

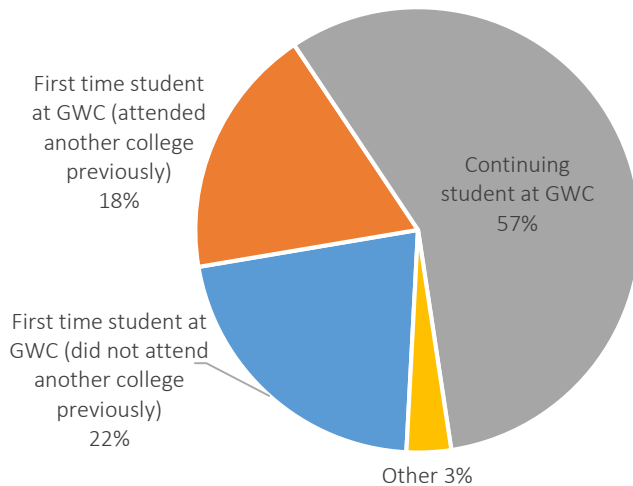
# Golden West College Student Satisfaction Survey Fall 2018 Report

At the end of the Fall 2018 semester, students who were enrolled in one or more classes at Golden West College were invited to participate in a Student Satisfaction Survey. The purpose of this survey was to gather feedback from student regarding their experiences at Golden West College. Survey questions were grouped into the following categories: Overall student experience, students' profiles, experience with student support services and food services, evening student experience, and hanging out on campus. One hundred and eighty-six students responded to the survey. Feedback from the 186 students who completed the Student Satisfaction Survey are included in this report.

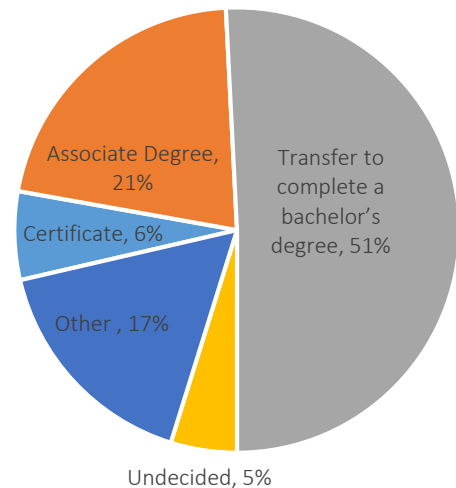
## Respondents Profile

Over half of survey respondents are continuing students with 22 percent are first-time students. Additionally, over half of survey respondents indicated their educational goal as being able to transfer.

Respondents were asked to identify whether they were first time students or continuing students.



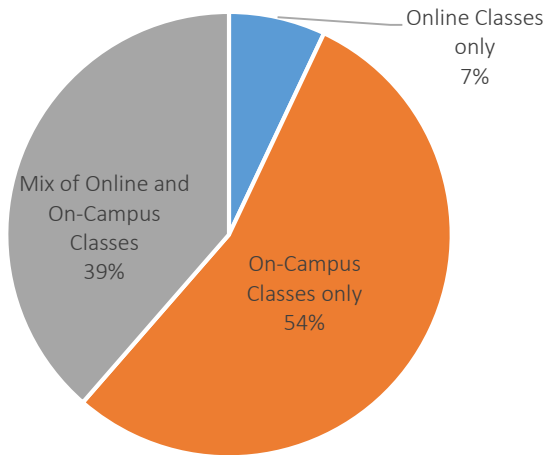
Educational Objective:



