

Returning Student Survey

Green River Community College

Directions: The information you supply on this questionnaire will be kept completely confidential. Your name and address will enable college officials to identify your response and to contact you directly. The data you supply will be used for research purposes only and will not be listed individually on any report. If, however, any question requests information you do not wish to provide, feel free to omit it. Please circle the appropriate responses. If you wish to change your response to an item, erase your first mark completely and then mark the correct response. Select only one response, unless indicated otherwise.

SECTION I - BACKGROUND INFORMATION

A	NAME AND ADDRESS
Your Name _____	
Your Street Address _____	
City _____	State _____ Zip _____

F	HAS EITHER OF YOUR PARENTS EARNED A BACHELOR'S DEGREE?
1 No 2 Yes, my mother 3 Yes, my father 4 Yes, both my parents	

J	HOW MANY ADDITIONAL HOURS PER WEEK DO YOU SPEND ON GRCC CAMPUS, <u>NOT COUNTING CLASS TIME?</u>
1 None 2 1-3 hours 3 4-6 hours 4 7-9 hours 5 10 hours or more	

B	AGE
1 20 or under 4 30-39 2 21-24 5 40-61 3 25-29 6 62 or over	

C	GENDER
1 Male 2 Female	

G	WHAT TYPE OF STUDENT DO YOU CONSIDER YOURSELF TO BE? (SELECT ONLY ONE)
1 Academic transfer student 2 Professional/technical student 3 Developmental/basic skills student 4 High school completion student 5 ESL student 6 Running Start student 7 Other _____	

K	WHICH TYPE OF CLASSES DO YOU PREFER TO ATTEND? (SELECT ONLY ONE)
1 Morning classes (7 a.m. to 12 p.m.) 2 Afternoon classes (12 p.m. to 5 p.m.) 3 Evening classes (5 p.m. to 10 p.m.) 4 Weekend classes (Saturday/Sunday) 5 Other / No preference	

D	ARE YOU OF HISPANIC/LATINO ETHNICITY?
1 No 2 Yes, Mexican, Mexican-American, Chicano 3 Yes, Puerto Rican 4 Yes, Cuban, Cuban-American 5 Yes, Other Hispanic/Latino	

H	HOW MANY QUARTERS HAVE YOU ATTENDED GRCC?
1 3 quarters or less 2 4 to 6 quarters 3 7 to 9 quarters 4 10 quarters or more	

L	DO YOU RECEIVE GRCC'S CLASS SCHEDULE AT HOME VIA THE MAIL EVERY QUARTER?
1 No 2 Yes	

E	WHAT RACE DO YOU CONSIDER YOURSELF TO BE?
1 African-American 2 American Indian, Alaskan Native 3 Asian, Pacific Islander 4 Multiracial _____ 5 White/Caucasian 6 Other 7 Prefer Not to Respond	

I	HOW MANY CREDITS ARE YOU TAKING THIS QUARTER AT GRCC?

M	DO YOU HAVE ACCESS TO A COMPUTER AT HOME?
1 No 2 Yes	



SECTION II - COLLEGE FACILITIES AND SERVICES

Please indicate your level of satisfaction with the campus facilities and services listed below. If you are not familiar with an item, circle the number corresponding to the "HAVE NOT USED..." column and proceed to the next item. Select only one response for each item.

A **HOW SATISFIED ARE YOU WITH THE FOLLOWING GRCC SERVICES ?**
(CIRCLE APPROPRIATE RESPONSE FOR EACH ITEM)

HAVE NOT USED SERVICE
 VERY DISSATISFIED
 DISSATISFIED
 NEUTRAL, NEITHER SATISFIED NOR DISSATISFIED
 SATISFIED
 VERY SATISFIED

0	1	2	3	4	5	1. New student orientation services
0	1	2	3	4	5	2. Enrollment services (admissions, registration, records, & cashiers)
0	1	2	3	4	5	3. Educational planning services
0	1	2	3	4	5	4. Financial aid services
0	1	2	3	4	5	5. Student career and employment services
0	1	2	3	4	5	6. Student counseling services (personal concerns or problems)
0	1	2	3	4	5	7. Disability support services
0	1	2	3	4	5	8. Student health services
0	1	2	3	4	5	9. Student programs (social and recreational activities)
0	1	2	3	4	5	10. Library services
0	1	2	3	4	5	11. Veterans' services
0	1	2	3	4	5	12. Multicultural services
0	1	2	3	4	5	13. Women's programs
0	1	2	3	4	5	14. Project CLASSTRIO
0	1	2	3	4	5	15. Cafeteria/food services
0	1	2	3	4	5	16. Security and parking services
0	1	2	3	4	5	17. Testing/student placement services
0	1	2	3	4	5	18. On-line services (application, transcripts, class schedules, etc.)
0	1	2	3	4	5	19. Tutoring services
0	1	2	3	4	5	20. Bookstore services and operations
0	1	2	3	4	5	21. Child care services

B **HOW SATISFIED ARE YOU WITH THE FOLLOWING GRCC FACILITIES ?**
(CIRCLE APPROPRIATE RESPONSE FOR EACH ITEM)

HAVE NOT USED FACILITY
 VERY DISSATISFIED
 DISSATISFIED
 NEUTRAL, NEITHER SATISFIED NOR DISSATISFIED
 SATISFIED
 VERY SATISFIED

