

# *Institutional Evaluation*

**2007-2008 SUGGESTIONS  
FOR IMPROVING  
STUDENT RETENTION  
FROM STUDENTS  
[March, 2008]**



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**[March, 2008]**

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On October 22, 2007, and October 23, 2007, students in Arts and Sciences, Business and Public Services, Comprehensive Studies, Health Education, and Industrial and Engineering Technology were surveyed during 9 a.m. and 6 p.m. classes. The students were asked to respond to the following question: What can Tri-County Technical College do to better assist students in completing their programs of study and graduating from Tri-County Technical College? A total of one thousand five hundred and nine students were surveyed. The following lists their responses to the question for 2007-2008.

### **Suggestions from Arts and Sciences Students**

- Open more classes.
- More open computer labs.
- Satellite campuses are a big help, especially to those of us who work fulltime and go to school fulltime and have kids.
- Offer classes at different variety of times.
- Have more money for people who need it.
- Cost not so high.
- Offer more classes so they don't fill up quickly.
- Make sure the advisors know which classes students to take to be on the right track to graduating.
- Make the classes cost less, have more open classes make classes less confusing to choose what we need.
- Have more online classes available.
- Offer assistance to single moms who work and go to school, (maybe with gas or books that financial aid doesn't cover).
- Offer more classes at more times.
- Offer childcare services! Become more involved maybe with local companies as far as job securities and job stability while in school.
- I think financial aid should be based on student's income. My parents have money, but I am paying my way through college, which is very hard.
- Definitely childcare.
- Allow students to make up classes when needed.

- Cheaper books.
- Offer more online classes. Get the CAT bus to run longer hours like 9 p.m.
- Better advising.
- Make classes more accessible.
- Have advisors who are more familiar with university transfer classes and major specific courses for majors at Clemson.
- Continue to offer evening classes for working mature adults.
- Instructors should make the grades easier to find.
- Better advising.
- For Bridge students, offer some classes (like Clemson) that we need.
- Offer more classes at more times.
- Get advisors who know what they are talking about.
- The people that answer the phone are very rude, unhelpful, and they have transferred me before I finished my sentence.
- Make sure students' advisors are informed about university transferring programs and the credits required.
- Offer more classes at different times, so they don't fill up so fast.
- Be more helpful.
- Help students find all those grants out there that people talk about.
- Make advisors more involved and educate them about the different majors offered. Make more classes available.
- Advise students better on what classes to take.
- Offer more classes at better times.
- Offer more scholarships and create more opportunities for community related services.
- Get nicer people to work in the café. Have activities, its boring! Nothing to do besides go to school.
- Advise students better on which classes they should take.

- Offer more evening classes.
- Have more information about what grants and scholarships are available.
- Offer more classes scheduled at various times; have tutors available.
- Offer free daycare for mothers returning fulltime to further their education, or better assistance in book tuition. I have seen many advisors and was never informed of any help.
- Provide more classes during the day in order to clear up the problem with them being full.
- Sometimes the library is really noisy, not from students in the library, but activities outside.
- Do not drop students out of classes without informing them of why it is going to happen.
- Make purchasing books in the bookstore easier (too crowded...took me 3 hours).
- Make sure students are enrolled in the correct courses.
- Instructors should be evaluated for their performance and the class scores should be evaluated over time to see if their teaching is effective or just wasting time.
- Times of classes offered.
- Offer more financial aid; assisted living, paying room and board.
- Give the students a checklist to know what to do next or where to go next.
- Offer more financial aid.
- It would be nice if the Computer Program Technology department had classes past noon.
- The absences.
- Create a variation in available classes.
- Better transportation to local areas.
- More night class options.
- Less students in class and more classes.
- More room in classes for students.
- Offer the same classes both semesters everyday; don't offer one class just Monday and Friday or Tuesday or Thursday.
- Offer more financial aid/loan programs. Offer more class options.