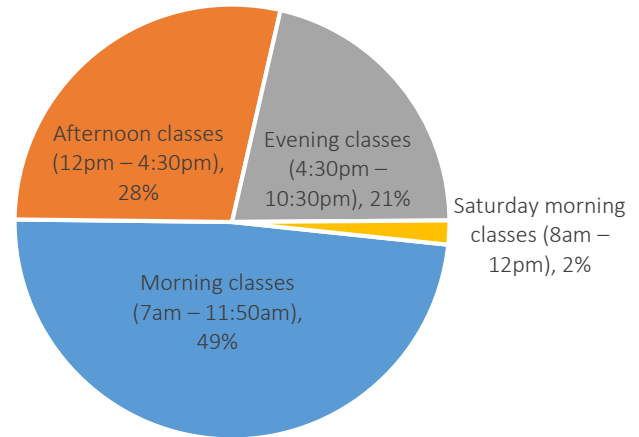
## Modality of Instruction

Students were then asked to answer a series of questions related to the type of classes they were currently taking during survey administration period. Fifty-four percent indicated that they are enrolled in on-campus classes only, and 39% indicated that they are enrolled in a mix of online and on-campus. Only 7% of survey respondents indicated that they are taking online classes only. Additionally, students were asked what is their preferred times and days to take classes. Almost half of survey respondents indicated that they prefer morning classes starting from 7am to 11:50am.

Modality of instruction (N=171):



Times during the day that respondents can take most of their classes (N=169):



## Overall Student Experience

In general 94% of respondents shared that they feel safe on campus at GWC. Students also shared various aspects that make them feel welcomed at GWC:

- “Majority of faculty and staff are very helpful and nice.”
- “The campus environment makes me feel welcomed.”
- “Staff in specific programs that I am a part of make me feel welcomed.”
- “The Stand and the Rack are excellent resources that tells me GWC cares about us students and our well-being.”
- “The open park-like feeling of GWC makes me feel welcomed.”

## Student Services

Survey respondents were informed that the Student Services Center houses services such as Counseling, Financial Aid Office, Enrollment Center, Transfer Center, etc., and if they were able to access these services during business hours of 8:00 – 6:00pm (N=161)

- 88.2% of respondents said “YES”
- 11.8% of respondents said “NO”

For the students who responded “NO” to the previous questions, they were then asked to identify reasons for not being able to access the Student Services Center during the business hours of 8:00 – 6:00 pm. (N=19)

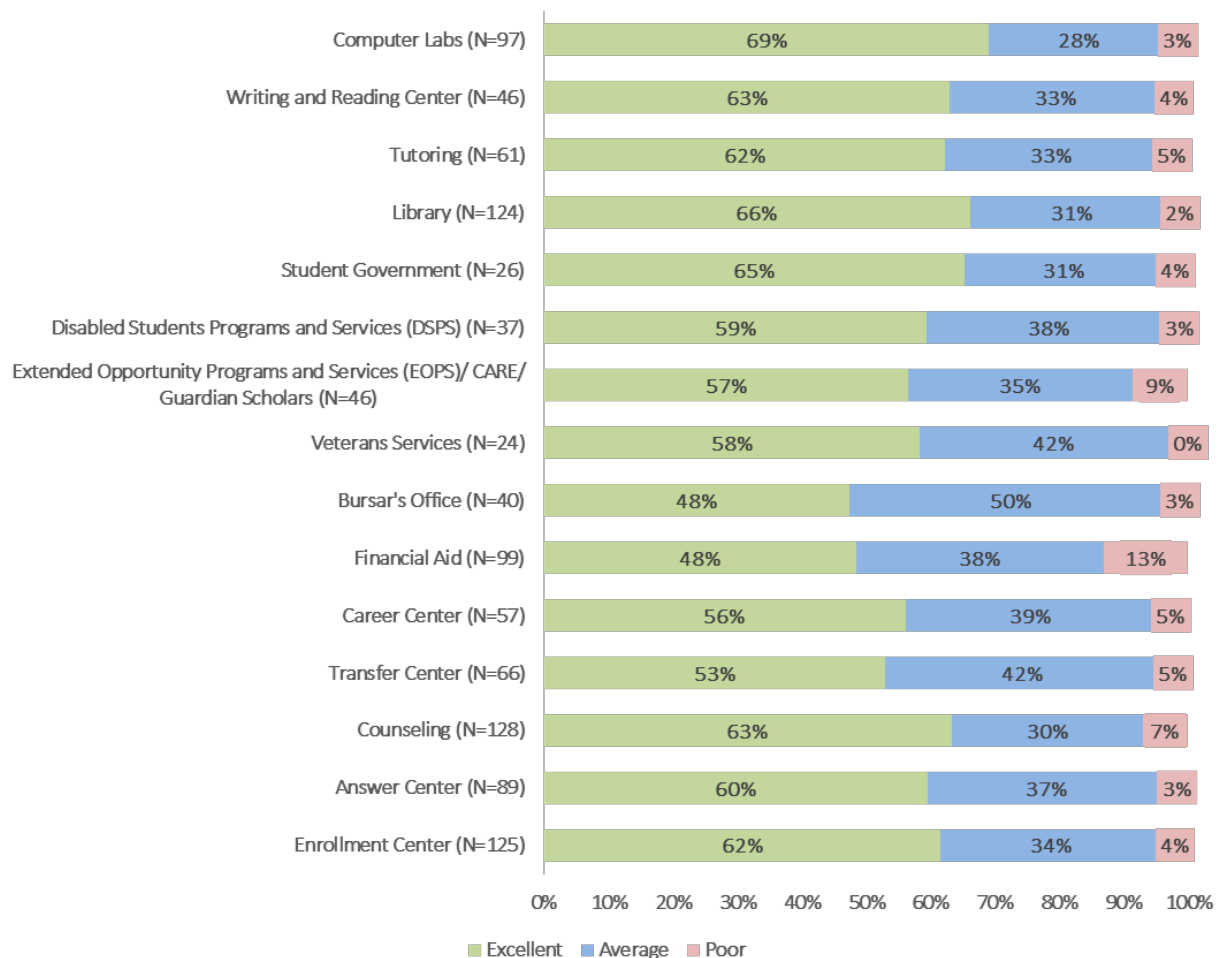
- “For working students these hours are not helpful, as classes usually starting by 4:30 pm and go past 6:00 pm.” And “I have to take time off of work in order to go in which is typically required of all the listed services.” (13 students shared similar responses)
- “I feel like every time I go in to the Student Services Center, I am always getting the run around and no one is in common communication with each other making it appear very unorganized.” (2 students shared this feeling)

