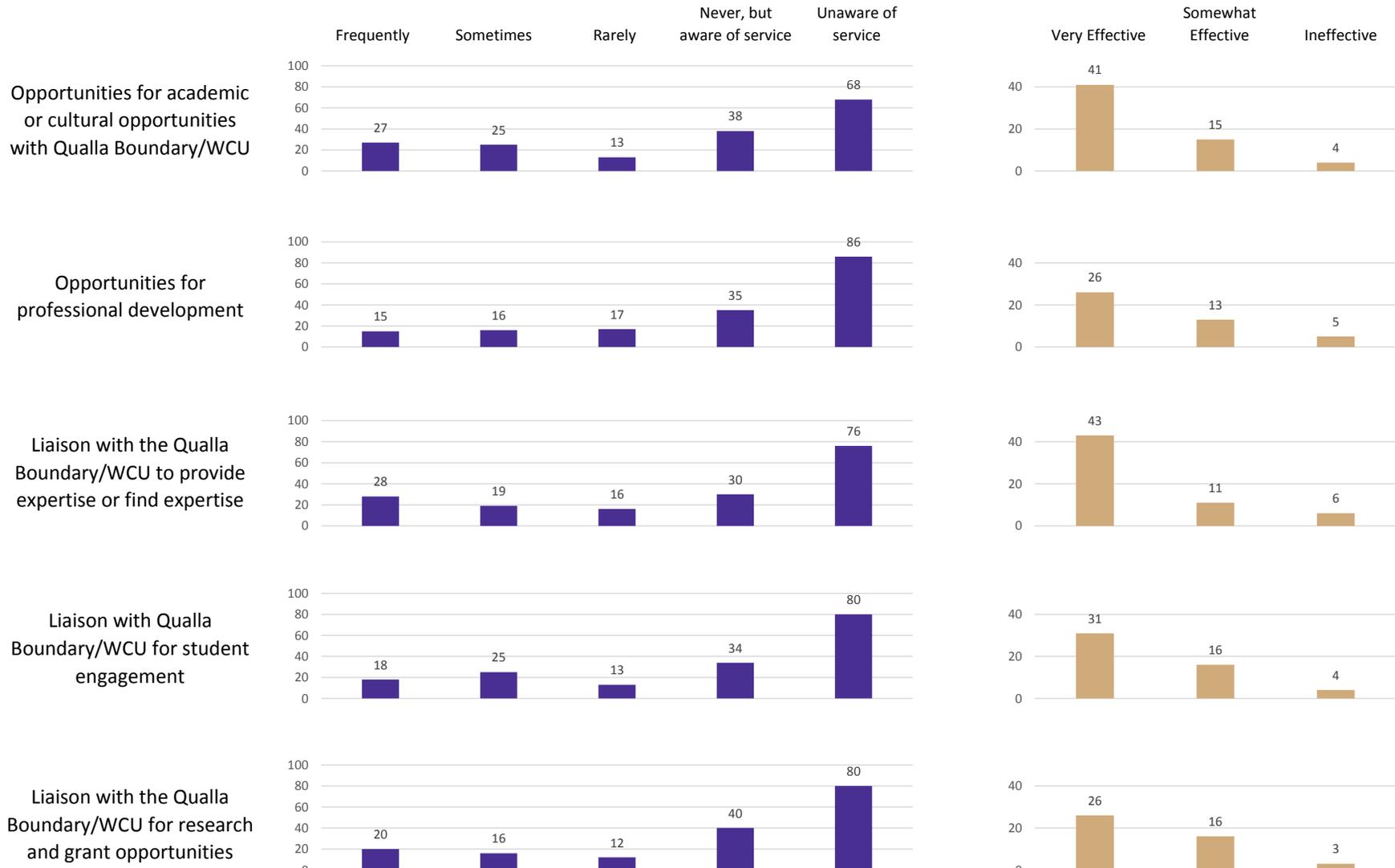


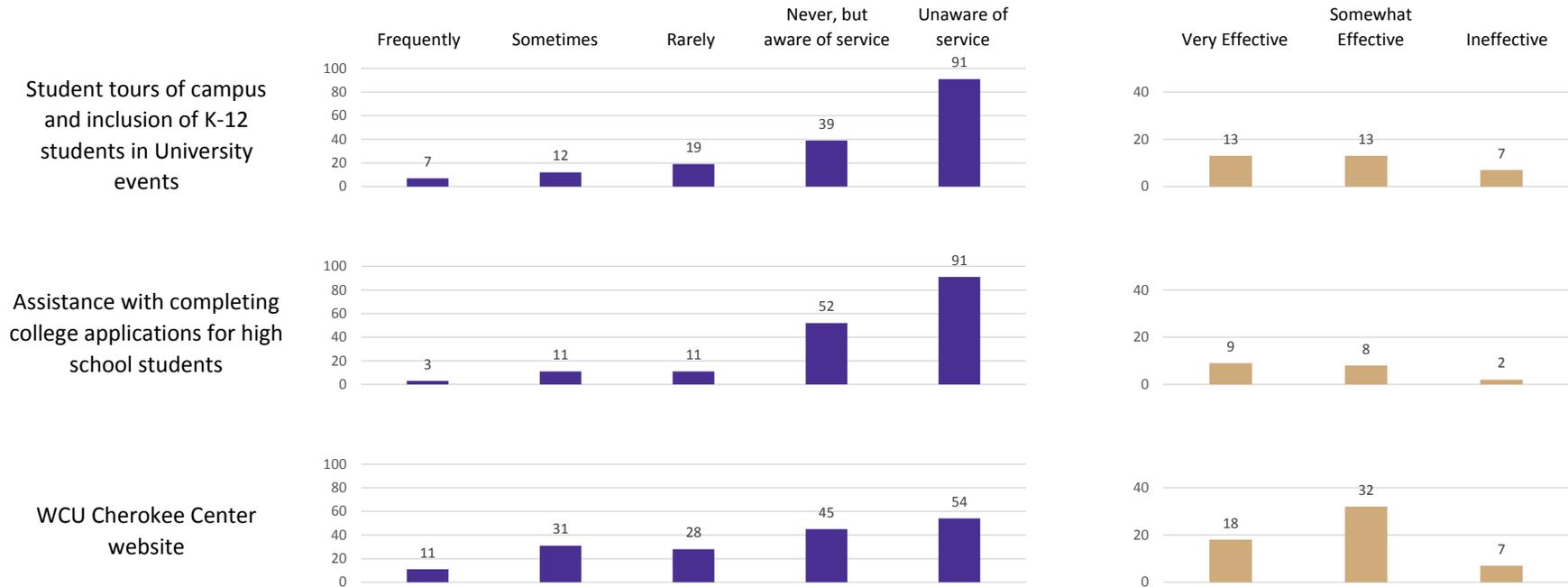
## Respondents

All Respondents



## Respondents

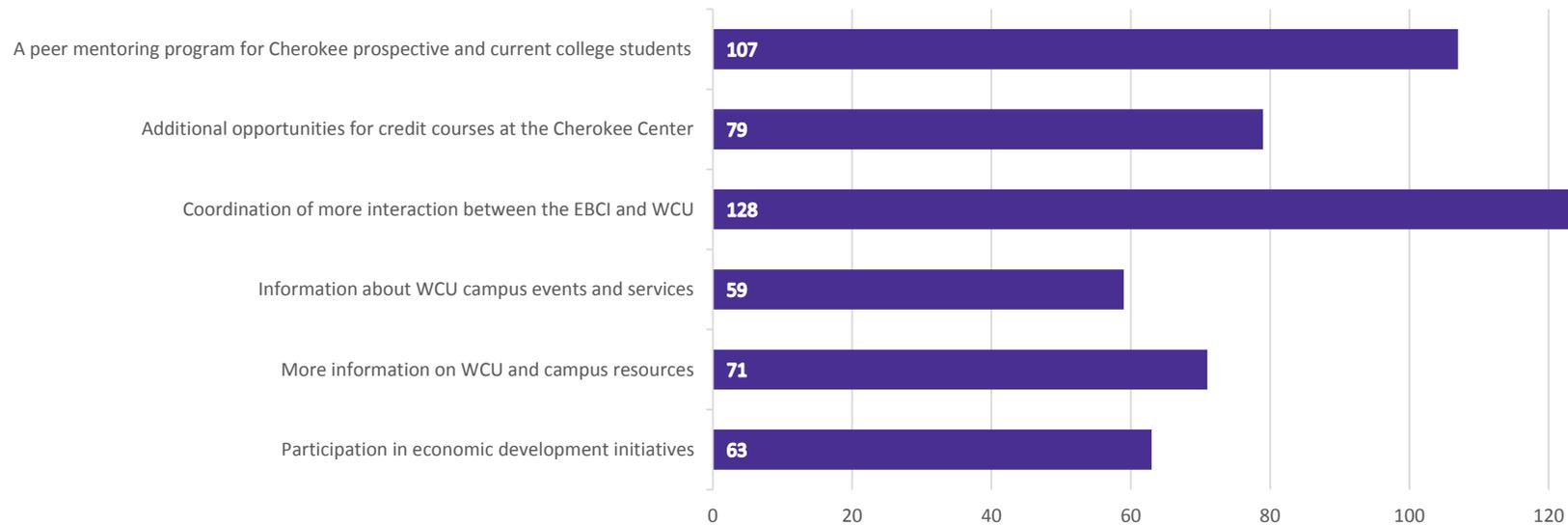
All Respondents



Group	Total responses	Out of	Response Rate
Community Members/Leaders	14	55	25%
Faculty/Staff	180	1958	9%
Student	7	92	8%
Total	201	2105	10%

### Respondents

All Respondents



Additional Services - Other (Text)
Cherokee Center should be in academics NOT outreach.
Computer Lab
Information re Federal, state, UNC & WCU support/resources
Interaction with schools/community in Robbinsville, Murphy and schools in Cherokee.
liason between EBCN and WCU
More community engagement beyond regional level.
opportunities for high school students to engage with WCU and recruitment ideas
strong ties between the College of Education and Allied Professions, Cherokee Central Schools and the Cherokee Preservation Foundation

Respondents

All Respondents

Respondent	Additional comments about experiences with the Cherokee Center
External	<p>I believe that the Cherokee Center is being underutilized by both EBCI members and the WCU community. I have had no interaction with the center staff or used its services because I actually do not know what services are available. I do not believe many people do know what the center actually does.</p>
	<p>I personally have not utilized the Cherokee Center very much, especially their "core" services, as I am not their primary intended client. However, they provide valuable services to those they serve. The number of folks who would benefit most from their services is probably quite small, as a percentage of the total population (college age). / Regarding ancillary and potential new services, the Center is in a challenging position. As an example, the Center can only participate in Economic Development activities to the extent EBCI government allows. Regarding coordination between the University and the EBCI, again, that relationship is really dictated by the EBCI Executives and leadership at WCU. By the way, Chancellor Belcher has been FANTASTIC in this regard, and I hope the relationship only grows with the new Chief. This may already be in the works, but I definitely encourage leadership at the Center to really take the feedback from these surveys to heart and truly explore opportunities for doing things differently and more effectively and/or efficiently. And, continue to focus on outreach. People won't utilize services they don't know about. Best of luck!</p>
	<p>I think the creation of student mentor program could be beneficial to student retention rates and also create possible internship opportunities around the region for EBCI students.</p>
	<p>We need this service. Keep it here.</p>
Faculty/Staff	<p>This is a great center but with nothing going on. It is depressing to go there. There are so many opportunities that could be happening there but I gave up even visiting.</p>
