



HORRY-GEORGETOWN
TECHNICAL COLLEGE
**COLLEGE
UPDATE**



Fall 2023

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CONWAY CAMPUS

2050 Highway 501 East
Conway, SC 29526
843-347-3186

GRAND STRAND CAMPUS

743 Hemlock Avenue
Myrtle Beach, SC 29577
843-477-2094

GEORGETOWN CAMPUS

4003 South Fraser Street
Georgetown, SC 29440
843-546-8406

HGTC College Update Fall 2023



MESSAGE FROM PRESIDENT FORE

Dear Colleagues,

I hope this message finds you well as we embrace a new season here at Horry-Georgetown Technical College (HGTC). It's a pleasure to connect with you through our employee newsletter, a platform where we can share updates, celebrate achievements, and reflect on the remarkable journey we're on together.

As we commence this academic year, I want to extend my heartfelt appreciation to each one of you for your unwavering commitment to our college's mission. Your dedication, passion, and hard work continue to shape the future of our institution and positively impact the lives of our students.

The past year has been nothing short of extraordinary. We've faced unprecedented challenges, adapted to new circumstances, and emerged stronger and more resilient than ever. Through it all, your strength and flexibility have been a source of inspiration. Our achievements are a testament to your tireless efforts. We've seen remarkable advancements in our academic programs, innovative teaching methodologies, and a deepening commitment to inclusion across our campuses.

Our students, the heart of our institution, have thrived under your guidance. Your unwavering support has enabled them to reach new heights, achieve their goals, and embark on their journeys towards success.

While celebrating our successes, it's important to acknowledge the challenges that lie ahead. Rising costs, changing demographics, and evolving workforce needs are

among the issues we face. However, challenges often bring opportunities for growth and innovation. We plan to address these challenges through affordability, accessibility, academic programs, and workforce development. We are committed to keeping education affordable and accessible. We will explore new scholarship opportunities and financial aid options for our students. We will continue to expand our academic and workforce development programs to align with the needs of local industries, ensuring that our graduates are ready for in-demand careers.

As we look to 2024, I am excited about the possibilities before us. Registration for the spring semester began October 23. Together, we will further enhance the educational experience for our students, foster a nurturing and inclusive campus environment, and strengthen our ties with the community we serve.

I encourage you all to stay actively engaged and involved in our college's initiatives and opportunities that will unfold in the coming months. Your input, ideas, and collaboration are invaluable as we work together to shape the future. Together, we can navigate the challenges and seize the opportunities, making HGTC an even stronger institution. Please know your contributions are not only appreciated but also cherished.

I look forward to another year of growth, achievement, and collaboration as we continue to build a brighter future for our students and our institution. Thank you for being an integral part of our HGTC family.

With much gratitude,

A handwritten signature in blue ink that reads "Murphy".

Dr. Marilyn Murphy Fore

President, Horry-Georgetown Technical College

Capital Projects

HGTC has **29**
buildings encompassing
736,000
square feet
of space.



Since its last SACSCOC re-affirmation in 2018, the College has committed more than **\$70,000,000** to building expansions, facility improvements, and infrastructure upgrades. Today, HGTC has 14 capital projects in progress with a budget of more than **\$43,454,000** that includes enhancements to more than 15 of its existing structures.

Strategic Plan

- The College has developed a long-term 5-year capital plan that includes an additional 14 individual projects with an estimated budget of \$174 million overall. The plan includes renovations and expansion of existing facilities and construction of new spaces across all three (3) Campuses. The accomplishment of the plan is subject to the availability of external funding resources.
- The College is developing a web page to showcase its facility master plans for each campus as approved by the Area Commission, highlight capital projects in progress, and communicate its proposed future capital plan and financial needs.

CONWAY

- The College engaged the services of a third-party engineering firm to assess the roofing systems on all campuses. Based on that work the College is replacing and/or renovating the roofing systems on the Conway Campus Buildings 200, 500, 600, 700, 800, 900, 1000, and 1100 with an estimated cost of \$4.27 million. This work is in progress and will be completed over the next 18 months.
- The College employed an external engineering firm to assess its HVAC systems on all buildings on all campuses. Based on that work the College is replacing and/or upgrading the HVAC systems in Conway Buildings 100, 200, 500, 700, 800, 900, 1100, and 3000 with an estimated cost of \$3.46 million. This work is in progress and will be completed over the next 18 months.
- The College is upgrading the elevator in Building 1000 at a cost of \$250,000.