- “I live too far from campus to make it there on time before classes due to family obligations.” (2 students)

Students were asked the likelihood that they would participate in student activities if they were available during the following times (N=157):

- Afternoons (12pm – 4pm)
  - 54.5% said YES
  - 45.5% said NO
- Evenings (after 4:30pm)
  - 43.3% said YES
  - 56.7% said NO
- Weekends
  - 32.7% said YES
  - 67.3% said NO

Students were asked to rate their level of satisfaction with the following student services at GWC. The total number of students who answered this question and have used the services is listed as (N=\_\_\_).

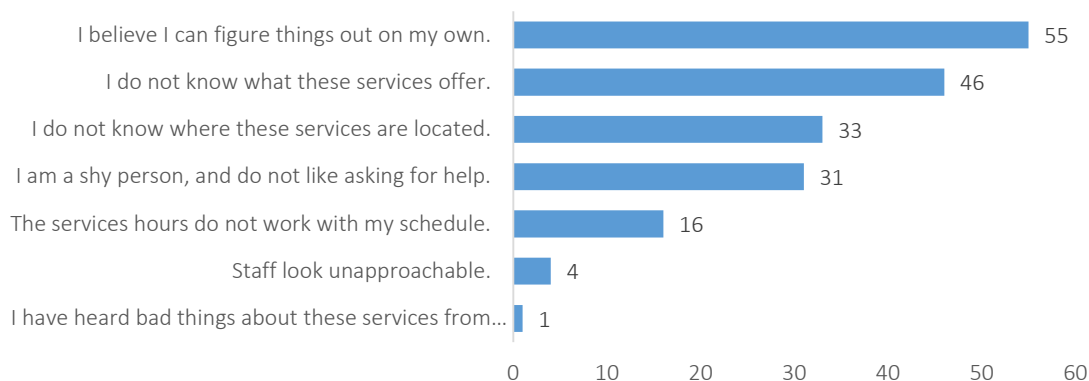


If students rated any of the above services as “POOR”, they were asked to share what GWC can do to improve these services. (N= 23)

General Comments:

- “Some workers do not know what they're doing and they keep misguiding due to improper handling of questions and documents.”
- “Had to follow up multiple times asking for a resolution & was given incorrect information by each area multiple times.”
- “Better employee attitudes. Majority are rude and seem like they do not want to help and are not pleasant.”