	<p>Although it would be nice to offer courses at the Cherokee Center, I am not sure that the current office building is very conducive to this.</p>
	<p>As WCU focuses on "diversity" I think an honest appraisal of WCU's history of interactions with the EBCI is in order. I know there are politics involved, but I wonder what it would take to move on from there. Acknowledgement maybe? Also, I wonder what difference it would make to connect the Cherokee Center with the Cherokee Language program? The current org chart doesn't make sense to me. As I teach WCU students on land that is intimately Cherokee, being able to partner with the Cherokee Center to assist with conveying information and fostering relationships at the Cullowhee campus has been IRREPLACEABLE.</p>
	<p>Classes that have been offered by WCU in Cherokee have had a very positive impact on students from both Cherokee and the Cullowhee campus. It provides opportunities for students who live in Cherokee and the surrounding area to take classes there, and it gives on-campus students the chance to meet people from the Eastern Band face-to-face. A surprising number of on-campus students have never been to Cherokee, and are unfamiliar with their history in this area.</p>
	<p>Communication is difficult. Emails and phone calls are frequently not returned, meetings not attended, and similar experiences.</p>
	<p>Friendly, welcoming place located on the Qualla Boundary.</p>
	<p>I believe this relationship has great potential, but I am not sure the person currently in charge of the center is that effective. I am sure culture and past history plays a role in my perception but also may serve to disempower the current director. I don't know what the Cherokee Center is.</p>
	<p>I feel the Cherokee Center is needed. But, I feel they need new or much more motivated leadership at the Cherokee Center. The current Center Director does not seem to be engaged, motivated, nor particularly eager to grow programs and bridge gaps between the EBCI and WCU. When I have traveled in or thru Cherokee I have often found the Center to be closed, no one there, etc. I feel that enrollment could grow with Native Americans at WCU with some changes.</p>
	<p>I have done research with EBCI students in Swain, and visited the Center once to meet with Tribal IRB. I think it is important that the Cherokee Center connects all EBCI students (across the counties and not just on the boundary) to WCU and college in general.</p>
	<p>I have never heard of the Cherokee Center.</p>
	<p>I have not seen the value of the center in the past - it would need to change significantly to be of value. I think there could be ways that WCU could engage with the EBCI that would be more beneficial to both.</p>
	<p>I have used the Center to assist with understanding the culture of the EBCI students at Western and how to work effectively with them.</p>
	<p>I know so little about it, I can barely speak to it</p>

