

## Advisory Board Strategic Planning Dinner Survey 2018 Results

### 1 - In hindsight, what training do you wish you had received early in your career?

In hindsight, what training do you wish you had received early in your career?

We all wish we had the knowledge we have after on the job training and practical application has built our expertise. It would have been better having a higher aptitude leaving High School for the technical trade career fields. Being better prepared for projects that apply to the advancing of technology. Example: The fast paced advancing renewable energies

More clinical skills How to manage a business/self-employment More medical terminology/pharmacology Understanding of how different aspects of various jobs work together Networking Where to find information/utilize resources Basic groundwork of all aspects of job, not just specialization More in-depth training It would have been beneficial if there was more focus on leadership and communications skill. Whether they are speaking to a client, going for an interview, or running a project from start to finish.

How dominant technology would become. Tutoring and Mentoring available. More exposure to the world of work beyond Roswell. Greater knowledge about what the course has to offer. A more welcoming campus.

Leadership or management training. Interpersonal dynamics - hot to interact in a formal/informal, manner. Speed Reading - more comprehension Articulate info clearly - know when you need an elongated response, Communication skills. Paperwork side - getting your thoughts on paper, correct grammar - spelling Electrical parts of the aircraft - much more advanced than thought it was.

Technology was not available.

Accounting, Finances, business and personal budgeting skills Realism or how to deal with criticism Career planning, how to start college and be prepared typing skills technical writing, reading and math skills

More interpersonal communication to help patients and concerns. Teamwork, since of duty, doing things right. Writing, public speaking Look people in the eye Personal finance, how to manage money.

• Business Management • Financial Training • General Business • Psychology • History

More student teaching on the job (actually teaching in classroom) Technology troubleshooting Learning to speak fluent in Spanish Verbal combat skills, expression, situational, sparring Legislative processes, ability to speak at the sessions Work politics and how to deal with them

More depth offered on certain topics such as: Leadership Skills In-depth explanation on certain topics as to why things are done the way they are Pediatrics Cardiology Endocrine

As a nurse, I would like to have had more social work training as part of the curriculum. As a Public Health Professional, I would like to have had more training in Political Sciences and Business. As a lawyer, I would have like to explored difference in Careers and learned more with Career Development. As a contractor, I would have liked to know more about Technical Writing and Computer Technology. As a middle school student, I would like to know more about the hard work I am doing now, getting me to my dream college. Summary - there needs to be with in the curriculum studies focus on related fields, to increase the understanding and competence of a career. Also to prepare for career changes as part of the progress.

A test to help students make decisions about what direction they want to go in order to pursue a career. Introduce the many fields and programs that are available to students in the area so they can try to make a decision in which path they want to pursue, especially high school students. Create relevant programs and courses that are centered around the workforce today. Have hands on training available and give the students the experience they will be required to have for the career they are pursuing.

More about regulations like Joint Commission, CMS, OSHA standards. This would help employees understand the challenges these can bring and why they have to be followed. The dynamics of a facility, how leadership works. Safety training, work experience or job shadowing and learning that giving back to community is so important, either through military service and volunteerism, where to get help with education and paying for it.

---

We were honored to have been sitting with Medical Assisting graduates. They voiced their opinion on the content of education in the program. They found it very general and wished it would have been more specialized. When they entered the workforce, they were taught more specialized work skills such as, giving injections, urology, ortho, GI and family practice medicine. They felt they would have been better prepared if they had been exposed to some of those facets of medicine. One graduate felt, once you graduated from Medical Assisting you need to go to Family Practice to get your training to get the basics, because it makes everything else very easy to do.

---

More vocational/industry skills. More of the trade skills, such as auto tech, stainless steel metal working, forklift operations, etc.

