Approved Interview Questions

Service Excellence Interview Questions
Respectful:
(Key Behaviors)

Treat others the way they want to be treated:

1. What do you think creates and contributes to respect in the workplace?
2. Describe the relationship you would like to establish with students, parents, faculty, staff, community members, administration and The Board of Trustees as it relates to this position?
3. How would you plan to be a positive leader at LSSC and to cultivate good leadership in your staff members?
4. Describe a time when you dealt with a disrespectful co-worker or subordinate. How did you use the quality of respect to communicate effectively with the co-worker or subordinate?

Be courteous (active listening, polite, friendly, caring, honoring personal space):

5. This position will work with a variety of individuals and groups from the private and public sectors of Lake and Sumter Counties. Explain how you would build and maintain respectful relationships with these groups.
6. What experience do you have in customer service-related positions and/or in working with students? What do you see are the challenges? What do you see are the opportunities?
7. How would you integrate the quality of respect into your everyday interactions with students, parents, faculty, staff, and other LSSC constituents?
8. Describe a time when a client was rude/sarcastic and how you handled the situation.

Respect hierarchy, procedures, and policies:

9. What steps would you take to work effectively within the political processes of local, state, or federal agencies in this role or position?
10. Describe your organizational and time management skills as well as your attention to detail. Please give two examples including how the importance of accuracy or speed may impact your management effectiveness.
11. What is your approach and strategy for dealing with politics in the workplace?
12. Tell us about how confidentiality plays a role in how you conduct yourself in the workplace.

Appreciate differences (disabilities, socio-economics status, ethnic, gender, age religion, lifestyles, values, cultures):
13. How would you structure your management team in an environment of diverse campuses with differing program and student needs?

14. Describe your experience providing service to diverse groups of internal and external constituents. What are the challenges? What are the opportunities?

15. Describe your style of leadership as it relates to recognizing and appreciating the diversity of our college community (disabilities, socio-economics status, ethnic, gender, age religion, lifestyles, values, cultures).

Responsive:
(Key Behaviors)
Act in a timely manner:
16. Describe how you handle meeting deadlines when multiple high priority projects are due at the same time.
17. How do you define what a “timely response” means?
18. What ideas do you have for addressing the challenges people face regarding the ability to meet response time goals?
19. Demonstrate accessibility (in person, by phone, by email):
20. Describe the specific actions you take to ensure that you are accessible to peers, supervisors, and students.
21. What modes of communication do you prefer using when doing business and/or remaining accessible?
22. How do you handle the demands of being accessible to those who rely on you for feedback and/or guidance?

Be dependable by following-up and following-thru on promises:
23. Tell us about a time when you promised to handle something at work that was either very difficult and/or came at a demanding time.
24. Have you ever had the experience of someone letting you down on their promise to follow-up or follow thru? Tell us about it and what you learned as a result of this experience?

Be informative by providing accurate information and solutions:
25. If you were in a situation where you don’t know the answer to a question or problem, what steps would you take?
   a. How do you stay current in your field and/or area of work?
   b. How would you handle someone seeking your assistance regarding policies or problems outside of your area of expertise?

Competent:
(Key Behaviors)
Utilize effectively knowledge, skills, and resources:
26. Tell us how you have used your leadership skills effectively in past positions and how those acquired skills would relate to your duties with this position.
27. Tell us what strategy or strategies you would use to conduct _________.

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28. Explain how you would design a business plan or walk us through a step by step process of how you would go about planning, marketing, or coordinating an event.

Exercise active problem-solving and informed decision making:
29. Provide an example of how you problem solved or handled a significant or difficult situation in the past.
30. How would you deal with a complicated situation between a student and his/her family member?
31. If you don’t know the answer to something, how do you find it in order to problem solve?
32. You can telepathically communicate with animals. How would you command the animal kingdom to overthrow society?

Be efficient and reliable:
33. Give an example of how you work in a situation where you must prioritize and multitask without supervision. What did you learn from this experience?
34. How do you define what it means to be an efficient and reliable employee?
35. Describe how you would handle this situation: You are engaged in a work discussion with a couple of employees in your department and a client comes in. What specific actions would you take in this scenario?

Follow processes consistently:
36. Tell us about a time you broke the established rules to serve a customer’s need.
37. What steps do you take regularly to maintain your technical competence and to advance your knowledge in the field?
38. How do you determine in a customer situation when to stay within the rules versus when to break from the rules? Give examples.

