

GLENDALE COMMUNITY COLLEGE

COMMUNITY SURVEY FALL 2010

ASSESSING COMMUNITY PERCEPTIONS OF
GLENDALE COMMUNITY COLLEGE

6000 W. OLIVE AVENUE
GLENDALE, ARIZONA 85302

Overview

As part of the self-study process, Glendale Community College (GCC) evaluated community perceptions of the college in terms of what is important and the degree to which the community is satisfied with the programs and services provided. Several meetings were held with key stakeholders at GCC to identify what needed to be evaluated. Questions were developed to address needs identified by members of the Offices of Academic Affairs, Student Affairs, Institutional Advancement, and College Research Services. Given that Estrella Mountain Community College (EMCC) is also going through its self-study process, the survey instrument was developed in collaboration with their research office. GCC implemented the Community Survey in October, 2010.

Cohort Selection

The challenge of getting robust participation for a community survey was significant. Prior experience with community surveys distributed via mail at other Maricopa Community Colleges (MCCD) has been discouraging with roughly a 2.5% response rate. Implementing the survey to community members also proved to be expensive.

As a result, GCC decided to implement an online survey to key community representatives of our institution. Targeted groups included members of various advisory boards/councils, GCC employee groups, key members of the local community, key members of student groups, and key west-valley memberships. The Dean of Academic Affairs, the Director of Career and Educational Planning Services, and Director of Institutional Advancement provided a majority of the external email addresses, while College Research Services identified the internal email addresses to be targeted. Since the survey invitees already have a relationship with the college, it was hoped that targeted individuals would be more likely to respond to the online survey than a blind mailing. The following groups were invited to participate:

| Group Representatives Invited to Participate: | # | Percentage |
|---|-----|------------|
| Advisory Boards/Councils | 187 | 40% |
| Employers | 167 | 35% |
| Western Maricopa Tech Prep | 48 | 10% |
| High School Counselors | 36 | 8% |
| President's Circle | 20 | 4% |
| Students/Other | 8 | 2% |
| GCC Policy Group | 6 | 1% |

Survey Administration

The survey was launched on September 20th, 2010 with the goal of closing the survey two weeks later. Roughly one quarter of all email addresses supplied were invalid, indicating a need to update our data for key contacts at GCC. After several reminders and extensions of deadlines, the survey was finally closed on October 15th. Although the response rate is relatively low at 14%, it is still substantially above other MCCCD efforts in the past. Additionally, the results are interesting and can be used by GCC to inform our strategic discussions going forward.

| Category | Count |
|-------------------------|-----------|
| Initial email addresses | 629 |
| Valid email addresses | 472 (75%) |
| Survey responses | 66 (14%) |

Perceptions

The overall respondent satisfaction with GCC is high, with 41% of respondents indicating very good satisfaction, and an additional 38% indicating good satisfaction. When asked, "Would you recommend this college to a family member or friend," 74% of respondents indicated yes. Respondents indicated GCC is affordable (77%), offers quality education (67%), and is close to home (56%). In terms of brand awareness, over 71% of respondents believe the community knows who we are.

When asked what respondents liked about GCC, the narrative responses can be categorized into several categories. The top categories include:

- Employees (14 responses)
- Programs (13 responses)
- Location (11 responses)
- Affordability (9 responses)
- Availability of classes (8 responses)
- Involvement with the community (7 responses)
- The campus (6 responses)
- Accessibility (5 responses)

When asked what GCC could do better to serve the community, top response categories include:

- Outreach to the community (10)
- Inform students of various options (6)
- Monitor industry trends (6)
- Expand offerings (4)

When asked how GCC could help with academic and professional goals, the top narrative response categories were:

- Provide quality courses / programs (5)
- Provide professional development workshops (4)
- Provide life-long learning opportunities (4)

Perceptions (Continued)

When asked if there was a new program or service respondents would like the college to offer in the future, the top response categories include:

- Healthcare programs (5)
- Re-careering/placement (4)
- Emerging technologies (3)

When asked what differentiates GCC from other academic institutions, the top response categories include:

- Affordability (9)
- Location (6)
- Courses / programs (5)
- Interaction with the community (5)

When asked what colleges, universities, and other teaching/training organizations are the primary sources of competition with GCC, the respondents most frequently mentioned:

- Other MCCCD colleges (27)
- ASU (15)
- University of Phoenix (11)
- ASU West (9)

Strengths and Challenges

The first 18 questions of the survey seek feedback on both the importance as well as the satisfaction with key programs and services provided by the college¹ (similar to the scaling used by the Noel-Levitz “Student Satisfaction Inventory” assessment). The goal of this exercise was to identify key strengths and challenges for the college, as identified by our key stakeholders. Strength is defined as an item above the mid-point in importance and in the upper 25% percent of satisfaction scores. Challenge is defined as an item either above the mid-point in importance and in the lowest 25 % of satisfaction scores, or items above the mid-point in importance and in the top 25 % of performance gap scores. A performance gap is simply the importance score minus the satisfaction score for a given item.

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<http://www.gc.maricopa.edu/ie/Students/NoelLevitz/Noel%20Levitz%202010/Glendale%20Community%20College-Spring%202010/SSI%20Directions%20and%20Interpretive%20Guide/Noel-Levitz%20Satisfaction-Priorities%20Surveys%20Interpretive%20Guide%202009-10.pdf>

Strengths and Challenges (Continued)

Strengths, in order of importance:

- GCC provides an affordable education.
- GCC provides quality education.
- GCC provides life-long learning opportunities.
- GCC enhances the quality of life in the local community.

Challenges, in order of importance:

- GCC provides an affordable education.
- GCC provides life-long learning opportunities.

Large performance gaps between importance and satisfaction, in order of importance:

- GCC provides opportunities for academically under-prepared students.
- GCC develops career and technical programs in response to the changing needs of the workforce.
- GCC prepares students to transfer to four-year institutions.
- GCC prepares students to enter the workforce.
- GCC provides students with the appropriate student support services.
- GCC provides skills training in accordance with employer needs.
- GCC develops services and programs in accordance with community needs.
- GCC contributes to the economic development of the community.
- GCC provides a personalized education experience for students.