---

Classroom management, Organization Skills, Time Management, Leadership/Supervisor Skills, Management Skills, Conflict Management/Resolution, Communication, De-escalating, Risk Management, Documentation/Coding/Charting/Billing, Electronic health records (Athena/Practice Fusion/Practice Partner, Basic, Find what software is used in the community, Database)

---

Commercial Driver (CDL) because blue collar jobs are beneficial but parents and students don't have enough information about CTE courses. The problem begins at the secondary level where the primary focus is to prepare students to attend a 4-year college, not a community college that would offer the students a rewarding career by attending a CTE Program. This is due to a lack of information about CTE courses at a secondary level. High school students have no idea what they want to be. Today, what motivates students is the need to make money. Too many students are entering into the healthcare field because of the drive to make good money, not because they have a "calling" for it. As a community college, we need to actively promote our CTE Programs.

## 2 - What current and future industry trends do you see bringing opportunities to our area?

What current and future industry trends do you see bringing opportunities to our area?

---

Computer science is everywhere and the jobs are currently in high demand. This includes software development. We need more qualified teachers for STEM and technical trade courses.

---

The aging population is requiring additional health care, so we need more health care workers. Bigger corporations are hurting small business and the small town feel and people knowing their clients.

---

In the area we see Agriculture, oil, and gas combining together to grow in the industry. Aviation is growing as well especially with the "high tech" learning involved.

---

Shifts from "Education" to specialized "Training" Competitive. Rapidly growing, aging population. Apprenticeship. Extreme need and shortage of mechanics and related trades.

---

More GA facilities here, Aersale deals with commercial aircraft. we have multiple companies that are out here in the field, only one company could go and do work there. Recycle the good parts of airplanes, most airplanes get We have missed opportunities here - along of good people are leaving here. What's going to be the incentive to keep them here? What is needed to keep people here. What can we do to get people a higher paying job and stay here? Redesigning middle school and high school to have workforce programs.

---

More Primary and Specialty Physicians. More Retail and Training.

---

social media, aviation, pilot, mechanics, aliens need more restaurants not enough in Roswell to keep good employees here, no matter what the pay need city development more entrepreneur mindset courses need for entertainment and nightlife to offer more to do in Roswell

---

Hospitals need growth always needing nurses from our programs. Healthcare need other areas like surgical tech, rad techs, etc. Air Center being unique is set to expand and become an asset to the state Maintenance for drones are needed positions Hiring of CAN while they are going to school for nursing

---

- With the oil and gas increase, technical/vocational opportunities are coming back
- Electronic Automation
- Operations Systems
- Computer controls – automotive – not just IT stuff
- CDL

---

Oil field training in all areas Virgin Galactic and Aerospace aviation Healthcare, clinical and office Retooling skills already have Soft skills and entrepreneurial skills Craft training Center (Technical Education for HS students) Correct Math and English (Tech Ed) skills vs main Math and English (Algebra, Geometry, Calculus) classes

---

Bridge outpatient care to take away from the emergency department by having paramedics go out to patient's homes. more advancement by out to different areas such as oil field. Nuclear based education. Community based EMS; Community paired medicine - mobile critical care units go out to see patients.

---

Summary - Expand the aviation and films fields. need to train a skilled workforce in the fields of medical and construction. Evaluate our assets and look toward increasing Technical Development. Bring in more retail, fine dining, fitness, transportation options and recreation for the youth.

---

Creating good employees by providing students with specific courses that focus on their career goals. The focus on providing students with skills that help fill the jobs that we have available in our community. This was a suggestion made by a person in the group: Have ENMU-R create a partnership with the state where the state provides the equipment and access needed for our instructors to teach the future employee the skills and education they need. Another Suggestion: Create shorter and more collaborative courses for students so they can quickly get out into the workforce. When students discover that they have to stick around for a long time, they tend to give up because they are looking for a quick solution and job. If we can provide them with that solution with a condensed program and provide more hands on learning, we can get students out the door quicker and into the workforce.