GRAND STRAND

- Construct parking lot to support the Building 100 renovations with a projected cost of \$1,500,000.
- Plans are underway to renovate and expand Building 100 on the Grand Strand Campus to support expanding its Health Sciences programs. The project scope includes renovating the existing 14,100 square feet of space and adding an additional 10,000 square feet of space by constructing an internal second floor. The project has a budget of \$15,000,000 and will be completed in 2025.
- Plans are in process to replace and/or renovate the roofing systems on the Grand Strand Campus Buildings 300, 500, and 1000 at a projected cost of \$591,000. This work will be completed over the next 18 months.
- The College will be upgrading the HVAC systems in Buildings 300 and 1000 with a projected cost of \$1.45 million. This work will be completed over the next 18 months.

GEORGETOWN

- Plans are underway to replace and/or renovate the roofing systems on Building 100 and the Science Wing over the next 18 months at a cost of \$1.26 million.
- The College will be upgrading the HVAC systems in Building 100 over the next 15 months at a projected cost of \$1,500,000.
- The College is upgrading the elevator in Building 100 at a cost of \$250,000.

Projects Completed Over The Last 24 Months

- Renovation of acquired property to expand the existing Diesel Engine Technology Program.
- Renovation of existing instructional space to support the new Automotive Technology Program.
- Grand Strand Building 1000 – OTA renovations.
- Roofing systems assessment – all Campuses.
- Repaved selected roads and parking lots on the Conway Campus.
- Repaved selected roads and parking lots on the Georgetown Campus.
- Renovated and expanded the Surgical Technology lab, classroom, and offices on the Grand Strand Campus.
- Acquired land and building at 471 Allied Drive, Conway (for the Diesel Engine Technology Program).
- Renovated and equipped the small kitchen in Grand Strand Building 600.
- All Campuses – HVAC feasibility study.
- Grand Strand – Campus Landscaping (included installing irrigation, sod, and plant materials).
- Grand Strand – Renovate the exteriors of Buildings 100, 200, and 300 and the campus infrastructure (sidewalks, parking, and roads).
- Grand Strand – The low slope roof on Building 600 was replaced.
- Georgetown Phase 2 Renovations – (installing pavers, seat walls, and exterior seating in the north and south courtyards and landscaping both courtyards).

Institutional Research

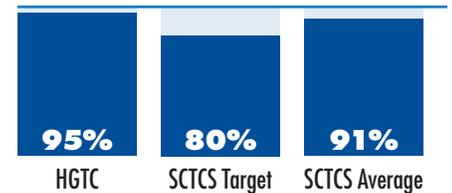
Measuring HGTC Student Success

HGTC exceeded four targeted goals set by the South Carolina Technical College System (SCTCS). For three indicators, we also surpassed the system-wide average for all our 16 peer SC state technical colleges. Great job!

PLACEMENT

2020-2021

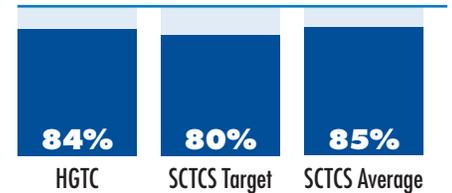
Placement rates are based on completion of a program within 150% of the defined program length.



LICENSURE

2021-2022

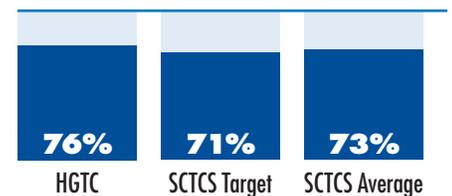
Licensure reflects the percentage of students passing professional examinations and certification tests on their first attempt.



PERSISTENCE

2021-2022

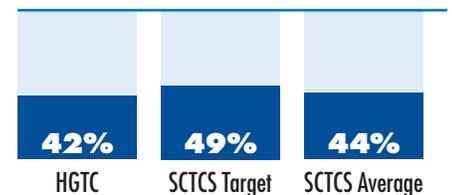
Persistence is the number of students who enroll in a program in the fall who continue their enrollment in the spring.



SUCCESS RATE

2018 COHORT

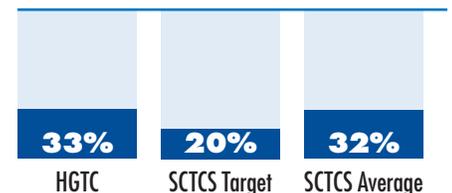
Student Success Rate is a cohort-based measure of graduation, transfer to another post-secondary institution in South Carolina, or continuing enrollment after three years of first-time enrollment.



