

MEMORANDUM

**TO: YVONNE GOODMAN
AVP STUDENT SERVICES**

**FROM: BILL THOMPSON
DIRECTOR, PLANNING & RESEARCH**

DATE: FEBRUARY 25, 2003

RE: STUDENT SERVICES SURVEY – FALL 2002

1. The Planning and Research Office conducted the 2002 WCC Student Services survey during fall 2002. A total of 175 students completed the 45-question survey.
2. The Student Services survey is used to evaluate the effectiveness of the WCC Student Services Division. Student Services is comprised of Admissions and Records, Student Development, Financial Aid and Student Activities. The survey also addresses Co-operative education, and the WCC Foundation scholarship program.
3. The survey results has four attachments: (1) the summary analysis, (2) survey results by count and percentage, (3) a summary of respondent's comments by department and (4) follow-up memorandum to Planning & Research.
4. Since data has been collected on most of the questions from prior year surveys we are able to do some comparative analysis of the 1999 survey results to that of the 2002 survey. The following pages reflect where appropriate, improvements, positive comments by the respondents, and areas with concerns and opportunities for improvement. **Overall, students are generally satisfied with the support provided by Student Services.**
5. A standard for excellence is established at 90% for each of the areas evaluated. Those survey response statements that fall below 90% may require further review. We recognize that in some instances, the best we can expect to achieve in an area may be much lower than the 90% standard. We're leaving that to your judgment and ask that, in your response back to us, you provide either the rationale for "no further action" or your plan for corrective action. **Your response, using the format on the following page, should be sent to the Office of Planning and Research by Friday, March 28, 2003.** If you have any questions or need assistance please give Becky Mulligan or myself a call at extension 213/282.

cc: Dr. Ed Wilson
Dr. Dan Krautheim
Anne Millington
Lorie Waller
Jack Kannan
Tara Humphries

Student Demographics (175 students surveyed)

The majority of fall 2002 students responding to the survey (70%) were between 18-25 years of age, female (68%) and white (52%). Interestingly enough 89% percent attend WCC during the day while none indicated attending evening classes. Usually about 30% indicate they are taking night classes too. Eleven percent indicates attending both day and night classes. Most (85%) are full-time students. Forty-seven percent of the respondents indicated that one or both parents attended college with 46 (58%) indicating their parents went to a community college while 33 (42%) attended a four-year institution.

Fall 2002 comparison to fall 1999 Student Demographics

Fall 2002 students between 18-25 years of age increased by 7% over fall 1999, with female attendance increasing by 8%. Black or African American student attendance increased by 10% while white student population decreased 7%. The Hispanic/Latino, Asian/Indian and Native American student populations were about the same. There was a 30% increase of students attending day classes along with a 19% increase in those taking full-time classes. The number of students whose parents attended college slightly rose from 44% in 1999 to 47% in 2002. The percentage of those reporting that their parents attended a community college decreased from 64% to 58% while those reporting attending a four year institution increased from 36% in 1999 to 42% in 2002.

Students reasons for enrolling at Wayne Community College

Each student is asked to select from a list of 16 statements his or her reason or reasons for enrolling at Wayne Community College. Overall, the top five reasons why students enroll at WCC are to continue their education after high school, obtain credit for transfer to another college, learn or develop new job skills, low cost, and convenient location.

How our students learn about Wayne Community College

Most students (111 out of 175), indicated that they always have known about WCC while others indicated they learned from their high school counselor (45), a friend or acquaintance (35), through the WCC recruiter, faculty and staff (33), and mail outs (25).

Ninety-eight percent of the students report that they are satisfied with the quality and content of the WCC program and services information brochures. This data suggests that Student Development staff along with the WCC Editing Committee is producing quality program and services information to the public.

Admissions & Records

A high percentage of students (92%) indicated that their first contact with the WCC Admissions Office was average to excellent. They also indicated that the WCC enrollment application was easy to complete (95%) and that the correspondence they received concerning their admission to the College was clear and easily understood (94%).

