

Student Support

418 respondents had comments pertaining to student support at Front Range Community College, with approximately 50% of these remarks being positive.

Student Support encompasses a wide range of factors. It can refer to issues involving student services, support staff, personal emergencies, or even experiences of discrimination. Students' feelings about the support they received in helping them resolve such issues greatly color how they perceive FRCC as a whole. When they felt they had a personal relationship with someone, especially faculty or staff, their overall satisfaction increased significantly. Conversely, feeling disconnected from the institution contributed to their dissatisfaction.

The themes of general satisfaction, student services, and diversity encompass the most frequently occurring factors and are summarized below.

General Satisfaction

“An individual who does not succeed at FRCC is one that simply chooses not to take advantage of the readily available support opportunities.”

General Satisfaction is not inclusive of the other more specific categories, but rather indicative of comments that are universal in nature. However, this category does serve well to demonstrate typical factors contributing to a positive experience. 173 respondents had comments about their general, overall experience at Front Range Community

College. 90% left positive remarks and this generally held true across all campuses. The most common factor contributing to satisfaction usually centered on a feeling of being supported. An example of this is found in the following comment:

“I have had an exceptional academic experience at FRCC. Instructors and support staff are truly committed to augmenting student success and assistance of this nature abounds. An individual who does not succeed at FRCC is one that simply chooses not to take advantage of the readily available support opportunities. My favorite attributes of FRCC are the small class sizes and personal relationships with instructors which have accelerated my learning opportunities and made for a memorable educational experience. My only regret is that I cannot obtain a higher level degree at this institution and I must move on after earning my associate of science. Keep up the good work!”

The above comment demonstrates several factors that contribute to an overall positive experience. Support from staff as a whole, and especially the sense of having a personal relationship with an instructor, was a reoccurring theme in many positive comments. Likewise, students who had negative responses about their experience at FRCC often expressed

frustration about the lack of personal and academic support, and specifically that they felt disconnected from the institution as a whole or from individual staff or faculty members.

Student Services and Support Staff

Student services such as advising, financial aid, and registration were common topics generating remarks in the survey.

- 30 respondents had comments concerning support staff with 50% leaving positive remarks.
- 24 respondents had comments pertaining to advising with 92% leaving negative remarks.
- 32 respondents had comments about financial aid with 97% leaving negative remarks.
- There were only 8 comments about registration, though all of them were negative.

Positive remarks usually refer to satisfaction with support staff in general. A small non-representative sample includes the following:

“I really enjoy FRCC. I think it is a great school and the entire staff is helpful and supportive.”

“Great instructors! Supportive staff. Having small classes is especially nice.”

“I am overall very satisfied with my decision to take classes at FRCC and with the quality of classes, the school staff and the teachers. This has been a great experience for me so far.”

Negative remarks are of a more specific nature, often dealing with the students' frustration when staff members fail to help them resolve student service issues.

“Since I have entered into my second year, it is extremely hard to sit down with an adviser specific to my goals. We need more people available in each department to help with advising needs to fit student's schedules... (We also need healthier and cheaper options in the cafeteria or let outside vendors come in.)”

“I've had several incidences of receiving bad information or conflicting information from counselors and financial aid. If I have a question regarding policies, program requirements, or financial aid I usually have to ask 5 different people before I can get a reliable answer...”

“Please take a moment to get more in-depth feedback from students about their experience with registering and the departments

involved in the process. Especially the department employees who handle the problems students may incur during this time.”

Culture and Diversity

27 respondents had comments pertaining to culture and diversity at FRCC. 48% left positive remarks. Many positive remarks referred to the overall perception of a friendly and welcoming environment at FRCC. A small non-representative sample of positive comments includes the following:

“I enjoy taking classes at FRCC :) it's an enriching culture and I love the learning experience!”

“I love going to FRCC it is very friendly and inviting.”

“I appreciate how older students like myself fit in to FRCC. The support of staff and other students helps me to be confident in my ability to succeed and complete my education.”

Negative remarks varied greatly; in fact, they themselves illustrate the diversity of our student body. A small non-representative sample of negative comments includes the following:

“It's not that I don't care about multiculturalism and diversity because I DO CARE! It's that too much emphasis is put on liberal, do-gooder agenda. I'm tired of it in my own education and my children's education. A LOT of people are!”

Just a note, Sometimes I feel my Catholic Faith under attack at FRCC and there are some instructors who teach false information based on their personal beliefs and not facts. Also, I hope that my tuition is not paying for condoms in the women's restrooms.