- The College can offer more help in all fields. There is only extra help in math and science where some students need help in art or economics.
- Offer more classes that transfer.
- Have more classes and a library available at Anderson campus. Have academic advisors at Anderson campus.
- Provide more advisors or counselors to talk to students. When I was signing up for classes I had no idea what to take and no one could help me. I was sent to several different people who all told me to go to somewhere else.
- Offer more classes throughout the day. More openings and bigger class size.
- Give more options of classes.
- Help assist students with other financial bills other than school aid.
- Lighten up the work load in the accounting classes.
- The advisors can do more to help students by letting them know the right classes they need to take.
- Be more concerned and helpful. The College needs more advisors to help schedule classes and more information about courses.
- Allow smaller class sizes in specialized courses.
- Make sure that you listen to the individual needs of the students. Sometimes, I feel like I'm being forced to take classes I don't want/need.
- Offer more classes because most of them fill up within the first day of registration.
- Be more involved.
- Fix the parking! You need a parking garage; nobody likes to walk up all the steps.
- Offer more late night courses. I know that other universities (such as AU) have classes as late as 11 p.m. This would help greatly after I got off at work.
- Offer more college skill classes.
- Offer more times for classes and more online classes.
- Offer more classes for electrical for engineers.
- Offer biology 102 without having to take biology 100 or chemistry 100.



- More classes.
- Better availability of classes.
- Overall, everyone is very helpful.
- Just work with the students because every situation is different.
- Provide available transportation to the Anderson Campus past the gym.
- More scholarships, flexible class schedules.
- Advisor consistency.
- Place for students to live on campus.
- Very good, except maybe more availability of the times of classes.
- Childcare programs, information about additional aid for books. I spent three days running around trying to find my books for fall. Receptionist was rude at times, and very unhelpful.
- Make it easier to sign up for classes.
- Clearer advice for course enrollment.
- Have more classes at other campuses.
- Classes offered at different times (more times). Help with finding childcare.
- Childcare for evening classes.
- Have more online classes offered with a helpline.
- Less homework. Meet the needs of students with learning disabilities.
- Get out more info on financial resources before it's too late to use.
- The library needs to be open on weekends and a little later on weekdays.
- Give more information.
- Less stairs, so students won't be exhausted by the time they get to class.
- Stop dropping people for absences. The school gets paid, so it shouldn't matter if a student is absent five or so days as long as their grades are fine.
- Maybe offer science(s) 101 2<sup>nd</sup> semester, my advisor didn't tell me I couldn't do that.

- More in-depth advising.
- Have the financial aid department give each student the best advice possible and provide as much information possible when a student asks for help.
- Have more times for classes, more classes in the morning.
- Provide a better way to assist students on which classes to take for the college they are going to transfer to.
- Childcare close or on campus would be great, more classes at the Anderson Campus and more class times for 200's and up classes.
- Help freshmen decide what to take their first semester.
- Offer more classes at a variety of times, mainly in the evening.
- Offer more classes at more times during the day and offer more options with the classes that everyone has to have.
- Offer as many online options that do not ever require going to campus.
- Better variety of class times.
- Offer more variety in evening and at Anderson Campus.
- Offer more times for classes.
- Offer childcare services.
- Offer more times for certain classes. My math class was only offered in the mornings on Monday, Tuesday, and Wednesday.
- It's great so far.
- Offer more science classes because they fill up quickly. Also, the class size could be larger so that students have more choices of class times.
- Better teaching skills.
- Offer more classes.
- Have CAT buses run in the evening.
- Give more than four absences.
- Don't see any problems.

- Offer more availability of specific classes throughout the day.
- Some of the science courses I need to take are only offered at one time.
- Good!
- More classes.
- More core-transferable classes.
- Be better organized and see that departments know their own responsibilities and not send me to every department only to find out that the first one I was at was the one I needed.
- Better advising and instruction in some classes.
- Have better advisors for the students.
- Fewer demands of English department. Get more of the day classes in the evenings. Provide more information online as to the description of courses and standard syllabus and grading scales so people know what to expect and so fewer people drop courses.
- Cut down on the confusion.
- I had a lot of problems getting my transfer credits to show up.
- By having more than one tutoring class.
- Offer more times that classes are available.
- Stop being so strict with attendance, plenty of people have to drop classes with good grades because attendance is too harsh. It's our money, if we can do well in class, and our personal reasons stop us from making it. It is not fair.
- On site daycare.
- Better parking.
- Smaller classes, more class time.
- When students need help with finding what classes they need to take, getting the run around doesn't help much.
- Teach a mandatory class on how to attend college; that education is the responsibility of the student not the instructor. Add sections in the class that take the student out of their normal environment: plays, art exhibits, fish farms, culture events.
- Offer more class times and have an advisor specific to the major (for all majors).
- Make class times more flexible.

