

# MEMORANDUM

**TO: RICHARD HARRIS  
EVENING DIRECTOR**

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

**DATE: FEBRUARY 27, 2003**

**RE: FALL 2002 WCC EVENING STUDENT SURVEY ANALYSIS**

1. The Planning and Research Office conducted the 2002 WCC Student Services survey during Fall 2002. A total of 169 students completed the 61-question survey.
2. The Evening Student survey is used to evaluate the effectiveness of the support functions for evening students. The support functions for this survey are those in Educational Support Services and Student Development. The survey also addresses Cooperative Education, Foundation Office, and Public Information.
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. The following pages reflect where appropriate, improvements, positive comments by the respondents, and areas with concerns and opportunities for improvement. We've also included responses from the Spring 2000 Evening Student Survey as additional information. **Overall, evening students are generally satisfied with the support provided by the College.**
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 Krauthaim  
Ken Ritt  
Yvonne Goodman  
Michelle Turnage  
Anne Millington  
Lorie Waller  
Tara Humphries  
Jack Kannan  
Susan Williamson  
Shirley Jones  
Wayne Street

## **Fall 2002 Evening Student Services Survey Summary Analysis**

### **Advisor Information**

Ninety-three percent (157) of the respondents indicated they knew their appointed advisor and 92% indicated that their advisor was available during registration and pre-registration.

### **Degree completion strategies**

The majority of the respondents' (138) indicated they planned to complete their degree by attending evening classes, while 97 indicated day classes and 20 indicated they planned on taking Saturday classes.

### **Curriculum offerings**

Forty-nine percent were aware that WCC offered Saturday classes and fifty-seven percent indicated they would attend weekend classes if their major was available. A little over half of the students (85) were aware of Distance Education Programs and courses offered through Distance Education. Fifty-five percent (94) were aware of the eight-week credit classes. Eighty-four percent indicated that they would take the eight-week credit classes if they were offered in their major. When asked about taking concentrated courses through Fast Track, 68% (102 out of 151) indicated they would be interested.

### **Class schedules**

Seventy-eight percent take classes that begin at 5:00-5:30PM. Sixty percent of the respondents (100), take two classes meeting on the same day(s). A little less than half (46%) prefer attending a course one night a week rather than two nights a week. Sixty-two percent indicated they would take Friday evening classes.

### **Admissions & Records**

Eighty-eight percent of the students indicated they were aware of admissions policies and procedures and agreed that current registration procedures were adequate. Fifty-four percent were aware that the Office is open on Thursday evening.

### **Financial Aid**

A large number (130) or 80% of the respondents indicated that they were aware of various Financial Aid/Veterans Affairs and Scholarship programs. Forty-one percent indicated they knew that the office was open on Tuesday evenings.

### **Counseling Services**

Seventy percent of the students were aware that counseling services were available at the College and only 39% knew that they were open on Monday and Wednesday evening. Seventy-three percent (122 out of 168) indicated they were familiar with the Career Center and its mission to students and would use its services if it were available in the evening.

### **Student Activities**

Fifty-five percent of the students indicated they would participate in student activities functions if they were offered during the evening.

### **Communicating To Students**

Students were asked if WCC's written advertisements to the public regarding registration and available courses were adequate. Eighty-five percent (129) indicated yes. Seventy-four percent (98 out of 132) indicated that registration and course availability announced on cable TV and local radio was adequate.

About 56% of the students read college announcements on the WCC CamNet while 71% indicated noticing regular announcements in print (newspaper, tabloid, etc.). Forty-one percent notice college announcements (faculty, staff, and student stories) on television and/or radio.

### **Bookstore**

Bookstore hours of operation at the beginning of the semester are satisfactory as reported by 77% (122 out of 158) of the students. Evening hours of operation during the semester are also satisfactory (77%). Just over 50% agree that bookstore prices are competitive. Eighty-seven percent (134 out of 154) indicate that personnel are helpful, friendly and professional.

### **Learning Resource Center**

Ninety-three percent of the students find that the personnel in the library are helpful, friendly, and professional. Most (90%) indicate that the hours of operation meet their needs and that adequate assistance is given to their requests. Forty-one percent of the evening students indicate that they use the library on a regular basis.

Seventy-seven percent indicated off-campus access to library resources was adequate with about 20% indicating they've used NCLIVE (25 out of 140).