Demographics

The majority of respondents indicated being white (almost 79%), with a similar proportion indicating an age of at least 40 years old (almost 88%), and having multiple types of relationships with GCC. It is unclear whether this description is indicative of the characteristics of the sample or respondents.

Points to Consider

- The results are solely the perceptions of the respondents (select community representatives).
- While the response rate was relatively low at 14%, the results can still provide a useful foundation for strategic conversation.
- Given that about 25% of invitees had incorrect email addresses, GCC has an opportunity to update its contact lists for key college stakeholders.
- It is unclear if the older/white ethnicity of respondents is reflective of the population, sample, or respondents. Nonetheless, GCC would benefit by paying attention to diversity of membership for various college and advisory committees.

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| Importance of Item: | Satisfaction with Item: | Gap: |
|----------------------------|--------------------------------|-------------|

1. GCC enhances the quality of life in the local community.

| Response | Frequency | Percent | Mean: 4.48 | Response | Frequency | Percent | Mean: 3.64 | Gap: -0.84 |
|----------------------|-----------|---------|---|-------------------|-----------|---------|---|-------------------|
| Very Important | 38 | 57.58 | <div style="width: 44.8%; height: 15px; background-color: blue;"></div> | Very Satisfied | 16 | 24.24 | <div style="width: 36.4%; height: 15px; background-color: blue;"></div> | |
| Important | 22 | 33.33 | <div style="width: 33.3%; height: 15px; background-color: blue;"></div> | Satisfied | 27 | 40.91 | <div style="width: 40.9%; height: 15px; background-color: blue;"></div> | |
| Neutral | 3 | 4.55 | <div style="width: 4.5%; height: 15px; background-color: blue;"></div> | Neutral | 6 | 9.09 | <div style="width: 9.1%; height: 15px; background-color: blue;"></div> | |
| Not Important | 0 | 0.00 | <div style="width: 0%; height: 15px; background-color: blue;"></div> | Unsatisfied | 2 | 3.03 | <div style="width: 3.0%; height: 15px; background-color: blue;"></div> | |
| Not Important at All | 0 | 0.00 | <div style="width: 0%; height: 15px; background-color: blue;"></div> | Very Dissatisfied | 1 | 1.52 | <div style="width: 1.5%; height: 15px; background-color: blue;"></div> | |
| Don't Know | 1 | 1.52 | <div style="width: 1.5%; height: 15px; background-color: blue;"></div> | Don't Know | 6 | 9.09 | <div style="width: 9.1%; height: 15px; background-color: blue;"></div> | |
| Missing | 2 | 3.03 | <div style="width: 3.0%; height: 15px; background-color: blue;"></div> | Missing | 8 | 12.12 | <div style="width: 12.1%; height: 15px; background-color: blue;"></div> | |

2. GCC's facilities serve as a venue for community events.

| Response | Frequency | Percent | Mean: 3.94 | Response | Frequency | Percent | Mean: 3.19 | Gap: -0.75 |
|----------------------|-----------|---------|---|-------------------|-----------|---------|---|-------------------|
| Very Important | 19 | 28.79 | <div style="width: 39.4%; height: 15px; background-color: blue;"></div> | Very Satisfied | 13 | 19.70 | <div style="width: 31.9%; height: 15px; background-color: blue;"></div> | |
| Important | 31 | 46.97 | <div style="width: 46.9%; height: 15px; background-color: blue;"></div> | Satisfied | 20 | 30.30 | <div style="width: 30.3%; height: 15px; background-color: blue;"></div> | |
| Neutral | 11 | 16.67 | <div style="width: 16.6%; height: 15px; background-color: blue;"></div> | Neutral | 12 | 18.18 | <div style="width: 18.1%; height: 15px; background-color: blue;"></div> | |
| Not Important | 0 | 0.00 | <div style="width: 0%; height: 15px; background-color: blue;"></div> | Unsatisfied | 1 | 1.52 | <div style="width: 1.5%; height: 15px; background-color: blue;"></div> | |
| Not Important at All | 0 | 0.00 | <div style="width: 0%; height: 15px; background-color: blue;"></div> | Very Dissatisfied | 2 | 3.03 | <div style="width: 3.0%; height: 15px; background-color: blue;"></div> | |
| Don't Know | 3 | 4.55 | <div style="width: 4.5%; height: 15px; background-color: blue;"></div> | Don't Know | 10 | 15.15 | <div style="width: 15.1%; height: 15px; background-color: blue;"></div> | |
| Missing | 2 | 3.03 | <div style="width: 3.0%; height: 15px; background-color: blue;"></div> | Missing | 8 | 12.12 | <div style="width: 12.1%; height: 15px; background-color: blue;"></div> | |

3. GCC effectively communicates with the community about college directions, initiatives and activities.

| Response | Frequency | Percent | Mean: 4.13 | Response | Frequency | Percent | Mean: 3.18 | Gap: -0.95 |
|----------------------|-----------|---------|---|-------------------|-----------|---------|---|-------------------|
| Very Important | 25 | 37.88 | <div style="width: 41.3%; height: 15px; background-color: blue;"></div> | Very Satisfied | 9 | 13.64 | <div style="width: 31.8%; height: 15px; background-color: blue;"></div> | |
| Important | 31 | 46.97 | <div style="width: 46.9%; height: 15px; background-color: blue;"></div> | Satisfied | 23 | 34.85 | <div style="width: 34.8%; height: 15px; background-color: blue;"></div> | |
| Neutral | 5 | 7.58 | <div style="width: 7.5%; height: 15px; background-color: blue;"></div> | Neutral | 12 | 18.18 | <div style="width: 18.1%; height: 15px; background-color: blue;"></div> | |
| Not Important | 0 | 0.00 | <div style="width: 0%; height: 15px; background-color: blue;"></div> | Unsatisfied | 3 | 4.55 | <div style="width: 4.5%; height: 15px; background-color: blue;"></div> | |
| Not Important at All | 0 | 0.00 | <div style="width: 0%; height: 15px; background-color: blue;"></div> | Very Dissatisfied | 2 | 3.03 | <div style="width: 3.0%; height: 15px; background-color: blue;"></div> | |
| Don't Know | 3 | 4.55 | <div style="width: 4.5%; height: 15px; background-color: blue;"></div> | Don't Know | 8 | 12.12 | <div style="width: 12.1%; height: 15px; background-color: blue;"></div> | |
| Missing | 2 | 3.03 | <div style="width: 3.0%; height: 15px; background-color: blue;"></div> | Missing | 9 | 13.64 | <div style="width: 13.6%; height: 15px; background-color: blue;"></div> | |