## Respondents

### All Respondents

Respondent	Additional comments about experiences with the Cherokee Center
Faculty/Staff	<p>I think the Cherokee Center is a great resource for WCU. So many nearby universities have established affiliations with the EBCI, but WCU has the longest continuing relationship and I think this is a valuable service to both the EBCI and WCU that we should support and expand.</p>
	<p>I think the Cherokee Center is key to reaching out to the EBCI community. That said, I think it is understaffed and the building is inadequate for what it should be doing. In my opinion, the Center should be the most high tech classroom in Cherokee, offering courses--especially and summer courses--to EBCI students. WCU is behind the curve in reaching out. UT and Mars Hill are aggressively courting EBCI students while we expect them to come and don't offer incentives. Meanwhile our programs are top notch. Another detriment is that our Cherokee programs are all split up so they look small and ineffective. We should bring together--Cherokee Center, Cherokee Studies, Cherokee Language, Native Health--under a strong program.</p>
	<p>I work closely with members of the EBCI and get the impression that the WCU Cherokee Center is highly valued by the community on the Qualla Boundary. It is important both practically for the educational services it provides and symbolically as a reminder of WCU's commitment to engagement with the Eastern band.</p>
	<p>I would like to see the Cherokee Center as a digital or computer resource for the EBCI prospects and for the EBCI-WCU and other local students. The Cherokee Center computers could be better maintained and opened up, perhaps in collaboration with Hunter Library, so that those without computer connections in the region could research and work at the Cherokee Center</p>
	<p>I'm aware of it but have no idea of what they do. I can't recall any PR related to activities and services.</p>
	<p>Inconsistent communication - poor follow up. Difficulty getting information / collaboration.</p>
	<p>It is critical that WCU have a presence on the Qualla Boundary and have a person who is known and trusted by the EBCI community (preferably a tribal member) directing the Cherokee Center. It is invaluable to have a member of our staff who can help WCU faculty, staff, and students interact more successfully with EBCI programs and community members, and identify potential community partners, presenters, and cultural specialists. It would be very difficult, if not impossible to do so without a liaison who is integrated into the tribe.</p>
	<p>just to be clear, I'm new faculty at WCU (I've only been here 2 months) so I haven't had much time to get acquainted with the Cherokee Center</p>
	<p>Limited value if any to my professional work.</p>
	<p>more information about the Center itself...not aware of it</p>
	<p>Mostly I have interacted with the people who make up the center, and haven't thought so much about it as interacting with the center.</p>
	<p>My experience is that the Cherokee Center is ineffective in promoting cooperation with EBCI and WCU and I have little to no awareness of why it exists.</p>
	<p>My experiences are basically positive, though I think they could use more support from WCU. Specifically, they have a crying need for a new building. That little log cabin is basically a joke at this point. They need a new building on the current site that will serve as a proud connection between WCU and Cherokee.</p>
	<p>Personnel at the center have been extremely cordial and cooperative about hosting our visiting students in the rural urban exchange.</p>
	<p>Roseanna Belt is a strong asset to WCU and the Qualla Boundary.</p>
	<p>The Center has been a critical link between the university and Cherokee community. The EBCI community see the Center as a visible, tangible commitment to the community and are very aware of the importance of the Director's involvement in all that the university does with the community. Having the Center in Cherokee and a visible part of the university is not optional.</p>
	<p>The Cherokee Center is vital to WCU's partnership. It gives a physical location where kids can ask about college applications or single moms can talk to a person about WCU and which programs might be a good fit; that's essential for WCU if they want to be seen as an engaged and available partner to the Cherokee community. I really want WCU to continue their relationship with the Qualla Boundry, even enhance it.</p>
	<p>The Cherokee Center may not have a high profile on campus, but it is an absolutely essential public face of the university on the Qualla Boundary. Closing the center would set the university's relationship with the Eastern Band back decades. The fact that university is even contemplating such a move represents astoundingly poor judgment on the part our administrators.</p>