Collaboration:
(Key Behaviors)
Seek and provide help to accomplish goals:
39. Provide an example of how you approach initiating a major change and how you assist others with implementing it?
40. Tell us about the last time you had to work with others in order to accomplish a critical task or achieve a certain result. What did you learn from this experience?
41. Tell us about the last time you tried something new or took on additional responsibilities when there was no guarantee for success? What did you learn from this experience?

Engage stakeholders for input:
42. Tell us how you go about soliciting input, buy-in, and ownership from your staff members as you go about making decisions that impact them.
43. Tell us how you go about soliciting input from employees outside of your area as you contemplate decisions that impact the College. What did you learn from this experience and how did it impact your future work?
44. Tell us how you go about soliciting input from others when making key decisions?
45. Tell us about the last time you asked for feedback from a peer or supervisor. What did you do with that information and how did you encourage continual or further input?

Communicate interdepartmentally:
46. In a situation where individuals are divided over expected outcomes, how will you handle satisfying the differing individuals?
47. Discuss an experience in an office setting where you had to communicate with a variety of key individuals in various ways.
48. What strategies have you found to be helpful when managing diverse communication styles in work teams?
49. Please describe a time when your work group or department worked especially well with another work group or department to accomplish a goal. What factors contributed to this success? What was your role in this example?

Build relationships and win-win partnerships with honesty, trust:
50. What important characteristics do you look for in co-workers, supervisors, and employees?
51. To better serve _____, the _____ office must work closely with many departments, including _______. Please explain how you would build relationships with each of these departments.
52. How would you go about establishing rapport with _________?
53. In your current position, how would your coworkers describe your individual contributions to building partnerships?

General
54. Describe the workplace culture in which you would most like to work.
55. Discuss with us your knowledge and understanding of the ____ program?
56. Everyone has strengths and weaknesses as workers. What are your strong points? What are areas in which you need improvement?
57. Please describe your understanding of the mission of a comprehensive college and how that mission might influence the role of the _____ office.
58. Please highlight your qualifications that make you the best candidate for this position.
59. Tell us about your experience working in a college setting.
60. Tell us why you think you are qualified for this position
61. Tell us why you believe you can fill Lake-Sumter’s needs in this position.
62. Walk us through your career progression highlighting relevant experience for this position.
63. What are you looking for in your next position?
64. What attracts you to Lake-Sumter College?
65. What do you think is the greatest cause of negativity in the workplace?
66. What experience do you have in customer service related positions?
67. What is your approach or strategy for dealing with politics in your workplace?
68. What is your long-term employment or career objective? How does this job fit in with your overall career goals?
69. What is your vision for LSSC’s _____ Program?
70. What motivated you to seek this position at this institution, and why do you feel that you are qualified for the position?
71. What relation does this position have with your long-term professional goal?
72. What specific steps would you take to increase enrollment in the _____ Program?
73. What experience do you have in customer service (human service) related position and what experience do you have in working with students?
74. As you have learned more about LSSC, what excites you most about the possibility about being our ________?
75. How you plan to be a positive leader at LSSC and to cultivate good leadership in your staff members?
76. Describe the role you would like to play in dealing with the faculty, staff, students and Board of Trustees.
77. If you were given control of this company for a year, what would you do and why?

**Interpersonal Skills**
78. "Give an example of how you work in a situation where you must prioritize and multitask without supervision. How did you handle it?"
79. Describe a situation where you problem-solved a significant or difficult situation.
80. Describe a time when a co-worker failed to pull their weight. What did you do?
81. Describe the best and the worst teacher/supervisor you ever had, and tell us why they were the best and worst.
82. Describe the relationship you would like with the _____ faculty, staff, Board of Trustees, community…
83. Describe the style of supervision with which you work best.
84. Describe your concept of service to internal and external customers of LSSC?
85. Describe your organizational and time management skills as well as your attention to detail. Please give examples including how the importance of accuracy or speed may impact your management effectiveness.
86. Discuss your professional experience in dealing with multi-racial groups?
87. Give us an example of when you worked with an extremely difficult co-worker. How did you handle it?
88. Give us some examples of how you make your job fun?
89. How do you feel about working in a fast pace/high stress office?
90. If you were in a situation where you don’t know the answer to a problem, what steps would you take?
91. In a situation where individuals are divided in expected outcomes and you must decide among the outcomes, how will you handle satisfying the differing individuals?
92. In a small school environment such as ours, each employee must accomplish many varied tasks. How do you plan to manage your time? What will your priorities be in relation to your time?
93. Please describe the extent of your experience in managing a budget and staff.
94. Please explain how you balance project demands against limited resources.
95. Please explain your professional development plan. How do you stay current in your field?