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| Importance of Item: | Satisfaction with Item: | Gap: |
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4. GCC appropriately seeks feedback from the community about college directions, initiatives and activities.

| Response | Frequency | Percent | Mean: 4.16 | Response | Frequency | Percent | Mean: 3.25 | Gap: -0.91 |
|----------------------|-----------|---------|------------|-------------------|-----------|---------|------------|-------------------|
| Very Important | 26 | 39.39 | | Very Satisfied | 11 | 16.67 | | |
| Important | 28 | 42.42 | | Satisfied | 25 | 37.88 | | |
| Neutral | 4 | 6.06 | | Neutral | 5 | 7.58 | | |
| Not Important | 0 | 0.00 | | Unsatisfied | 5 | 7.58 | | |
| Not Important at All | 0 | 0.00 | | Very Dissatisfied | 2 | 3.03 | | |
| Don't Know | 3 | 4.55 | | Don't Know | 8 | 12.12 | | |
| Missing | 5 | 7.58 | | Missing | 10 | 15.15 | | |

5. GCC develops services and programs in accordance with community needs.

| Response | Frequency | Percent | Mean: 4.47 | Response | Frequency | Percent | Mean: 3.29 | Gap: -1.18 |
|----------------------|-----------|---------|------------|-------------------|-----------|---------|------------|-------------------|
| Very Important | 36 | 54.55 | | Very Satisfied | 13 | 19.70 | | |
| Important | 25 | 37.88 | | Satisfied | 22 | 33.33 | | |
| Neutral | 2 | 3.03 | | Neutral | 8 | 12.12 | | |
| Not Important | 0 | 0.00 | | Unsatisfied | 7 | 10.61 | | |
| Not Important at All | 0 | 0.00 | | Very Dissatisfied | 0 | 0.00 | | |
| Don't Know | 1 | 1.52 | | Don't Know | 8 | 12.12 | | |
| Missing | 2 | 3.03 | | Missing | 8 | 12.12 | | |

6. GCC develops career and technical programs in response to the changing needs of the workforce.

| Response | Frequency | Percent | Mean: 4.68 | Response | Frequency | Percent | Mean: 3.58 | Gap: -1.1 |
|----------------------|-----------|---------|------------|-------------------|-----------|---------|------------|------------------|
| Very Important | 48 | 72.73 | | Very Satisfied | 18 | 27.27 | | |
| Important | 13 | 19.70 | | Satisfied | 20 | 30.30 | | |
| Neutral | 1 | 1.52 | | Neutral | 10 | 15.15 | | |
| Not Important | 0 | 0.00 | | Unsatisfied | 2 | 3.03 | | |
| Not Important at All | 0 | 0.00 | | Very Dissatisfied | 0 | 0.00 | | |
| Don't Know | 1 | 1.52 | | Don't Know | 7 | 10.61 | | |
| Missing | 3 | 4.55 | | Missing | 9 | 13.64 | | |

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| Importance of Item: | Satisfaction with Item: | Gap: |
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7. GCC meets the needs of diverse constituents.

| Response | Frequency | Percent | Mean: 4.32 | Response | Frequency | Percent | Mean: 3.54 | Gap: -0.78 |
|----------------------|-----------|---------|--|-------------------|-----------|---------|--|-------------------|
| Very Important | 32 | 48.48 | <div style="width: 48.48%; background-color: blue; height: 15px;"></div> | Very Satisfied | 16 | 24.24 | <div style="width: 24.24%; background-color: blue; height: 15px;"></div> | |
| Important | 24 | 36.36 | <div style="width: 36.36%; background-color: blue; height: 15px;"></div> | Satisfied | 22 | 33.33 | <div style="width: 33.33%; background-color: blue; height: 15px;"></div> | |
| Neutral | 2 | 3.03 | <div style="width: 3.03%; background-color: blue; height: 15px;"></div> | Neutral | 9 | 13.64 | <div style="width: 13.64%; background-color: blue; height: 15px;"></div> | |
| Not Important | 5 | 7.58 | <div style="width: 7.58%; background-color: blue; height: 15px;"></div> | Unsatisfied | 3 | 4.55 | <div style="width: 4.55%; background-color: blue; height: 15px;"></div> | |
| Not Important at All | 0 | 0.00 | <div style="width: 0.00%; background-color: blue; height: 15px;"></div> | Very Dissatisfied | 1 | 1.52 | <div style="width: 1.52%; background-color: blue; height: 15px;"></div> | |
| Don't Know | 0 | 0.00 | <div style="width: 0.00%; background-color: blue; height: 15px;"></div> | Don't Know | 6 | 9.09 | <div style="width: 9.09%; background-color: blue; height: 15px;"></div> | |
| Missing | 3 | 4.55 | <div style="width: 4.55%; background-color: blue; height: 15px;"></div> | Missing | 9 | 13.64 | <div style="width: 13.64%; background-color: blue; height: 15px;"></div> | |

8. GCC provides adequate opportunities for collaborative partnerships with the community.

| Response | Frequency | Percent | Mean: 4.21 | Response | Frequency | Percent | Mean: 3.21 | Gap: -1 |
|----------------------|-----------|---------|--|-------------------|-----------|---------|--|----------------|
| Very Important | 30 | 45.45 | <div style="width: 45.45%; background-color: blue; height: 15px;"></div> | Very Satisfied | 16 | 24.24 | <div style="width: 24.24%; background-color: blue; height: 15px;"></div> | |
| Important | 25 | 37.88 | <div style="width: 37.88%; background-color: blue; height: 15px;"></div> | Satisfied | 18 | 27.27 | <div style="width: 27.27%; background-color: blue; height: 15px;"></div> | |
| Neutral | 5 | 7.58 | <div style="width: 7.58%; background-color: blue; height: 15px;"></div> | Neutral | 8 | 12.12 | <div style="width: 12.12%; background-color: blue; height: 15px;"></div> | |
| Not Important | 0 | 0.00 | <div style="width: 0.00%; background-color: blue; height: 15px;"></div> | Unsatisfied | 5 | 7.58 | <div style="width: 7.58%; background-color: blue; height: 15px;"></div> | |
| Not Important at All | 0 | 0.00 | <div style="width: 0.00%; background-color: blue; height: 15px;"></div> | Very Dissatisfied | 0 | 0.00 | <div style="width: 0.00%; background-color: blue; height: 15px;"></div> | |
| Don't Know | 3 | 4.55 | <div style="width: 4.55%; background-color: blue; height: 15px;"></div> | Don't Know | 11 | 16.67 | <div style="width: 16.67%; background-color: blue; height: 15px;"></div> | |
| Missing | 3 | 4.55 | <div style="width: 4.55%; background-color: blue; height: 15px;"></div> | Missing | 8 | 12.12 | <div style="width: 12.12%; background-color: blue; height: 15px;"></div> | |