### **Security**

Ninety-four percent of the respondents indicated that security personnel are friendly, helpful and professional and that security assistance is handled appropriately. Almost 90% indicate that traffic enforcement on campus is adequate while 83% agree that security measures such as lighting, campus patrol, etc., are adequate. Eighty percent indicated that adequate information is provided on security policies and procedures.

### **Cooperative Education**

Fifty-five percent (84) of the students indicated that they were aware of Cooperative Education Programs and how to receive Academic Credit for participation. They also indicated that they were aware the College has a Job Referral Office. Seventy-six percent indicated they would like to learn more about the Co-Op program. Forty-three percent of the student's (68) indicated that they were aware of the job listings posted on the WCC CamNet.

### **Campus Vending Machines and Services**

The majority of the respondents (93%) indicated the vending area is kept neat and clean and 81% (110 out of 135) indicated that there is a variety of snack foods available. Sixty-one percent indicated there were a variety of sandwiches to choose from and sixty-three percent indicated a variety of microwavable packaged foods are available. A little over half of the respondents use the vending machines regularly (76 out of 140) and only sixty-six percent (88 out of 134) indicated prices are reasonable and competitive.

# MEMORANDUM

DATE:

TO: Office of Planning and Research

FROM:

SUBJECT: Fall 2002 Evening 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 4, 2003

TO: Office of Planning and Research

FROM: Richard Harris

SUBJECT: Fall 2002 Evening Student Services Survey Response

1. The following action(s) has been or will be taken to address this issue:
2. Planning Objective submitted into current year plan on \_\_\_\_\_.
3. No further action is required because: (Provide rationale.)
4. Other: See below response.

There is a comment in this survey report, from a student, that no one is available for vending machine problems. I am always a radio call away and I return money immediately from my personal money, which is returned to me through Leasa Holmes. I will put new information notes on the machines so that students will know that at night someone will resolve their vending problems. I've also asked Kay Bradley to post an announcement on the CamNet.

# MEMORANDUM

DATE: March 24, 2003

TO: Office of Planning and Research

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

SUBJECT: Fall 2002 Evening 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 an increase in 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.

The response is the same as the Student Services Survey with the exception of Saturday coverage. Currently, we do not have enough personnel to cover Saturday's. Enrollment and financial aid recipients have increased but personnel have not.

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.

# 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 Evening Student Services Survey – Fall 2002**  
**Evening Student Survey**  
**Survey Question Comparison from Fall 2002 to Spring 2000 Surveys**

**Course Availability / Advisor**

**1. What is your major?**

<ul style="list-style-type: none"> <li>• College Transfer</li> <li>• Associates in Arts (10)</li> <li>• Associate in Science (4)</li> <li>• Pre-Engineering (2)</li> <li>• AA – Psychology (3)</li> <li>• AA - Accounting</li> <li>• History</li> <li>• Biology (2)</li> <li>• Elementary Education (5)</li> <li>• Special Education / Elementary (1)</li>   <li>• Dual Enrollment</li> <li>• Aeronautical Engineering</li> <li>• Undeclared (2)</li> <li>• None</li> <li>• I want to switch my major to Massage Therapy or Reflexology</li> </ul>	<ul style="list-style-type: none"> <li>• Human Services Technology (12)</li> <li>• Human Services/Substance Abuse (15)</li> <li>• Early Childhood Associate (3)</li> <li>• Nursing (32)</li> <li>• Practical Nursing (2)</li> <li>• Registered Nurse (2)</li> <li>• Medical (2)</li> <li>• Medical Administration/ Health Insurance Certificate (4)</li> <li>• Medical Terminology &amp; Insurance Coding (2)</li> <li>• Medical Insurance (2)</li> <li>• Medical Office Administration (12)</li> <li>• Medical Transcription (3)</li> <li>• Medical Assisting</li> <li>• Dental Hygiene</li> </ul>	<ul style="list-style-type: none"> <li>• Business</li> <li>• Business Management</li> <li>• Accounting</li> <li>• Office Administration (2)</li> <li>• Office Systems Technology (2)</li> <li>• Office Systems Tech. Legal</li> <li>• Computer Programming</li> <li>• Computer Science</li> <li>• Computer Engineering</li> <li>• Information Systems (14)</li> <li>• Internet Tech.</li> <li>• Mechanical Engineering, Drafting Design (2)</li> <li>• Mechanical Engineering (2)</li> <li>• Engineering</li> <li>• Industrial Maintenance</li> <li>• Machining Tech.</li> <li>• Electronic Engineering Technology</li> <li>• ASEP</li> <li>• Criminal Justice Technology</li> </ul>
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**2. Do you know your appointed advisor?**