GRADUATE PRODUCTION

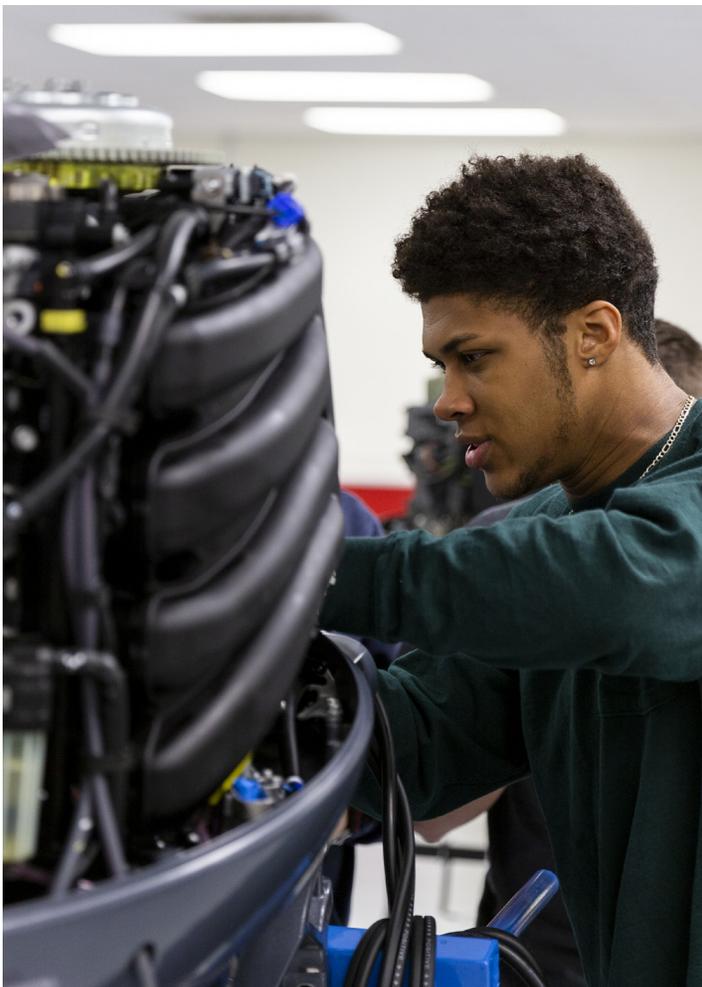
2021-2022

Graduate Production is a measure that reflects the college's fulfillment of its workforce development mission.



HGTC Receives \$8 Million from the U.S. Department of Commerce to Support Workforce Development through a New Marine Technology Center

HGTC was awarded an \$8 million grant from the U.S. Department of Commerce through the Economic Development Administration (EDA), the largest award in HGTC history. The grant is earmarked for the construction of a new Marine Technology Center on the Georgetown Campus, aimed at bolstering workforce development in the only Outboard Marine Technology and Boat Building Technology programs in the state of South Carolina.



HGTC Awarded Title III Grant from U.S. Department of Education

HGTC was selected as a recipient of the prestigious Title III Grant under the Strengthening Institutions Program (SIP) program from the U.S. Department of Education.

This grant, amounting to \$411,964.00 for the first budget period, spanning from October 1, 2023, through September 30, 2024, is a significant achievement for HGTC. The grant is anticipated to continue for five (5) years for a total of over \$2 million.

The Title III Grant will support technology, student success, and data analysis. The software will also enable seamless integration with the existing ERP (Enterprise Resource Planning) system to dramatically enhance administrative efficiency and responsiveness to student needs.



Student Affairs

TECHNICAL SCHOLARS DUAL ENROLLMENT



DUAL ENROLLMENT PROGRAM CONTINUES TO GROW

Dual enrollment continues to be strong. 1,342 high school students are enrolled in classes at HGTC. This represents an increase of 5.67% over Fall 2022 and is a record level of enrollment for this program.

STUDENT ENGAGEMENT HOSTS WELCOME EVENTS ON CAMPUSES

Students and employees enjoyed the Welcome Week Carnival of Life festivities that were held on all campuses the week of September 11. Music, food, and live entertainment were available for everyone's enjoyment. Approximately 1,000 members of the HGTC community enjoyed this important celebration.