9. GCC prepares students to transfer to four-year institutions.

| Response | Frequency | Percent | Mean: 4.65 | Response | Frequency | Percent | Mean: 3.55 | Gap: -1.1 |
|----------------------|-----------|---------|--|-------------------|-----------|---------|--|------------------|
| Very Important | 47 | 71.21 | <div style="width: 71.21%; background-color: blue; height: 15px;"></div> | Very Satisfied | 22 | 33.33 | <div style="width: 33.33%; background-color: blue; height: 15px;"></div> | |
| Important | 13 | 19.70 | <div style="width: 19.70%; background-color: blue; height: 15px;"></div> | Satisfied | 16 | 24.24 | <div style="width: 24.24%; background-color: blue; height: 15px;"></div> | |
| Neutral | 2 | 3.03 | <div style="width: 3.03%; background-color: blue; height: 15px;"></div> | Neutral | 10 | 15.15 | <div style="width: 15.15%; background-color: blue; height: 15px;"></div> | |
| Not Important | 0 | 0.00 | <div style="width: 0.00%; background-color: blue; height: 15px;"></div> | Unsatisfied | 1 | 1.52 | <div style="width: 1.52%; background-color: blue; height: 15px;"></div> | |
| Not Important at All | 0 | 0.00 | <div style="width: 0.00%; background-color: blue; height: 15px;"></div> | Very Dissatisfied | 0 | 0.00 | <div style="width: 0.00%; background-color: blue; height: 15px;"></div> | |
| Don't Know | 1 | 1.52 | <div style="width: 1.52%; background-color: blue; height: 15px;"></div> | Don't Know | 9 | 13.64 | <div style="width: 13.64%; background-color: blue; height: 15px;"></div> | |
| Missing | 3 | 4.55 | <div style="width: 4.55%; background-color: blue; height: 15px;"></div> | Missing | 8 | 12.12 | <div style="width: 12.12%; background-color: blue; height: 15px;"></div> | |

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| Importance of Item: | Satisfaction with Item: | Gap: |
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10. GCC prepares students to enter the workforce.

| Response | Frequency | Percent | Mean: 4.63 | Response | Frequency | Percent | Mean: 3.41 | Gap: -1.22 |
|----------------------|-----------|---------|--|-------------------|-----------|---------|--|-------------------|
| Very Important | 46 | 69.70 | <div style="width: 69.7%; height: 15px; background-color: blue;"></div> | Very Satisfied | 12 | 18.18 | <div style="width: 18.18%; height: 15px; background-color: blue;"></div> | |
| Important | 14 | 21.21 | <div style="width: 21.21%; height: 15px; background-color: blue;"></div> | Satisfied | 24 | 36.36 | <div style="width: 36.36%; height: 15px; background-color: blue;"></div> | |
| Neutral | 2 | 3.03 | <div style="width: 3.03%; height: 15px; background-color: blue;"></div> | Neutral | 12 | 18.18 | <div style="width: 18.18%; height: 15px; background-color: blue;"></div> | |
| Not Important | 0 | 0.00 | <div style="width: 0%; height: 15px; background-color: blue;"></div> | Unsatisfied | 3 | 4.55 | <div style="width: 4.55%; height: 15px; background-color: blue;"></div> | |
| Not Important at All | 0 | 0.00 | <div style="width: 0%; height: 15px; background-color: blue;"></div> | Very Dissatisfied | 0 | 0.00 | <div style="width: 0%; height: 15px; background-color: blue;"></div> | |
| Don't Know | 1 | 1.52 | <div style="width: 1.52%; height: 15px; background-color: blue;"></div> | Don't Know | 7 | 10.61 | <div style="width: 10.61%; height: 15px; background-color: blue;"></div> | |
| Missing | 3 | 4.55 | <div style="width: 4.55%; height: 15px; background-color: blue;"></div> | Missing | 8 | 12.12 | <div style="width: 12.12%; height: 15px; background-color: blue;"></div> | |

11. GCC provides opportunities for academically under-prepared students.

| Response | Frequency | Percent | Mean: 4.40 | Response | Frequency | Percent | Mean: 3.05 | Gap: -1.35 |
|----------------------|-----------|---------|--|-------------------|-----------|---------|--|-------------------|
| Very Important | 33 | 50.00 | <div style="width: 50%; height: 15px; background-color: blue;"></div> | Very Satisfied | 12 | 18.18 | <div style="width: 18.18%; height: 15px; background-color: blue;"></div> | |
| Important | 23 | 34.85 | <div style="width: 34.85%; height: 15px; background-color: blue;"></div> | Satisfied | 22 | 33.33 | <div style="width: 33.33%; height: 15px; background-color: blue;"></div> | |
| Neutral | 6 | 9.09 | <div style="width: 9.09%; height: 15px; background-color: blue;"></div> | Neutral | 9 | 13.64 | <div style="width: 13.64%; height: 15px; background-color: blue;"></div> | |
| Not Important | 1 | 1.52 | <div style="width: 1.52%; height: 15px; background-color: blue;"></div> | Unsatisfied | 1 | 1.52 | <div style="width: 1.52%; height: 15px; background-color: blue;"></div> | |
| Not Important at All | 0 | 0.00 | <div style="width: 0%; height: 15px; background-color: blue;"></div> | Very Dissatisfied | 0 | 0.00 | <div style="width: 0%; height: 15px; background-color: blue;"></div> | |
| Don't Know | 0 | 0.00 | <div style="width: 0%; height: 15px; background-color: blue;"></div> | Don't Know | 14 | 21.21 | <div style="width: 21.21%; height: 15px; background-color: blue;"></div> | |
| Missing | 3 | 4.55 | <div style="width: 4.55%; height: 15px; background-color: blue;"></div> | Missing | 8 | 12.12 | <div style="width: 12.12%; height: 15px; background-color: blue;"></div> | |