96. Please speak to what you consider to be the difference between a good ______ and a great ________, and how you plan to encourage ____ to be great.

97. Provide two examples of your experience with being flexible with set rules/regulations.

98. Talk to us about a mistake you have made in leadership and tell us how you went about correcting the mistake.

99. Tell us about a time when you made a serious mistake with a customer or a co-worker. How did you reconcile it?

100. Tell us about a time when you went above and beyond the call of duty to assist a co-worker when you received no recognition or no credit.

101. Tell us about the last time you asked someone for feedback. What did you do with that information?

102. Tell us about the last time you broke the rules to serve a customer in need.

103. Tell us about the last time you had to work with others to accomplish a critical result. What did you do?

104. Tell us about the last time you tried something new or took on additional responsibility when there was no guarantee for success.

105. Tell us how you get input from employees as you go about making decisions that pertain to the College.

106. Tell us how you will get input from others when making decisions that pertain to the college.

107. Tell us how you recently used humor to diffuse a tense situation.

108. To better serve _____, the _____ office must work closely with many departments, including ______. Please explain how you would build relationships with each of these departments.

109. What characteristics are important to you in co-workers, supervisors, and employees?

110. What does “personal accountability” mean to you?

111. What academic integrity mean to you?

112. What frustrates you in a work environment and how do you cope or deal with it?

113. What strategies have you found to be helpful when managing diverse work teams?

114. What’s the most important thing you have learned in the last six months? What new skills, knowledge or experience have you gained?

115. When faced with a major change, explain with an example how you approached it and worked through it?

116. The individual in this position will be working with a variety of individuals and community groups, some of which include Sumter County School staff and students as well as staff and inmates from the Federal Correctional Complex. Please explain how you would build relationships with these groups.

117. Tell us how you get input, buy-in, and ownership from your staff members as you go about making decisions that pertain to the College.
In a situation where individuals are divided in expected outcomes and you must decide among the outcomes, how will you handle satisfying the differing individuals?

What does academic integrity mean to you, and how often and in what ways should the college check to see that it is living up to its institutional values of honesty and integrity?

**Technical Skills** (broken down into various categories but all under technical skills)

Describe the key elements of an effective fund-raising process and give examples.

Discuss with us your experience and/or approach to not only executing the responsibilities of your own position, but incorporating the responsibilities of another position.

Discuss your experience in an office setting where relationships with a variety of key individuals were a constant.

Discuss your experience in managing budgets.

Florida has a new governance organization for all of education. How would you go about having a positive influence on and a close relationship with that organization?

Have you designed and/or implemented a Disaster Recovery plan? Can you tell us a bit about the plan and the implementation?

How do you keep you technical skills current?

What steps do you take regularly to maintain your technical competence and to advance your knowledge in your field?

How would you achieve and maintain a diversified workforce (faculty/staff) and student body?

How would you go about maintaining and creating good community relationships between the College and other educational agencies and business and industry?

How would you optimize the use of financial resources with regard to balancing the needs of departments?

How would you plan to work within the political processes of state and local government?

How would you structure your management team in an environment of diverse campuses?

Please tell us about some of your data entry experience.

Please tell us about your computer skills including any experience that you have with SCT Banner.

Tell us about how confidentiality plays a role in how you conduct yourself in the workplace.

Tell us about your skills with data entry and maintaining a database.

Tell us your understanding of the Florida System of Higher Education and then tell us how you would strive to work within that system.

This position requires some supervision of student workers. How would you handle problems that may arise such as, students who can’t complete
assigned tasks correctly, want to do homework on the job or talk with their friends when they should be working?

139. What is your experience with the Microsoft Office Suite of products?
140. What is your experience with the SACS accreditation process as a member of a SACS Visiting Team and as an employee in a college that has undergone accreditation or reaffirmation of accreditation?
141. What strategies would you employ in order to maintain a reasonable balance between all of the various types of degrees?
142. What type of “hands-on” experience do you have?
143. What type of plan review and project management experience do you have?
144. What is your experience with grant writing, and/or grant management?