If students answered “I have not used this service” to any of the previously listed services, they were asked to identify the reasons they had not. Students were allowed to select as many reasons as they wanted to. The number of students that selected each reason is listed at the end of the bar for that reason.



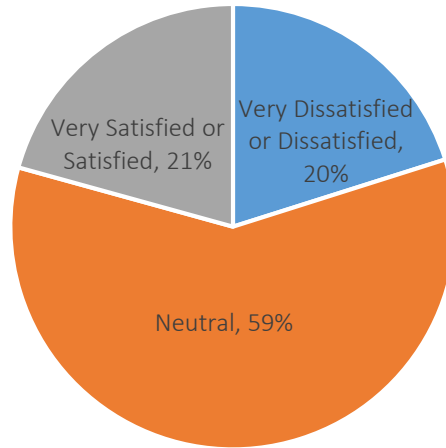
## Evening Students’ Experiences

The following questions and responses focus on evening students’ experiences. In general 57.9% of respondents rate the overall quality of services offered to evening students at GWC as good or excellent. If students take most of their classes in the evening, they were asked to identify some of the reasons they choose to take classes at that time (N= 154):

- 24.7% of respondents identified working during the day and can only attend classes in the evening.
- 22.7% of respondents identified that the classes they wanted were not available during the morning or afternoon.
- 11.7% of respondents identified having a preference for taking classes in the evening.
- 9.7% of respondents identified having family responsibilities during the day and can only attend classes in the evenings.
- 7.1% of respondents listed reasons such as choosing to sleep in finding themselves having to enroll in evening classes simply because of scheduling conflicts.
- 44.2% of respondents shared that this was not applicable to them.

## Food Services Rating

Survey respondents were asked to rate their level of satisfaction with the food services on campus for evening students (N= 169):



Students were asked to rate their level of agreement with the following statements using a Likert scale of strongly agree to strongly disagree (N=170).

	Strongly Agree or Agree	Undecided	Disagree or Strongly Disagree
I can get my degree by only taking evening classes at GWC.	26.63%	32.54%	40.83%
There are enough sections of evening classes offered at GWC.	37.27%	39.05%	23.67%
There is a good variety of evening classes offered at GWC.	46.11%	41.32%	12.57%
I feel safe on campus in the evening.	53.85%	32.54%	13.61%
More lighting and security are needed on campus in the evening.	56.89%	30.54%	12.58%
I know where to go if I have questions or any problems on campus in the evening.	39.64%	27.81%	32.55%
I believe evening students at GWC have access to enough academic supplies (pens, paper, computers, library books, etc.)	44.65%	38.10%	17.26%

After rating their level of agreement with the above statements, students were given the opportunity to make any comments related to the statements that they would like to make:

- “I don’t feel like there is enough lighting or enough people on campus in the evening for me to feel safe.” (9 students shared a similar response)
  - “There is a need to have security more out in the parking lots, making sure that we are making it safely to our cars late at night.”
- “The library and other study spaces are not open late enough for us evening students to use them.” (3 students shared similar comments)
- “Office hours are not very good with students like me that work during the day.” (2 students)

## Students Hanging Out

In general, about 53% said that they do hang out on campus during their free time or between classes. When asked where they hang out during their free time or between classes students shared the following:

- Library (38 respondents)
- Cafeteria/ Student Center (26 respondents)
- Quad/ Hammocks (19 respondents)
- Benches throughout campus (13 respondents)
- Native Garden (5 respondents)
- STEM Center (4 respondents)
- Veterans Resources Center (3 respondents)

For the students who said that they do not hang out on campus during their free time or between classes, they were asked to select from a list the reason(s) they did not hang out more on campus. Students had the option to select multiple answers.