Ninety-four percent (162 students) rated the services they received during the registration process average to excellent. Forty-one percent indicated they had used the Telephone Registration for You (TRY) system and the majority of respondents (93%) rated TRY average to excellent. In fall 1999, 98% of respondents rated TRY average to excellent.

Ninety-four percent of the fall 2002 respondents indicated that departmental registration was between average and excellent. In fall 1999, 96% of the respondents rated departmental registration between average to excellent. When asked if they knew whom their advisor was, 98% indicated yes however, 70% indicated their advisor was usually available during pre-

registration while 25% indicated they were available some of the time. In fall 1999, 75% responded that their advisors were usually available.

Students were asked if they knew how to add and/or drop a class. Eighty-six percent (147) indicated yes. When asked if they've ever dropped or added a course 55% (96) indicated they had and 94% rated their drop/add experience with Admissions & Records between average and excellent.

About 24% of the people surveyed indicated they have requested transcripts from Admissions and Records. Most of those requests are for Transfer (54%), Personal Use (37%) and for Employment (9%). Ninety-six percent of the respondents rated the service they received for transcript requests between average and excellent.

Student Development Services

Eighty-seven percent (150) felt that the counselor's met their need(s). Eighty-five percent indicated that when talking to a counselor, they felt comfortable and free to verbalize their feelings. Eighty-two percent felt the counselors were well informed about the College's curriculum programs. In fall 1999, 90% felt counselors were well informed. Eighty-two percent (142) of the respondents indicated that counselors were generally accessible at a time that was convenient for them. This is up 3% from fall 1999.

Services offered by the Career Center were used by 44% (75) of the respondents. Ninety-three percent of those respondents rated the assistance they received from average to excellent.

The student's experience with testing revealed that 93% (161) found testing conditions satisfactory (i.e., good lighting, quiet atmosphere, etc.) and 90% agreed that the test administrator provided adequate directions for taking the test. In the fall 1999 survey results, 98% of the respondents indicated that adequate test taking directions were provided. Eighty-two percent of the fall 2002 respondents indicated that they understood their test results and course placement after counseling. The fall 1999, survey results indicated that 90% of the respondents indicated understanding their test results and course placements.

Financial Aid

Students were asked if financial aid personnel effectively communicated the availability of student aid information like grants, scholarships, workstudy and loans. Ninety-seven students (58%) indicated yes, 39 (23%) indicated no, and 30 (18%) indicated not applicable.

Students were also asked if they were aware that the WCC Foundation Office provided scholarships to students. Sixty-six percent (109) indicated that they were aware and 26% or (30) indicated they had applied for scholarships through the Foundation.

Student Activities

When students were asked if they knew what role the Student Government Association (SGA) plays at the College, 39% (68) indicated yes. In the fall 1999 survey 48% of the students (75 out of 157) indicated they were aware of the SGA's role.

About 14% percent of the students (24 out of 172) indicated that they participate in extracurricular activities. About 63% (15 out of 24), indicated participating in clubs, followed by 21% (5) intramural activities and 17% (4) participating in SGA activities.

Cooperative Education

Fifty-four percent (92) of the students indicated that they were aware of Cooperative Education Programs and how to receive Academic Credit for participation. A higher percentage (72%) of students indicated that they were aware the College has a Job Referral Office. Twenty percent (33) of the respondents indicated that they had used the services of the Co-Op and Job Referral

office. The fall 1999 survey indicated that 14% (21) had used this service. Sixty-two percent of the student's (105) indicated that they were aware of the job listings posted on the WCC CamNet.

Communicating To Students

Students were asked if WCC's written advertisements to the public regarding registration and available courses were adequate. Eighty-five percent (144) indicated yes. Sixty-five percent (108) indicated that registration and course availability announced on cable TV and local radio was adequate.

Almost 70% of the students read college announcements on the WCC CamNet and in print (newspaper, tabloid, etc.). Forty-five percent notice college announcements (faculty, staff, and student stories) on television and/or radio.

