goal without online class options. (RL)

e. I chose WITC for the smaller class sizes and more one-on-one time with the instructors. Also, it’s cheaper than most colleges. The location is convenient to where I live. (S)

7. Miscellaneous

a. I chose WITC because my mother attended WITC, and I knew other people who had attended. All the people I knew who had attended WITC and graduated were able to get jobs in their career field. However, the only other college choice was Northland and I had never known anyone to graduate from Northland and get a job in their career field. Many of the graduates I knew who had graduated from Northland were unable to get jobs at all. I wanted to attend a school that could give me results. (A)

b. Because I needed to get somewhere and the U.S. Navy couldn’t offer me a future. (RL)

c. Wanted to learn an actual job skill that could be readily applied anywhere in the country. (RL)

d. I chose to move in order to come here. The school is set up great. (RL)

e. Random chance guided me here and I’m highly satisfied with the school, course materials, and staff here at WITC. (S)

Question 3. In the future, what would you like to see WITC do differently?

1. Bookstore

a. I would like to see them offer used books for sale. It would be nice if they would buy back our textbooks after we use them. It would really help to cut down on the cost of books. (A)

b. Rental book program started. Computer lab. (NR)

c. Use student money for new printers and supply paper in the LRC. It should be part of student fees. (NR)

d. Used book system. (NR)

e. WITC can best serve the student by letting us rent books for a semester, besides buying them all the time.

f. Making sure the books are in the bookstore before the first day of class for students. This is really hard for us students to get homework done when we don't have books. (NR)

g. I would like to be able to rent books out of the library here at WITC because it was $600 dollars just for my books this semester! (NR)

h. In the future, I would like to see WITC have books as rental, or go cheaper. Otherwise, I am pretty satisfied with the campus. (NR)
i. I would like to be able to have the opportunity to rent books instead of having to buy all of them. (NR)

j. Maybe just in the future the bookstore could be a little bit ahead of schedule on the books and have everything they need and what the students need. Otherwise, I believe that WITC is a great school and I really enjoy it. (NR)

k. As I have mentioned about the bookstore in my question one answer: maybe some sort of cashing in or renting the books (if the books come back in non-condition when rented then pay a fine). I can't really think of anything other than that. I see this as a really good campus to attend. (NR)

l. The bookstore NEEDS to have books for the beginning of the classes. Keep up the great work! (NR)

m. More financial aid for the students. Less on the prices for books. (RL)

n. Have a textbook sell back system. Allow students to sell their used textbooks. Sell the used books cheaper. (RL)

o. I would like to be able to order my books online like you can at the Superior campus. That would make life easier. (RL)

p. A bookstore so we don't have to go to UWS. (S)

q. Bookstore upgrade and more instructor appreciation. (S)

r. Better access to UWS bookstore, since we can't have our own. (S)

2. Daycare

a. I think, having a daycare center. If a full-time cannot be accomplished, even having just one that students with kids can bring them to. I have found that more and more, even though I have daycare, I still have missed class because they may have gotten sick the day before, and they cannot attend for 24 hours. I think if it was an option of while I am in class to have somewhere where my kid(s) can go during the hour would help eliminate frustrations when I have no one else in my life that can take my child(ren) when incidents like that do occur. I also do know that a few people have begun and couldn't make it through or attend the following year due to not having any child care. (A)

b. I would like to see WITC look into having on-site daycare facilities. If they had this option, I would have gone back to school years earlier. I also would like to see a workout room on campus to help students improve their bodies as well as their minds. (A)

c. In the future I would like WITC to offer more classes at night and offer daycare for parents with kids trying to further their education. (NR)

d. I would like to see on-site daycare. This would help bring in single mothers with young children. They need to get an education so they can get off assistance and stay off. (A)

e. Daycare and housing for students with children and pets from childhood. (RL)

f. Daycare. (2) (RL)

g. More help with transportation cost and daycare cost. (RL)

h. Daycare and appropriate classrooms for classes. (RL)
i. Nothing I can think of, but a daycare would benefit many, many students. It also would not cost the school anything, but profit. More parents would want to attend school also. (RL)
j. Get a daycare program for students with kids, not just at UWS. (S)

3. Housing and/or Transportation
a. Well, there are a couple suggestions I’d like to make. One that would work in tandem with the environment as well as helping students would be a partnership with the local public transportation system, the BART bus. Nearly everyone that comes to school here drives, and if there were an incentive to take the bus, such as free or discounted tickets, we could help curb our carbon footprint here at WITC Ashland.