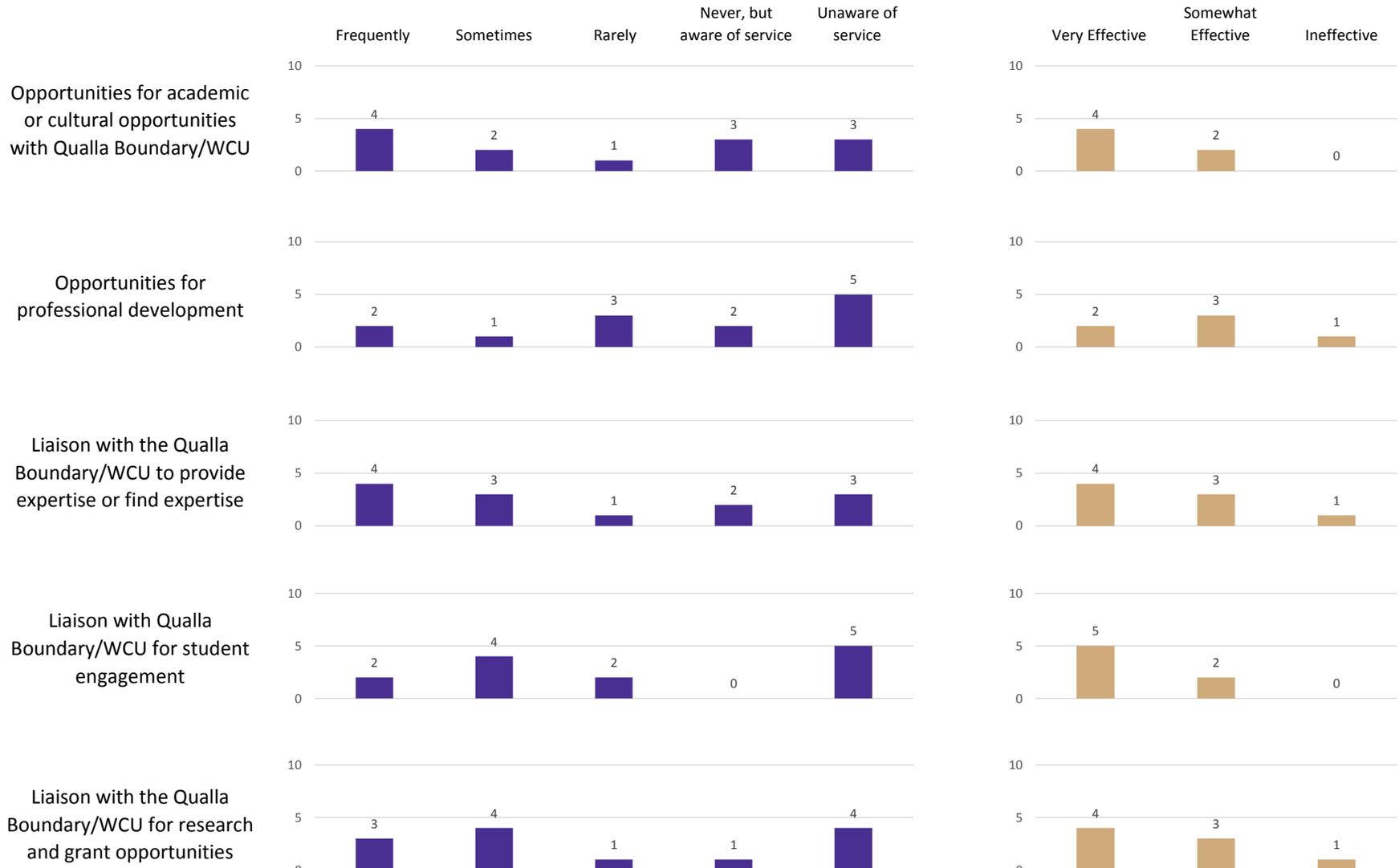
Respondents

All Respondents

Respondent	Additional comments about experiences with the Cherokee Center
Faculty/Staff	<p>The Cherokee Center seems to be the only connection between WCU and the EBCI. The connection seems very weak already. In my opinion, that is a shame. From a purely economic perspective, I don't understand why WCU doesn't engage with the EBCI more. EBCI members get per capita checks twice a year from the casino. Money makes money. / / My experiences with the Cherokee Center over the years has been excellent. The Cherokee Center has been a gateway for me to learn not only about my own heritage, but also the rich cultural, political and ancient history of this region.</p> <p>The Cherokee Center staff should have more of a professional presence, able to speak about WCU initiatives and resources and share information about their services and outreach to the community. The Center could be a great resource if managed differently.</p> <p>The current director, Roseanna Belt, does not represent who we are as a University. Belt speaks negatively of the University in public and her discordant attitude causes dissension over important diversity issues. The Cherokee Center, in its current state, offers no substantial value to Western Carolina University, but has great potential should new leadership be obtained.</p> <p>There is much talk about opportunities and what needs to be done, but not much action and leadership to get it done on the part of the Cherokee Center.</p> <p>WCU needs to invest in the Cherokee Center, particularly in the facility itself. The Center is symbolic of WCU's interest in the EBCI community. As such, visually and practically, the facility is inadequate. Also, WCU needs to trust the Center's leadership to Roseanna Belt and the Sequoyah Chair. Meddling and attempts at leadership from the Provost's level over the years have failed completely.</p> <p>We collaborate with them several times a year and they are always willing to help us in whatever way we need. Part of that collaboration is training interns on cultural awareness.</p>
Student	<p>I am in the MSW program, it would be great if some of the classes could be offered in Cherokee.</p> <p>The Cherokee Center has been a wonderful invaluable servicee to me as a non-traditional student continuing my education. I retired from the Navy in 2010 and started WCU in 2012. The services they provided me for being the go-between for me and the WCU Cullowhee staff cannot me measured. It is that personal touch and care that makes their service unique and needed.</p>