Summary

Overall, Student Development continues to provide quality service to potential students, resident students and past students. The foregoing analysis documents that quality. However, when comparing the fall 2002 survey results to the fall 1999 survey, the data reveals a gradual downward trend in the quality of our services. For example, in the fall 1999 survey the percentages of excellent and above average responses were much higher than what we saw in the fall 2002 survey. In other words, the fall 2002 indicates that there were more responses suggesting "average" service received by the students. Although the final analysis indicates the overall percentage of student satisfaction is about the same from 1999 to 2002 (excellent, above average and average) the downward trend of more respondents selecting the "average service" response could be a trend we may want to monitor. One could make the argument that our students are more particular and harder to please; another argument could be that we are seeing the impact of the CIS project slowly taking its toll on an already overworked and understaffed student development division. Add to this, faculty and staff retirements (loss of experience) and new employee hires (unfamiliar with the WCC culture and policies) and we start to see a significant void in expertise and experience—across the campus.

Since most of the senior level department supervisors have been away working on the CIS project for the past several years, not many people with knowledge and supervisory experience have been available to train and nurture newcomers to the way we do business. Nor, in some instances, were they trained or given permission to make decisions in their absence. As we continue to lose more experienced personnel and hire new faculty and staff to replace them, the importance of maintaining continuity of services for our customers cannot be overemphasized. A concerted effort to get new employees trained and integrated into the college's culture as quickly as possible should be every supervisor's goal. Additionally, each employee in the department should be trained to "take up the slack" for their co-workers when that person is absent.

MEMORANDUM

DATE:

TO: Office of Planning and Research

FROM:

SUBJECT: Fall 2002 Student Services Survey

The following action(s) has been or will be taken to address this issue:

1. Planning Objective submitted into current year plan on _____.
2. No further action is required because: (Provide rationale.)
3. Other: _____

MEMORANDUM

DATE: March 24, 2003

TO: Office of Planning and Research

FROM: Yvonne B. Goodman
Associate V. P. for Student Services

SUBJECT: Fall 2002 Student Services Survey Response

The following action(s) has been or will be taken to address this issue:

1. Planning Objectives have been submitted into 2003-2004 plan that will address some of the concerns from the results of the survey. The planning objectives are as follows:
 - Examine the WCC marketing and recruitment process
 - Create an interactive WCC CD that will allow the institution to provide information to perspective students
2. In response to the Financial Aid Office, there are several things that may contribute to the slight decline in students' satisfaction compared to the last survey:
 - a. Since Spring 1999 there has been several position changes in this office (3 different secretaries and 2 different VA counselors). Each staff member had to get familiar with their positions and learn the procedures and regulations.
 - b. All of the employees had to learn and get familiar with a new computer system.
 - c. One seasoned staff member participating with the CIS computer project has been away from the office about 50% of the time.

Although the above situations have occurred, we have seen an increase of recipients and funds but not personnel. The Federal Pell Grant program is example of the increase since Fall 1999-2000 918 recipients - \$1,622,072 and 2002-2003 1,339 recipients - \$2,773,344.

Now that financial aid has been implemented for a year on the new CIS system, the staff is learning how the system operates. We are also reporting and correcting any problems we may encounter as we work in the system. CIS training is an ongoing process.

We continue to encourage customer service by having staff training; speaking to the students in ACA 111 classes; sending correspondence to students informing them of financial aid and the deadline dates for processing financial aid applications. All financial aid and scholarship application deadline dates are posted on CAMNET.

One way to assist in closing the gap to provide customer service is the use of WebAdvisor. This will be a form of e-student services. The WebAdvisor will be available 7 days per week and 24 hours per day.

These are some of the things students will have access to review and request:

- Register online
- Add and drop classes
- Check grades
- Check their financial aid status and awards
- Review their grades
- Request transcripts
- Review communication that has been sent to them from faculty and staff

This may not solve all of the concerns or problems students may have; however, it will help close the gap for students who may not be able to see someone during regular office hours. WebAdvisor should be implemented by the 2003-2004 school year.