Medical Scribes - these are being used more and more. Billing - utilization review in conjunction with coding, administrative demands, social workers/counseling - licensed independent social workers are in demand. they need to have a certain amount of hours to work independently. this would be an excellent program to offer.

---

Oil/Gas increasing Renewable energy jobs that have not been developed yet Life coaching and Small Business being more prevalent in this area

---

They voiced their opinion on the lack of physicians in the area, especially specialty physicians (Endocrinologist). They see physicians leaving the Roswell area. They talked the load the physicians have on a daily basis and how unfair that is to the patients. A physician can't see 40-50 patients a day and actually do proper medicine for that patient. The medical assistant must have everything read for that physician before they enter the room, so the medical assistant really knows more about the patient than the physician does. The workforce in Roswell is staying because of family ties, even though physicians are coming and going.

---

There is a trend of students going for four-year degrees and not enough going for trades. This is creating a shortage of skilled workers such as plumbers, welders, mechanics, etc. The work force in these trades is getting older, but not being replaced. This creates an opportunity for ENMU-R to collaborate with RISD to get into the schools and educate students early about all the opportunities available for trades. There are good, high-paying jobs for skilled workers. Students need to know that programs are available here in our own community through ENMU-R to get them prepared for these jobs. So there is tremendous potential and need in our community for career tech education and apprenticeship programs.

---

Oil, Pipeline, Criminal Justice, Entertainment Industry, Movie

---

3D Printing and Aviation. 3D printing is revolutionizing the way healthcare can provide certain services to its' patients such as genetics and bone work (hyper elastic bone). The need for more hard science and STEM careers. Aviation careers, offering affordable classes. Bringing new opportunities to our communities such as the movie industry. If we could get the film industry to use our state to film more movies and allow our media students to actively assist through internships, we would get a lot more students interested in attending our college.

### 3 - How can you and ENMU - R benefit from future collaboration?

How can you and ENMU - R benefit from future collaboration?

Collaboration with the high schools is critical. The partnership between industry leaders to keep programs current and relevant. The relationship keeps the college aware of trend changes in real time and maintain current regulations.

Without ENMU-Roswell, we wouldn't have the clinic we have. The college is producing very skilled workers. We feel a connection to ENMU-Roswell--the college feeds skilled labor to the community and companies utilize students, so it's a win-win situation. Students know companies will hire them and we love working with the students. We hope ENMU-Roswell will continue the health programs. Would like to see the college bring back the radiology program/labs Perhaps collaborate with cross-section of students, e.g. use non-medical students in medical areas, such as business, accounting, and IT.

It would be beneficial for there to be more advertising from the college about what programs are offered. As well as ENMU-R collaborating with bigger colleges for smooth transition/transfer for our students to continue higher education. Increasing what courses and programs that is offered at the college, especially classes that are transferable to other Universities.

Mentoring, Tutoring and Internship sites. University should create open access clinics and services. ENMU-R needs a presence on the ENMU Public Television Offerings.

We need mini forums - focus groups. Partner with High Schools because they don't know who to communicate or write. Students have an addiction to cell phones. There is a certain time and place for phones - OSHA Students coming in late Habits instilled in students Former students goes in and talks to class and educates on missing info.

Open the door to students. Clinical or Internships. Lack of preceptorship. Competitive salaries - medical fields.

work together to put up job openings on campus or website getting the word out to students for job opportunities that will work with school schedule in design classes HTML training volunteers (students, faculty, or staff) for City of Roswell events. Community service projects.

Mechanics needed for airfield work, future jobs, attrition rate is high in field. Marketing of mechanic jobs are needed. Lack of exposure to job some get degree then leave because job is not what they expected after a few months. Marketing of programs needs to increase if this happens more graduates means more graduates to hire. Name recognition, Skin our CDL Trucks, Back of busses.

