

## [Reviews for Andy's Faculty/Staff Development Programs For U.S. Colleges and Community/Technical Colleges](#)

### [College Presidents](#)

"Andy Masters presented four separate workshops to our College in one day. Faculty and staff alike were totally engaged with his riveting presentation style and were able to benefit from valuable take-home messages. This was one of the best programs I have seen on how to relate to today's generation of students by helping them to discover what really motivates them. He explained how to include humor in one's classroom, even when one is not naturally funny. The sessions on work-life balance and customer service were both entertaining and informative. I HIGHLY recommend him to any educational institution that wants to energize its faculty and staff and stay on the cutting edge." - [Dr. Herbert Reidel, President, Lurleen B. Wallace Community College \(AL\)](#)

"I want to thank you for a GREAT presentation – I received a number of positive responses (and not one negative) on your keynote!!!! Again, many thanks on a job well done and we truly appreciate your willingness to participate in our Opening Day!!!!" – [Ron Galatolo, Chancellor, San Mateo County Community College District \(CA\)](#)

"Thank you so much for spending time with us at Tyler Junior College last week and for giving seven presentations during your visit. You certainly went above and beyond the call of duty, and I have heard nothing but RAVE reviews. With your help we have had the most successful opening of a Fall semester ever! I can't thank you enough. It was a pleasure to meet you, and we look forward to having you back again in the future." – [Dr. Mike Metke, President, Tyler Junior College \(TX\)](#)

"I have rarely seen a presentation to our faculty that was better received than the one provided by Andy Masters. He did an exceptional job in setting the stage for the launch of a great new academic year with his sharing of research on learning that was perfectly balanced with pragmatic suggestions, humor and the active engagement of our faculty." - [Dr. Jacqueline Vietti, President, Butler Community College \(KS\)](#)

"THANKS for your presentation at ECC last Friday. In the four years I have been at ECC, yours was the single program we have conducted that had the undivided attention of everyone in the room. Personally, your style to mix humor with the very serious topic of the educating and training of our students, is a perfect match for me!" - [Jack Quinn, President, Erie Community College \(NY\)](#)

"Andy is an excellent presenter and did an outstanding job sharing with our faculty current and relevant ways to reach today's students. He provided clear, concise and definitive examples that everyone could relate to and use in their classrooms. We thoroughly enjoyed his presentation and would have him back!" - [Dr. Lori L. Sundberg, President, Carl Sandburg College \(IL\)](#)

**“Andy Masters is such a dynamic and engaging speaker. His keynote presentation on Customer Service was certainly the highlight of our fall 2018 college convocation as rated by the vast majority of both our faculty and staff. His words truly resonated with all of us as we are looking for ways to better serve our students. In his lively, energizing session, Andy gave clear tips and actionable suggestions on how to implement and practice good customer service techniques. Thanks so much for sharing your wisdom, experience, and expertise with Cleveland Community College!” - [Dr. Jason Hurst, President, Cleveland Community College \(NC\)](#)**

**“Andy, you were “Spot On” yesterday, and I really believe our faculty and staff learned some valuable things and enjoyed your presentation! I will relay your info of the other three possible workshops to our professional development folks, and hope to have you back in the near future! THANKS again, and you did a GREAT job yesterday. I enjoyed it!” - [Dr. Craig Wentworth, President, Southern Regional Technical College \(GA\)](#)**

**“Andy Masters did a wonderful job of presenting strategies of engaging and inspiring today’s students to our faculty. His ability to install humor in his presentation was very well received by all attendees and everyone left with some great ideas for their classes. I highly recommend Andy as a speaker for your next in-service.” - [Dr. John Gratton, President, NMSU-Carlsbad \(NM\)](#)**

**"What impressed me most about Andy was the real-life, easy teaching techniques he suggested that connects with today's students. As someone who still teaches undergraduate classes, I am already changing my syllabus for next semester to accommodate his suggestions. His presentation is a 'can't miss' for your institution." - [Dr. Nicholas Neupauer, President, Butler County Community College \(PA\)](#)**

**"Andy Masters exemplified 'student engagement' by 'engaging' our Southern Union faculty in an excellent presentation which included relevant examples to use in the classroom. He had the undivided attention of our faculty as he interacted with them to present ways to engage our students through the use of real world examples and even humor. I couldn't think of a better way to kick start the new academic year!"- [Dr. Glenda Colagross, Interim President, Southern Union State Community College \(AL\)](#)**