- More class available.
- Get advisors that are in your major.
- Do a better job with course catalog.
- Develop better relationships with the students.
- Tell students what classes they need to take.
- Offer more evening or online classes.
- More information about Anderson Campus.
- Offer more assistance.
- More classes, more advisors.
- Hire more instructors so more students can take the classes they need at times that work for them.
- Offer more online programs. As a working mother, I can only be on campus a few hours a day.
- Not being so tough.
- The advisors should know more about the various majors. I have been to mine and still don't know what classes I should be taking.
- More availability of freshman/sophomore core classes (ex: physics 201).
- Make more available.
- More organized, better informed for the student.
- Have more room in classes for students.
- Larger classes, I have been told to take certain classes that hindered my GPA rather than helped it.
- Offer more elective courses.
- Shorter classes.
- Most advisors are hard to get into touch with. And when you do, they don't spend enough time with you.
- Better advisors.
- Try offering more financial aid.

- Better advisors.
- More classes.
- More classes.
- More classes.
- Bigger desks, WiFi.
- Offer more classes at the Anderson Campus.
- Allow more classes at different times.
- I think Tri-County Technical College is doing great with this issue.
- The advisors need to be more informed about the Bridge Program and classes that transfer to Clemson University.
- Different range of class times.
- Offer more class times.
- My 1<sup>st</sup> semester advisor wasn't that great, so probably the advising.
- Have instructors that are willing to help students.
- Have instructors post grades online on time.
- Make sure students realize what credits they need in their major.
- Childcare benefits.
- Timely advising, accurate educational goal setting.
- Always make sure the students are taking the right classes.
- Keep the College open all day on Friday.
- My problems are personal.

#### **Suggestions from Business and Public Services Students**

- More night classes.
- Increase class sizes, and ensure that an adequate number of classes will be offered at all times.
- Offer more night classes in this program.

- Afternoon Computer Programming Technology classes would be nice. There's nothing past 12 pm, but since I have less than a year left, I am not going to ever see the change.
- Offer all required courses year round.
- Allow reasonable times for classes around people's schedules.
- Make some classes or all classes available at more times.
- Offer Saturday classes.
- A shuttle bus.
- Have more classes at different times.
- Lower the price of books.
- Weekend classes.
- Financial aid needs to be more helpful in finding funds to help you attend school. Some staff need to have a friendly personality and not be rude.
- Get dorm rooms.
- More course times and longer days on Friday.
- Better information on scholarships and grants. Also, the College's administrative/admissions staff is rude and unprofessional! You can never get your questions answered.
- Daycare is if they don't already have it.
- Professional advisors.
- Maybe try to have more openings in classes that are needed.
- Offer more student loans.
- Offer some excellent classes, not so many online courses.
- Offer more classes at different time and more at Anderson Campus.
- Offer more classes.
- Maybe help students with childcare and transportation.
- Need to better inform students about all of the financial aid that is available.
- Childcare at the College.

- Raise the absence level and do not drop students if they're keeping up with their work.
- Offer at least two classes of all required classes.
- Have more classes.
- Everything seems to work out fine, but a little rushed with a family and fulltime job.
- Offer all classes year round, not just some in fall and spring.
- More financial aid.
- Lower tuition and lower book prices. Offer more classes.
- Offer same classes all the time.
- Offer childcare programs, offer more classes at night, and on the internet.
- Keep offering night classes.
- Offer longer classes or more of them.
- Offer daycare.
- Give students advisors that will help them.
- Reduce confusion with classes.
- Advisor improvement.
- Well, the school is becoming overpopulated and I see the choice of classes have improved. It's just taking time. What more is there to do?
- Offer more classes at different times so I can actually choose my schedule.
- Offer more class schedules to better suit the students.
- Offer more classes each semester.
- Smaller classes that can move faster but still teach thoroughly.
- Have the CAT bus arrive at the College at 55 minutes to one hour so students don't have to arrive an hour early to make it to class. Can you offer biology 112 at Anderson Campus please?
- The Office Systems Technology 251 should be offered online, or day and night for all semesters.
- Help the student understand better when they first come.