- Work with local schools and get vocational/technical training back into high schools and middle schools also
- Need RISD and ENMU Roswell to get closer – start with 8th grade
- Other local school districts as well
- Aviation
- Refrigeration
- Need to have regular meetings
- Will have a skilled workforce in the community, give people job opportunities
- Stop brining people from out of state to fill jobs
- Money stays here
- Need to have a give and take to keep programs on track between education and business

Be proactive in surrounding schools/what is offered Begin information to high schools the fall before the following term Variety in CTE Sustainability More classes "Whatever you need we make it happen-Gamble)

Lower overall costs. Shorter training. Program Assistance for costs. Offer deferment or payment plans for new EMS students for: Program Offsite classes Certification Exams

Summary - Expand the college from 2 years to 4-year program here in Roswell. More community volunteers spending time with and at the college. Look to the Business community for their help and needs to build a workforce. Need to collaborate with the college on practicums and look at expanding programs. Get involved and listen to the stake holders. We need people that know, but also have a basic job and life skills. Include generational training.

Having customized training to create opportunities for people within the community. Focus on what the community needs in the workforce and center programs around those needs. For example, highway patrol, focus on creating a program that works with the highway patrol to get students in and train them and get them out into the workforce.

Collaborate well with Medical Assisting now. 90% hire rate. offices want medical assisting students from ENMU-R. Need more COTAs and the NM Rehabilitation Center.

---

Supporting smaller business, aligning recourses, leverage community collaboration with problem solving skills/team building skills. Also support needs of the work force community and sponsorships to achieve career goals of students/community

---

Opinion voiced that everyone needs to be made aware of new physician in the area or the other physicians in the area. It was voiced again about more specialized Medical Assisting Training. More training in all of the paperwork involved and being told that paperwork is a part of Medical Assisting.

---

ENMU-R has great training facilities. We need to use these facilities to train high school students in trades. If ENMU-R can collaborate first with RISD to provide programs for students who are interested in technical education, local businesses, like Leprino, would benefit from a deeper workforce.

---

Nurses - 2nd year students into offices, Business students - interns, Front Desk Internships, Incorporate medical terminology in business degree

---

Community colleges working together to push more students to attend a 2 - year college instead of a 4 - year college. If we promote to future/potential students that coming to a 2 - year college can increase success in the workforce, instead of incurring debt by attending a 4 - year college. Our communities are starving for talent so we need to promote more blue collar jobs.

## 4 - What skills and abilities do YOU have to teach new employees?

What skills and abilities do YOU have to teach new employees?

We can offer real world applications. The main obstacle we overcome is training Customer Service. The employees struggle with basic verbal communication with customers. Most hires are skilled with their smart phone, but have a tough time transitioning to computers. Phone/technology needs to be used purposeful on the job; etiquette. Lack the understanding of how valuable Interpersonal Relations skills are. Biggest problem with hiring is finding a person with a valid driver's license. Secondary issue is passing drug screening.

Communication--how to talk and have a conversation in person Work ethic Timeliness Proper attire Need people to be open to being molded (may need to work beyond job description)--need people to go above and beyond Critical thinking How to work as a team Teach employees to learn from each other/Lead by example

Having to teach real life experience to new employees. Most have the technical concept but struggle with the big picture.

Retirement Planning. Financial Literacy Time Management Work Ethics.

Communication We have to get out of our silos Generalize skills that are needed Showing up on time, off breaks on time Partner with ITS to teach those skills You have to have a high standard

Soft Skills - Communication, Coaching, Empathy

communication and personal skills customer service skills critical thinking skills having these skills before hired is a plus

Nurses want to come to college to tell upcoming graduates of what they need to know.

- Degrees
- How to accomplish a goal
- Stay involved – guide others, not just tell
- Discipline
- Structure
- Processes
- Organization
- Communication
- Have to know what you are trying to teach
- Relate academic learning to the career field
- Ability to communicate with customers

Soft skills, planning, education Vocational classes, job skills Leadership, perception What you do effects lives

Teaching students to be self-sufficient

summary - Share knowledge on networking and communicating with government and other entities. Share knowledge on how to: have vision, be honest, loyal, and open. Teach skills that will help with coping, work ethic, customer services.

