

West Valley College Point of Service Survey, Fall 2012

SUMMARY

Acknowledgement:

West Valley College is pleased to have participated in the Point of Service Survey, Fall 2012. The survey provides a valuable opportunity for the college to gather feedback from students and faculty on the quality of our services. The results of the survey will be used to identify areas for improvement and to develop strategies to enhance the student experience. We thank all the students and faculty who participated in the survey and provided their input.

Introduction:

The Point of Service Survey is a confidential survey that allows students and faculty to provide feedback on the quality of our services. The survey covers a range of topics, including the quality of instruction, the quality of student services, and the overall student experience. The results of the survey will be used to identify areas for improvement and to develop strategies to enhance the student experience. We thank all the students and faculty who participated in the survey and provided their input.

Theoretical Framework

The theoretical framework for the Point of Service Survey is based on the concept of service quality. Service quality is defined as the degree to which a service meets or exceeds customer expectations. The survey is designed to measure service quality from the perspective of students and faculty. The results of the survey will be used to identify areas for improvement and to develop strategies to enhance the student experience. We thank all the students and faculty who participated in the survey and provided their input.

1. The survey is a confidential survey that allows students and faculty to provide feedback on the quality of our services.

2. The survey covers a range of topics, including the quality of instruction, the quality of student services, and the overall student experience.

Leaving College



STUDENT SERVICES POINT OF SERVICES SURVEY

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		

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% (79)	25.9% (165)	25.7% (164)	19.8% (126)	16.2% (103)	637
Part-time	12.7% (23)	22.7% (41)	28.2% (51)	21.0% (38)	15.5% (28)	181
Career mentoring (connecting you with individuals in the field / industry)						
Full-time	12.8% (76)	28.9% (172)	22.0% (131)	19.0% (113)	17.3% (103)	595
Part-time	16.5% (38)	29.0% (67)	14.7% (34)	22.1% (51)	17.7% (41)	231
Campus Center & Student Life Events & Activities						
Full-time	11.0% (52)	16.5% (78)	28.3% (134)	20.0% (95)	24.3% (115)	474
Part-time	13.6% (25)	23.9% (44)	17.9% (33)	18.5% (34)	26.1% (48)	184
Book service or book grants						
Full-time	4.2% (16)	19.5% (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

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- x
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- x
- x

Acknowledgment

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Sample comments about change needed:

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Sample comments of appreciation

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