**Academic Affairs**

145. Please describe your understanding of the mission of a comprehensive college and how that mission might influence the role of the Dean’s office.

146.

**Admissions**

147. Tell us about your familiarity with Federal Privacy laws.
148. Please explain FERPA and describe the process that you would use to communicate those details to faculty and staff. Please include what you would do to ensure that FERPA guidelines are followed throughout the institution.

**Athletics**

149. Describe your coaching philosophy and how you will prepare the LSSC Team for competition.
150. What is your coaching philosophy and how does this position relate to your coaching philosophy and with your long-term professional goals.
151. In your opinion, what should be the role or purpose of intercollegiate athletics, specifically (your sport) in the development of the student-athlete?
152. Describe a Fall and Spring Campus Recreation/Intramural program for the commuter college student at multiple campuses.

**BRC**

153. Tell us how you would approach business partners in our community and get them interested in using the BRC.
154. Tell us how you have used your leadership skills effectively in past positions that relate to your duties with the BRC.

**Career Development**

155. Walk me through the career development process.
156. How would you go about establishing rapport with a student?
157. What specific information would you want to gather in an initial career advising meeting with a student?
158. How would you go about getting more students involved in career programming?
159. Please describe what steps you would take to develop faculty relationships.
160. Tell me what strategies you would utilize to conduct employer outreach.
161. Please describe a situation where a student seeking employment faced a barrier such as background, disability, work history, credit, etc. and how you were able to assist them in overcoming that barrier.
162. Walk us through the event planning process from start to finish. Provide an example if possible.
163. How would you go about designing career development curriculum or career-related training materials?
164. Please describe your public speaking experience.
165. Do you feel that every student should have equal access to every job opportunity?
166. What, if anything, would you differently when advising a career change?
167. What type of student do you find hardest to work with?

Corporate Training
168. How do you measure the effectiveness of a training program?
169. Many of the trainers we use are part-time and temporary what recruiting and retention strategy would you use to find and keep good trainers?
170. Tell us how you would calculate the return on investment for a training program?
171. What do you feel is the most effective strategy for marketing and selling training?
172. What do you think are the most important things to look for in hiring trainers?
173. What experience do you have in marketing and selling intangible products like training or professional services?

Electrical Distribution Program
174. Briefly describe your experience with IOU Co-op and municipality business models.
175. Briefly describe your understanding of distribution protection coordination
176. Briefly describe your understanding of the construction of H.V. Cable.
177. Describe how you would develop training classes that are sensitive to the needs
178. Describe your experience interpreting OSHA 1910-269 & 1926.
179. What is your philosophy of training line workers?

Financial Aid
180. Banner is an extensive, integrated database. Some people find it difficult to understand, other people enjoy the challenge. Please explain the qualities you possess that would enable you to take the ball and run with it to figure out our computer system - Banner.
181. Describe your experience with relational databases, SQL, and other forms of technology. Please include your level of involvement with the technological functions of a financial aid office.

182. Describe your experience with the issue of Refund/Repayment of Title IV funds. What types of procedures would you implement to ensure the college meets the federal guidelines related on this issue?

183. Give us a thorough example of how RFMS/COD and the GAPS system work. How do they tie into the Business Office Functions?

184. Rising costs affect both the access and opportunity students have for a college education. Please describe the role that you see the college financial aid office playing in relationship to student access to higher education.

185. Specifically discuss the Florida Bright Futures Program and any experience you have in this area.

186. Scenario: You have just started working with a student at the front counter who is in a hurry to get to class but need some Financial Aid questions answered; at the same time another student comes through the door saying they were next to be seen but had to step out for a moment. Then a co-worker approach you saying a caller is insisting that you come to the phone to explain a situation in which you were the person they spoke with previously. How would you respond to this situation?

Financial Services
187. Are you familiar with the requisition/PO process?

188. Briefly summarize how Governmental Standards Board Statement Number 34 changed governmental reporting.

189. If you have payables experience, what volume of A/P work did you process?

190. In your view, how should the Business Office relate to the rest of the College community?

191. Please describe your experience with governmental or not-for-profit accounting including any experience with grant-funded projects or programs.

192. Please share with us your understanding of the term “soft money”? Have you had any experience working with “soft money”?

