

## Spring 2011 Great Basin College Student Satisfaction Survey Results

### Recommendations for Consideration

Even though the overall response rate is low (13%) and the number of students responding in certain categories is small, some of the question responses support the need for improvement. Those same areas are highlighted in student comments at the end of the survey as well as in a 2007 student satisfaction survey.

#### Safety

- 1) Increase lighting, if not security, in Pahump and Winnemucca.

#### Academic Affairs

- 2) Address the availability of required courses and how students know when they are offered – this was also an issue in a 2007 student satisfaction survey. At a minimum, publish a schedule of classes over a 2-4 year period and consider: 1) finding out what times are convenient to students and offering required courses at those times; 2) offering classes more often (every other semester vs. every other year); or 3) offering classes both onsite and via internet. Students commented that they were told to call instructors to find out when courses would be offered next.
- 3) Consider increasing library resources and services.

#### Student Services

- 4) Partner with the Student Government Association (SGA) to connect students to activities and events -- consider using PeopleSoft and/or student email to address the lack of participation and perceived lack of communication about activities and events, especially with minority students and students outside of Elko.
- 5) Increase the amount of institutionally available financial aid. A 2007 student satisfaction survey identified adequate finances as an issue as well.
- 6) Review financial aid processes and financial aid advising, especially with minority students and students outside of Elko, and implement plans for improvement.
- 7) Address the lack of dining services -- at a minimum, consider installing vending machines that are available in the evenings. Could the Elko campus library be open in the evenings and house the vending machines there? Could the library serve as a proxy student union at night? Could there be such a place at the centers?
- 8) Review the availability of tutors, especially for minority students and students at locations outside of Elko.

#### Academic Advising

- 9) Review advisor assignments and the advising process and implement a plan for improvement – is this a good way to connect with students? Incorporate information about job searches, careers and graduate schools with academic advising. Consider advising training to improve the quality of advising and its consistency across locations. Consider offering minority student advisors or advising mentors.