- I am a Pell Grant student and if I don't find a way to fund supplies, gas, etc. not covered by the Pell Grant, I'm afraid that I might have to drop out.
- Reduce the book allowance.
- Fix the financial aid problem for Anderson county students.
- Better advisement.
- Classes need to be offered during more semesters.
- Need more classes offered for each subject.
- The College should consider the different types of jobs offered in order to provide classes at adequate times.
- Offer more classes in the evenings and at better times.
- Financial aid is very unhelpful.
- Some staff should be more helpful to newcomers.
- Eliminate classes we don't need.
- More online courses.
- Offer more advising for course scheduling.
- Don't only offer classes in the middle of the day. The location of the College and only mid-day classes doesn't help those of us who don't live/work near here (i.e. Greenville).
- More integrity in the financial aid department.
- Offer a childcare program; offer other programs for less qualified students that don't receive scholarships, more class flexibility.
- Offer childcare.
- The College needs more about financial aid.
- Offer more evening classes in the Computer Technology curriculum.
- Nothing really, you're doing everything you can to help.
- More flexibility, offer classes more often, more online courses.
- Tutors.



- The College needs to have a place to watch your children when there's no school in the summer.
- Stop putting pressure on us, we're not smart enough to keep a "B" average.
- Have more class times available.
- Have bigger classes.
- I came in ready to learn and haven't stopped since. I graduate next semester.
- Certain classes need to be offered more often. If a class is scheduled to be offered-don't cancel it.
- Offer more financial assistance.
- Have more classes.
- Offer more courses online. Better help with financial aid assistance or loan options.
- Offer more flexibility.
- More foreign languages and distant learning classes.
- Better help when registering.
- Make more classes available.
- Offer more classes that I need in management program, and offer more classes in the evening.
- Make all rules to Pell Grant known at sign-up; time limit and class completion ratio. Also, for them to be known at advising, and when students stop by financial aid and ask. I have stopped before and I was told I was fine to drop a class and ended up on academic probation. This should never happen.
- Better handicap parking. Hardly any spaces available.
- Tell students what their grades are throughout semester.
- They should hire more instructors so that the students wouldn't have to wait until another semester just to take a class because it's full.
- Childcare and transportation help.
- There is a shortage of instructors for summer programs needed for degree.
- Providing more financial aid help.
- Offer daycare.

- The attendance, four classes a semester, should be none or maybe around six or seven. It's the students' responsibility to do well and if he or she is, why shouldn't he or she go to class when they feel like?
- Give a longer period of time to pay for tuition.
- Offer more times for each class.
- Later classes or more classes online for Office Systems Technology.
- I think it would be great to have a satellite location in Easley, SC.
- Provide more classes during the summer.
- Childcare at school.
- Financial aid.
- The College is doing great.
- Offer more ways to pay for college.
- Offer more courses at Anderson Campus to help with travel time and financial responsibilities.
- Help.
- Offer more night classes for working adults.
- New class hours to better accommodate a busy schedule.
- A daycare on-site.
- Getting in touch with advisors and instructors easier.
- More tutors and counselors.
- More help from advisors.
- Offer more classes.
- Intercoms.
- Daycare.
- Offering my major classes more than once per term.
- Provide more class variety and times the class will be at.
- Offering more tutoring and assistance.

- Offer more class times.
- Do not send students around in circles when applying. I was sent to four different people just to tell me my scholarship went through.
- More financial aid and childcare assistance.
- Help students schedule classes so they can finish quicker. Give students a list of what classes are possibly only offered in spring and fall.
- Offer more available times for the classes.
- Open more classes at different times.
- More classes, and class times.
- More classes for the overflow of students.
- Finding actually what hours a student wants to take a particular class.
- Offer one night a week classes more frequently.
- Everything suits me fine, and is why I am here.
- The College does everything correctly as far as I'm concerned.
- More classes during day and better parking.
- On campus daycare would be great.
- Get CAT buses up in all areas of Oconee County to and from night schedules.
- Need someone who cares about how we are doing.
- The College is doing a great job already.
- Add more course classes to better meet student's flexible schedules.
- Offer more classes in courses throughout the entire school day.
- Cheaper out-of-state tuition.
- Offer more parking spaces.
- No classes at 8:00 a.m.