I know Northland College has a deal worked out with the BART system, in which, they pay a certain amount per student per year to provide free bus fares for the students.

Now, I know WITC must have a more limited budget than does Northland College, but if we could make green transportation more of a priority, the benefits of such a move would become clear to the students and potential students of WITC. The bus provides transportation from such diverse communities such as Odanah (on the Bad River Reservation) to Ashland (there are inner-city bus routes as well), to Washburn, Bayfield, and extending up to the Red Cliff Reservation. In addition to reducing our carbon footprint, this would also attract potential students that live in these communities that may not otherwise come to school in Ashland, as increasing fuel costs may make this economically difficult for them.

Other programs could be implemented in tandem with this, along the same environmentally sustainable theme. Perhaps there could be an incentive given to students that ride their bicycles to school, which in addition to being good for their own health, has far reaching implications in curbing our fossil fuel use. I do like the WITC book bags that were given out with the purchased texts this year - these reusable bags encourage people to use less disposable bags when shopping. (A)
b. Temporary housing for students that travel for long distance during the winter months. (NR)
c. Housing, and help with gas. (RL)
d. I would like to see WITC do nothing differently, besides perhaps more shop space and possibly student housing. (RL)
e. Put in a dorm of some kind or apartments for students to live in during school. (RL)
f. Student housing. (RL)
g. Housing. (RL)
h. Get student housing! It sucked looking for two to three weeks for something I could actually afford. (RL)
i. Set up a ride-share program maybe. (NR)

4. Food Services
   a. Have healthier snacks and drinks in the machines in the student union. Otherwise EVERYTHING is great! (A)
   b. Have cheaper food. (NR)
   c. Have cheaper food and get a tobacco vending machine. (NR)
   d. Credit card machine at Rigler Hall snack bar. (RL)
   e. That the Rigler Hall snack bar should accept credit/debit cards. (RL)
   f. Cheaper prices on food and other food services, just a reasonable price would be nice; not as much ITV; more instructors. (S)

5. Online/ITV Classes
   a. I would like to see WITC get rid of deadlines and schedules on classes that are online. As long as your assignments are done before the end of the semester you are fine. This deadline and schedule stuff is ridiculous. (A)
   b. More online courses available. A classroom with computers that hold all programs open for studying all day. (NR)
   c. Four-day week for your program and more computer capabilities instead of showing up to class each day to listen to a lecture which one could view over the internet. Flexible testing procedures as to the time and place. I love taking my exams in the library as it is quieter and less stressful. (NR)
   d. Stop using IP, flex lab, and online courses except as an optional choice. Do not force people into it by not offering any alternative. (NR)
   e. I believe WITC needs more online and weekend/evening classes for the nontraditional student. More choices make for better, happier parents who are continuing to work while attending school. For instance, the ADN has very few choices, while nearby schools such as CVTC have day and evening classes, including clinical. (NR)
   f. Expand web online programs. (RL)
   g. ITV is difficult. I would rather my ITV class be an online class. Coming to class seems like a waste when I do all my assignments and tests online. (S)
   h. If an instructor will be teaching with ITV, please make sure they are well-trained. Sometimes I feel it takes away from the classroom and is a distraction. (S)
   i. Allow online classes for the ITV/IPV. It seems like the same thing, and I'd rather do a class online! (S)
   j. I would like to see ITV classes only used when there are very few students. Mine has around 12 and it’s difficult to learn over a TV. Also, on-site bookstore. (S)

6. Class Scheduling
   a. Something with parking, more class options - usually only one or two times for core classes (e.g. 8, 3 add an evening or closer to midday). (NR)
b. Wider range of class scheduling/class times. I go to class five days a week, Tuesday for 1.5 hours, Friday for 1.5 hours. I would have liked to double those classes together without online or flex lab. (NR)

c. Laptop for every student and no 3-hour classes. (NR)

d. Offer more flexibility in class offerings. Too many classes fill early and you can't get into the class during your schedule's time frame. (NR)

e. Send student course schedule in mail in regards to what they can register for. Not every student has access to internet prior to school. (NR)

f. Not to have any classes at all on Fridays for any programs! (NR)

g. Have more flex labs, student disability testing, online courses, and more loan money available for those who can't do a program full-time and may take longer and need money other than just two years. (RL)

h. In some certification programs, there needs to be classes brought to each campus. (RL)

i. As I have said more evening classes for those of us who have to work for a living. (RL)