Reasons for not hanging out on campus.	# of Respondents
I have to leave to go to work.	78
The Wi-Fi internet connection is weak.	69
I have to leave due to family obligations.	41
There are not enough lounge spaces on campus to hang out.	34
There are not enough outlets to charge phones and laptops on campus.	31
There is not anywhere on campus I want to hang out at.	29
There are not clubs or activities that interest me.	28
There are not enough study spaces on campus.	22
Other	45

Students were then asked to identify things that GWC could do to make other students want to hang out on campus more during their free time or between classes. The following are some of the students’ responses:

- More lounge and study spaces throughout campus (33 respondents)
- More events and activities during the day (31 respondents)
- Better and cheaper food options in the cafeteria (20 respondents)
- Free food, snacks and testing supplies throughout the semester (16 respondents)
- More hammocks throughout campus (15 respondents)
- Need for stronger Wi-Fi throughout the campus (13 respondents)

## Open Comments

Lastly, students were given the opportunity to share any comments they wanted to share on how we can improve their student experience at Golden West College:

Positive comments:

- No. I like the campus and staff.
- I am super satisfied.
- Continue to always smile and greet students (:
- No, Golden West College is the best there is.

Suggestions for improvement comments:

- Extend office hours for those who have classes all day.
- Extend library hours especially during finals week.
- Golden West College is an awesome campus but some buildings can be very dated and need some renovations. I appreciate the new buildings on campus such as the new student center, criminal justice training building, and the new math and science building that is currently being built. The bathrooms can be renovated because the overall appearance is dated especially with the fixtures from the 90s. Air fresheners can be installed because the bathrooms can be kind of smelly most of the time.
- Train student services staff to be more welcoming. Also, I've called reception and a person that answered was super rude. I take customer service seriously and as a "paying customer" it would be nice to have my call routed nicely or student services clerk to not make me feel like I'm being rushed.
- Realize that EVERYONE is broke and do your best to cater to that a bit more.
- Rethink the no vaping rule, many people have traded cigarettes for vaping and are still being ostracized.
- Add several items from previous cafeteria menu to the new cafeteria menu (i.e. teriyaki chicken, Alfredo, and pho).
- GWC needs to spend more funds out of their budget to provide a wider selection of food and drinks at the student pantry. The school should also allow Costco donations to continue in order to supply GWC students with the proper necessities they need. These necessities include: food, drinks, and even hygiene products.
- I enjoy the fact that the cafeteria food was upgraded it really needed it but I believe that the prices are too high for the food. Even in the bookstore a granola bar is 3 dollars. The prices need work. Not made out of money
- Encourage more interaction.

- I never saw a security guard patrolling the parking lot in the evenings when I attended. It would have been good to see a security guard once in a while.
- Offer workshops for ASL Interpreter studies.
- More activities
- Only increasing activities and not having to join a club to participate in them because some people prioritize their time.
- Help more with finances and tuition.
- Add more hammocks :)
- Change the staff at the Tutoring reception!!!!!! Please do not hire students for that position. I totally fine with the old lady. However, the younger staffs are really talking all the time and do not care about students. They acts are very immature and unprofessional, make me feeling like I am not welcomed at this campus.
- More help on what classes we need to take for our degree and the field of work we're heading into
- Maybe have someone for those students with night classes. That will be very helpful for when one is not available to come throughout the day
- Encourage more instructors to allow students the option of not buying a textbook. I've taken tons of classes and 9/10 times any information needed can be found quickly on the internet, and book prices are ridiculous
- Maybe a gym club.
- Santa Ana College has a deal with OC bus for free bus ride. Hope we can have that deal, too.
- As a full time student with allergies and not enough time, the new cafeteria is extremely disappointing. Especially when your first class starts at 8 am and your last class ends at 11 pm. There are only so many fruit cups one can eat before they must leave campus to sustain themselves. Also the coffee at the coffee cart is just, so, so bad.
- Most of the worker are pretty nice on campus, but there's a couple rude employees that answer the phone. Especially at the start of the semester.
- If this isn't done already, grade professors on their teaching competency. It has come to my attention, through personal experience, that certain professors know the material very well, but do not exercise or plan successful methods to convey their knowledge to students in an effective manner.
- Administration could be more hands on in the review process of professors. Some course structures are not conducive to all learning types.
- Better more effective student body
- Make sure that the meat is cooked all the way through in the cafeteria and have the chefs tasted the food for seasoning before putting it out, and put out more hammocks, and more lights.