CONSTITUTION DAY CELEBRATIONS FOR STUDENTS

HGTC Student Engagement hosted a Constitution Day Celebration on Thursday, September 21 that included informational signage on campus and a constitution quiz that was emailed to all students.

NEW STUDENT ORIENTATION

A new platform for providing New Student Orientation was fully implemented. HGTC collaborated with Advantage Design Group to create new, engaging digital and video content. New Student Orientation has been well-received and is providing our students with important information that equips them for success in college.

WAITWHILE QUEUING SYSTEM

Waitwhile, an electronic sign-in and queuing system for Student Services functions on all campuses, was fully implemented. Waitwhile helps improve the student experience by facilitating more efficient queuing and routing for students.

HGTC EARNS GOLD STATUS AS MILITARY FRIENDLY SCHOOL

HGTC has been recognized with the prestigious Gold Status designation as a Military Friendly School for 2023. This acknowledgment highlights HGTC's exceptional commitment to providing outstanding educational opportunities and support for military service members, veterans, and their families.



We the People
CONSTITUTION DAY

Take the Constitution Quiz and you could win a \$25 Visa Gift Card!

← STEP ONE: SCAN THIS QR CODE TO LEARN MORE ABOUT THE CONSTITUTION

STEP TWO: SCAN THIS QR CODE TO TAKE THE QUIZ →

STUDENT ENGAGEMENT
@hgtc

HORRY GEORGETOWN TECHNICAL COLLEGE
There's More.





Human Resources



Line Dancing at Conway Campus on 3/3/23



Salsa Class at Conway Campus on 9/19/23



Salsa Class at Conway Campus on 9/19/23

New Hires, August 1 – November 1, 2023

Shannon Alston	Associate Professor, Medical Coding & Billing
Charles Bryant	Video Production Specialist, Public Relations
Christopher Carroll	Clinical Coordinator/Associate Professor, PTA
Alicia Cartrette	Associate Professor, Patient Care
Yeevonne Connolly	Administrative Assistant, Health Sciences
Joseph Covey	Recruiter
Anna Cox	Advisor, Conway Campus
Joshua Evans	Associate Professor, Welding
Ashlie Fritz	Associate Professor, Nursing
Deborah Gainey	Associate Professor, Nursing
Blaine Hall	Associate Professor, Oral Communications/Speech
Mark Hennion	Director of Tutorial Services & EPIC Labs
Rebecca Kaneiwa	Student Engagement Coordinator
Megan Kralovic	Coordinator of Tutoring Services
Wilson Lui	Associate Professor, Culinary Arts
Rollin Meyers	Manager of Technology Support
Cody Middleton	Associate Professor, Baking & Pastry Arts
Troy Miles	Associate Professor, Psychology
Kenneth Mosley	Associate Professor, Forestry
McKenzie Mosley	Student Engagement Coordinator
Cody Normand	Desktop Support Technician
Toni Richardson	Procurement Specialist
Madison Rost	Associate Professor, Biological Sciences
Christopher Schierer	Program Director/Associate Professor, EMT
Tamatha Sells	Title IX Coordinator
John Stewart	Academic Strategic Planning Analyst
Jamie White	Director of Testing Services
Brian Wisniewski	Associate Professor, Mathematics

Retirees

Lorraine Aldrich
Georgia Christian
Kathryn "Kif" Cook
Susan Greer
Betty Hemingway
Debi Laviska
Sandra Lowes
Kathleen Moore
James Pratt
Amelia Simon
Susan Bachman Thornton
Teresa Welch
Patricia Windham



Deskercise Video 2023



Line Dancing at Conway Campus in May 2022



Heart Walk at Grand Strand Campus on 2/23/23



Heart Walk at Conway Campus on 2/23/23

Nominations Welcome for “Proud To Be HGTC” and “There’s More” Awards

We recognize the outstanding effort, hard work, and dedication our HGTC employees bring to their jobs every day. We can celebrate the invaluable contributions of our coworkers through our “Proud To Be HGTC” and “There’s More” awards programs.

“Proud To Be HGTC” Award

Is there a faculty or staff member who did something that made a positive impact on you, another person, or the College? Recognize them with a “Proud To Be HGTC” award today! To send someone a “Proud To Be HGTC” award, please complete the following form: [Proud To Be HGTC Award Form](#).