**“Andy your presentation provided an energetic and fun way to kick off our faculty/staff in-service. The points you highlighted in your presentation, as well as your inclusion of role playing, had our campus engaged and laughing--while at the same time hitting key points on the importance of going that “extra mile” to provide great customer service. One of our staff went back to her office and implemented some of your points, and within an hour after your presentation, a new student that she interacted with posted on the college’s Facebook account about the great experience they had at Redlands!” - [Jack Bryant, President, Redlands Community College \(OK\)](#)**

**“Andy Masters’ presentations to all employees on Customer Service and to faculty on ‘How to Engage and Inspire Today’s Generation of Students’ were engaging, fast paced and well-received. His concrete examples were relevant and easy to implement. We would recommend him to others focusing on student retention!” - [Sarah Clemmons, Ph.D., President, Chipola College \(FL\)](#)**

“Andy Masters inspired, entertained, and engaged the faculty and staff as he discussed delivering superb customer service to our students – and to each other! His message is one that applies to the work setting and to life. We left with so many take-a-ways that I see people putting into action by word and deed throughout our College!” - [Dr. Martha Lavender, President, Gadsden State Community College \(AL\)](#)

"THANK YOU, Andy, for delivering such an inspirational and heartfelt program at our all-staff in-service! Your personal experience was so compelling and got everyone thinking about how what we do and say each day can have such a profound impact on students. What really hit home was the role play you did with one of our students and how to make them feel special. Thanks again for getting our year off to a GREAT start!" – [Dr. Michael A. Lanser, President, Lakeshore Technical College \(WI\)](#)

“On behalf of the students and employees of Cowley College, THANK YOU Andy for sharing of yourself and your array of knowledge with respect to improving customer service and how to relate to today’s students. Your use of real-life and easily relatable examples made the sessions compelling and engaging. I observed employees immediately placing your principles into action. Well done!” - [Dr. Dennis C. Rittle, President, Cowley College \(KS\)](#)

“Our semester-opening inservice programs are always helpful but yours blew us all away! Our UA-Cossatot employees stayed engaged for eight full hours with four distinctly different and perfect programs, and that is testament to the energy and meaning your programs contained. To anyone who would ask about which programs to have you present...I say all of them! Well done Andy!” – [Dr. Steve Cole, Chancellor, UA-Cossatot \(AR\)](#)

## **National Institute for Staff & Organizational Development-NISOD**

***"Andy Masters captured the audience with his ENERGY, his approachability, and his candor. Participants were engaged in every second of his high energy, focused message. The audience left motivated by Andy's message regarding the critical importance of student engagement, and techniques to achieve it. My only wish is that we would have had more time with him! Fabulous way to conclude our great Conference!" - [Becky Musil, Associate Director, NISOD, after Andy's closing keynote for the "International Conference on Teaching & Leadership Excellence" with 1,400+ faculty/staff attendees in Austin \(TX\)](#)***

## U.S. Colleges

"I am writing to report that Andy Masters was amazing and exceedingly well-received by our faculty. You couldn't miss if you were to engage him in your Fall Convocation. He was funny, current, and very well prepared with a customized presentation based on our stated needs. If you are unable to utilize his services, please know that you could easily recommend him based on our experience." - [Linda Chapman, Director of Academic and Professional Excellence, College of Southern Nevada \(NV\)](#)

"Wow! Mr. Masters had us sitting on the edge of our seats. His dynamic presentation to our faculty was inspiring and very practical. He has an engaging delivery style, and he provided us with specific web sites as well as other resources that would enrich our classes. Some professional speakers are entertaining, but they don't provide useful tools. Mr. Masters gave us both, a riveting presentation and practical tools for our classrooms." - [Doug Strauss, Ed.D., Adjunct Faculty Coordinator, State Fair Community College \(MO\)](#)

"Andy Masters was a wonderful addition to our faculty development activities. Andy's presentation was current and relevant and he did a wonderful job customizing his presentation for our campus environment. He was entertaining, informative, engaging, and inspiring - what more could you ask for?!" - [Faith Jelley, CTL Chair, Rowan-Cabarrus Community College \(NC\)](#)

