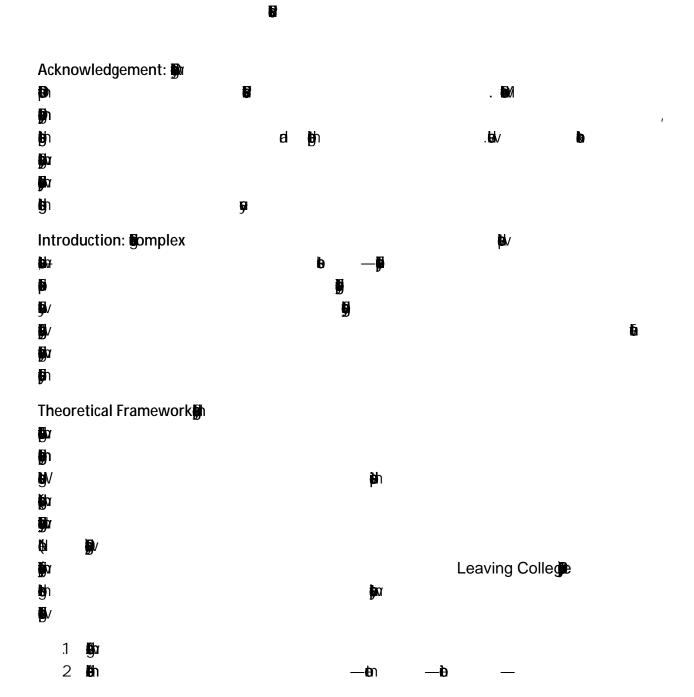
## West Valley College Point of Service Survey, Fall 2012 SUMMARY



## STUDENT SERVICES POINT OF SERVICES SURVEY

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Academic Status: Do you consider yourself an:	Full - Time	n=1,485	Part - Time	n=558
Excellent student (3.6 -4.0 GPA)	23.6%	349	14.8%	81
Good student (3.0-3.5 GPA)	43.5%	644		
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In-person	15.9%	230	17.8%	96
Phone	0.8%	12	0.9%	5
Email	5.1%	74	6.1%	33
Combination of online & in -person	35.0%	506	26.2%	141

When do you predominantly use in -person services, get help, or find an answer or solution to your problem?	Full - Time	n=1,485	Part - Time	n=558
Between 8:30 -Noon	39.5%	569	36.5%	193
Between 1-5 p.m.	52.4%	754	46.5%	246
After 5 p.m.	6.7%	96	10.0%	53
I don't come on campus to use services	12.7%	183	18.0%	95

If you have a question or concern, what is the predominant way that you obtain help, find the answer, or resolve your problem?	Full - Time	n=1,485	Part - Time	n=558
WVC Website	32.0%	457	35.1%	188
WV Student Portal	12.5%	179	14.2%	76
I send an email	12.3%	175	12.1%	65
I call the college or department and try to get the answer/ help by phone	9.4%	134	9.3%	50

I make an appointment with someone who can help me

Transfer Center Workshops & Activities						
Full-time	12.4%	25.9%	25.7%	19.8%	16.2%	637
	(79)	(165)	(164)	(126)	(103)	
Part-time	12.7%	22.7%	28.2%	21.0%	15.5%	181
	(23)	(41)	(51)	(38)	(28)	
Career mentoring (co	nnecting you	with individua	als in the field	/ industry)		
Full-time	12.8%	28.9%	22.0%	19.0%	17.3%	595
	(76)	(172)	(131)	(113)	(103)	
Part-time	16.5%	29.0%	14.7%	22.1%	17.7%	231
	(38)	(67)	(34)	(51)	(41)	
Campus Center & Student Life Events & Activities						
Full-time	11.0%	16.5%	28.3%	20.0%	24.3%	474
	(52)	(78)	(134)	(95)	(115)	
Part-time	13.6%	23.9%	17.9%	18.5%	26.1%	184
	(25)	(44)	(33)	(34)	(48)	

Book service or book grants

Full-time

4.2%

19.5%

(16)

(74)

Financial & Budget Planning Workshops & Counseling						
Full-time	9.2% (20)	17.9% (39)	22.5% (49)	28.4% (62)	22.0% (48)	218
Part-time	8.7% (9)	18.4% (19)	29.1% (30)	23.3% (24)	20.4% (21)	103
Disability Support Services & Accommodations (DESP)						
Full-time	30.7% (59)	21.4% (41)	17.2% (33)	16.7% (32)	14.1% (27)	192
Part-time	30.4% (35)	24.3% (28)	22.6% (26)	9.6% (11)	13.0% (15)	115

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## **Better Customer Service Needed** X Ød√ Ø • X р **ls**h X 💆 x **(** Acknowledgment # **j**h x **)**/ x **S**h x 🔊 **W** W Sample comments about change needed: **D**Y þ **j**h Ģ ₿ Þ Sample comments of appreciation **)**/ **y**V

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