Get rid of some of the prayer boxes. One is enough. I find it offensive to my own religion, please limit bible club to one prayer box.

“Diversity: I am currently enrolled in IPP for ASL. My instructors are very good about promoting intercultural understanding. Unfortunately, I don't have the same feeling from the rest of the faculty and management. The college is missing a wonderful opportunity to educate ALL the students about the Deaf culture, thus deepening their appreciation for achievements of humanity.”

“The lack of NOT having qualified real bilingual/cultural English and Spanish advisors. This is my second time taking a math class and I wished that I could have had a bicultural/bilingual advisor to coach me through this journey and say something like, 'hey you have been out of school for several years and it might be easier on you to start with a heavy load class and another easier one. It is extremely frustrating because I have another difficult writing class and basically I couldn't or don't have the time to focus on both classes, therefore, I am failing math again. Thanks,”

The Classroom Experience

310 respondents had comments pertaining to their classroom experience. Across all campuses, there was about a 50/50 ratio of positive to negative comments. The major factors contributing to overall satisfaction with the classroom experience are: Quality of instruction, Faculty, Departments, and Labs.

Quality of Instruction

Quality of instruction contributes significantly to overall satisfaction with the classroom experience and had the highest number of respondents out of all themes in the survey. 226 respondents had comments, with 46% leaving positive remarks.

Positive remarks generally called out specific programs or individual faculty for special recognition. There were so many individual faculty mentioned that we are reluctant to mention any here by name and omit all the other praiseworthy instructors. A small non-representative sample of positive comments includes the following:

“FRCC has very flexible LPN program (part time and full time) and excellent instructors.”

“I am enjoying my course instruction for the Green Energy Technology - great program and instructors.”

“The Horticulture Department is awesome! [instructor name] and [instructor name] are both extremely knowledgeable in their fields, as well as being very helpful.”

Negative remarks centered mainly on issues with curriculum and methodology. Respondents expressed frustration with what they saw as inconsistent, unprofessional, or ineffective teaching methods and material. One thing to note is that many negative remarks pertained to a specific course or instructor, while few negative comments pertained to overall quality of instruction at FRCC. Many students included both positive and negative experiences within a single comment:

A small non-representative sample of negative comments includes the following:

“The psychology 101 class, with [instructor name], is too basic and simplistic even for an introductory level course. The teacher repeats basic ideas over and over again. The pace is slow and the class is boring. I'm not sure what you're trying to teach with dumbed down material. Waste of time and money to have the teacher tell me how to make flash cards and which topics to make flash cards for. [Instructor's name] is an outstanding teacher! Please have him teach biology 202 next semesters.”

“Classes in the social sciences and English departments are too easy; they are high school level courses and need to be updated so that they reflect the degree of difficulty expected in a college classroom. Some 200 level courses, Human Growth and Development in particular, need to have 100 level prerequisites added so that the first half of the semester isn't spent reviewing 100 level coursework which ought already be known in a 200 level class.”

“Books are outdated, in computer software, the text book is at XP and windows 8 is available 10/26/12. Thats two versions of windows behind. Software changes fast and paying for new text books that are so far behind is unacceptable. Pre-algebra has not changed in 50 years, yet need a new revised version for \$225., makes no sense.”

“Criticism of instructional methods is that instructors rely too heavily on lecture. My opinion is that there are much more effective methods that could be used. The most effective seem to be more interactive. A very short lesson is given, then a very quick quiz. Other methods should be mixed in. Get out of the 1970s and join the 21st century!!”

“The majority of the instructors have been amazing although I have had a few who have very poor teaching methods and no understanding of different learning styles.”

Faculty

34 respondents had comments pertaining to faculty with 65% leaving positive remarks.

A factor that contributed to satisfaction with the classroom experience as a whole was the sense that the student had a personal relationship with the faculty. These students gave positive

feedback about feeling supported and successful because of that relationship. A small non-representative sample of positive comments includes the following:

“I think Front Range is absolutely wonderful! I love the teachers, which I have had opportunity to have. They are so knowledgeable and caring. They want the student to succeed.”

“The teachers at FRCC make all the difference, all of them are very helpful and seem to really care about you as a person. Also the math lab and sign lab are AMAZING!”