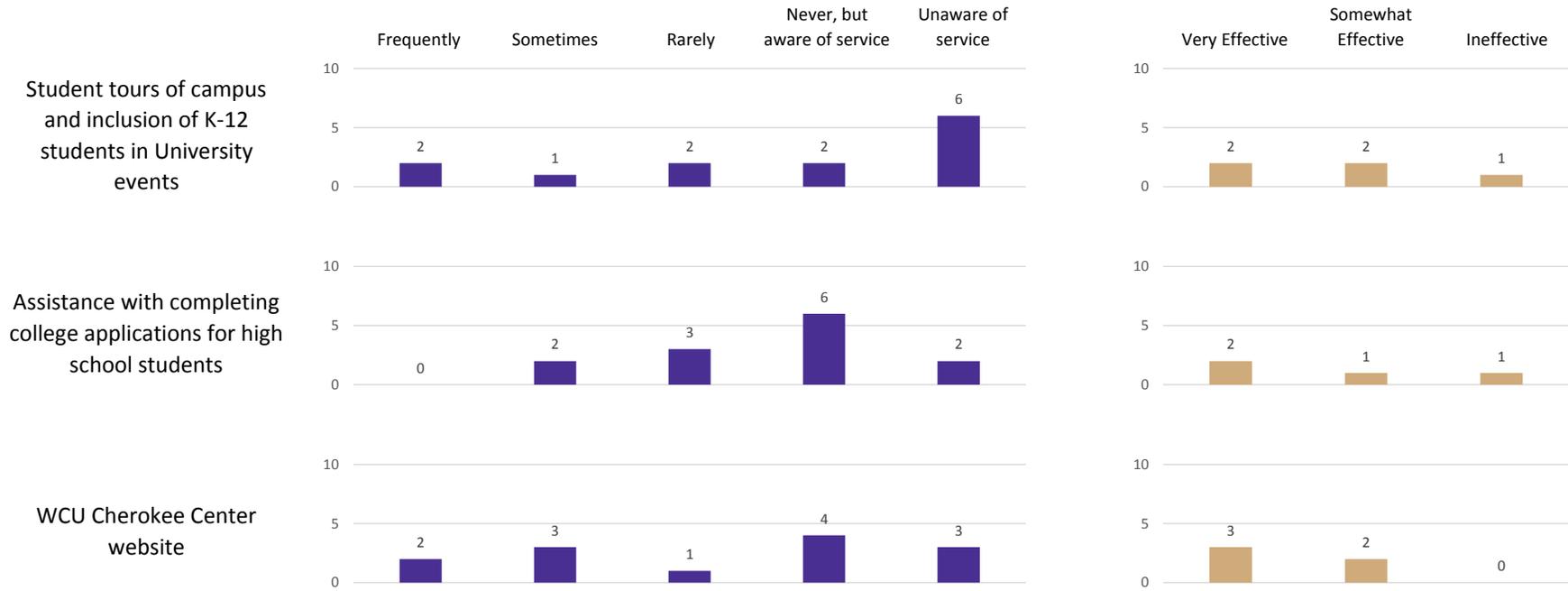
**Respondents**

*External Respondents*



## Respondents

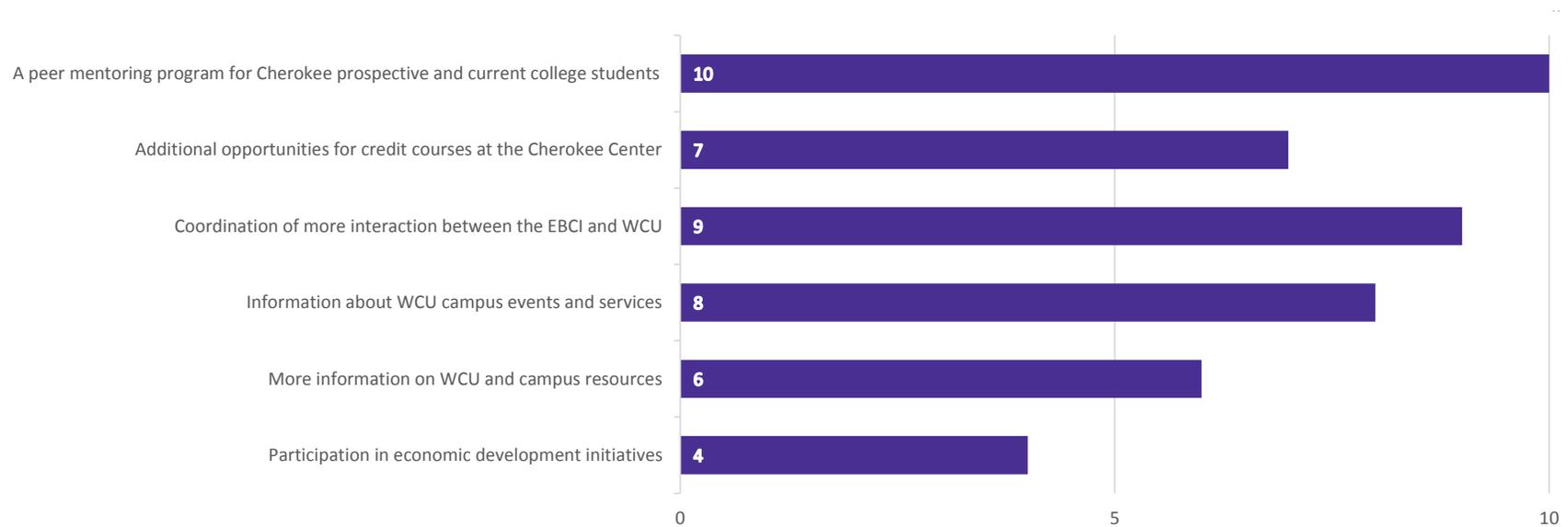
*External Respondents*



Group	Total responses	Out of	Response Rate
Community Members/Leaders	14	55	25%
Faculty/Staff	180	1958	9%
Student	7	92	8%
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### Respondents

*External Respondents*



Additional Services - Other (Text)