Internship courses, help the students to have on the job training and give them the one-on-one time they need. Providing training customized to help the students get quickly into the workforce. An example used was the automotive program teaching, focuses the teachings around dealerships because they recognize that the students need to understand the demands of their position. The focus is on what the employers want and need and uses that to help train the students so they have the knowledge and a higher success rate in the workforce.

Legal records - how to maintain them and document them. Professionalism. Why they have to do what they do in medical offices and facilities and why they should be following the guidelines. Compassion - talking and listening to patients.

we teach all employees discipline and management skills, professional development as to Blood Borne Pathogens, abuse recognition what it is, who and when to report it

Once they began they career, they were taught the skills they needed to work at that facility. Every new employee that came in was taught by them or one of the other workers, the skills they needed to work at that facility. Voiced opinion that some of the new graduates are giving impression that some duties they don't have to perform or that are not a part of Medical Assisting. They are told that it is a function of what Medical Assisting.

Business basics, food safety, operational efficiency, facility safety, forklift operation, and ESL. Leprino takes their employees through 120 days of training. Employees must work through different stages of training to obtain increased pay.

---

Typing\*\*\*\* Very Important Basic Computer Skills - Turn on, open programs Proofread Skills Professionalism Soft Skills - Talk, tattoos, dependability, on time, accountability Team Work Basic Accounting Empathy

---

Teaching students how to think (critical thinking). Teaching from a holistic perspective. Helping students connect the dots as they learn. Being able to take the information they learn and apply it to a real-world setting. The ability to take a boring subject and make it interesting.

---

What skills and abilities do YOU have to teach new employees?

---

Perhaps older community doesn't realize what the college has to offer, but the younger population who serve the older know and appreciate the college. Need to get students excited to be at ENMU-Roswell--dual credit helps Need shadowing program--before clinical/internships, just to expose students to various fields before they come to college.

---

Having to teach real life experience to new employees. Most have the technical concept but struggle with the big picture.

---

- Degrees
- How to accomplish a goal
- Stay involved – guide others, not just tell
- Discipline
- Structure
- Processes
- Organization
- Communication
- Have to know what you are trying to teach
- Relate academic learning to the career field
- Ability to communicate with customers

---

Once they began their career, they were taught the skills they needed to work at that facility. Every new employee that came in was taught by them or one of the other workers, the skills they needed to work at that facility. Voiced opinion that some of the new graduates are giving impression that some duties they don't have to perform or that are not a part of Medical Assisting. They are told that it is a function of what Medical Assisting.

## 5 - How would the community describe what ENMU - R does and whom they serve?

How would the community describe what ENMU - R does and whom they serve?

Serve teachers, and provide an opportunity for higher education in our local economy. Perceived as having a vertical alignment with industry. We approach education with apprenticeships in conjunction with academics. The community would benefit from knowing more about what the college needs.

Perhaps older community doesn't realize what ENMU-Roswell has to offer, but younger population who serve the older do know and appreciate. Need to get students excited to be at ENMU-Roswell--dual credit helps. Need shadowing program before clinical/internships, just to expose students to a field before entering college.

The school is catering to the needs of the community which is the need in the medical field. When I think of the college I think of medical, teaching and technical. But we have heard there is a huge demand for Aviation, and that the college is currently building up that program.

ENMU-R doesn't have a "Bad Reputation" it has a "No Reputation" ENMU-R personnel (of all kinds) are not sufficiently visible or engaged in the community.

Filling a needed role in this community we need the career focused degrees High demand Concentrate more on the trade skills

No feedback per say from community.

ENMU-R serves the community.

They serve the community. Should offer BA in aviation and nursing. Is ENMU-R in ENMU strategic plan? All programs are necessary Degrees for jobs in Roswell is needed, there are jobs for nurses but what about the spouses of nurses may be a reason for high turnover.