12. GCC contributes to the economic development of the community.

| Response | Frequency | Percent | Mean: 4.38 | Response | Frequency | Percent | Mean: 3.16 | Gap: -1.22 |
|----------------------|-----------|---------|--|-------------------|-----------|---------|--|-------------------|
| Very Important | 37 | 56.06 | <div style="width: 56.06%; height: 15px; background-color: blue;"></div> | Very Satisfied | 14 | 21.21 | <div style="width: 21.21%; height: 15px; background-color: blue;"></div> | |
| Important | 23 | 34.85 | <div style="width: 34.85%; height: 15px; background-color: blue;"></div> | Satisfied | 20 | 30.30 | <div style="width: 30.30%; height: 15px; background-color: blue;"></div> | |
| Neutral | 1 | 1.52 | <div style="width: 1.52%; height: 15px; background-color: blue;"></div> | Neutral | 9 | 13.64 | <div style="width: 13.64%; height: 15px; background-color: blue;"></div> | |
| Not Important | 0 | 0.00 | <div style="width: 0%; height: 15px; background-color: blue;"></div> | Unsatisfied | 2 | 3.03 | <div style="width: 3.03%; height: 15px; background-color: blue;"></div> | |
| Not Important at All | 0 | 0.00 | <div style="width: 0%; height: 15px; background-color: blue;"></div> | Very Dissatisfied | 2 | 3.03 | <div style="width: 3.03%; height: 15px; background-color: blue;"></div> | |
| Don't Know | 3 | 4.55 | <div style="width: 4.55%; height: 15px; background-color: blue;"></div> | Don't Know | 11 | 16.67 | <div style="width: 16.67%; height: 15px; background-color: blue;"></div> | |
| Missing | 2 | 3.03 | <div style="width: 3.03%; height: 15px; background-color: blue;"></div> | Missing | 8 | 12.12 | <div style="width: 12.12%; height: 15px; background-color: blue;"></div> | |

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| Importance of Item: | Satisfaction with Item: | Gap: |
|----------------------------|--------------------------------|-------------|

13. GCC provides life-long learning opportunities.

| Importance of Item | | | | Satisfaction with Item | | | | Gap |
|----------------------|-----------|---------|-----------------------------------|------------------------|-----------|---------|-----------------------------------|-------|
| Response | Frequency | Percent | Mean: 4.52 | Response | Frequency | Percent | Mean: 3.81 | -0.71 |
| Very Important | 39 | 59.09 | <div style="width:59.09%;"></div> | Very Satisfied | 23 | 34.85 | <div style="width:34.85%;"></div> | |
| Important | 18 | 27.27 | <div style="width:27.27%;"></div> | Satisfied | 21 | 31.82 | <div style="width:31.82%;"></div> | |
| Neutral | 6 | 9.09 | <div style="width:9.09%;"></div> | Neutral | 6 | 9.09 | <div style="width:9.09%;"></div> | |
| Not Important | 0 | 0.00 | <div style="width:0%;"></div> | Unsatisfied | 0 | 0.00 | <div style="width:0%;"></div> | |
| Not Important at All | 0 | 0.00 | <div style="width:0%;"></div> | Very Dissatisfied | 0 | 0.00 | <div style="width:0%;"></div> | |
| Don't Know | 0 | 0.00 | <div style="width:0%;"></div> | Don't Know | 7 | 10.61 | <div style="width:10.61%;"></div> | |
| Missing | 3 | 4.55 | <div style="width:4.55%;"></div> | Missing | 9 | 13.64 | <div style="width:13.64%;"></div> | |

14. GCC provides an affordable education.

| Importance of Item | | | | Satisfaction with Item | | | | Gap |
|----------------------|-----------|---------|-----------------------------------|------------------------|-----------|---------|-----------------------------------|-------|
| Response | Frequency | Percent | Mean: 4.76 | Response | Frequency | Percent | Mean: 4.30 | -0.46 |
| Very Important | 49 | 74.24 | <div style="width:74.24%;"></div> | Very Satisfied | 34 | 51.52 | <div style="width:51.52%;"></div> | |
| Important | 13 | 19.70 | <div style="width:19.70%;"></div> | Satisfied | 15 | 22.73 | <div style="width:22.73%;"></div> | |
| Neutral | 1 | 1.52 | <div style="width:1.52%;"></div> | Neutral | 5 | 7.58 | <div style="width:7.58%;"></div> | |
| Not Important | 0 | 0.00 | <div style="width:0%;"></div> | Unsatisfied | 0 | 0.00 | <div style="width:0%;"></div> | |
| Not Important at All | 0 | 0.00 | <div style="width:0%;"></div> | Very Dissatisfied | 0 | 0.00 | <div style="width:0%;"></div> | |
| Don't Know | 0 | 0.00 | <div style="width:0%;"></div> | Don't Know | 3 | 4.55 | <div style="width:4.55%;"></div> | |
| Missing | 3 | 4.55 | <div style="width:4.55%;"></div> | Missing | 9 | 13.64 | <div style="width:13.64%;"></div> | |

