

1. Student Satisfaction Survey

Satisfaction of Program Graduates. This survey reports the number of graduates who indicate that the quality of the college's educational support and administrative services met or exceeded their expectations. Students complete the survey when they apply for graduation.

To meet the standard, WCC has set a goal that each educational support and administrative services department must have at least 90% of graduates report their satisfaction with the quality of services. In all most every instance, WCC's services meet the standard.

Satisfaction of Program Graduates with Educational Support Services, 2000-2004

Educational Support Service	2000-2001		2001-2002		2002-2003		2003-2004	
	#	Satisfied or Very Satisfied	#	Satisfied or Very Satisfied	#	Satisfied or Very Satisfied	#	Satisfied or Very Satisfied
Admissions	293	95%	290	97%	356	99%	381	99%
Academic Advising	274	94%	279	97%	348	98%	381	97%
Counseling	256	93%	247	99%	299	98%	326	99%
Registration	293	93%	290	99%	361	98%	385	98%
Academic Skills Center	269	94%	259	99%	317	99%	340	99%
Writing Center	248	91%	241	99%	296	99%	313	98%
Student Activities	252	84%	255	96%	323	98%	348	97%
Cooperative Education / Job Placement	228	81%	184	96%	224	98%	231	98%
Learning Resource Center (Library)	279	95%	274	99%	334	99%	380	97%
Open Computer Lab	265	94%	255	99%	314	96%	343	99%
Administrative Service								
Bookstore	285	83%	286	93%	353	90%	369	84%
Cafeteria	269	90%	249	98%	319	96%	334	98%
Campus Security	∅	∅	262	98%	348	99%	360	97%

∅ = No results

2. Student Non-completer Survey

Satisfaction of Program Non-Completers. This survey is completed by students who officially withdraw from the college during the semester, and it reports their perceptions of the quality of the college's services. The following areas are not covered by the non-completers' survey: Academic Skills Center, bookstore, cafeteria, Co-op/Job Placement, open computer labs, and the Writing Center.

Once again, WCC has set a goal that each administrative and educational support services department must have at least 90% of the program non-completers report their satisfaction with quality of services. In all most every instance, WCC met the standard.

Satisfaction of Program Non-Completers, 2000-2004

Educational Support Service	2000-2001		2001-2002		2002-2003		2003-2004	
	#	Satisfied or Very Satisfied	#	Satisfied or Very Satisfied	#	Satisfied or Very Satisfied	#	Satisfied or Very Satisfied
Admissions	191	98%	221	99%	129	98%	153	99%
Academic Advising	187	86%	220	96%	126	94%	149	97%
Counseling	106	100%	205	98%	124	98%	138	99%
Registration	193	97%	225	96%	132	96%	153	99%
Student Activities	162	97%	203	98%	116	97%	133	98%
Learning Resource Center (Library)	183	98%	212	99%	121	98%	137	98%
Administrative Service								
Campus Security	170	97%	204	99%	119	98%	138	98%

3. WCC Faculty and Staff Review of Services Survey

The Planning and Research Office conducted a [WCC Services Review Survey](#), peer review instrument used to evaluate the effectiveness of WCC Educational Support Services. The survey was conducted online during August of 2002 and targeted 268 full-time faculty, staff, and continuing part-time employees. A total of 142 college personnel participated in the 77-question survey, yielding a 53% response rate. The responses to the 2002 survey were examined in comparison to the 1999 responses to see if there had been any improvement.

The standard for excellence is established at 90% for each of the areas evaluated. Areas scoring below 90% must examine reasons for not meeting the standard and provide a reasonable explanation and plan for improvement. [Follow-up actions](#) addressing areas below the 90% standard were provided to the Office of Planning and Research.

Academic Skills Center.

- **My students received satisfactory instruction in the Academic Skills Center.**

1999-2000		2002-2003	
#	Agree/Strongly Agree	#	Agree/Strongly Agree
86	98%	81	98%

- **ASC Staff provide adequate monitoring and security for instructor's tests.**

1999-2000		2002-2003	
#	Agree/Strongly Agree	#	Agree/Strongly Agree
69	100%	80	96%

- **Study areas are satisfactory (quiet, comfortable, well-lighted, etc.).**

1999-2000		2002-2003	
#	Agree/Strongly Agree	#	Agree/Strongly Agree
86	96%	87	91%

Library Services.

- **Library staff members are helpful in providing assistance in researching, locating, reviewing, selecting, ordering, and cataloging materials.**

1999-2000		2002-2003	
#	Agree/Strongly Agree	#	Agree/Strongly Agree
124	98%	122	100%

- **Library staff members are helpful in providing instruction for using the automated catalog, electronic indexes, the Internet, NC Live, and other electronic resources.**

1999-2000		2002-2003	
#	Agree/Strongly Agree	#	Agree/Strongly Agree
121	99%	110	99%

- **Library staff members are courteous and responsive to my requests.**

1999-2000		2002-2003	
#	Agree/Strongly Agree	#	Agree/Strongly Agree
137	99%	123	99%