STUDENT ACTIVITIES

Currently, the students are being informed of the SGA by presentations in the ACA 111 classes, the clubs, SGA officers, CAMNET and Student Handbook. In the future, an information table will be available during the period of registration to share information with students. It will be suggested that the SGA representatives man the information table.

MEMORANDUM

DATE: March 27, 2003
TO: Office of Planning and Research
FROM: Cooperative Education, Cooperative Programs, Job Referral Dept.
SUBJECT: Fall 2002 Student Services Survey Response

The following action(s) has been or will be taken to address this issue:

1. Planning Objective submitted into current year plan on _____.
2. No further action is required because: (Provide rationale.)
3. Other: _____

No further action is required – Rationale

1. The Cooperative Education, Cooperative Programs, Job Referral Department speaks to College Student Success (ACA 111) Classes each semester – day classes, evening classes, SJAFB classes – in order to reach the student body to inform the students of the function and of the services that Cooperative Education provides and that Job Referral provides.
2. The Cooperative Education Department works closely with Cooperative Education Instructor Coordinators in order to identify advisees as potential Cooperative Education students.
3. Job Referral post job orders on CAMNET and on Employer Bulletin Board, which is located in the Dogwood Building. Also, a copy of the job order is sent to faculty members in appropriate curriculum programs so that the job order may be shared with a target audience; also, a copy of the job order is sent to the Evening Coordinator so that evening students may have access to the job orders as well.

WCC Student Services Survey – Fall 2002
Daytime Student Survey
Survey Question Comparison from Fall 2002 to Fall 1999 Surveys

General Information

1. Age:

Choice	Count	Percentage Answered	Fall 1999
18-25	122	70%	63%
26-35	21	12%	19%
36-45	19	11%	11%
46 over	12	7%	7%

2. Sex:

Choice	Count	Percentage Answered	Fall 1999
Male	56	32%	40%
Female	118	68%	60%

3. Race:

Choice	Count	Percentage Answered	Fall 1999
Black	71	44%	34%
White	83	52%	59%
Hispanic	2	1%	3%
Asian/Indian	4	2%	3%
Native American	1	1%	1%

4. Do you attend WCC:

Choice	Count	Percentage Answered	Fall 1999
Day	153	89%	59%
Evening	0	0%	27%
Both	18	11%	13%

5. Do you attend WCC:

Choice	Count	Percentage Answered	Fall 1999
Full-Time	145	85%	66%
Part-Time	25	15%	34%

6. Did either of your parents attend college?

Choice	Count	Percentage Answered	Fall 1999
Yes	80	47%	44%
No	90	53%	56%

If yes, please specify:

Choice	Count	Percentage Answered	Fall 1999
2 year community / technical institution	46	58%	64%
4 year institution	33	42%	36%

7. Which of the following best describes your reason for enrolling at WCC? (Mark all that apply)

Choice	Fall 2002 Count	Fall 1999 Count
Required by my employer	4	4
Improve existing job skills in this field	28	28
Continue my education after high school	87	100
Obtain credit for transfer to another college	71	70
Low cost	58	45
Convenient location	56	-
Encouraged by high school counselor/teachers	13	14
Friendliness and encouragement of faculty/staff	20	13
Obtain certification for this occupational field	41	30
Learn or develop new job skills	71	66
Parents/family urged me to attend	27	36
Take course(s) of interest to me	37	44
Be with friends or meet people	18	28
WCC recruiter/instructor	1	3
Take advantage of financial aid resources	21	19
Academic reputation of WCC and its programs	17	21

Recruiting

8. How did you find out about WCC? (Mark all that apply)

Choice	Fall 2002 Count	Fall 1999 Count
WCC recruiter/counselor	20	12
WCC faculty/staff person	13	10
Mail outs	25	31
My high school counselor	45	44
Employer/co-worker	7	7
Information racks	14	12
Friend or acquaintance	35	48
I have always known of WCC	111	109
News	4	16 (Media)
Advertising	7	-