"Don't hesitate to hire Andy! He's professional, easy to work with, and does his homework. Most importantly he has a true gift for intuiting what his audience needs to hear and then delivering it in a way that is fun, relaxing and straight to the point. Our high school and community college audience of educators loved his presentations and his books, and we look forward to bringing him back soon." - [Jennifer Carnes, Regional CTE Coordinator, Blue Mountain Community College \(OR\)](#)

"Andy Masters' presentation was the talk of Salt Lake Community College from the moment he left campus. Amazingly, Andy brought so many ideas and communicated with such energy, humor and passion to the College, that, while everyone in attendance benefitted greatly, it seemed no two people took quite the same lessons away. I personally implemented a couple of ideas taken directly from his session—both in my personal and professional life—the same day. Many others have had similar success putting Andy's ideas into practice. It was a rewarding pleasure to have Andy on our campus." - [Dave Jones, Public Relations, Salt Lake Community College, after Andy's keynote program for over 1,000+ faculty and staff \(UT\)](#)

"We really enjoyed your presentation—I think you hit the nail on the head, so to speak, with the millennial students. You certainly did give me greater insight in dealing with these students!" - [Carolyn Kacey, Professional Development Committee, Pennsylvania Highlands Community College \(PA\)](#)

"Andy Masters' presentation was engaging and his message DYNAMIC! Andy was not only humorous, but insightful, and upbeat! His appearance at our Conference was more than just a quick motivational speech - it was an event that will be remembered by all in attendance and a message they will carry forward both personally and professionally!" - [Libby Livings-Eassa, Indian River State College and Past-President, Florida Career Pathways Network \(FL\)](#)

"Andy Masters did a TERRIFIC job of lifting our spirits during tough economic times. His message is entertaining as well as inspiring and reminds us an opportunity to impact someone's life can present at any moment. There has never been a better time to bring him to your campus." - [Karna Loewenstein, Director of Institutional Effectiveness, Iowa Western Community College \(IA\)](#)

"In these tough budget times, it has become increasingly difficult to provide focused faculty professional development opportunities in areas that aid them in mastering their craft of teaching, and your seminar nailed every point I wanted to convey regarding approaches to a learner-centered paradigm, connecting with students from the student's point of view, and offering solid and simple mechanisms of implementation for student engagement. Since the seminar, I have already had a number of faculty approach me touting its success and wanting more. For opening up their minds to new ideas, I thank you. It was well worth the investment." - [Rusty Elliott, Dean of Instruction, Williamsburg Tech \(SC\)](#)

"Overall, Andy brought attention to this generation of students that so many of us as teaching faculty are not in touch with outside the classroom. The humor tagged with the technology made the presentations a joy to hear. The interactive part was very beneficial." - [Norm Hahn, VP for Academic Affairs, Thomas Nelson Community College \(VA\)](#)

"Andy was an absolute HIT with faculty and staff! We have already begun the discussion of when we want to bring you back! Andy was a terrific start to our back-to-school in-service activities. His passion and engaging presentation style was refreshing and motivational. Comments from faculty and staff ranged from 'awesome presentation' to 'he brought a lot to the table that was practical and useful for actual class'. Thank you, Andy, for starting off our year with a bang!" - [Marilyn Mahan, Vice President of Academic Affairs, Manhattan Area Technical College \(KS\)](#)

"Andy's presentation was infused with enthusiasm; he brought both wisdom and realism to our faculty to take back to the classroom!" - [Terri Schrantz, Dean of The Faculty Academy, Tarrant County College \(TX\)](#)

"Andy, THANK YOU so much for your wonderful back-to-back presentations. Our faculty was very engaged and so many thanked me for having you down for a second round. A mid-semester PD was a great idea. I also want to share that your presentation to our administrators was very beneficial. I personally feel that I can easily implement those strategies into my job!" - [Laura Clark, VP of Academic Affairs, University of Arkansas-Hope/Texarkana \(AR\)](#)

"Andy Masters spent a day at MCC with our faculty in March 2014, and he was WONDERFUL! He tailored his morning program perfectly to fit our requests. Faculty members were excited and energized about specific classroom techniques Andy shared that they can use to increase student retention. Andy also presented an afternoon break-out session about time management that faculty LOVED. Andy was a great way to start off our spring quarter!!" - [Teri Quick, Institute for Faculty Excellence Coordinator, Metro Community College \(NE\)](#)

