Fall 2012 Currently Enrolled Survey Comments Analysis

Executive Summary

This report is a summary to the comprehensive analysis of written comments from the Fall 2012 Currently Enrolled Survey. To see the full report, please click the link to the individual file under the Fact Book at our website, or click here.

The Office of Institutional Research (IR) distributes the Currently Enrolled Survey via email each fall to all enrolled students who are over 18 years old. In the fall of 2012, the survey was distributed to 18,843 students, with a 16% response rate. 631 of these respondents included written comments, with many of them submitting multiple comments in different survey sections.

IR categorized the comments according to common themes, emphasizing factors that contributed the most to students' overall satisfaction. Survey comments fell under the six general themes of: **Student Support**, **The Classroom Experience**, **Periphery Support Services, Courses, Programs, and Technology.**

The main factors contributing to satisfaction across all themes center upon student support. When students felt they had a personal relationship with someone, especially faculty or staff, their overall satisfaction increased significantly. The sense that they have someone offering guidance in navigating the journey toward realizing their goals can make all the difference in their perception of our institution.

Another insight gained from the analysis of the comments left by students was that some students are simply not aware of the resources that are already available to help them overcome difficulties. Additional communication methods may be needed to get the word out on the various resources available for students.

The single most repeated comment on the survey was "Thank you." Many of the negative comments contained positive elements within them, so students are generally satisfied with their experience at FRCC, and are grateful for this opportunity to help us improve even further.

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