Choice	Count	Percentage Answered	Spring 2000
Yes	157	93%	88%
No	12	7%	12%

**3. Is your advisor available during registration and pre-registration?**

Choice	Count	Percentage Answered	Spring 2000
Yes	153	92%	90%
No	13	8%	10%

**4. Are there evening courses available next semester that you need in order to complete your major?**

Choice	Count	Percentage Answered	Spring 2000
Yes	106	87%	64%
No	16	13%	36%

**5. If not, what courses would you need?**

- English (1)
- Math (1) / Math 121 (1)
- Chemistry (3), Anatomy & Physiology
- Medical Terminology (3) / Billing & Coding
- Microeconomics
- Accounting II
- Hardware installation and maintenance
- Mostly elective and ELN courses
- Not sure when needed courses are offered
- You do not offer what I want to major in I will have to go to Lenoir Community College

- I am not sure, haven't seen the schedule yet.
- Offer more classes online

**6. I plan to complete my degree by attending: (Mark all that apply)**

Choice	Count	Spring 2000
Evening Classes	138	252
Day Classes	97	143
Saturday Classes	20	45

**7. I am aware of the curriculum programs available to evening students.**

Choice	Count	Percentage Answered	Spring 2000
Yes	128	82%	90%
No	28	18%	10%

**8. I am aware of the Saturday Classes at WCC.**

Choice	Count	Percentage Answered	Spring 2000
Yes	79	49%	70%
No	83	51%	30%

**9. I would attend weekend classes in my major if they were available.**

Choice	Count	Percentage Answered	Spring 2000
Yes	94	57%	55%
No	71	43%	45%

**10. What classes would you take on the weekend?**

- Any needed/necessary to complete degree (14)
- Electives
- Drawing class (All)
- English (5) & Math (4)
- Biology, Chemistry, Algebra, Calculus
- Computer (2)
- Accounting
- Networking, computer repair type classes, hub classes
- Any classes that would be helpful to my major-medical insurance
- Medical Terminology II (3), and Billing & Coding (3)
- Medical Terminology II, Medical Office Simulation (2), Medical Law and Ethics (2)
- Medical Administration
- Medical Classes
- Anatomy & Physiology (3), Chemistry (2), etc.
- Sociology, Psychology, not sure what else is offered
- Nursing (4)
- Early Childhood classes (2)

**11. Are you aware of the Distance Education Program and the course available?**

Choice	Count	Percentage Answered	Spring 2000
Yes	85	51%	-
No	81	49%	-

**12. What Distance Education courses would you like offered?**

- Something in my major / any available (3)
- Computer is easy online, maybe more electives
- Business
- Math classes

- Math 140
- Medical Administration
- Medical Law and Ethics
- Anything in medical transcription / Medical (2)
- All Psychology
- Nursing
- Anatomy
- Substance Abuse
- Hydraulics
- Massage therapy and Reflexology

**13. Are you aware of the 8-week credit classes?**

Choice	Count	Percentage Answered	Spring 2000
Yes	94	55%	43%
No	76	45%	57%

**14. I would take 8-week credit classes if offered in my major.**

Choice	Count	Percentage Answered	Spring 2000
Yes	137	84%	81%
No	26	16%	19%

**15. What 8-week classes would you like offered?**

- Any needed / available (7)
- Don't know dates/times can't make a decision
- English (4) (Journal Writing, 114)
- Math (4) (080 (2), 122, College Algebra)
- Biology (2)
- Chemistry
- Psychology (3)
- Science & History
- All Office Administration classes (2)
- OST 148
- Accounting II
- If on night/weekends—Medical courses
- Medical Terminology II
- Office Stimulation, Medical Ethics
- PC 113
- Nursing
- Anatomy (2)
- Early Childhood classes
- Human Services classes
- Substance abuse (2)
- Electronics
- Massage Therapy

**16. Would you like a Fast Track Curriculum for your major? (Fast Track - earn a degree faster by taking concentrated block courses during the evening and Saturdays.)**