0	1	2	3	4	5	1. Classroom facilities
0	1	2	3	4	5	2. Instructional computing facilities
0	1	2	3	4	5	3. Laboratory facilities
0	1	2	3	4	5	4. Vocational trades facilities
0	1	2	3	4	5	5. Math Learning Center
0	1	2	3	4	5	6. Lindbloom Student Center
0	1	2	3	4	5	7. Student health center
0	1	2	3	4	5	8. Food services facilities (cafeteria and lunch rooms)
0	1	2	3	4	5	9. Holman Library (facility only)
0	1	2	3	4	5	10. Career Development and Employment Services Center
0	1	2	3	4	5	11. Testing Center
0	1	2	3	4	5	12. Help Center
0	1	2	3	4	5	13. Campus study areas
0	1	2	3	4	5	14. Campus restrooms
0	1	2	3	4	5	15. Athletic facilities
0	1	2	3	4	5	16. College bookstore (facility only)
0	1	2	3	4	5	17. International programs facilities
0	1	2	3	4	5	18. Kennelly Commons (courtyard by the Performing Arts bldg.)
0	1	2	3	4	5	19. Dedicated parking areas
0	1	2	3	4	5	20. Campus signs for buildings, areas, parking, etc.
0	1	2	3	4	5	21. Center at Enumclaw

SECTION III - COLLEGE EXPERIENCE

Please respond to the following questions about your level of satisfaction with your college experience. If you are not familiar with any item or if any item is not applicable to you, circle the number corresponding to the "NO RATING POSSIBLE..." column and proceed to the next item. Select only one response for each item.

A	HOW SATISFIED ARE YOU WITH THE FOLLOWING ASPECTS OF GRCC? (CIRCLE APPROPRIATE RESPONSE FOR EACH ITEM)													
	0	1	2	3	4	5		0	1	2	3	4	5	
	NO RATING POSSIBLE, NOT APPLICABLE TO ME							NO RATING POSSIBLE, NOT APPLICABLE TO ME						
	VERY DISSATISFIED							VERY DISSATISFIED						
	DISSATISFIED							DISSATISFIED						
	NEUTRAL, NEITHER SATISFIED NOR DISSATISFIED							NEUTRAL, NEITHER SATISFIED NOR DISSATISFIED						
	SATISFIED							SATISFIED						
	VERY SATISFIED							VERY SATISFIED						
	0	1	2	3	4	5	1. Accuracy of college information you received before enrolling	0	1	2	3	4	5	22. Collection (books, journals, etc.) available in the library
	0	1	2	3	4	5	2. Availability of financial aid information prior to enrolling	0	1	2	3	4	5	23. Technology (computers, media, etc.) available in the library
	0	1	2	3	4	5	3. General admissions procedures	0	1	2	3	4	5	24. Staff assistance available in the library
	0	1	2	3	4	5	4. College catalog	0	1	2	3	4	5	25. Accommodations for students with disabilities
	0	1	2	3	4	5	5. Student handbook	0	1	2	3	4	5	26. Grading system and policies
	0	1	2	3	4	5	6. Quarterly class schedule	0	1	2	3	4	5	27. College Web page
	0	1	2	3	4	5	7. Registration procedures on campus	0	1	2	3	4	5	28. Assistance provided by non-teaching staff
	0	1	2	3	4	5	8. Telephone registration	0	1	2	3	4	5	29. Assistance provided by instructors
	0	1	2	3	4	5	9. On-line registration	0	1	2	3	4	5	30. Faculty and staff's concern for you as an individual
	0	1	2	3	4	5	10. Variety of courses offered each quarter	0	1	2	3	4	5	31. Support for an ethnic and culturally diverse atmosphere on campus
	0	1	2	3	4	5	11. Availability of courses you want at times you want	0	1	2	3	4	5	32. Multicultural services outreach efforts to students of ethnicity
	0	1	2	3	4	5	12. Availability of your <u>faculty advisor</u>	0	1	2	3	4	5	33. Availability of personal counselors
	0	1	2	3	4	5	13. Quality of the information provided by your <u>faculty advisor</u>	0	1	2	3	4	5	34. Opportunities for involvement in college activities
	0	1	2	3	4	5	14. Availability of <u>educational planners</u>	0	1	2	3	4	5	35. Opportunities for student employment and career counseling
	0	1	2	3	4	5	15. Quality of the information provided by <u>educational planners</u>	0	1	2	3	4	5	36. Access to GRCC on-line services from home computer
	0	1	2	3	4	5	16. Flexibility to design your own program of study	0	1	2	3	4	5	37. Distance education course offerings
	0	1	2	3	4	5	17. Availability of transfer workshops	0	1	2	3	4	5	38. College media (student newspaper, radio station, etc.)
	0	1	2	3	4	5	18. Quality of instruction	0	1	2	3	4	5	39. Student government
	0	1	2	3	4	5	19. Class size	0	1	2	3	4	5	40. Personal security/safety on campus
	0	1	2	3	4	5	20. Out-of-class availability of instructors	0	1	2	3	4	5	41. General conditions of buildings and grounds
	0	1	2	3	4	5	21. Preparation you are receiving for your future occupation	0	1	2	3	4	5	42. Availability of public transportation to and from campus