“There’s More” Award

This program recognizes employees who have exhibited **M**otivation to lead, **O**utstanding performance, **R**eadiness to help, and **E**xceptional service through his or her work. The “There’s More” award is a formal recognition of employees who consistently perform above and beyond the expectations of their job.

To nominate someone for the “There’s More” award, please complete the following form: [There’s More Award Form](#).

Proud to Be HGTC

- Jolita Bittan
- Melissa Clark
- Stephanie Courtney
- Ann Daniels
- Morgan Dendy
- Kandi Dill
- Christy Hardee
- Karen Herman
- Leslie Holman
- Ivan Johnson
- Kristen Jurga
- Wilson Lui
- Catherine Medrano
- Bobby Payne
- Mary Perkins
- Christina Polak
- Hannah Poston
- Tausha Shaw
- Tammy Stanley
- Courtney Sterbenz
- Elizabeth Walters
- Debbie Woodson

There’s More Award

- Stephanie Danesie
- Nancy Ekstrom
- Michael Hedges
- Bobbi Jo Oxendine
- Nick Yanaros



Heart Walk at Conway Campus on 2/14/22

Faculty & Staff Awards



Professor Scott Shoemaker, HGTC Professor of the Year 2022; Dr. Jennifer Wilbanks, HGTC Executive Vice President for Academic and Workforce Development; Mr. Tim Tilley, Chairman of the HGTC Foundation; Professor Charles Granger, HGTC Professor of the Year 2023—Chair/Professor of Golf and Sports Turf Management; and Dr. Marilyn Murphy Fore, HGTC President.

PROFESSOR OF THE YEAR AWARD 2023

Charles Granger

More than two decades ago, HGTC began a tradition of recognizing a member of our full-time faculty for instructional excellence, contributions to students' growth and development, and contributions to the academic reputation of the college. The College continued that tradition this year with the naming of the outstanding "Professor of the Year." This year's honoree was presented with the college mace and will serve as grand marshal at the 2024 commencement ceremony.

Our 2023 Professor of the Year graduated from HGTC, earned a master's degree, and spent over 10 years in industry prior to joining the College. Upon arrival, this professor started preparing students with the knowledge and skills to enter high-demand jobs within this same industry. Under their leadership, the program has earned a 100% job placement rate and is the only program of its kind in the state of South Carolina. Thanks to the partnerships with local employers, his vision of a new state-of-the-art, 27,000 square foot outdoor lab – the Turf Care and Demonstration Center – became reality. His competitive spirit can most definitely be seen at the Annual Carolinas Turf Bowl Championship. For the third year in a row, the "Fighting Mole Crickets" in the Golf and Sports Turf Management program were the reigning champions after competing against many four-year colleges, such as Clemson and North Carolina State.

His wife, Michelle, shared when they were on their honeymoon and walking about in Gatlinburg around 3 a.m. in the morning, he told her he wanted to teach at HGTC. His dream was fulfilled when he became a professor and now serves as the Chair of multiple divisions. According to his family, he is well known in the industry as a "want some, get some" kind of guy who can quote any professional wrestler's tagline. His wife goes on to say...

His sense of humor is only matched by mine, and his good looks are exceeded only by his daughter's.

His family describes him as extremely passionate in all things, generous to all people, and dedicated to all family.

STAFF OF THE YEAR AWARD 2023

Chris Ariail

Just as HGTC recognizes excellence in teaching, the college also honors a member of the full-time staff for exemplary service. The recipient receives an award from the College and the HGTC Foundation. Our 2023 Staff of the Year was hired into a newly created position and immediately excelled. In his nearly four years at the College, he has served in a leadership role from implementing a new system for converting electronic forms to planning many innovative facets of the commencement ceremony you're enjoying today. He is the one responsible for certifying all graduates every semester and even arrived here at the Myrtle Beach Convention Center at midnight last evening to ensure everything was setup properly. When we asked his family about him, his mom said he was quite mischievous as a child. His childhood teachers would be shocked to find out he now works in higher education. He has a Bachelor of Science degree in Sport Management and a Master of Science degree in Sport Administration from Winthrop University. As a student athlete, he was a pole vaulter for the track and field team during his undergraduate years. He has no trouble "clearing the bar" once it is set. At HGTC, he is the one setting the bar...with his positive, self-motivating attitude, caring disposition, and passion for helping others through their college journey. His mother states...