Choice	Count	Percentage Answered	Spring 2000
Yes	102	68%	61%
No	49	32%	39%

**17. Would you take Friday evening classes?**

Choice	Count	Percentage Answered	Spring 2000
Yes	101	62%	47%
No	63	32%	53%

**18. Do you take classes that begin at 5:00-5:30?**

Choice	Count	Percentage Answered	Spring 2000
Yes	130	78%	74%
No	36	22%	26%

**If not, why not?**

- To fill my schedule
- Work hours
- That's the end of a normal work schedule
- I do know but may not be able to next semester
- Can not make it here at that time I get off work at 5:00 (2)
- Better if started after 5:30 (2)
- Need to start at 6:00 (7) (because of work, travel time from other cities (Raleigh, Wilson) - 2)
- 6:00-8:55—work full time
- Childcare is not available

**19. Do you take 2 classes that meet on the same day(s)?**

Choice	Count	Percentage Answered	Spring 2000
Yes	100	60%	48%
No	67	40%	52%

**20. I prefer attending a course one night a week (for an extended class time) rather than two nights a week.**

Choice	Count	Percentage Answered	Spring 2000
Yes	73	46%	50%
No	86	54%	50%

**Suggestions for improving courses, scheduling, and advising.**

- Allow students to register for the fall semester in the Spring
- Evening course should all start at 5:00 to allow most full time employees getting out at 5:00 to make it to class without being tardy
- I would like to take 2 classes a week, but only 1 class is offered.
- Start classes at 6:00 p.m. or after (3)
- Take a class that meets once a week you tend to forget when you have other classes that are everyday
- Advising should be available to evening students and evening classes should start at 4:00 to have more.
- Categorize what classes are available and when under the major heading for semester, for easier registration.
- Second language courses are too limited in this area.
- Take me step-by-step on classes for my major; registering for classes; and who my advisor is. Tell me why know tell me anything about anything.
- I would like for the classes to be one hour instead of two.
- I do not mind attending class two nights a week.
- More courses to choose from

## **Admissions and Records**

### **21. I am aware of current admissions policies and procedures.**

<b>Choice</b>	<b>Count</b>	<b>Percentage Answered</b>	<b>Spring 2000</b>
Yes	148	88%	91%
No	21	12%	9%

### **22. Current registration procedures are adequate.**

<b>Choice</b>	<b>Count</b>	<b>Percentage Answered</b>	<b>Spring 2000</b>
Yes	148	89%	96%
No	19	11%	4%

### **23. I am aware the Admissions and Records Office is open on Thursday evening.**

<b>Choice</b>	<b>Count</b>	<b>Percentage Answered</b>	<b>Spring 2000</b>
Yes	92	54%	56%
No	77	46%	44%

#### **Suggestions for improving evening registration**

- Haven't been before / did not know they had this (2)
- When I registered for classes, some people told me classes were full when the teachers say they were not.
- Maybe on a Saturday (3)
- Where to go, who to talk to, what to do

## **Financial Aid / Scholarships**

### **24. I am aware of various student Financial Aid / Veterans Affairs and Scholarship programs available for WCC students.**

<b>Choice</b>	<b>Count</b>	<b>Percentage Answered</b>	<b>Spring 2000</b>
Yes	130	80%	80%
No	33	20%	20%

### **25. Did you know the Financial Aid Office is open on Tuesday evenings?**

<b>Choice</b>	<b>Count</b>	<b>Percentage Answered</b>	<b>Spring 2000</b>
Yes	69	41%	42%
No	100	59%	58%

#### **Suggestions for improving the Financial Aid and Scholarships services.**

- Advertise more aggressively
- Have a pack of papers together to fill out, no matter if you get it or not
- Personnel needs to be friendlier and assist people according to their needs as well as the list. - ie: why did I need to wait in line to get 2 initials on my form so I could change my major, when the lady up front could have done it or explained in a friendlier way
- Make it easier to get it
- They need a better system so that student can meet with someone so that they can get help with their financial needs
- Special aid funding/programs should be available for working adults that are trying to earn their degree
- Maybe open 1 Saturday a month
- Maybe 1 Saturday a month or every other month
- Help filling out application for financial aid
- More notices
- Post it somewhere
- That the parents financial shouldn't be part o the student getting help
- Get more information to the public