“I would like to give a special thanks to some wonderful teachers. I have taken both online and on campus classes, and I would have to say these two particular teachers were/are the best in acknowledging students, and helping them with any problems they may have...[instructors name]-Intro to paralegal, and [instructors name] is amazing! You couldn't ask for a better professor, I had her class this time last year, and I still think she is number one! [instructors name]is an online professor whom I've never met personally, however, he offers his help all of the time, and is there if and when you need him! Thank you”

Negative remarks on the survey often expressed frustration with unprofessional behavior or lack of support from faculty, as well as a lack of resources for resolving such issues. A small non-representative sample of negative comments includes the following:

“In both my courses, my instructors are apathetic, show up chronically late or don't teach the entire class time, poorly prepared, and ineffective teachers. It has been an extremely disappointing semester. I am not sure why either one of these teachers were selected to work at FRCC. 50% of one class is failing due to poor teaching and testing and 80% of my other class dropped. I don't have a choice, this is my only chance to take these classes.”

“When I have had problems with instructors and I have experienced this twice. I have gone to the head of the department and other students in those classes have also complained and it seems like our voices as the paying students were not heard. I believe that this is an area that needs improvement right away. One of those teachers was extremely out of line and insulting her students. This is my last semester at Front Range because of this experience. I am not paying that teachers paycheck to get insulted instead of taught.”

“Some of the teachers are amazing. But I've had a couple teachers who do not know how to teach and were unpleasant to work with.”

Departments and Labs

Departments

21 respondents had a comments pertaining to specific departments at Front Range Community College. 81% were negative.

The math department received the highest number of negative remarks (15), with students expressing frustration that failure in math was hindering their progress toward a degree. Students also remarked upon aspects of curriculum and methodology, as well as the way tests were written and facilitated. Some students were frustrated with the workload and what they felt was a lack of support from labs to help supplement instruction. A small non-representative sample of negative comments includes the following (these have been edited for length):

“It is unclear to me whether the aim of the Math department is to cover the material in the syllabus at the expense of actual learning. I feel this is especially true of the Calculus class that I am currently taking. I have taken all the prerequisites at FRCC, required by FRCC and I have done quite well. The material is not difficult it is the speed with which the teacher is trying to cover it. The class time could be better spent addressing some of the more difficult or confusing aspects and imparting a solid working understanding of the difficult material as opposed to trying to cover everything in the textbook as quickly as possible making note taking in class a speed writing exercise with little actual learning occurring..... some instructors can enhance and facilitate the learning experience regardless of the difficulty of the material while others can make fairly obvious material seem unclear due to poor or undeveloped teaching skills. My current instructor falls into the latter category. Thank you for your time.”

“I love FRCC and I think the instructors are amazing in all of the departments. D2L is a great tool, but I think the technologies within the math departments, such as, My Math Lab+ and Math Zone are not worth the tuition money and time put in by the students. They do not help to prepare you for your exam, rather they take time away from studying for your exams. The math department is the worst department within Front Range. The instructors set themselves on a time schedule of what should be covered week by week and if a student falls behind its too bad because they need to move on. Your schools 121 math program and instructors are the

worst. I have been through three different math 121 teachers and non of them cared to connect with the students. All you hear is to utilize the math lab, but I know most students with their busy school and work schedules do not have the time to set in there everyday. I do very well at Front Range Community College in all of my classes and I work very hard when I am there. I can't graduate from Front Range because I can't pass the math requirements; not because I don't try hard; rather the math department sets up its students for failure. I'm sure if you took a campus survey about the math department, over half the student body would reiterate how I feel. Thanks for giving me the opportunity to express what I need from FRCC. It is one of the things I love most about the school.

Labs

There were 29 comments concerning labs, with 72% negative.

Positive remarks were general in nature, thanking the school for providing lab services like tutoring, math labs, and the writing center. A small non-representative sample of positive comments includes the following:

“Thanks for all the help in writing and math labs, they have been very helpful!”

“The math lab has been invaluable in my ability to do as well as I have in my math classes. Please continue to provide complementary access to the math lab to FRCC students.”

Negative remarks centered on a need for extended hours for labs in the mornings and evenings, as well as a need for more support in labs for math classes. A small non-representative sample of negative comments includes the following:

“It's hard going to the math lab and having the professor not know how to work on your class. The upper level math professors don't explain to the extent to reach the class. When the class spends the majority of their time in the math lab that says something about the professor.”

“FRCC is an impressive community college and has far exceeded my expectations! I am very pleased with my overall experience and education at FRCC! I recommend FRCC to everyone I can! My only real difficulty has been Math and I have had concerns that it is more difficult than it should be and there is not enough instruction for the how and the why...”