193. What is an encumbrance?

194. What were the basic procedures you had to follow to get a bill paid?

Foundation
195. Give us examples of your work experiences in Accounting, Bookkeeping, Processing Accounts Payables, and Generating Reports?

196. Discuss with us your knowledge and understanding of Blackbaud computer programs, relational databases and any other computer programs?

Human Resources
197. Given the fact that there is a very limited budget what do you think would be your best recruiting tool?
Would you please tell us what your work environment was or is like in your Human Resources Office, i.e., make-up of your department, work flows, etc.?

Instructor

Describe your previous experience reflective of this program and address specifically your extra-curricular activities such as student clubs, college-wide committees and special events.

Do you think students should have homework?

How could you increase the numbers of students taking _____ courses at LSSC?

How do you determine the final lecture and lab grade in your physical science courses?

How do you encourage student attendance and punctuality?

Please describe your teaching style.

Tell us about your teaching philosophy. Give examples of a lesson or lessons that demonstrate it.

Please discuss what academic integrity means to you.

Suppose you gave an exam on which the highest score was a 50%. How would you deal with this situation?

You are teaching a class in which only 30% of the students are succeeding. How do you react?

Tell me about your favorite student. Tell me about your least favorite student.

What are the most important skills our students should possess upon graduation from this program?

What experience(s) have you had with online or distance learning course work?

What grading scale do you use?

What is the difference between a good instructor and a great instructor?

What is your philosophy on measuring student achievement?

How do you personally measure your success as a teacher as opposed to student evaluations and supervisor evaluations?

What motivates you and how do you go about motivating students?

What significant challenge do you anticipate this degree will face and what impact will that bear on us?

What techniques would you use to motivate uninterested students?

What would you do if a student showed up for class with his/her infant child without ever asking your permission?

What would you do to improve the successful completion of your courses?

Which of the following do you think best classifies students: customers, clients, or co-workers? Explain your answer.

Many students look to their professors for academic and career advice because of their accessibility and their wealth of professional knowledge. How would you incorporate your knowledge of the industry along with the resources the college has to offer to best advise LSSC students?
223. A student has been absent for the past two class meetings and has not communicated with you about the absences. Arriving late, the student comes to today’s class and is lost in the class activity. Describe what you will do.

224. Math - In what ways are developmental math students different from college-level math students? What strategies would you use to help developmental math students succeed?

225. Math- Many different types of technology are being used in many different ways in the math classroom today. What is your philosophy regarding the best use of technology in college mathematics?

226. How has your education and work experience prepared you for teaching today’s college students?

227. You are giving a test and catch a student cheating with a cheat sheet. How do you react?

228. Our department uses team work to address issues relating to student success (such as course content, student learning outcomes, grading policies, etc.). Give an example of a situation in which you worked in a team environment. Was there any conflict amongst team members? If so, how was the conflict resolved and what was your role in the resolution?

229. Which two courses would you most like to teach and which two would you least like to teach at LSSC, and why?

230. What are the most important skills our students should possess upon graduation from this program?

IT Related

231. Describe your experience helping users with phone problems.

232. Describe your LAN and/or WAN experience.

233. Have you had any experience in writing procedures documenting the use of particular computer systems?

234. If someone has no network connectivity Internet, email, etc.) how would you troubleshoot it?
   A user cannot login but they do have network connectivity. What could be the causes?
   Someone is not able to print to the printer down the hall. What could the problem be?

235. Suppose you were required to plan the roll-out of a new release of the operating system that you are using on all of your servers. This update is needed due to a major rewrite of some critical components of the operating system. What would be the major phases of the project? What are the risks of an upgrade to the new release and how would you mitigate the risks?

236. What is your experience with creating or maintaining web pages? What is your familiarity with HTML and with XHTML? Can you recommend a web validation service or software?

237. What is your level of competency in troubleshooting both computer hardware and software problems?

238. Describe your knowledge and skills in the areas of computer networking, programming, and applications.
Library Related

239. A faculty member requests a laptop computer that she needs in an hour. You have no computers available to lend, and she gets very annoyed. What would you do?

240. A person whom you have never met before walks into the Media Center and says that she has clearance from the Dean to check out a laptop and projector for the weekend. What would you do?

241. An instructor approaches you and asks you to make copies of a CD for her. What kinds of questions should you ask her before you begin?

242. Describe your acquisitions philosophy in light of dwindling financial resources.

243. Have you done much library instruction, how recent is your experience, and how do you think your skills are rated by those attending?