- 2 years ago not a lot of positive, no lately it is positive
- 8 years ago satellite of Portales, now it is becoming it sown, could be competition for Portales
- Grow so much – beneficial to community
- Different Opportunities helps keep people here
- Small campus – students get personalized learning
- Very current on technology
- Provide opportunities – serving the future of the town and helping community with livelihoods, economy
- Likes being able to get everything here
- Affordable
- Start career after two years
- Instructors who have a long career – commitment to students
- Need real steak knives next time
- The food was good!

Options-ENMUR budget vs tight funding Expose creative, transportation issues Place you go before you go somewhere else/certifications Artesia absent from community information People see ENMUR as an only stop Can't go somewhere else

Offer open-door policy

As a middle school student I think schools value grades over the needs and feelings of the students and should take more stalk in the feelings of the student. As a nurse practicum student we are well trained and an asset to the health care community. As a public health worker whom went to ENMU-R from 92-94, I got a great education. I received the attention I needed. if I had not gone here, I may not have finished college. ENMU-R provides a form fit for the needs of the community. ENMU-R provides for all ages to get an education or continued education. There is a lot of confusion about the student population, the community sees ENMU-R as a lower quality of student and education. Seen as an opportunity for educating our workforce. as an opportunity for building on the workforce and community needs. Don't have a culture of education need to prove more mentor and tutoring programs. Summary - ENMU-R is seen as a low quality education and population to match. Although those in the health services feel that we provide a good product, but could use a little improvement. ENMU-R provides an education to all, but more information on programs needs to be brought to the community.

Cheapest school in the region, fully accredited, great at advertising, and they know that we have a good President that will implement change and is more involved within the community. There were a lot of suggestions in this area that my table discussed, so I will just provide that information. Maybe have an open house to promote the

school, try providing a free course or presentation to dive into what the university offers. Have more advertisement for the I-center, take an opportunity to partner with other areas and schools to teach courses in their areas.

---

Develop programs for those who have been laid off - example given - the closure of the Levi's plant years ago. Serving special populations like single parents. Serving children with disabilities. Senior programs - one person stated that some are available for %5.00 but no one is aware of this. Catalogs in hard copy format need to be available to the public. Many older people prefer the paper format. Need to communicate what is available more. High school classes like welding. One stated her son took welding in high school and now that is what he wants to do after he graduates. Dual enrollment and early college programs. State fair booth is a good idea - it shows what the college offers. Local education. Improves the community of Roswell Gives Students opportunities.

---

Most people don't know all of the programs that ENMU-R offers, due to the lack of effective advertising. There is a lack in Recruitment. The Community really doesn't understand that ENMU-R is one of 2 community colleges in the United States that offers Youth Challenge cadets to not only receive a GED, but a certificate of completion and college credit.

---

The consensus is the campus is helping, but in Medical Assisting, they need more instructors. The program is growing and the interest in also growing, but there is not enough instructors.

---

"ENMU-R serves everyone. I knew about it. I didn't have to search for it." However, others stated that they don't feel like the university markets effectively. We have to make sure that everyone knows about things like the welding program and the A & P program. We have this asset and we need to make the community aware of it. We need to get to the parents of high school students.

---

College, turning out Nurses/EMT/CNA, Health Science, Transition School, should hold refresher courses, Recruit, Saturday Meet & Greet, put on Twitter Instagram and Facebook, Teach Social Media, as they read the list of programs, they were amazed, they didn't realize we offered so much. More advertising needed. How come ENMU-R doesn't attend Health Fairs and Work Fairs Suggestion - Give questions with invitation so they can prepare before the meeting.

---

Community oriented. This campus focuses on the needs of the community and prepares its' students accordingly. A community is defined by the talent it has. As a community college we need to assess the needs of our businesses and ensure that we are able to provide them will highly skilled workers.