9. Brochure information is:

Choice	Count	Percentage Answered	Fall 2002	Fall 1999
Excellent	42	25%	98%	98%
Above Average	48	28%		
Average	76	45%		
Below Average	0	0%		
Unsatisfactory	3	2%		

Admissions / Records

10. How would you rate your first contact with the Admissions Office at WCC?

Choice	Count	Percentage Answered	Fall 2002	Fall 1999
Excellent	28	16%	92%	94%
Above Average	51	29%		
Average	82	47%		
Below Average	8	5%		
Unsatisfactory	4	2%		

11. Was the WCC application easy to complete?

Choice	Count	Percentage Answered	Fall 1999
Yes	160	95%	94%
No	8	5%	6%

12. Was the correspondence you received concerning your admission to WCC clear and easily understood?

Choice	Count	Percentage Answered	Fall 1999
Yes	150	94%	94%
No	9	6%	6%

13. Have you ever dropped / added a course?

Choice	Count	Percentage Answered	Fall 1999
Yes	96	55%	53%
No	77	45%	47%

If yes, how would you rate the service and/or procedures?

Choice	Count	Percentage Answered	Fall 2002	Fall 1999
Excellent	21	20%	94%	98%
Above Average	25	24%		
Average	51	50%		
Below Average	2	2%		
Unsatisfactory	4	4%		

14. Have you ever requested an official transcript?

Choice	Count	Percentage Answered	Fall 1999
Yes	39	24%	26%
No	125	76%	74%

If yes, please specify:

Choice	Count	Percentage Answered	Fall 1999
Transfer	25	54%	51%
Employment	4	9%	9%
Personal Use	17	37%	40%

15. How would you rate the service you received when requesting an official transcript?

Choice	Count	Percentage Answered	Fall 2002	Fall 1999
Excellent	18	22%	96%	100%
Above Average	17	21%		
Average	43	53%		
Below Average	3	4%		
Unsatisfactory	0	0%		

Placement Test

16. Were the testing conditions satisfactory (good lighting, quiet, etc.)?

Choice	Count	Percentage Answered	Fall 1999
Yes	161	93%	96%
No	13	7%	4%

17. Did the test administrator adequately explain directions for taking the test?

Choice	Count	Percentage Answered	Fall 1999
Yes	156	90%	98%
No	18	10%	2%

18. Did you understand your test results and course placement after counseling?

Choice	Count	Percentage Answered	Fall 1999
Yes	142	82%	90%
No	31	18%	10%

Career Information Center

19. Have you ever used the services offered by the Center?

Choice	Count	Percentage Answered	Fall 1999
Yes	75	44%	43%
No	97	56%	57%

20. Assistance received was:

Choice	Count	Percentage Answered	Fall 2002	Fall 1999
Excellent	32	36%	93%	98%
Above Average	22	24%		
Average	30	33%		
Below Average	5	6%		
Unsatisfactory	1	1%		

Registration

21. How would you rate the departmental registration process?

Choice	Count	Percentage Answered	Fall 2002	Fall 1999
Excellent	32	19%	94%	96%
Above Average	47	27%		
Average	83	48%		
Below Average	6	3%		
Unsatisfactory	4	2%		

22. If you are seeking a degree, diploma, or certificate, do you know who your advisor is?

Choice	Count	Percentage Answered	Fall 1999
Yes	165	98%	96%
No	4	2%	4%

23. Is your faculty advisor available during pre-registration and registration?

Choice	Count	Percentage Answered	Fall 1999
Usually	114	70%	75%
Sometimes	41	25%	21%
Seldom	8	5%	4%

