



1995 Returning Student Survey

Prepared by the office of the
Vice President for
Marketing & Student Development

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1995 Returning Student Survey Background and Highlights

Every other year, since 1986, Green River Community College has conducted a Returning Student Survey. This is the seventh survey conducted on fall quarter returning matriculated students and gives students an opportunity to grade the performance of Green River Community College services, programs and personnel. The information from this survey is used to review, improve and develop new services to students to meet their needs and is used to improve the college's programs.

A representative sampling of 400 students responded to the survey via a questionnaire mailed to them during the 1995 fall quarter. What follows are the results of the 1995 Returning Student Survey and to round out the student assessment of Green River, all additional comments conveyed by the students have been included.

Major highlights of the 1995 survey results include:

- ◆ 69% of the returning class are currently employed.
- ◆ 42% reported the reason for attending Green River is to earn an AA degree or transfer to a four-year institution while 27% wish to gain skills to enter a new job or occupation.
- ◆ 74% of returning students prefer daytime classes.
- ◆ 34% indicated GRCC was their first college of choice while 39% attended GRCC after working for a period of time (excluding summer work).
- ◆ 88% of returning students most likely would choose GRCC again.
- ◆ Student employment and financial aid services ranked highest in satisfaction from returning students.
- ◆ Course offerings and convenient location remain the two key reasons returning students selected Green River.
- ◆ Satisfaction levels were highest with GRCC's class size, attitudes of the teaching staff, and overall environment.
- ◆ Returning students said they are gaining a better understanding of themselves and valuable job skill knowledge as they progress with their education at Green River.

The information gathered from the returning student survey, and focus groups assist college personnel in answering important questions related to admission and marketing management.

Some examples of such questions are:

- How widely known is the college?
- How do returning students view the college?
- What other institutions have the returning students attended?
- How can we assist returning students with their educational goals?
- What are the perceived campus culture and climate?

Attached are the survey results and comments. Please contact Mike McIntyre at x252 of the VPM office if you have any questions on this information.

GREEN RIVER COMMUNITY COLLEGE

Returning Student Survey
1995

Section I - Background Information

Age	Responses	Percent		Responses	Percent
20 - under	102	26%		118	30%
21 - 24	71	18%		272	68%
25 - 29	57	14%		10	3%
30 - 39	88	22%		400	100%
40 - 61	76	19%			
62 - over	4	1%			
No Comment	2	1%			
Total	400	100%			
Ethnicity	Responses	Percent		Responses	Percent
African-American/Black	1	0%		1	0%
American Indian, Alaskan Native	5	1%		5	1%
Caucasian-American/White	319	80%		319	80%
Mexican American/Chicano	7	2%		7	2%
Asian-American, Oriental, Pacific Islander	26	7%		26	7%
Other	17	4%		17	4%
Prefer not to respond	25	6%		25	6%
Total	400	100%		400	100%

Hours Employed		Enrollment Status	
	Responses	Percent Responses	
0 or occasional jobs	108	27%	Full-time
1 - 10	18	5%	Part-time
11 - 20	68	17%	No Comment
21 - 30	83	21%	Total
31 - 40	120	30%	400
No Comment	3	1%	100%
Total	400	100%	

Which of the following was true for you at the time you first entered this college?

	Responses	Percent
Entered directly from highschool	134	34%
Entered after working for a period of time (excluding summer work)	155	39%
Transferred from another 2-year college	16	4%
Transferred from another 4-year college	5	1%
Entered after completing military service	20	5%
Other	68	17%
No comment	2	1%
Total	400	100%

Section II - College Impressions

Why did you select Green River Community College?

	Responses	Percent
Convenient location	239	60%
Offered the courses I wanted	254	64%
Low cost of attending	158	40%
Could work while attending	161	40%
Good vocational or academic reputation	128	32%
Liked the social atmosphere	60	15%
Liked the size of the college	109	27%
Good chance of personal success	138	35%
Availability of financial aid or scholarships	99	25%
Advice of parents or relatives	39	10%
Advice of high school counselor, teacher, etc.	12	3%
Wanted to be with friends	18	5%

Section III - College Services

Part A: Usage of Service (or Program)	Used Service		Not Used Service	
	Responses	Percent	Responses	Percent
Academic advising/course planning services	306	77%	94	24%
Personal counseling (for personal concerns and problems)	56	14%	344	86%
Vocational guidance/career planning services	136	34%	264	66%
Job placement services	75	19%	325	81%
Financial aid services	166	42%	234	59%
Recreational and intramural programs and services	69	17%	331	83%
Library/learning resources center facilities and services	333	83%	67	17%
Student health services	34	9%	366	92%
College-sponsored tutorial services	43	11%	357	89%
Student employment services	76	19%	324	81%
Cafeteria/food services	322	81%	78	20%
College-sponsored social activities	81	20%	319	80%
Cultural programs and activities	61	15%	339	85%
College orientation program	145	36%	255	64%
Computer services	167	42%	233	58%
Parking facilities and services	365	91%	35	9%
Veterans services	28	7%	372	93%
ACAP day care services	10	3%	390	98%

Section IV - College Environment

Level of Satisfaction	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Does Not Apply
1. Testing/grading system	81	194	92	14	6	13
2. Quality of instruction	94	193	82	19	1	11
3. Out-of-class availability of your instructors	67	154	119	23	5	32
4. Attitude of the teaching staff toward students	112	188	74	7	5	14
5. Variety of courses offered at GRCC	75	201	79	27	3	15
6. Class size relative to the type of courses	117	208	49	7	3	16
7. Flexibility to design your own program of study	75	151	97	28	4	45
8. Availability of your advisor	60	134	120	28	14	44
9. Value of the information provided by your advisor	73	114	105	35	21	52
10. Challenge offered by your program of study	77	195	78	16	2	32
11. Preparation you are receiving for your chosen occupation	72	117	112	18	5	76
12. General admissions/entry procedures	49	165	127	22	12	25
13. Accuracy of college information you received before enrolling	54	172	102	20	10	42
14. Availability of financial aid information prior to enrolling	54	60	109	34	13	130
15. Assistance provided by the college staff when you entered this college	59	140	122	20	12	47
16. College catalog/admissions publications	84	16	179	84	13	24
17. Purposes for which student activity fees are used	12	62	157	51	24	94
18. Personal security/safety at this college	47	156	116	36	20	25

Section V

How are you progressing with your education?

To what extent do you think you have gained or made progress in each area:

	Very Much	Quite a bit	Some	Very Little	No Comment
Acquiring knowledge and skills applicable to a specific job or type of work.	117	111	116	38	18
Gaining information about career opportunities.	46	92	157	82	23
Developing clearer career goals	74	117	119	68	22
Developing an understanding of the Arts.	34	91	124	124	27
Writing clearly and effectively.	65	142	132	39	22
Presenting ideas and information effectively.	69	153	132	23	23
Acquiring the ability to use computers.	70	81	104	121	24
Understanding mathematical concepts.	61	110	121	83	25
Understanding myself, my abilities and interests.	100	152	98	28	22
Understanding other people and the ability to get along with different kinds of people.	101	146	90	41	22
Developing good health habits.	39	75	132	126	28