- More information offered
- More information given to students

### **Student Development**

**26. I am aware of the counseling services available at WCC.**

Choice	Count	Percentage Answered	Spring 2000
Yes	118	70%	69%
No	51	30%	31%

**27. I am aware of the Career Center and what is available to students.**

Choice	Count	Percentage Answered	Spring 2000
Yes	122	73%	71%
No	46	27%	29%

**28. I would use the Career Center if available during the evening.**

Choice	Count	Percentage Answered	Spring 2000
Yes	119	74%	65%
No	42	26%	35%

**29. I would participate in student activities if available during the evening.**

Choice	Count	Percentage Answered	Spring 2000
Yes	91	55%	51%
No	73	45%	49%

**30. I am aware counseling services are available on Monday and Wednesday evening.**

Choice	Count	Percentage Answered	Spring 2000
Yes	66	39%	36%
No	103	61%	64%

### **Suggestions for improving Student Development services.**

- Tell more students of counseling
- Send information though mail so we will know what is available
- Not enough
- Post it somewhere

### **Public Information**

**31. I notice regular college announcements in print.**

Choice	Count	Percentage Answered	Spring 2000
Yes	111	71%	76%
No	46	29%	24%

**32. I notice regular college announcements on the air.**

Choice	Count	Percentage Answered	Spring 2000
Yes	62	41%	51%
No	90	59%	49%

**33. I notice regular college announcements on CamNet.**

Choice	Count	Percentage Answered	Spring 2000
Yes	87	56%	62%
No	68	44%	38%

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

Choice	Count	Percentage Answered	Spring 2000
Yes	129	85%	85%
No	22	15%	15%

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

Choice	Count	Percentage Answered	Spring 2000
Yes	98	74%	68%
No	34	26%	32%

**Suggestion for improving communication.**

- Not everyone has cable TV
- There should be more information in the newspaper (News Argus)
- Flyers, pamphlets at various sites
- You need a better website w/more information. Look at JCC for better advice.
- Never heard on Radio or TV
- Some people don't know about those things because 1 of 3 of their class are on campus; it is the first year; it is in the evening, and no one is here to talk to at any time I am near the campus.

**Bookstore**

36. Hours of operation at the beginning of the semester are satisfactory.

Choice	Count	Percentage Answered	Spring 2000
Yes	121	77%	82%
No	37	23%	18%

37. The evening hours of operation during the semester are satisfactory.

Choice	Count	Percentage Answered	Spring 2000
Yes	122	77%	77%
No	36	23%	23%

38. Bookstore prices are competitive.

Choice	Count	Percentage Answered	Spring 2000
Yes	75	51%	51%
No	71	49%	49%

39. Bookstore personnel are helpful, friendly and professional.

Choice	Count	Percentage Answered	Spring 2000
Yes	134	87%	92%
No	20	13%	8%

**Suggestion for improving Bookstore operation and services.**

- Expand bookstore (7)
- Lower prices of books (7)
- Books are too high (2)
- Make book prices more reasonable
- Books are too expensive!!
- Cost of books and supplies tend to be a little expensive, bookstore needs to be bigger.
- Bring down book prices especially for students who pay out of their won pockets.
- First a bigger store and to help make getting books easier, when semester starts, something new needs to be done to make it better to get a book
- Be more lenient when students are returning wrong books purchased.

- Be a little more helpful
- Longer hours in the evening (2)
- Increased hours, better operating system to handle purchases
- Should stay open for evening students after 5:00 p.m.
- Cheaper books, more hours, availability of book, better service
- Bookstore personnel should improve on attitude
- Some helpers are very ill tempered at the beginning of the semester, they act like you are bothering them.
- Get better employees to work in the bookstore.
- Staff that know where things are
- Have clerks more helpful & knowledgeable of books classes are using. Open store before day of classes.
- There is not enough help at time of registration
- Need more help and a faster method of process
- Should be open all day & night & everyone should be made aware what books they need for each class before the class starts.
- Need to have enough books for each course on hand; shorter lines to buy books
- When you receive your registration, it should have the books required listed on it.
- Pencil, pens, paper should not cost so much