24. Do you know how to add and drop classes?

Choice	Count	Percentage Answered	Fall 1999
Yes	147	86%	84%
No	24	14%	16%

25. How would you rate the service that you received during the registration process?

Choice	Count	Percentage Answered	Fall 2002	Fall 1999
Excellent	35	20%	94%	95%
Above Average	46	27%		
Average	81	47%		
Below Average	9	5%		
Unsatisfactory	2	1%		

26. Have you used telephone registration (TRY)?

Choice	Count	Percentage Answered	Fall 1999
Yes	71	41%	75%
No	102	59%	25%

27. How would you rate the telephone registration process (TRY)?

Choice	Count	Percentage Answered	Fall 2002	Fall 1999
Excellent	40	41%	93%	98%
Above Average	18	19%		
Average	32	33%		
Below Average	4	4%		
Unsatisfactory	3	3%		

Student Development

28. Are counselors generally accessible at a time that is convenient to you?

Choice	Count	Percentage Answered	Fall 1999
Yes	142	82%	79%
No	32	18%	21%

29. Do you feel the counselors are well-informed about our curriculum programs?

Choice	Count	Percentage Answered	Fall 1999
Yes	142	82%	90%
No	31	18%	10%

30. When talking with a counselor, did you feel comfortable and free to verbalize your feelings?

Choice	Count	Percentage Answered	Fall 1999
Yes	146	85%	92%
No	25	15%	8%

31. Do you feel that the counselor's assistance met your need(s)?

Choice	Count	Percentage Answered	Fall 1999
Yes	150	87%	89%
No	23	13%	11%

Financial Aid / Veterans Affairs

32. Do the personnel effectively communicate the current, available student aid information to you (loans, grants, scholarships, workstudy, V.A., etc.)?

Choice	Count	Percentage Answered	Fall 1999
Yes	97	58%	56%
No	39	23%	24%
N/A	30	18%	20%

33. Are the personnel pleasant and helpful toward your concerns?

Choice	Count	Percentage Answered	Fall 1999
Yes	103	63%	70%
No	19	12%	11%
N/A	42	26%	19%

Student Activities

34. Do you know what role the Student Government plays at WCC?

Choice	Count	Percentage Answered	Fall 1999
Yes	68	39%	48%
No	107	61%	52%

35. Do you participate in extracurricular activities?

Choice	Count	Percentage Answered	Fall 1999
Yes	24	14%	18%
No	148	86%	82%

If yes, please specify:

Choice	Count	Percentage Answered	Fall 1999
Student Government	4	17%	12%
Intramurals	5	21%	48%
Clubs	15	63%	40%

Public Information

36. I notice regular college announcements in print.

Choice	Count	Percentage Answered	Fall 1999
Yes	119	69%	-
No	53	31%	-

37. I notice regular college announcements on the air.

Choice	Count	Percentage Answered	Fall 1999
Yes	76	45%	-
No	94	55%	-

38. I notice regular college announcements on CamNet.

Choice	Count	Percentage Answered	Fall 1999
Yes	115	68%	-
No	53	32%	-

39. Is WCC's advertising in print adequate to inform the public about registration and courses available?

Choice	Count	Percentage Answered	Fall 1999
Yes	144	85%	-
No	25	15%	-

40. WCC's advertising on cable TV and local radio is adequate to inform the public about registration and courses available?

Choice	Count	Percentage Answered	Fall 1999
Yes	108	65%	-
No	57	35%	-

Cooperative Education / Job Referral / Foundation Offices

41. I am aware of the Cooperative Education Program and how to receive Academic Credit.

Choice	Count	Percentage Answered	Fall 1999
Yes	92	54%	-
No	78	46%	-

42. I am aware there is a Job Referral Office at WCC.

Choice	Count	Percentage Answered	Fall 1999
Yes	125	72%	-
No	49	28%	-

43. I am aware of the job listings posted on CamNet.

Choice	Count	Percentage Answered	Fall 1999
Yes	105	62%	-
No	65	38%	-

44. Have you ever used the services of the Co-Op and Job Referral Office?

Choice	Count	Percentage Answered	Fall 1999
Yes	33	20%	14%
No	133	80%	86%

If yes, the service was:

Choice	Count	Percentage Answered	Fall 2002	Fall 1999
Excellent	9	20%	89%	89%
Above Average	13	30%		
Average	17	39%		
Below Average	4	9%		
Unsatisfactory	1	2%		

45. Are you aware that the Foundation Office provides scholarships for students?

Choice	Count	Percentage Answered	Fall 1999
Yes	109	66%	63%
No	57	34%	38%

If yes, have you applied for scholarships through the Foundation Office?