7. Communication

a. My advisor has proven to not be very effective in answering questions. The online programs can tend to be very disorganized at times. Some instructors do very well, some not so well. Increasing the use of technology, such as online learning, is the only way I can or could attend school. I think your counselors need to promote people such as myself (middle age, male) to go back to school. I sensed a complete lack of interest from the counselor when I first applied, who seemed to be looking for female, single mothers who are re-entering the workforce. (NR)

b. In the future I'd like to see WITC do more with Blackboard. Although most teachers already use it a lot, I think every teacher should. It makes turning in assignments much faster. In addition, for the New Richmond campus, I think there should be an increase of computers in the library, as well as more tables and chairs in the student lounge. For the first week, during the hour breaks around lunch, it seems practically impossible to find somewhere to sit and study. (NR)

c. While I have been enrolled at WITC, it seems that every semester has had some major circumstances to overcome. I have seen problems with enrollment, financial aid assistance, class availability, instructor competency, and consistency in information provided from the college to students. I would hope that from semester to semester, the directors would speak to students and work to improve the problems seen from the previous semester. As a student that has had problems with one thing or another each and every semester, it would be nice to see one semester that is worry free because of the remedies that have applied from the top. (NR)

d. Let students know about things involving financial aid before something bad happens. Student Success Center - more promotion to the community (especially with the HSED numbers dropping); more promoting peer tutoring;
promotion to new students. Upon application/registration for classes give students a potential list of required texts. (S)

8. Program Improvement
   a. Maybe go into even more specialized, select areas of training/study. This is just an example, but underwater marine repair and welding is bound to be one of the most needed areas of expertise in the future. We have the curriculum, and we have the lake. We could be using the existing infrastructure to propel the school to the next level. We are too isolated geographically to have product production and shipping be a major part of the economic stability around here so we have to look within the existing community and find new and creative ways to capitalize on that while making this a better place for you and for me. (Incidentally, I'm in health sciences). (A)
   b. With the use of technology, I am sure Ashland students could be offered certificates or degrees that others offer. (A)
   c. Offer some foreign language classes. Offer additional advanced courses for the 'experienced' student. (A)
   d. Have credits that actually transfer to other colleges and/or universities. (A)
   e. Help out students more and have more information on the classes, and have foreign language. (A)
   f. Make "How to Win Friends and Influence People", mandatory reading. It complements our business courses nicely. Continue with small class sizes. (NR)
   g. Cost for nursing classes is pretty stiff. I make too much for assistance, but can't afford it out of pocket. I would love to achieve a degree in nursing, but.... (NR)
   h. Expand nursing program; allow more students or work with other campuses to open more positions for upcoming nursing. Open up HSED program to younger students. Look for other sources of funding for this program. (RL)
   i. Expand the machine shop and get the machines back into one room. Add another full-time instructor in the machine shop. (RL)
   j. More emphasis in safety issues. Should meet industry standards. (RL)
   k. I would love to attend WITC Rice Lake but you don't offer the dental hygiene course. My sister is currently a student there and is in the cosmetology program. (RL)
   l. I would really like to see science labs at WITC. I think that's an area where the students get short-changed. Hands-on experience is terribly important in the sciences. (RL)
   m. While I feel that WITC offers many valuable programs, I'd like to see more added. (RL)
   n. I am currently living in Hayward, WI. I am attending LCO community college and in 2 years I am transferring to either Duluth or Eau Claire for Dental Hygiene. So I think it's a shame that WITC Rice Lake doesn't offer the dental hygiene course. I know a lot of people interested in it but they can't afford to drive 80 miles one way to school. (RL)
o. Campuses have almost the same course. (RL)
p. Make it feel a little bit more like a college. (S)
q. Foreign language courses. Green technology (courses and practices within the school). (S)
r. Automotive could provide cheap services like getting oil changed and other little things. (S)
s. New technologies' slush fund accessible for use by establishing 'program need', and lack of newer technologies in the 'lab work' setting. (S)

9. Instructors
a. I attended Northland College (Ashland) and graduated with a BA from there, however, my experience at WITC (even just one hour meeting with my advisor) was better than my five years spent at Northland. We (alumnus) call WITC 'Northland's Grad School'. The staff is friendly, helpful and truly seem to care about me as a student AND person. I love it here, and would love to work for WITC when I graduate! (A)