15. GCC provides a personalized education experience for students.

| Importance of Item | | | | Satisfaction with Item | | | | Gap |
|----------------------|-----------|---------|-----------------------------------|------------------------|-----------|---------|-----------------------------------|-------|
| Response | Frequency | Percent | Mean: 4.22 | Response | Frequency | Percent | Mean: 3.21 | -1.01 |
| Very Important | 29 | 43.94 | <div style="width:43.94%;"></div> | Very Satisfied | 10 | 15.15 | <div style="width:15.15%;"></div> | |
| Important | 24 | 36.36 | <div style="width:36.36%;"></div> | Satisfied | 22 | 33.33 | <div style="width:33.33%;"></div> | |
| Neutral | 9 | 13.64 | <div style="width:13.64%;"></div> | Neutral | 16 | 24.24 | <div style="width:24.24%;"></div> | |
| Not Important | 1 | 1.52 | <div style="width:1.52%;"></div> | Unsatisfied | 0 | 0.00 | <div style="width:0%;"></div> | |
| Not Important at All | 0 | 0.00 | <div style="width:0%;"></div> | Very Dissatisfied | 0 | 0.00 | <div style="width:0%;"></div> | |
| Don't Know | 1 | 1.52 | <div style="width:1.52%;"></div> | Don't Know | 10 | 15.15 | <div style="width:15.15%;"></div> | |
| Missing | 2 | 3.03 | <div style="width:3.03%;"></div> | Missing | 8 | 12.12 | <div style="width:12.12%;"></div> | |

| | | |
|----------------------------|--------------------------------|-------------|
| Importance of Item: | Satisfaction with Item: | Gap: |
|----------------------------|--------------------------------|-------------|

16. GCC provides quality education.

| Response | Frequency | Percent | Mean: 4.75 | Response | Frequency | Percent | Mean: 3.78 | Gap: -0.97 |
|----------------------|-----------|---------|--|-------------------|-----------|---------|--|-------------------|
| Very Important | 50 | 75.76 | <div style="width: 75.76%; height: 15px; background-color: blue;"></div> | Very Satisfied | 22 | 33.33 | <div style="width: 33.33%; height: 15px; background-color: blue;"></div> | |
| Important | 14 | 21.21 | <div style="width: 21.21%; height: 15px; background-color: blue;"></div> | Satisfied | 22 | 33.33 | <div style="width: 33.33%; height: 15px; background-color: blue;"></div> | |
| Neutral | 1 | 1.52 | <div style="width: 1.52%; height: 15px; background-color: blue;"></div> | Neutral | 6 | 9.09 | <div style="width: 9.09%; height: 15px; background-color: blue;"></div> | |
| Not Important | 0 | 0.00 | <div style="width: 0%; height: 15px; background-color: blue;"></div> | Unsatisfied | 2 | 3.03 | <div style="width: 3.03%; height: 15px; background-color: blue;"></div> | |
| Not Important at All | 0 | 0.00 | <div style="width: 0%; height: 15px; background-color: blue;"></div> | Very Dissatisfied | 3 | 4.55 | <div style="width: 4.55%; height: 15px; background-color: blue;"></div> | |
| Don't Know | 0 | 0.00 | <div style="width: 0%; height: 15px; background-color: blue;"></div> | Don't Know | 4 | 6.06 | <div style="width: 6.06%; height: 15px; background-color: blue;"></div> | |
| Missing | 1 | 1.52 | <div style="width: 1.52%; height: 15px; background-color: blue;"></div> | Missing | 7 | 10.61 | <div style="width: 10.61%; height: 15px; background-color: blue;"></div> | |

17. GCC provides students with the appropriate student support services.

| Response | Frequency | Percent | Mean: 4.54 | Response | Frequency | Percent | Mean: 3.40 | Gap: -1.14 |
|----------------------|-----------|---------|--|-------------------|-----------|---------|--|-------------------|
| Very Important | 40 | 60.61 | <div style="width: 60.61%; height: 15px; background-color: blue;"></div> | Very Satisfied | 18 | 27.27 | <div style="width: 27.27%; height: 15px; background-color: blue;"></div> | |
| Important | 20 | 30.30 | <div style="width: 30.30%; height: 15px; background-color: blue;"></div> | Satisfied | 18 | 27.27 | <div style="width: 27.27%; height: 15px; background-color: blue;"></div> | |
| Neutral | 2 | 3.03 | <div style="width: 3.03%; height: 15px; background-color: blue;"></div> | Neutral | 8 | 12.12 | <div style="width: 12.12%; height: 15px; background-color: blue;"></div> | |
| Not Important | 0 | 0.00 | <div style="width: 0%; height: 15px; background-color: blue;"></div> | Unsatisfied | 4 | 6.06 | <div style="width: 6.06%; height: 15px; background-color: blue;"></div> | |
| Not Important at All | 0 | 0.00 | <div style="width: 0%; height: 15px; background-color: blue;"></div> | Very Dissatisfied | 0 | 0.00 | <div style="width: 0%; height: 15px; background-color: blue;"></div> | |
| Don't Know | 1 | 1.52 | <div style="width: 1.52%; height: 15px; background-color: blue;"></div> | Don't Know | 9 | 13.64 | <div style="width: 13.64%; height: 15px; background-color: blue;"></div> | |
| Missing | 3 | 4.55 | <div style="width: 4.55%; height: 15px; background-color: blue;"></div> | Missing | 9 | 13.64 | <div style="width: 13.64%; height: 15px; background-color: blue;"></div> | |

18. GCC provides skills training in accordance with employer needs.

| Response | Frequency | Percent | Mean: 4.53 | Response | Frequency | Percent | Mean: 3.38 | Gap: -1.15 |
|----------------------|-----------|---------|--|-------------------|-----------|---------|--|-------------------|
| Very Important | 42 | 63.64 | <div style="width: 63.64%; height: 15px; background-color: blue;"></div> | Very Satisfied | 14 | 21.21 | <div style="width: 21.21%; height: 15px; background-color: blue;"></div> | |
| Important | 17 | 25.76 | <div style="width: 25.76%; height: 15px; background-color: blue;"></div> | Satisfied | 22 | 33.33 | <div style="width: 33.33%; height: 15px; background-color: blue;"></div> | |
| Neutral | 4 | 6.06 | <div style="width: 6.06%; height: 15px; background-color: blue;"></div> | Neutral | 10 | 15.15 | <div style="width: 15.15%; height: 15px; background-color: blue;"></div> | |
| Not Important | 0 | 0.00 | <div style="width: 0%; height: 15px; background-color: blue;"></div> | Unsatisfied | 4 | 6.06 | <div style="width: 6.06%; height: 15px; background-color: blue;"></div> | |
| Not Important at All | 0 | 0.00 | <div style="width: 0%; height: 15px; background-color: blue;"></div> | Very Dissatisfied | 0 | 0.00 | <div style="width: 0%; height: 15px; background-color: blue;"></div> | |
| Don't Know | 1 | 1.52 | <div style="width: 1.52%; height: 15px; background-color: blue;"></div> | Don't Know | 8 | 12.12 | <div style="width: 12.12%; height: 15px; background-color: blue;"></div> | |
| Missing | 2 | 3.03 | <div style="width: 3.03%; height: 15px; background-color: blue;"></div> | Missing | 8 | 12.12 | <div style="width: 12.12%; height: 15px; background-color: blue;"></div> | |