### Library

40. I use the library on a regular basis.

Choice	Count	Percentage Answered	Spring 2000
Yes	64	41%	33%
No	94	59%	67%

41. Adequate assistance is given to my requests.

Choice	Count	Percentage Answered	Spring 2000
Yes	124	91%	88%
No	13	9%	12%

42. Personnel are helpful, friendly and professional.

Choice	Count	Percentage Answered	Spring 2000
Yes	126	93%	93%
No	10	7%	7%

43. Hours of operation are adequate to meet my needs.

Choice	Count	Percentage Answered	Spring 2000
Yes	127	90%	91%
No	14	10%	9%

44. Off-Campus access is adequate to meet my needs.

Choice	Count	Percentage Answered	Spring 2000
Yes	100	77%	73%
No	30	23%	27%

45. I use off-campus access to NCLIVE.

Choice	Count	Percentage Answered	Spring 2000
Yes	25	18%	15%
No	115	82%	85%

**46. I use off-campus access to the library catalog.**

Choice	Count	Percentage Answered	Spring 2000
Yes	25	18%	19%
No	116	82%	81%

**Suggestions for improving library services.**

- Did not know that there was off campus access
- More available, NC Live databases off campus
- Provide more books for reading—not just for studying
- Make cooler
- People in Academic Skills can be very rude at times.
- Library & writing center should stay open longer & teacher (writing available for evening students)
- Move Saturday hours and close at 9:30 instead of 9:00
- A few week-end hours, Friday evenings

**Security**

**47. Adequate information is provided on security policies and procedures.**

Choice	Count	Percentage Answered	Spring 2000
Yes	123	80%	86%
No	30	20%	14%

**48. Traffic and parking enforcement on campus is adequate.**

Choice	Count	Percentage Answered	Spring 2000
Yes	134	89%	93%
No	17	11%	7%

**49. Security measures such as lighting, campus patrol, etc. are adequate.**

Choice	Count	Percentage Answered	Spring 2000
Yes	125	83%	92%
No	25	17%	8%

**50. Requests for security assistance is handled appropriately.**

Choice	Count	Percentage Answered	Spring 2000
Yes	134	94%	95%
No	8	6%	5%

**51. The security personnel are friendly, helpful, and professional.**

Choice	Count	Percentage Answered	Spring 2000
Yes	142	94%	97%
No	9	6%	3%

**Suggestions for improving evening security.**

- More security
- There should be more security for night classes. I have not seen an officer at night.
- Would like to have more as we leave to go to our cars in the nighttime.
- More / better lighting (2)
- Too many break ins to vehicles—should patrol parking lots regularly and more often
- I think WCC needs more call boxes and security should be standing outside at night while students walk to their cars

## Co-Op / Job Referral

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

Choice	Count	Percentage Answered	Spring 2000
Yes	84	55%	62%
No	69	45%	38%

53. I would like to learn more about the Co-Op Program.

Choice	Count	Percentage Answered	Spring 2000
Yes	120	76%	69%
No	37	24%	31%

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

Choice	Count	Percentage Answered	Spring 2000
Yes	87	55%	69%
No	72	45%	31%

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

Choice	Count	Percentage Answered	Spring 2000
Yes	68	43%	-
No	90	57%	-

**Suggestions for improving the Co-Op / Apprenticeship / Job Referral Office services.**

- Tell people about it
- Need to send out papers to let people know about the job placement each month
- Send things out in the mail

## Vending Services

(Because there isn't sufficient customer traffic to support an evening food service operation, the college has installed vending machines as an alternative.)

56. A variety of sandwiches are available to choose from.

Choice	Count	Percentage Answered	Spring 2000
Yes	79	61%	69%
No	50	39%	31%

57. A variety of microwavable packaged foods are available to choose from.

Choice	Count	Percentage Answered	Spring 2000
Yes	79	63%	73%
No	47	37%	27%

58. There is a variety of snack foods available for me to choose.

Choice	Count	Percentage Answered	Spring 2000
Yes	110	81%	90%
No	25	19%	10%

59. I use the vending machines regularly.

Choice	Count	Percentage Answered	Spring 2000
Yes	76	54%	51%
No	64	46%	49%

60. Prices are reasonable and competitive.

Choice	Count	Percentage Answered	Spring 2000
Yes	88	66%	69%
No	46	34%	31%

**61. The vending area is kept neat and clean.**

<b>Choice</b>	<b>Count</b>	<b>Percentage Answered</b>	<b>Spring 2000</b>
Yes	124	93%	92%
No	10	7%	8%

**Suggestions for improving vending services.**

- Have more of a variety (3)
- Lower prices (4)
- More Pepsi machines on the 2 floors
- There is only one machine to get water
- Need coffee machines.
- Get better cooks for the cafeteria
- Night & evening classes need food service operation, at least stay open till 5:00 or 6:00 in the evening.
- Need some good and fresh sandwiches and hot beverage available in other areas on campus
- The prices are too high, no one is around to return money from vending service

- **Question not included in the Spring 2000 Student Services Survey.**