Choice	Count	Percentage Answered	Fall 1999
Yes	30	26%	36%
No	75	65%	57%
N/A	11	9%	79%

- **Question not included in the Fall 1999 Student Services Survey.**

Survey Written Responses

8. How did you find out about WCC? (Mark all that apply)

Other:

- Radio (2)
- Internet
- Billboard (2)
- NC Employment Security Commission / WIA Program
- Channel 10

General Comments / Suggestions Regarding Student Development Services: (Comments have been grouped and labeled according to responses)

General Comments

- Make the external entrance a non smoking area
- I think that it needs a little bit more organization on graduation issues, such as what to do for graduation and how to pay for things.
- The co-op program does not adequately provide enough employment opportunities in some career fields that require the co-op participation.
- They should be more helpful and understanding toward students. Especially freshman.
- Get rid of the speed bumps
- This is a great college
- Is it important, my race has nothing to do with the way I answer a question. Please specify why race is so important for filling out a survey questionnaire.
- A majority of the computers really need to be replaced with new ones.

Registration

- Allow students to register for fall semester in spring so our advisors are all here and we have time to plan out job schedules
- I have been very impressed by the financial aid office. In my case, I believe they went above & beyond. I also have encountered many excellent instructors.
- Paperwork really needs to be cut down.
- There is a large communication problem here. The registration office tells you something, the counselors tell you something else and part of the time neither are what you need.
- I think that when you write a catalog try to write all the information instead of writing a little bit information.
- I really think that how good you do on the placement test and it's importance should be strongly acknowledge to people
- More information about services other than catalog given verbal and on paper by staff. A lot of students are not sure what to ask for and what to ask about.
- Need a different way to register one day isn't enough (8-7pm) maybe add another day.
- Admissions did not do their evaluation of my 1908's classes until it was too late in my first semester to change out of classes. They gave me credit for wasting the semester except for one class (math 070) now my Pell will run out before I finish.

Cafeteria

- Prices in the lunch/breakfast room should be cut down at least 10% on some items.
- Need more snack machines

Scholarships / Foundation

- Need to teach more about the scholarships provided.
- Never the right time for the scholarships fund for the people who are interested
- Would like to know if regular hours in the foundation office. Nobody is in the office. All information I find out is from other students. Wanted info on WIA nobody in office. If you have meal for staff please feed them away from other students some of us have no money to eat on at campus and it is rude.
- More information on scholarships would be helpful
- I feel there is not enough questions about the placement test. I also feel that the foundation office that provides scholarships do not let a lot of people know and the act as if it is for "certain people"

Advising

- I think the advisors for some programs need to learn more on the fields or programs they are advising. There are several times questions I had were answered incorrectly by some of the staff and advisors at WCC.
- I was moved into classes that did not transfer due to a counselor who was "sure" they would without consulting any current/up to date information
- Some advisors do not advise. So what do the students suppose to do? Listen to classmates.
- Overall the college is good, but advisors should not put you in a class that you know you need to be in a higher one. For example, if you know how to build a computer, then why would you be in CIS 110?
- WCC overall is a great college, but advisors do not see you to help register. My advisor was never available.

Facilities

- Several comments were made about the temperature. Comments seem to be addressing one of two or both classroom in particular, DOG 209 and MAG 209. The students surveyed for this survey were selected English classes from 10-11a.m. Statements were about classroom being hot when hot outside and cool when cool outside.