"Andy Masters presented two workshops for our college during our fall kickoff day: How to Engage & Inspire Today's Generation of Students and College Customer Service: Embracing the New Campus Service Environment. Andy was engaging and humorous. While many speakers are entertaining, it is difficult to find a speaker who can connect equally well with faculty and staff while delivering fact based, actionable information. Faculty commented that they took away practical ideas they could implement in their classrooms. Faculty and staff both benefited from and responded to the customer service message. His presentations made our fall kickoff one of the best we've had. He contributed to a very positive start to our academic year!" - [Dr. Cheryl Cox, Senior Vice President of Academic Affairs, Spartanburg Community College \(SC\)](#)

"THANK YOU Andy for providing our keynote for our in-service and first day back. I heard all positive comments about your program--I think it definitely hit the right tone. You provided just the right amount of humor and insight about engaging and inspiring today's generation of students for our in-service program. The challenging audience included all employees from faculty members to classified and professional staff employees. Thank you, Andy, for providing a delightful and inspiring keynote address!" - [Dee Ludwig, PhD, Vice President for Learning, Eastern Wyoming College \(WY\)](#)

"Andy has an innate ability to connect with people! Throughout the day, he captivated the audience with his passionate, thought-provoking, inspirational messages. His use of creative media sources to get across salient points, coupled with his enthusiasm and humor kept employees engaged! Participants described his presentation as "phenomenal, outstanding, motivational, reliable, and informative." Andy, THANK YOU for sharing your knowledge and expertise—you EXCEEDED our expectations and we look forward to your next visit!" – [Bobbie Bilotta, Director of Human Resources, Medaille College \(NY\)](#)

"Andy is truly a GEM! He kept us engaged throughout his presentation with insightful and humorous stories/suggestions. Here are some quotes from faculty: 'Andy inspired me by his suggestions and I actually have begun implementing a few ideas within my classroom instruction!'; 'This was the BEST evening in-service in a long, long time. I liked Andy, and I liked that it was more relevant and beneficial to actual teaching'; 'Andy Masters was EXCELLENT! I thoroughly enjoyed both of his sessions!'; 'Most interesting and enjoyable presentation in years!'" – [Joe Burke, VP of Instruction, Labette Community College \(KS\)](#)

## Canada Colleges

"Andy's engaging presentation style and his positive, optimistic messages about today's learners, the importance of education and its ability to unlock the enormous potential within everyone whose lives we touch resonated with us at SAIT Polytechnic. I would **HIGHLY RECOMMEND** Andy Masters as an enthusiastic, professional and versatile keynote speaker for corporate and post-secondary education settings." - [Dr. Phil Hoffmann, Associate Dean of Degree Studies & Teaching Excellence, SAIT Polytechnic \(AB\)](#)

"The feedback I heard from yesterday was **FANTASTIC** and I thank you so much for coming. And most especially for dealing with all our last minute scheduling changes. You have been a pleasure to work with and I do hope we are able to bring you back for another visit!"- [Stephanie Moran, Network for Innovation and Leadership in Education \(NILES\), Sheridan Institute of Technology \(ON\)](#)

"I thought you did an outstanding job facilitating your workshop, 'College Customer Service: Embracing a New Campus Service Environment'. Your enthusiasm and humourist personality made the workshop very engaging and entertaining. The real life examples and experiences you shared definitely reinforced the benefits of great customer service and the long lasting impression it has on people!"- [Sarah Gravel, HRS, Recruitment and Retention Supervisor, Northern College \(ON\)](#)

"Hope you had a safe trip back and thank you so much for taking time from your busy schedule to come to Sheridan College to speak with our new faculty and for giving a wonderful and engaging presentation! It was a tremendous start to our new faculty training program. Your practical and "easy" tips for engaging students and ensuring an inclusive classroom were a perfect fit to our earlier discussions on effective teaching. Your ideas on bringing humour to the classroom were again very practical and could be included in curriculum preparation with ease of effort. It was lovely meeting you and wish you all the best in future endeavours!" - [Sandra Secord, Program Coordinator, Sheridan Institute of Technology \(ON\)](#)

"Andy presented two separate sessions at our recent Western Ontario College Educator Development Program Conference, and both were **VERY** well-received by the faculty in attendance. He has a warm, inviting, unassuming manner and was able to make meaningful connections with the faculty and to the work they do. His presentation on Humour was a **RIOT** and was just what we needed after a long day of sessions!" - [Kathy Bouma, Organizational Development & Learning, Fanshawe College, Ontario \(Canada\)](#)