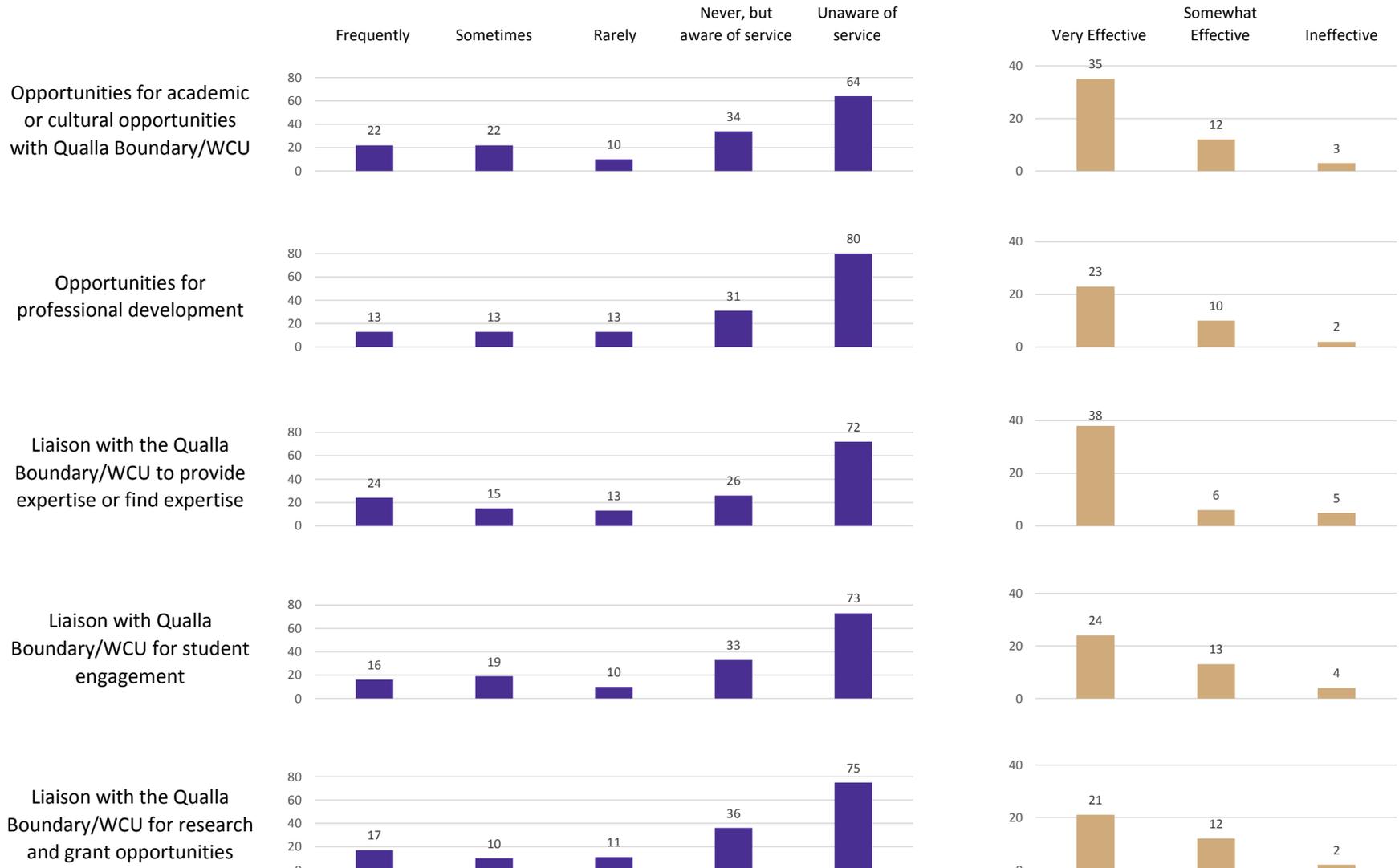
Respondents

External Respondents

Respondent	Additional comments about experiences with the Cherokee Center
External	<p>I believe that the Cherokee Center is being underutilized by both EBCI members and the WCU community.</p> <p>I have had no interaction with the center staff or used its services because I actually do not know what services are available. I do not believe many people do know what the center actually does.</p>
	<p>I personally have not utilized the Cherokee Center very much, especially their "core" services, as I am not their primary intended client. However, they provide valuable services to those they serve. The number of folks who would benefit most from their services is probably quite small, as a percentage of the total population (college age). / Regarding ancillary and potential new services, the Center is in a challenging position. As an example, the Center can only participate in Economic Development activities to the extent EBCI government allows. Regarding coordination between the University and the EBCI, again, that relationship is really dictated by the EBCI Executives and leadership at WCU. By the way, Chancellor Belcher has been FANTASTIC in this regard, and I hope the relationship only grows with the new Chief. This may already be in the works, but I definitely encourage leadership at the Center to really take the feedback from these surveys to heart and truly explore opportunities for doing things differently and more effectively and/or efficiently. And, continue to focus on outreach. People won't utilize services they don't know about. Best of luck!</p>
	<p>I think the creation of student mentor program could be beneficial to student retention rates and also create possible internship opportunities around the region for EBCI students.</p> <p>We need this service. Keep it here.</p>