“The biggest problem most students if not all that they have at FRCC are the hours of operation of the Computer commons are too limited!!! The hours definitely need to be expanded.”

“The tutoring center has poor hours, also there needs to be a place on campus open late for students who need extra time to meet and study. Having the tutoring center and campus close at 7 is very inconvenient for those of us with work or kids. Locally places that are open late are usually crowded or loud. The campus needs to have an area where students can go to work and study with little distraction until late night to accommodate more student schedules.”

General Support Services

103 respondents had comments pertaining to general support services such as parking, food services, bookstore, facilities, and smoking. 94% of the comments were negative.

Parking

Parking had a total of 23 remarks, all negative. Most of these pertained to lack of available space, though safety issues were also a concern.

“I like attending FRCC but I think they need to have more parking..if you get there after 8 a.m. it is so hard to find a parking spot..and people drive around like it is a highway too that i do not like”

“Parking, at the beginning of the week especially, is horrible - need more spaces.”

Food Services

Food Services had a total of 22 remarks, with 91% being negative. Positive remarks usually focused around friendly and competent staff, while the majority of negative remarks referred to availability, quality, selection, and pricing of food. For the Boulder County Campus, the main complaint was a lack of food aside from vending machines, while the main complaints related to Larimer and Westminster pertained to quality, selection, and pricing.

“Thank you all for your concern. i want to thank all the cafeteria and the bookstore people so much for their hard work, patience and good customer service. They put a smile on my face each day i am in school.”

“The cafeteria needs to have more healthy/vegetarian options available. Is there a coffee shop on campus?? Or a coffee cart would be nice.”

“I really enjoy going to FRCC. Everyone is willing to help you and friendly for the most part and most of the teachers make you feel comfortable. It's a great learning environment and I like coming to most of my classes. However, there is no cafeteria, you just buy food and heat it up yourself, and that is ok. But since there are so many students here I think there should be a place where you can get hot food. Besides that I haven't had any bad experiences here. It is a great community college and I would recommend it to others.”

The Bookstore

The Bookstore had a total of 26 remarks with only one of them being positive. The factors contributing most to dissatisfaction were pricing and customer service.

“The bookstore staff is not as polite as they should be, they seem annoyed. Additionally, the bookstore's prices are overpriced by almost double the average retail cost, and they have been out of stock in a lot of books this semester.”

“The book store took my schedule and brought me back the books, which I initially thought was helpful. Until I ended up with the wrong math book and 2 books I didn't need. The math book was a waste of 200.00, as I didn't realize it was the wrong one until the end of the first class after I had opened the shrink wrap. Your employees should be better trained to avoid such costly mistakes.”

“Make the cost of books for classes more affordable or offer to rent text books at campus.”

Facilities

Facilities had a total of 19 remarks with 84% being negative. Positive remarks focused on the cleanliness and appearance of campus. Negative remarks varied, with issues from room temperature, to lighting for the parking lots, to a desire for more study space for students.

“Peripheral support services are not adequate; i.e., parking lot, commons, cafeteria, study areas. BCC population has exceeded the capabilities of its infrastructure.”

“The Air Conditioning at the both the BCC and Westminster campus is out of control. The cold temperature that many of the rooms are kept at are too cold and cause illness.....”

“I would like to see more focus on safety i come out of class at night and the lighting is very limited.”

Smoking

Smoking had a total of 8 remarks, all negative. Respondents expressed the desire either for more consistently-enforced smoking areas, or having FRCC become a smoke-free campus altogether.

Courses

94 respondents had comments pertaining to courses at Front Range Community College. 74% left negative remarks. Students were satisfied with courses as a general theme, enjoying the content and smaller class size. Course availability was the major factor contributing to dissatisfaction in this area, with a total of 61 negative remarks being made. Many respondents expressed a need for more evening classes to accommodate their work schedule. Others expressed frustration that a class they needed wasn't offered at their priority campus. Additionally, some who were close to completing their degree or certificate were frustrated with lack of availability of the course they needed that semester. A small percentage of students even offered suggestions for courses they would like to see offered at FRCC.

“Overall, I have enjoyed attending FRCC and would recommend it for course content as well as knowledgeable and approachable instructors. I wish there were more available in-class courses because I had to take the last half of my classes on-line. I did do well but you really have to be very disciplined, luckily I was.”