19. What do you like about GCC?

- Accessibility. Affordability. Efficiently meets its mission.
- Affordability; convenience; program opportunities; connections to 4-year state schools
- Affordable
- availability of classes, campus locations, diverse students, ratio of students to instructors
- Availability to citizens. Has met its goals in community relations.
- Beautiful campus. Passionate employees
- Campus is beautiful and other campus is small, yet quiet for students. As always, excellent technology with student friendly environment.
- Career Services Staff are always responsive. They are pro-active in involving the community in their partnering efforts and learning activities.
- Close to where I and other students live
- convenient for students
- Cost, variety of programs
- GCC maintains advisory boards to help guide programs.
- GCC maintains quality in their Health Care Programs
- I am only familiar with the Registered Nursing program and received positive feedback from nursing staff regarding clinical experience they have had with GCC students
- I have not been to the Campus but they have some of the academic programs that is helpful for our company as we have a location out in the far W Valley.
- I like all the support that it gives to the students at GCC.
- I like that GCC staff and faculty are proactive in forming partnerships that benefit GCC students.
- I like the relationship between high school students offerin the Presidents' Scholarship and the relationship with the Universities offering AGECE and MAPPS
- I like the sense of community between the employees; I like that many employees take ownership of their programs; I like that as employees we are given enough room to grow our programs without having to ask for permission for every little thing
- I started my college education at GCC and have watched it grow and contribute to the community over the last 30 Yrs.
- It has a community orientation and provides a good education for the cost. It works to deal with a variety of minorities to minimize disadvantages.
- It has an excellent academic and technical array of offerings to serve the community. By opening the North Campus it continues to serve in a growing area.

19. What do you like about GCC? (Continued)

- It's Administrators, Staff and Faculty. Programs designed to meet the needs of all community members, not just students seeking a job or career.
- Local quality education that is also transferable to a four year institution.
- location
- Location
- Location
- Location and affordability. Educational offerings.
- Location, and staff
- location, course availability (times)
- Location; accomodation; ease of navigation; keeping on the leading edge of technology, and providing the tools most needed by students in the workplace today.
- locations, flexible schedules
- Many concerns have arisen concerning the quality of the nutrition program at GCC. As a community member, I am concerned that the program is not driven by the nutrition faculty but is driven by the department chair who is not a nutrition professional. Compared to other community colleges, GCC offers sub-par classes with unqualified faculty. It is an embarrassment and should be realigned with other nutrition programs at other campuses. Transfer universities report GCC students are under-prepared in the nutrition arena.
- Many varied course selections and certification programs
- My knowledge if GCC it has faculty who care and devote serious attention to providing students with the best education possible.
- Offers a variety of areas of study at reasonable cost
- Openness. Willing to work with other community partners for the betterment of the community. The administration is very responsive to the needs of the students and the community.
- Provides opportunities for students after highschool
- Quality education and commitment to the community it serves. GCC faculty and dministration are involved in the community.
- seems to be very interested in improving their programs to make students more employable straight out of school
- Smaller class sizes allow me to interact with students and foster a student centered learning environment. I like the academic freedom to use various teaching methods and technology in class to motivate and engage my students in learning difficult concepts in biology.
- Smaller classes
- The availability to the students, small class sizes, affordability, and the reps that I have had have all been awesome!
- The campus and events
- The cost of attendance, dual enrollment Auto Program,

19. What do you like about GCC? (Continued)

- The diverse programs
- The faculty, administration and staff at GCC are very open to working with its partners. I find them all to be very engaged and enthusiastic about creating opportunities for the students of GCC.
- The instructors and the feel of the campus.
- The people and the employees. Always nice and happy to point you to your destination.
- the people, the campus, the diverse curriculum
- The quality of education at a reasonable cost. GCC is always looking for ways to better the student population and the community. The administration takes a genuine interest in providing quality education programs, through highly qualified faculty. GCC takes an active role in the community. Dr Green serves on several community boards and other administrators of the college are always looking for opportunities to serve. GCC has recently put an emphasis on our veterans as they are readjusting to being a civilian
- The variety of courses, the times they are offered, their facilities.
- They work with organizations on what they need for educated employees.
- Varied programs, catering to the diverse needs of the workforce.
- Wonderful facilities, beautiful campus, outstanding and committed faculty.
- You are attempting to create classes building career skills, i.e. your truck driving program.

20. Please rate your overall satisfaction with how the college is currently serving your community.

| Response | Frequency | Percent | |
|-----------|-----------|---------|---|
| Very Good | 27 | 40.91 |  |
| Good | 25 | 37.88 |  |
| Fair | 8 | 12.12 |  |
| Poor | 1 | 1.52 |  |
| Very Poor | 0 | 0.00 |  |
| Not Sure | 1 | 1.52 |  |
| Missing | 4 | 6.06 |  |

21. When you think of GCC, what comes to mind? (Check all that apply)

| Response | Frequency | Percent | |
|--------------------|-----------|---------|---|
| Affordable | 51 | 77.27 |  |
| Quality Education | 44 | 66.67 |  |
| Close to Home | 37 | 56.06 |  |
| Exclusive Programs | 9 | 13.64 |  |
| Other | 4 | 6.06 |  |
| Nothing | 3 | 4.55 |  |

Other - Comments

- Engaged in the Community
- Long walk to class
- Scholarship Opportunities
- sub-par education
- Training and opportunities in specialized fields for job placement like nursing, fire science, automotive, early childhood education etc.

