West Georgia Technical College Locations

Carroll Campus
997 South Hwy 16
Carrollton, Georgia 30116
770.836.6800

Coweta Campus
160 Martin Luther King, Jr. Dr.
Newnan, Georgia 30263
678.423.2000

Douglas Campus
4600 Timber Ridge Dr.
Douglasville, Georgia 30135
770.947.7300

LaGrange Campus
1 College Circle
LaGrange, Georgia 30240
706.845.4323

Murphy Campus
176 Murphy Campus Blvd.
Waco, Georgia 30182
770.537.5740

Franklin Site
Heard County

Greenville Site
Meriwether County

Adamson Square Location
Carrollton, GA

As a unit of the Technical College System of Georgia, West Georgia Technical College does not discriminate on the basis of race, color, creed, national or ethnic origin, gender, religion, disability, age, veteran status, political affiliation or beliefs, or citizenship status (except in those special circumstances permitted or mandated by law). Equity (Title IX) coordinator is V.P. of Student Services. ADA (Section 504) coordinator is V.P. of Administrative Services. Both are located at 176 Murphy Campus Blvd., Waco, Georgia. 770.537.6000

Customer Care Center

Phone: 770.537.7942
Email: wecare@westgatech.edu
Dear students, faculty and staff,

West Georgia Technical College is pleased to announce our new Customer Care Center. West Georgia Technical College believes in the value of integrity, professionalism, excellence, and student centeredness in all aspects of our programs, services, and operations. It is because of these core values that we strive to provide the best quality of customer care to our students, faculty, staff and affiliates.

Navigating through every program, department, faculty and staff member to solve a difficult issue can be a challenging and, at times, daunting task. We want to be pro-active in solving issues in a timely, professional and friendly manner.

West Georgia Technical College provides high quality technical and adult education and it is our mission to provide that same quality of customer care to you.

Skip Sullivan, Ed. D.
President
West Georgia Technical College

**WGTC Customer Care Center**

**What is the purpose of a customer care center?**

- To ensure that all stakeholders receive professional and friendly service
- To improve the efficiency of our service
- To strive to satisfy the clients’ needs in a timely and friendly manner
- To make every effort to be the problem solver
- To be pro-active in solving problems and initiating action
- To track repeat questions/issues to help improve our processes
- To promote and encourage our students to be self-sufficient in finding information

**Hours of Operation**

Monday – Thursday 8 a.m. – 6 p.m.
Friday 8 a.m. – Noon

Phone: 770.537.7942
Email: wecare@westgatech.edu

Ways the Customer Care Center Can Help

The Customer Care Center can positively supplement different areas of the College by working in partnership with departmental staff to handle some of the more challenging issues that come into the College. Here are just a few examples of those we can help and how:

- **A student who has an issue with an instructor** – can help walk student through the steps for resolving the issue, hopefully between the student and the instructor;
- **A potential student who is confused with the admissions process** – can be sure the candidate has all the tools and information needed to complete the process;
- **A community member who wants to voice an opinion concerning a College related issue** – can help ensure that the individual is heard by the appropriate parties and that the matter is addressed;
- **An employee who needs information and cannot find the answer in the handbook or on SharePoint** – can assist the employee in finding information.

These are only a very few examples of what a care center can do to improve customer service.