“While overall I have had a very good experience at Front Range with teachers and class sizes I have been extremely frustrated with scheduling. There was no one who told me how to register for classes, and only an extremely limited number of times available of the classes I needed for my major, including online options.”

“I take classes at the Boulder campus and I keep running into the problem where a class that is necessary to even being able to continue at FRCC, at all in any one area of study, becomes impossible. If one student has interest then that should be enough for the college to make some sort of accommodation for them or at least attempt it. The only offered solution is to take more expensive online classes even though by default there is probably less cost to

the college since physical facilities don't need maintenance for this option.”

“FRCC is a life-saver for many adults, and I value its ability to develop skills employers need. Whatever you can do to further accommodate people who work long hours and have family responsibilities will be appreciated.”

“I wish Larimer Campus had 3D Animation classes...”

“I'm going to Front Range to prepare myself for running my own business. Consequently, I wish there were more Entrepreneurial courses offered.”

“Had four classes cancelled for MGD major because of lack of sign ups and now will have to attend an extra semester to get all the credits I need. This is a very annoying inconvenience.”

“I really enjoy FRCC. I think it is a great school and the entire staff is helpful and supportive. I definitely feel that the online courses are good and that more should be available.”

“The ability to take classes online is very helpful, but I feel like I would learn so much more in the classroom. The reason I can't take classes in person is because I work M-F, 8-5 and there aren't many evening classes.”

Programs and Degrees

40 respondents had comments pertaining to programs and degrees at Front Range Community College. 60% left negative remarks.

Major factors contributing to dissatisfaction were issues surrounding degree requirements and advising. Many respondents expressed frustration with changes to degree requirements, or inaccurate advising for their degree path, leading to an unnecessary expenditure of time and money. Additionally, some students were unhappy about the degree requirements themselves, like prerequisites, or other required courses, feeling that they were an unneeded obstacle to beginning their degree path in the first place. Respondents also expressed frustration that certain programs or degrees were not offered at all campuses. Ten of the 40 total negative remarks referred to the nursing program, with five of those remarks pertaining to the waitlist for the nursing program.

“I love FRCC, but the unilateral decision which the administrator made about the nursing program this summer is outrageous.”

Student like me studied very hard to place the name on the wait-list after consulting with the adviser, and the next minute they change the structure of nursing wait-list is not fair and also shows very unethical. If there is some way of announcing the dead line OR news letters warning for the changes in the future will be helpful to all the students in future.”

“It is super annoying that the paralegal program was dropped from Boulder campus moved to Westminster and only offered in evenings. Ever since I signed on at FRCC I was told it would be accredited soon and it is not.”

“Constant degree requirement changes... made it almost impossible to go to school.”

“I transferred from another(graphic design technical) program in Minneapolis. Firstly, the counselor I met with had no idea which of my credits transferred and really had little knowledge about the (graphic design program) in general. He could not help me figure out which classes would transfer and which would not and referred me to another teacher. I still have not been contacted about which classes transfer and which to not...”

Technology

38 respondents had comments pertaining to technology at Front Range Community College. 92% were negative.

Classroom-centered technologies and college-issued email accounts are the most frequent factors contributing to overall satisfaction or dissatisfaction with technology at FRCC. Respondents want instructors to utilize D2L for onsite classes, generally for communication about grades, scheduling of assignments, and for posting supplemental materials. A smaller number of respondents remarked about lack of up-to-date technologies essential to certain programs. Nine of the negative comments, about 25%, pertained to college-issued email accounts. Students either wanted their eWolf and D2L email to be linked, or to be able to add a forwarding address to their personal email. Quite a few were not aware that the emails were not in fact linked, and complained they missed important notices because they were not informed of this.

“I really like Front Range, plus I am really impressed with all of the technologies in the classroom. I loved going to the Community College of Philadelphia, but they still used the old overhead projectors and the computer labs still had Windows '98 in them. I believe it is because Philadelphia is such a big city and the money

for the college only goes so far. So, I really enjoy living in small-ish town and going to a small-ish community college now because I feel less pressure and can concentrate a lot easier.”

“I would like to know if there are standardized requirements for instructors as far as posting grades and offering online study content. Some instructors are really good at offering extra study materials to help us understand the class and posting grades online, while other instructors do not. I have one instructor that has not given anyone in the class any graded feedback for over six weeks, even though we have graded homework assignments due every week.”