244. We are interested in better integration of Media Services into the regular library operations. Do you have any ideas concerning how we could achieve such integration to better serve our patrons?

245. What is your experience with library circulation systems?

246. What is your favorite reference tool, and why is it your favorite?

247. What is your level of expertise in using digital resources?

248. What is your level of expertise in using Internet search tools?

249. What is your level of expertise in using library catalogs and databases?

250. What would you do to enhance the quality of library services in a multi-campus environment?

251. The Media Services department’s policy on classroom technology (PC’s, projectors, document cameras, etc.) is to provide training on use to faculty, staff, and students who make a request. The expectation is that after one or two training sessions the faculty member or other user will be able to handle the equipment without assistance, unless there is an equipment failure. You provide training to a faculty member at the beginning of the semester. However, each week before class the faculty member contacts you for assistance with starting up the equipment. How would you handle this situation?

Mailroom Related

252. Briefly describe your experience with mechanical/technical equipment.

253. Briefly describe your understanding of mailroom equipment.

Outreach/Talent Search

254. Describe to us two experiences in dealing with individuals from culturally diverse and/or low-income backgrounds.

255. Discuss with us your knowledge and understanding of the Talent Search Program?

256. How would you deal with a complicated situation between a student and a member of his/her family?

257. Share with us the aspects of your educational and professional background that make you well suited for this position.
258. The most significant challenge of the job is recruiting and retaining students. Generally, what strategies would you apply to complete this task?
259. The students in this program attend busy and complex schools. As an outsider, what strategies would you use to establish good working relationships in these busy environments?
260. There are a couple of seasonal fieldtrips established for the Talent Search participants (Spring Break Tour, Summer Tour, etc.) where staff may be asked to work until the early evening hours and occasional Saturdays. Can you meet this request?
261. This position requires independent weekly travel to several middle schools and high schools in the South Lake county area. Also, Talent Search staff is required to be out in the community representing the project at different venues (ie. school board events, luncheons, community events, etc). Can you meet these requirements?
262. This program operates on very limited resources. Please describe your willingness and or experience in seeking additional funding to support the program.
263. What’s your opinion on extensive travel to the targeted schools?
264. You are meeting with a senior and his/her parent. The senior has been in the ETS program for many years; however, he/ she has struggled academically throughout high school. It is time for the student to apply to colleges and develop a more structured plan for after high school. It is clear that the parent wants his or her son or daughter to go to college and succeed. The student is clearly not as enthusiastic about going to college. How would you approach this academic and career advising situation?

Student Services
265. Describe your underlying philosophies that guide you when providing career advising for students.
266. In your opinion what role or purpose do student clubs play on a college campus and how would you ensure that LSSC clubs are fulfilling their purpose?
267. In your opinion, what should be the role of our students in this community?
268. LSSC is a commuter college. What types of activities do you think could encourage students to stay on campus or return to campus?
269. What is your approach to recruiting students?
270. What is your approach to recruiting, retaining, and advising students?
271. Please explain your knowledge of the Florida Displaced Homemaker Act and the clients which grants such as ours are designed to serve.
272. Discuss what you know about LSSC’s AAS, and AS degrees and Technical Certificate programs, and when you would recommend advising students to pursue one of these Career & Technical Education programs.
273. Please describe the roles that each of the Student Affairs departments contribute to student success at LSSC. How would your leadership facilitate and support these roles?
274. Please discuss your experience and knowledge of authentic assessment in Student Affairs, and give an example of an outcome that you have been involved with taking through the entire assessment cycle.

275. Please explain your professional development plan. How do you stay current in your field, both with trends and practices in Student Affairs, and with staying in touch with today’s college students and their widely varying needs?

Workforce

276. Describe the working relationship you would like to have with the Business & Technologies faculty, Business Resources Center, Student Development, local schools, and workforce agencies.

277. Discuss your knowledge and understanding of LSSC’s workforce education programs and how they relate to the business community and local educational agencies.

278. Describe what you know about LSSC’s workforce education certificate, AAS, and AS programs, and describe the benefits to students in obtaining a certificate or degree in workforce education programs.

279. How would you integrate student success into workforce education at LSSC?

280. What do you feel is the most effective strategy for marketing and selling LSSC’s workforce education programs?

281. What is your vision for LSSC’s workforce education programs?

282. What steps would you take to increase enrollment in LSSC’s workforce education programs?