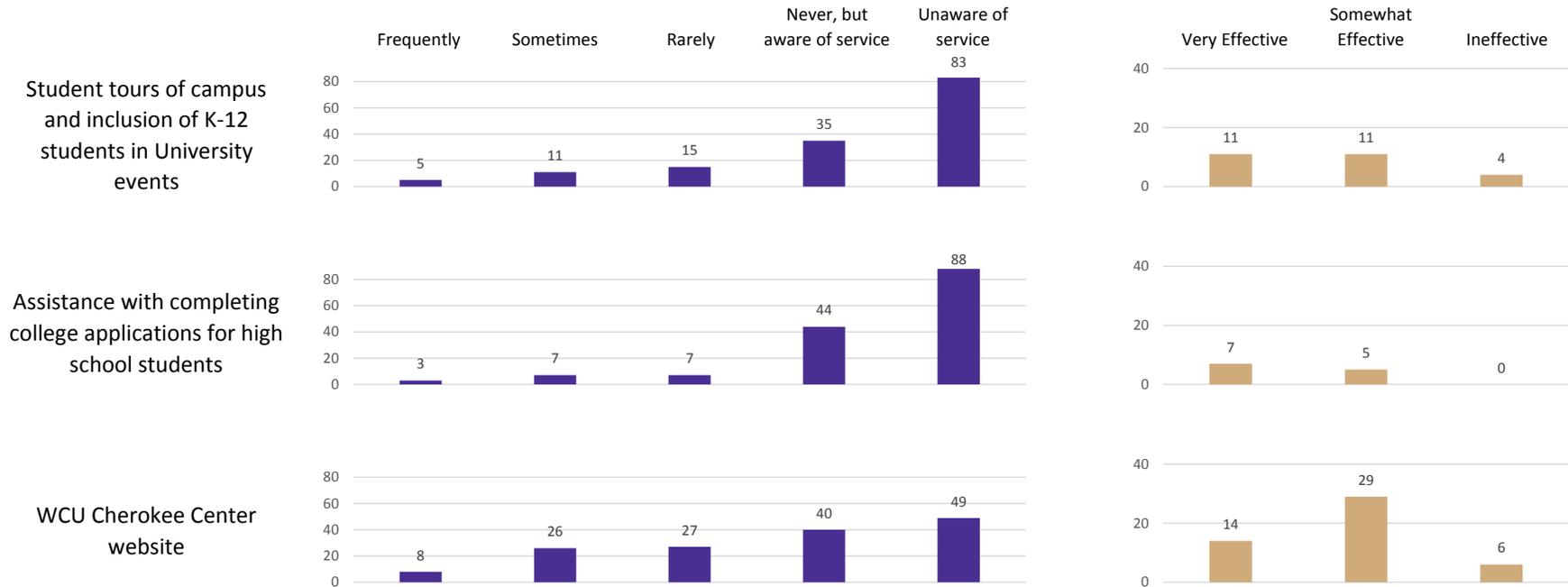
**Respondents**

*Faculty/Staff Respondents*



## Respondents

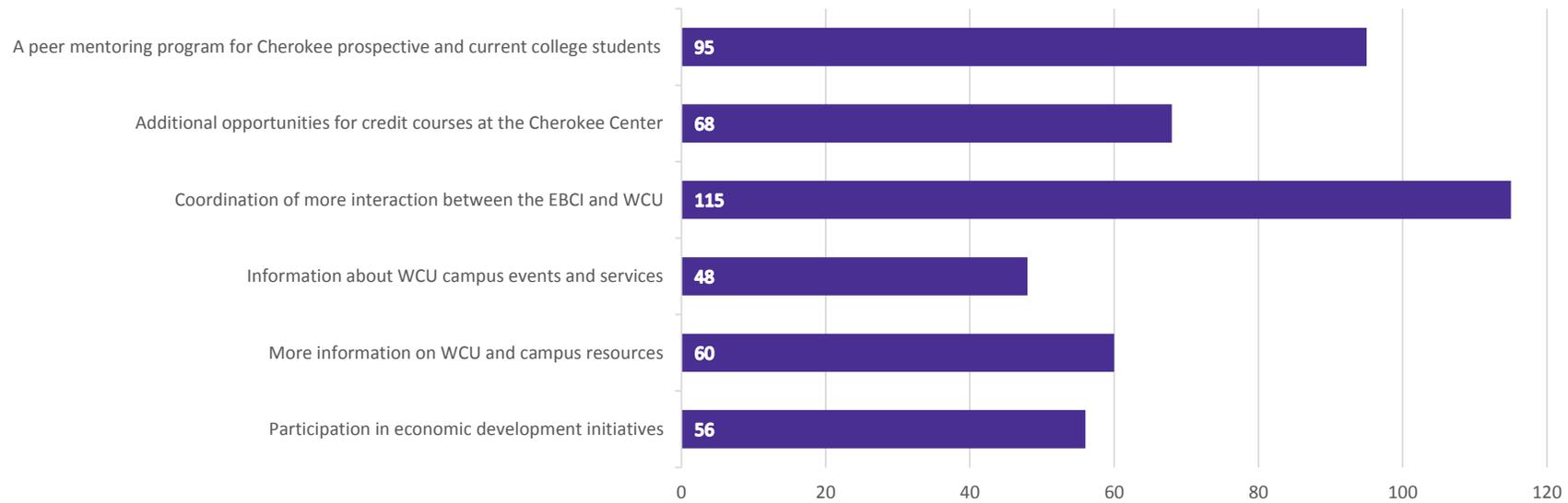
Faculty/Staff Respondents



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*Faculty/Staff Respondents*



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## Respondents

### Faculty/Staff Respondents

Respondent	Additional comments about experiences with the Cherokee Center
Faculty/Staff	<p>This is a great center but with nothing going on. It is depressing to go there. There are so many opportunities that could be happening there but I gave up even visiting.</p>
	<p>Although it would be nice to offer courses at the Cherokee Center, I am not sure that the current office building is very conducive to this.</p>
	<p>As WCU focuses on "diversity" I think an honest appraisal of WCU's history of interactions with the EBCI is in order. I know there are politics involved, but I wonder what it would take to move on from there. Acknowledgement maybe? Also, I wonder what difference it would make to connect the Cherokee Center with the Cherokee Language program? The current org chart doesn't make sense to me. As I teach WCU students on land that is intimately Cherokee, being able to partner with the Cherokee Center to assist with conveying information and fostering relationships at the Cullowhee campus has been IRREPLACEABLE.</p>
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	<p>Communication is difficult. Emails and phone calls are frequently not returned, meetings not attended, and similar experiences.</p>
	<p>Friendly, welcoming place located on the Qualla Boundary.</p>
	<p>I believe this relationship has great potential, but I am not sure the person currently in charge of the center is that effective. I am sure culture and past history plays a role in my perception but also may serve to disempower the current director. I don't know what the Cherokee Center is.</p>
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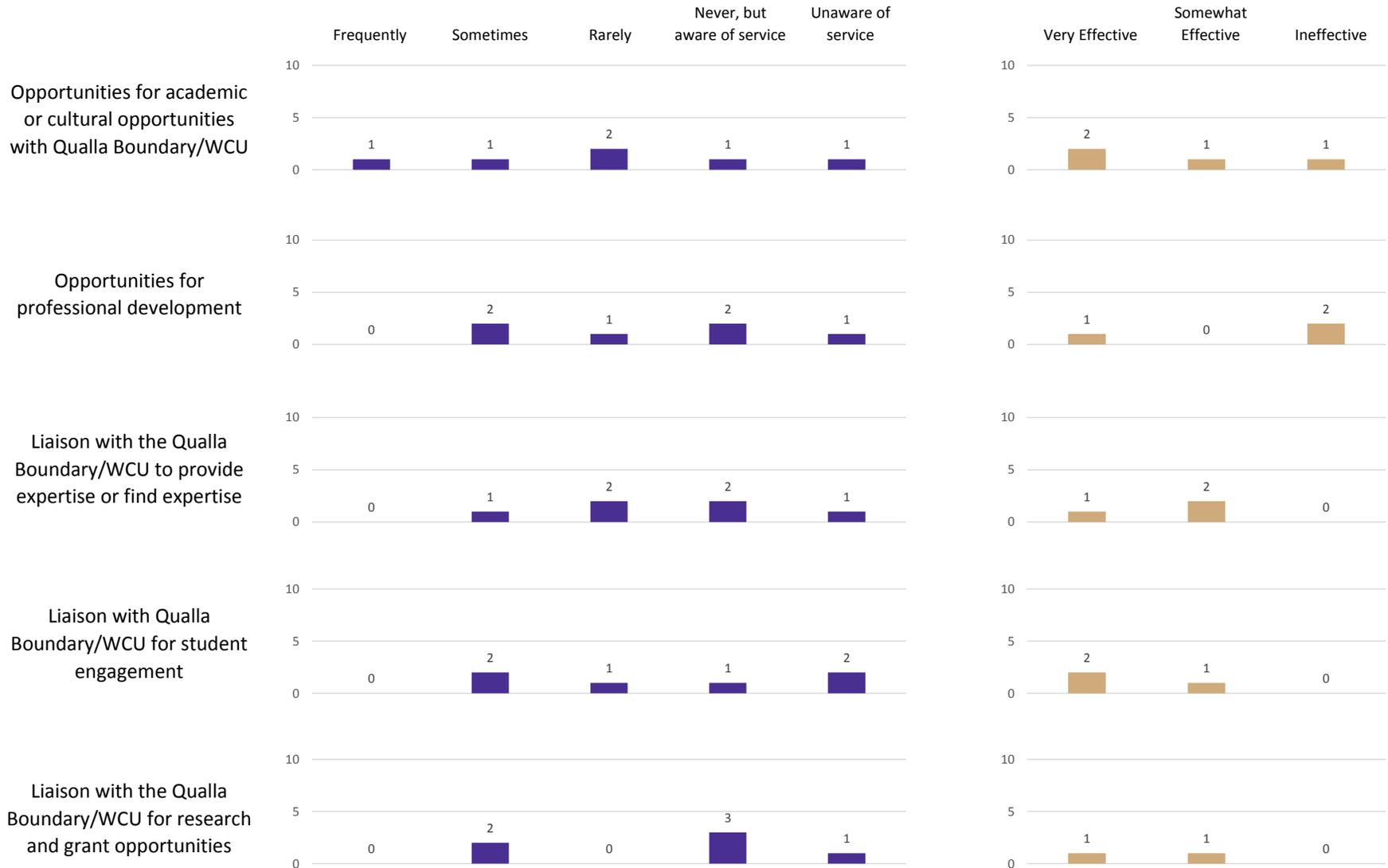
Respondents