I believe it was the educational leaders who helped him navigate his education as a student athlete and truly inspired him to pursue higher education as a profession. Watching him thrive in what seemed to be an unlikely career choice has been a joy!

TEMPORARY STAFF OF THE YEAR AWARD 2023

Art Gray

The 2023 Temporary Staff of the Year Award is HGTC staff member, Art Gray. As HGTC's Warehouse & Inventory Clerk, Art Gray's role is often behind the scenes, but his impact reverberates throughout the college. His diligence ensures mail, supplies, and equipment reach the right destinations, contributing to the smooth functioning of the institution. Throughout his tenure, he has exemplified what it truly means to be dependable and selfless. Each day, he walks through the doors with a beaming smile and outgoing demeanor that sets the tone for an encouraging and collaborative work environment. Art's colleagues have the pleasure of witnessing his remarkable qualities as his attitude, respect, and politeness set the standard for others. His simple yet profound gesture of inquiring about our well-being shows his thoughtfulness and consideration for others.



Mr. Tim Tilley, Chairman of the HGTC Foundation;
Mrs. Jackie Snyder, HGTC Vice President for Human Resources;
Mr. Chris Ariail, HGTC Staff of the Year 2023-Assistant Registrar;
Dr. Marilyn Murphy Fore, HGTC President.



Dr. Marilyn Murphy Fore (left), HGTC President, presents Art Gray (right), HGTC Warehouse & Inventory Clerk, with the Temporary Staff of the Year Award 2023 at the HGTC All-College Meeting.

Marketing



CONGRATULATIONS!

We are thrilled to announce that one of Savannah Rabon's remarkable graphic designs has been awarded a gold medal by the NCMPR (National Council of Marketing & Public Relations) regional competition. This exceptional booklet design competed against counterparts from other two-year community colleges within District 2, spanning Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina, Tennessee, Virginia, West Virginia, Bermuda, British Virgin Islands, and The Bahamas.

The NCMPR Medallion Awards serve as a testament to exceptional accomplishments in design and communication within community and technical colleges across NCMPR's seven districts. This regional competition is exclusively dedicated to recognizing the achievements of marketing and public relations professionals in two-year colleges.



2023 Conway Christmas Parade

Saturday	9	December
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CONWAY CHRISTMAS PARADE

HGTC will participate in the Conway Christmas Parade on Saturday, December 9, at 10 am. HGTC employees and family members can ride on the float along with Chomp and Miss Horry Georgetown! We ask that children be five (5) years and older to ride. Everyone is invited to wear an HGTC shirt. Santa hats will be provided. The float is limited to approximately 20-25 riders.

Participants will meet at Conway Shopping Center at 8:30 am, 1500 4th Ave, Conway. A van will be provided to transport everyone as close to the float as possible. Please email Lari Roper at laura.roper@hgtc.edu if you would like to participate.



HGTC COMMERCIALS

Creating fresh advertisements that convey the narrative of HGTC and why prospective students might find our College appealing is a labor-intensive process that demands extensive creative brainstorming and meticulous strategizing. At the year's outset, we launched the first pair of commercials within a planned quarter. These initial two commercials are designed to address common misconceptions associated with pursuing higher education.

1 College is a four-year commitment.

<https://vimeo.com/825886320/c769ba97bd?share=copy>

2 College means going into debt.

<https://vimeo.com/822747591/e77d8c853c?share=copy>



HGTC & CCU LIGHT UP THE NIGHT 5K

<https://vimeo.com/862434090/ef9ec17003?share=copy>

As October is Domestic/Relationship Violence Awareness month, the Marketing Department and Student Engagement teamed up with Coastal Carolina University Public Safety Department to raise awareness for domestic and interpersonal violence in relationships, mainly aimed at college-aged students.

The Light Up the Night 5K was Friday, October 6, 2023, at 7 PM. The race commenced at Coastal Carolina University, winding through the Horry-Georgetown Technical College Campus. Following the race, an exciting after-party and awards ceremony occurred at CCU's Brooks Stadium.

The run was open to participants of all ages and abilities. Proceeds from the event supported a Victim Assistance Fund to help student victims of relationship violence.



Academic & Workforce Development Update Summer 2023



Message from ... Jennifer Wilbanks, Executive V.P. for Academic and Workforce Development



Dear Colleagues,

As we finalize summer classes and prepare for the fall semester, there continues to be so many people who can benefit from HGTC. For students, graduating from college and entering the workforce is a life changing experience for them and their families. For local business and industry, their success and growth are reliant of a strong and qualified workforce.