“I am enrolled in the CET program and though there has been significant improvement in the course, instructors, and equipment the program is a bit behind on current technologies available for hands on training. (Efforts being made but I would appreciate a discounted tuition for future classes that pertain to this program when recently discussed new equipment and technologies are available.)”

“teachers need to learn how to use the smart board such great technology completely gone to waste in 70% of all classes I take.”

“ I think teachers should be required to utilize D2L. It's beneficial to students and their success at FRCC.”

“Wish we had the choice of not having student issued e-mail, having all e-mails sent to personal address instead.”

Online Courses

The Currently Enrolled Survey is distributed every fall using the same questions so responses can be tracked over time. In 2012, a few additional questions were included that asked about the student's experience with online courses. Many of the factors affecting satisfaction were common across delivery methods, but there were also additional factors unique to the online experience.

63 respondents had comments pertaining to online classes. 86% left negative remarks. Comments touched on the usual themes of student support, the classroom experience, courses, programs and technology. Unique factors playing into students' satisfaction with online offerings had to do with instructor feedback and online presence, cost, flexibility, discussion boards, the testing centers, and teaching methods.

Positive remarks usually referred to the convenience and flexibility of online courses. A small non-representative sample of positive comments includes the following:

“Because I'm working part time but occasionally, they change my working hours, the online courses give me the flexibility I need. It also covers the subjects I need to complete my AAS (which FRCC Longmont do not offer). FRCC does have a great IT program and I'd love to see it grow.”

“I truly enjoy taking online classes. Because of my full-time work schedule and health issues, I would not be able to pursue a degree without them. I just wish they weren't so expensive as compared to take classes on campus.”

“I'm taking two online classes this semester. I haven't been in school for 19 years and was concerned that it would be overwhelming. I'm doing great though and love the flexibility of online classes!”

Negative comments centered on instructor feedback and online presence, cost, flexibility, discussion boards, the testing centers, and teaching methods.

Respondents expressed frustration with instructors who did not maintain a consistent presence online, making it difficult for students to receive direction and support. Some negative comments touched upon the fact that online classes cost more, when they felt they should cost less and did not understand the higher cost. This may indicate the need for better communication to students about the differential fees and costs, and the reasoning behind the differences. Other respondents expressed a need for a wider offering of online courses. (This issue ranked high for *onsite* classes as well). Discussion boards were frequently commented upon in a negative matter. Students often felt these were not utilized in a beneficial way. They felt discussion boards added to the workload of online classes, while decreasing their flexibility because of the time commitment required to complete ‘busy work’.

No one liked having to go to the testing center to take an online test, especially since many took the online course from a remote location. Finally, adjusting course material to an online learning environment, and effectively facilitating online courses, were both factors affecting respondents' overall levels of satisfaction.

“I find the desire2learn/ccco online course instructors to be poor at addressing issues that arise and not supportive in helping to get the issues resolved. According to my calculations I am failing 2 classes and neither of the instructors has addressed the issue or asked what problems I am having. One instructor has stated "you are the only student who has had problems accessing materials.”

“Front Range has been a great school for me overall; I've enjoyed the courses offered, and the flexibility of online classes as well. The one area of improvement I would suggest improving upon, is for ALL teachers who teach online classes to be better about getting assignments graded and responding to students emails on a prompt basis. I am currently enrolled in an online course this semester where the teacher is terrible at responding to emails; and it takes more than 2-3 weeks for papers to be graded, and posted on D2L.”

“Online classes are woefully lacking in dynamic learning content. Both of mine are effectively "read the chapter and then take a test" with forced "discussion" that leads nowhere. I won't be taking online classes with FRCC again.”

“It would be nice for all online classes to have quizzes and tests available online and not require a trip to the testing center.”

Conclusion

It is important to note that students who left written comments in this survey represent only 3.4% of the entire student population. Nonetheless, the reoccurring themes in the comments point to important institutional issues and areas in need of improvement.

The main factors contributing to satisfaction center on student support. The sense students have that they are not alone; 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. The simple impression that someone cares can go a long way.

Another insight gained from analysis of students' comments is 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 effectively inform students of what resource are available for support.

There will always be a gap in students' understanding of all the work going on behind the scenes to help and support them. However, better communication and a trend toward encouraging more interpersonal relationships could help to close that gap.

The Office of Institutional Research would like to express our appreciation to Andrea Svaldi, our student work study from the MGD program, who prepared this analysis. It required a variety of skills such as attention to detail, organization, persistence, an elegant writing style, and the judgment and perspective necessary to identify themes hidden in hundreds of comments.