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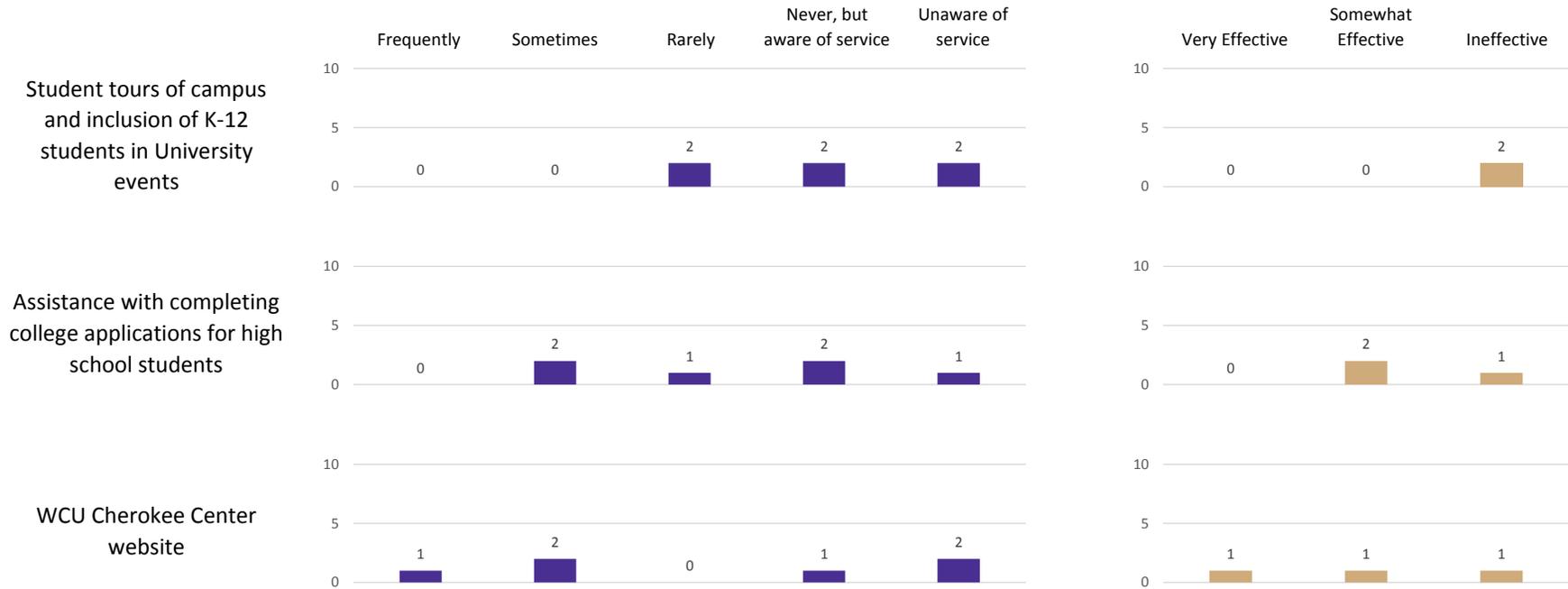
**Respondents**

*Student Respondents*



## Respondents

Student Respondents



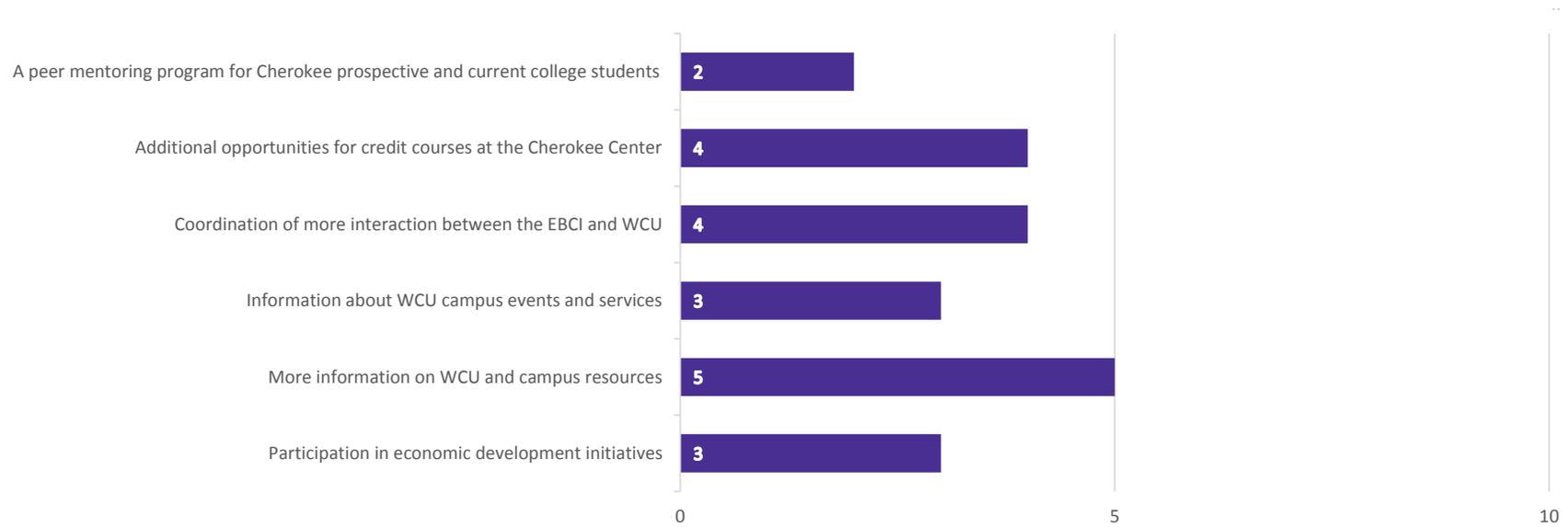
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# Cherokee Center Unit Review Survey

## Additional Services

### Respondents

*Student Respondents*



#### Additional Services - Other (Text)

liason between EBCN and WCU

Respondents

Student Respondents

Respondent	Additional comments about experiences with the Cherokee Center
Student	<p>I am in the MSW program, it would be great if some of the classes could be offered in Cherokee.</p> <p>The Cherokee Center has been a wonderful invaluable servicee to me as a non-traditional student continuing my education. I retired from the Navy in 2010 and started WCU in 2012. The services they provided me for being the go-between for me and the WCU Cullowhee staff cannot me measured. It is that personal touch and care that makes their service unique and needed.</p>