Thank you for your connection and involvement with students, as this is the best way to recruit, retain, graduate and connect students to the workforce. Please continue to share HGTC's "low to no cost tuition". Click on Chomp [right] to learn more about funding of SCWins. Also, on the last page of the newsletter, we have additional scholarship information.



In your service,

Jennifer Wilbanks

congratulations
Professor of the Year



At our May 10th Commencement Ceremony, we continued a long held HGTC tradition of naming our Professor of the Year. Considered one of the highest HGTC honors, because the recipient is nominated from both peer faculty and student recommendations, this year's recipient was Professor **Charles Granger** [Chair of Engineering Technologies, Golf and Sports Turf Management, and Forestry and Wildlife].

In making the formal award presentation, Executive Vice President Wilbanks cited Prof. Granger's outstanding leadership of the Engineering Technologies, Golf and Sports Turf Management, and Forestry and Wildlife departments. We were thrilled to have Prof. Granger's wife Michelle, daughter Payton, and father-in-law Edward attend the ceremony to be a part of this honor.

We asked Professor Granger to share what it meant to be singled out for this award: *I am honored and humbled to be recognized as professor of the year. Being an HGTC alumnus makes the honor even more special. My goal as a young professional was to one day come back to HGTC as a faculty member. Dreams do come true!*

I have been fortunate to have great mentors and more importantly outstanding students that make the journey worthwhile. Being able to share the award with my wife Michelle and daughter Peyton, my classmates and industry friends makes the honor so much more special.



Academic & Workforce Development

Scan or click for the Summer 2023 and Fall 2023 issues of our Academic & Workforce Development Update newsletter. Inside you'll find:

- Future Plans and Growth on all three Campuses
- Program Updates
- Warm Welcome to our New Faculty
- Faculty Accolades and Student Success Stories

We are collecting stories for our Spring 2024 issue. If you have accomplishments, teaching innovations, or student success stories, please send those to Kari Royals for the next issue at kari.royals@hgtc.edu.



Academic & Workforce Development Newsletter Fall 2023



Message from...

Jennifer Wilbanks, Executive V.P. for Academic and Workforce Development



In the all-college meeting, I shared a short video highlighting a few of the reasons we are here — to support our students, employees, local businesses, and community. Please take a minute to watch the video [here](#), if you missed it. I want to thank you for never losing sight of our mission. Your ability to connect with students and build strong relationships, is the best way to make a difference in the lives of our students.

Jennifer Wilbanks

Did you know?

While we await the new HGTC Marine Technology Center at the Georgetown Campus, we began a new Boat Building program and expanded our existing Outboard Marine Technology program in August. We are planning a Ground Breaking Ceremony in a few more months and are excited to get started on this much-needed building. More details are below.



Georgetown Campus

HGTC Marine Technology Center



Outboard Marine
Matt Springs
Professor



Boat Building
Loren Smith
Associate Professor



Technology Solutions



NEW TECHNOLOGY SOLUTIONS STAFF MEMBERS

We're thrilled to introduce two valuable additions to our Technology Solutions department. **Rollie Meyers** joins us as the Manager of Technology Support, overseeing the pivotal IT Service Desk operations. Meanwhile, **Cody Normand** steps in as an addition to our experienced Desktop Support Team, dedicated to serving the Conway Campus. We're confident their expertise will greatly enhance our tech support and ensure smooth digital experiences for all.



CONTINUED AUDIO AND VISUAL TECHNOLOGY UPGRADES

We are excited to announce the completion of significant technology upgrades in both the Maeser Auditorium and the Burroughs and Chapin Auditorium. These enhancements not only elevate the audio and visual experiences but introduce state-of-the-art functionalities for recording, live streaming, and video conferencing. These upgrades position our auditoriums at the forefront of modern multimedia capabilities, ensuring our college remains a hub for dynamic and interactive presentations and events.

NEW IT SERVICE DESK!

The IT Helpdesk has rebranded as the IT Service Desk, reflecting a more user-focused approach. New support channels include the email servicedesk@hgtc.edu and the portal <https://servicedesk.hgtc.edu>. The team will also be available for walk-ins on all three campuses during normal business hours and will introduce a Service Desk card on the myHGTC portal. This transition represents their ongoing commitment to improving user experience.