## **Suggestions from Health Education Students**

- Develop a childcare facility.
- More financial aid.
- Offer more of the same course or offer it more than one time a year.
- Have a place where you can live on campus.
- Better advisement! That way I can get into the classes I need.
- Offer more classes so they don't get full so quickly.
- Get a cheap daycare for kids. Have more biology 100 classes, they get full fast.
- Give more detailed help in choosing classes for my field of study.
- Have more classes.
- Offer a daycare or inform students if there is a way to get help for daycare.
- Challenge the students more and they won't slack off.
- Offer a few more scholarships.
- Help students have a better set schedule.
- I think more financial aid would be helpful.
- Offer more or additional times for classes being offered.
- Interrelated diplomas and degrees should be laid out in a more obvious manner. The nursing classes are very frustrating. Sixty students enrolled for only twenty seats in a class.
- I have three people from my family attending Tri-County Technical College. It would be nice to get a discount for one or more of us.
- Have more flexible schedules. Help with job placement while students are in school.
- More class availability.
- Just having the resources, such as the library and computer labs, open later for people who do work and have other outside responsibilities.
- Childcare program.
- Offer more classes and more evening classes especially with the nursing program.

- Do a good job.
- Need to offer more online courses.
- I can't find info on the daycare here at the College; that would really help.
- Maybe have a daycare.
- Childcare facility? More classes.
- Payment plans to help pay for college; monthly payment options.
- Classes having more times available.
- Use the bus system, it's free.
- Offer more classes in nursing program, there is a very big demand. Offer at Anderson Campus. I have all pre-requisites done after this semester and was told I wouldn't be able to start until fall 2009.
- Assessment centers are helpful, but instructors should inform students where they are.
- Make them aware of all financial aid and extend tutoring hours to 8 p.m. or so.
- Offer more financial aid and help with transportation costs. Make sure advisors know what pre-requisites are for each class.
- Offer more classes at different times. Take into consideration that there are legitimate reasons why some people can't always make it to class, department heads need to work with students who need to enroll in full-time classes because of their major requirements.
- Well, have a less strict attendance policy.
- Have flexible hours and a daycare.
- Help out with offering more classes at different times. I work full-time 3<sup>rd</sup> shift plus have 3 children, so the only hours I can go are from 8-2 and these classes are usually full.
- More classes at night.
- Offer a few more general education courses like biology, math, etc.
- Offer more financial aid and even more off-campus courses; especially for those who drive to Pendleton from Greenville.
- More scholarships to aid in payments.
- Have a wider range of times to take classes.

- Better trained advisors. I felt like crying when I spoke to my advisor for the first time.
- Be sure classes are not cancelled in the evening.
- The expenses are too high.
- Offer more online courses.
- Help to provide childcare for students with children.
- Offer more classes and class times.
- Requirements and application procedures are very confusing for Nursing Programs.
- Instead of loans, more scholarships that people can actually get.
- Advisors should help more and Admissions Center should help more.
- Have frequent required meetings opposed to one meeting each semester.
- Don't put so many classes together to make it take so long especially if you really don't need that class.
- More classes for all students, not just us.
- More transportation than the CAT bus.
- More classes for nursing so the waiting list is shorter.
- Be more involved through advising and maybe make classes larger or offer more time slots.
- Offer out-of-state scholarships, grants.
- Help us more and get a better understanding of us.
- Give more money to those that need it.
- More courses at night.
- Childcare.
- Nursing program needs to provide the same treatment for every student.
- Better math instructors.
- Offer more evening classes in the majors for students who work full time yet want to get their degree.

- Better advisors.
- Extend the times for enrollment, and come up with a way for financial aid to help people who can't go to school.
- Understand that illness happens, student, children; and allow the student to make-up any missed work.
- More scholarships or help getting what is out there.
- Have classes ready for students to register on registration day. There are usually several restrictions that won't let you register.
- Don't discourage students, encourage them. Don't tell them they can't make a class if there GPA is at 3.0.
- Advisors can help more on which courses need to be taken instead of us having to go longer than we should.
- Offer more than one of the higher level courses. Refrain from offering certain classes only certain semesters.
- Have more specialized classes offered.
- Advisors can better assist me by getting me into transition nursing. If the class size is full, increase the students that you will take. Also, my advisor is terrible; I have spoken to her once in 6 months and she sent me on a wild goose chase. I will not go back to her.
- If a student is doing badly, then the instructor could try and refer them to a good tutor.
- Childcare.
- More general education courses available.
- Offer more classes in medical; for example, anatomy. Inform advisors and counselors of the pre-requisites.
- Have more transportation to the College and more financial programs available for students that do not have good credit.
- Keep up the good work at the College.
- Get more basic classes and instructors.
- Have day class for psychology, not at 4:00 p.m. or 7:00 p.m.
- Have more biology classes and later on in the day.
- You all are doing a great job.

- Have free childcare at the facilities.
- Can make more class times available when students need them.