10. Student Activities
a. More activities to get the students together. Help people make their choice of program that's right for them. (A)
b. Add on to the facility to accommodate additional student recreational and educational needs. (A)
c. Be more organized in events. As a new student, the Fall Orientation was not organized. Like this event, not enough pizza, not enough chairs, etc. Very unorganized and unprepared! It was very distracting for me and Bob to have chairs being pushed in and around the room while he was speaking. (NR)
d. More students. Snap Fitness discounts for students. (NR)
e. I think it would be nice to have a couple school sports. (NR)
f. In the future, what I would like WITC to do differently would be have more entertainment between classes each day of the week. (NR)
g. More of a push for students to get involved in activities. (RL)
h. I would like to see more sports or extracurricular things to do. (RL)
i. Connect UW-Superior and WITC more together with emails, flyers, or any other activities that people may want to join. (S)

11. Equipment, Supplies and Classroom Size
a. Larger facility. (NR)
b. Smaller class size if possible, more teacher interaction. (NR)
c. I think that the school should look in to having students get a laptop computer when they start school so that all of work and projects are on a computer that they have after they get done with school. (NR)
d. At this moment I do not have anything that I would like WITC to do differently. My instructors are great, the classes are small and personal, and the school is well kept and clean. I really like that the school is small because I learn better when there is a more personal atmosphere. (NR)
e. Keep students in the same classrooms as the classes they are attending. Moving to different classrooms every other day makes it difficult to remember what was taught the day before. (NR)
f. Offer discounts to working parents who are also students. Enable us to purchase laptops at a discount so we can keep up with the younger generation. You have a site for us to purchase software we need at a huge discount. Why not laptops or desktops also? (NR)
g. Better scheduling; and school sell computers to students for discounted rates. (RL)
h. Provide tools or stuff needed and instead of buying your book, check them out of the library and if not returned, send a bill that taxes. (RL)
i. Larger welding shop and other shop areas in general, for the programs with large waiting lists and always full class sizes. (RL)
j. Is there any plan to expand the auto collision shop? It is too small for the number of students. (RL)
k. Expand in learning environment. Basically many programs seem to need more space or less students to work productively and safety. (RL)

12. Miscellaneous
   a. More orientation with new students. (A)
   b. Many students have stated that they would like an on-site exercise room. They have the desire to get physically fit while they learn. I would love to see treadmills in such a room. (A)
   c. In the future, I would like to see WITC take students’ suggestions and use them to make the school better. (NR)
   d. Not sure yet. (NR)
   e. I am satisfied with the experience of WITC so far. I don't see anything needing to be changed so far. (NR)
   f. Nothing I don’t think. Everything seems to be all right to me. (NR)
   g. Maybe in the future you could split the orientation into two days so that it isn't so crowded and that people could absorb more of the information. (NR)
   h. Just to keep up with the educational needs for everyone, and to always have the excellence that you have or will have in the future. (NR)
   i. I would like to see WITC advertise more. I see all these colleges advertising (i.e. Brown College, ITT Tech). (NR)
   j. Adopt a FAFSA payment style similar to the UW system. Students are given account cards. When the funds arrive, the school gets their payments first, and the rest is left in the account for the student to immediately purchase their books and supplies for school, and they can add funds to the cards themselves as well. Instead, we have to wait for someone in an office to process the funds, and then cut a check, and then snail mail. The attitude from these people is ‘it's done this way. Take it, or go somewhere else.’ (NR)
   k. I can't really think of anything but would hope that WITC remains a small community educational institution. This adds quite a bit, especially for the apprehensive student or potential student. I hope that at some point in the future I can come back and teach at WITC. (NR)
l. Nothing; keep working hard. (RL)
m. Maybe build a branch campus in Spooner. (RL)
n. It's fine! (RL)
o. Insurance. (RL)
p. Not really sure, thus far everything is right on track! (RL)
q. Treat the learning centers better! They allow the 'little people' to actually pay you! If you get rid of the learning centers or make them look bad, then you lose all sorts of students that could have been learning from you. (RL)
r. I am not really sure because I have attended WITC since August 25, 2008. (RL)
s. Offer language classes - Spanish, French. Need outdoor tables for NON-smokers. Smokers have taken over the patio! More motorcycle parking please. (NR)
t. When you buy a book and it comes with a CD, you cannot use the CD with the programs on the computers (Medical Dictionary). (RL)