### **Suggestions from Industrial and Engineering Technology Students**

- Offer all classes more than once a year.
- Stick with a two-year degree.
- Lower the cost.
- Get new toilets.
- Offer a decent childcare facility.
- Financial aid help.
- Offer more class times, so as to have a better selection.
- I think that having services available for students such as childcare help; students are out a lot because finding someone to care for your child is hard at times.
- Tell students exactly what needs to be done to get financial aid in the system.
- Don't make us take useless classes that have nothing to do with our major.
- Open another campus closer to Pickens.
- Get childcare.
- Get escalators.
- Hire more instructors willing to go the extra mile to help.
- Offer the names of the instructors who teach courses at certain times to allow students to decide at what time they want to attend their classes by its instructors.
- Offer more classes in the Anderson Hall building.
- Better instruction.
- More class times offered.
- Be empathetic.
- Could open a daycare center. More flexible hours of class time.



- More online courses.
- Offer more classes later in the day.
- Lower book prices and sell more used books.
- Be more understanding and respectful with students.
- When lottery assistance goes up, don't increase tuition.
- Make the classes required to be more related to the classes in your major. Faster internet.
- I had to change my major because my engineering classes were full, closed, or during the day of some other stuff.
- Offer certain courses each semester.
- Come up with a better pre-made guideline of necessary classes; what order they should be taken in, and when they are available for each major.
- Some courses at different nights other than courses you are taking.
- More online courses.
- Offer classes for 3<sup>rd</sup> year students.
- Offer more classes.
- Offer more financial assistance.
- Better registration methods to helping students register faster, easier.
- Better parking.
- Love them.
- It's good.
- I don't have any problems.
- Work with schedule, and help with financial aid.
- Make it easier and not so complicated to enroll and do classes.
- Have classes available all year round (fall, spring, and summer).
- More financial aid.

- Tell the student why they need that class and how it applies in the world/job.
- It is mostly personal issues relating to the student.
- Have more classes.
- Allow all classes on the internet as well as meetings in the classroom.
- Provide classes at more times.
- Working with the students individually if needed.
- Better understanding of their personal issues while being able to help.
- Financial aid.
- Change to one three-hour class per week instead of two one and a half hour classes.
- Better understanding of how to sign up for classes.
- Check up on the newer instructors, help inform those getting associates' degrees and transfer degrees at the same time about which classes to take.
- Keep giving financial aid.

#### **Suggestions from Career Development Students**

- No comments.

## Summary of Major Findings

**2003-2004 Student Survey Summary Results:** Approximately 59% of the comments requested improved class offerings, 10% addressed increasing financial aid, 6% covered better instruction, 5% covered better advising, 5% desired improved childcare services, 3% covered better transportation, 3% centered on modifying the attendance policy, 2% addressed rising tuition, and 2% indicated better parking. The remaining 5% were unrelated suggestions.

**2004-2005 Student Survey Summary Results:** Approximately 52% of the comments requested improved class offerings, 11% addressed increasing financial aid, 11% covered better advising, 7% covered better instruction, 5% centered on modifying the attendance policy, 4% desired improved childcare services, 3% addressed rising tuition, 2% covered better transportation, and 1% indicated better parking. The remaining 4% were unrelated suggestions.

**2005-2006 Student Survey Summary Results:** Approximately 39% of the comments requested improved class offerings, 14% addressed increasing financial aid, 12% covered better advising, 7% covered better instruction, 4% centered on modifying the attendance policy, 6% desired improved childcare services, 2% addressed rising tuition, 3% covered better transportation, and 1% indicated better parking. The remaining 11% were unrelated suggestions.

**2006-2007 Student Survey Summary Results:** Approximately 41% of the comments requested improved class offerings, 14% addressed increasing financial aid, 10% covered better advising, 6% covered better instruction, 7% desired childcare services, 5% addressed communication problems, 4% addressed tutoring, 3% covered better transportation, and 2% addressed information technology issues. The remaining 8% were unrelated suggestions.

**2007-2008 Student Survey Summary Results:** Approximately 24% of the comments requested improved class offerings, 19% covered better advising, 14% addressed increasing financial aid, 11% desired childcare services, 6% addressed facility issues, 7% covered better instruction, 7% addressed communication problems, 3% addressed tutoring, 3% addressed allowed absences, and 2% covered better transportation. The remaining 4% were unrelated suggestions.