22. How do you think GCC could better serve the community?

- Additional outreach to the community, particularly minority community that may be intimidated by a large campus setting.
- Articulate clearly how GCC students can continue their education beyond their 2-year degree at nearby four-year institutions (ASU West)
- As an employee I believe that community Job Fairs can be something that GCC can possibly do to better serve the community, being that people are having a hard time looking for jobs.
- Be more visibly involved with Community Service Projects; satellite programs in communities not close to the physical locations.
- Better outreach by administration to the community, especially for the biotechnology program, could be attempted. Also, more partnerships with local governments to help foster an influx of biotech companies to the Valley, which could help to improve our faltering economy.
- Better support of new college students as they do not know what is available. My daughter attended and did not get much support and info from the school. My husband and I are both post-graduates and are attending University furthering our education...we had to inform her of what was available and what/whom to seek out.
- By getting recruiters on to high school campuses.

22. How do you think GCC could better serve the community? (Continued)

- By providing more support services to help the diverse student population particularly the students coming from low income families and first time college goers from immigrant families with varying levels of unpreparedness to succeed in college. GCC should try to provide special support programs (ESL courses, special technology education programs, online components for supplemental help, plenty of tutoring services similar to the math solutions program, learning communities for peer learning) to bridge-in the gap and instill confidence for students from all kinds of backgrounds.
- Community outreach through programs
- Continue to communicate opportunities for future students and stay abreast of current trends in industry.
- Continue to engage students and adults to enroll in courses that will help to increase their employment opportunities. Continue to meet with the community to ensure programs offered allow graduates to become employed, and not creating overcrowded workforce in any one area.
- Continue to partner with workforce partners and institutions of higher learning to continue preparing students for a successful transition into the workforce/university.
- Continue to work with local employers to meet their needs.
- Do a better job of advertising your short term programs
- Expand programs at the North Campus to accomodate completion of various programs there.
- Expansion of northern campus course availability
- Focus on qualified faculty and quality instruction.
- GCC is already doing a tremendous amount in Glendale and the surrounding communities.
- get involved in mental health issues
- Holding more community events on campus
- I'd like to see more extension learning similar to Rio Salado College, with ESL, GED classes. The benefit is the name recognition in the west valley -- many folks in the west valley don't recognize Rio Salado as part of the community college system or at least that they relate to. I would also like to see GCC explore the possibility of certificate classes for microenterprize such as mom and pop businesses run out of homes. Sometimes the home business might be successful regarding their specialty, but have great difficulty with marketing, bookkeeping or even dealing with taxes and insurance. Certificate classes to meet these knowledge gaps could help small businesses succeed and grow. Offering certificate classes in Spanish would also be helpful.
- I'm sure there are a lot of out-reach programs that go on behind the scenes but for those of us not invloved in recruitment maybe we could get a picture of all those services....maybe Student Services needs to show off a bit.

22. How do you think GCC could better serve the community? (Continued)

- Include the diverse ethnic professionals and collaborate with the communities. There seems to be a separation of the diverse ethnic programs with the general student services program. (ie., Multicultural and ACE programs seem to be isolated with other student services programs, The multicultural program and ACE program has an isolation barrier which is the long hallway separated by walls. There needs to be students utilizing these programs and students receiving services. Not a student friendly when it includes walls on all sides. Staff is student friendly and helpful but the rooms are too isolated. Need to renovate where there is open space with the programs.
- Increase involvement with City's, Workforce recruitment centers and High Schools to increase awareness of classes, certificates and degree's specific to the needs of a broad spectrum of community members.
- Internship program is subpar. These young adults need a way to get real work experience and try on possible careers.
- It will be increasingly important to train students for jobs that don't exist yet, and that's difficult. Also, the arts need to be taken more seriously for quality of life reasons and for preserving what culture is left.
- Keeping in touch with the community, industry, and business needs of the sources of employment.
- Make sure that the part-time employees teach the class properly.
- Maybe host more events so the community will come to the campus.
- more community events
- More community oriented entertainment programs.
- More information for Employers maybe?
- More initiatives driven by community wants and needs, and promote these cooperative efforts
- More local community focus and less on district/county.
- more on-line courses
- More rigorous faculty selection, promotion; more attention to the community and less to the "faculty senate"
- Nothinkg at this time
- Partnering with local business trades.
- promote more interaction with west valley by opening campus to other events and programs,
- Reach-out to community partners more frequently.
- refine the dual enrollment policies and practices
- Right now our community needs more jobs. Providing jobs for students that assist them in continuing their education.
- Schedule varied classes or at least core classes at the community in Surprise so that it is more accessible. Could there be abuse from Surprise to the campus?

22. How do you think GCC could better serve the community? (Continued)

- Screen the students better. I feel a lot of money is wasted on people who don't really care about a quality education yet, GCC keeps on spending money on them.
- Somehow GCC needs to modernize its campus. For instance when visiting the Gateway campus it is well landscaped and the classroom and campus technology is in full view. When visiting GCC it seems behind in modernization and technology. I am not saying GCC is behind this is just they way it looks.
- Spread the word more in the community
- Stop putting so much emphasis on the illegal alien's education and more on our citizen's opportunities for an education. Citizens needs are not being met while illegals are going overboard.

23. How can GCC help with your academic and professional goals?

- apply real world experiences to college credit
- By hosting professional development workshops for School Counselors and Teachers. By having classes for enrichment, like flower arranging, calligraphy, photography and dance.
- Continue to offer quality business courses.
- continue to provide the best services possible
- continue to provide excellent skills training and adapt more high school college transfer classes
- Create a better learning environment for your students and your instructors, please see below statement #24.
- Do more indepth analysis of proposed new or existing course or degree offerings, including faculty, equipment and staff requirements.
- Don't need the help. Plenty of other places out there in our community.
- GCC already plays a good role by providing the space and time for us to go out and recruit to help us achieve our hiring needs.
- GCC is helpful to my work by providing excellent interns
- Have advisers that give the correct information.
- Host more seminars like the one currently planned for the North campus regarding psychology.
- I am an employer -- more Fitness Related programs would be good
- I am glad to be a faculty at GCC to provide encouragement and provide unconditional continuous support to my students. I would like to have more provisions for tutoring services to help the students struggling to learn difficult concepts in biology outside of the classroom time.
- I am most interested in community activities such as personal finance, gardening. I have a graduate degree and I am not personally interested in academic classes for myself.
- I am retired but may teach part-time in the future. I am interested in life long learning and plan to avail myself of programs at GCC.
- I have a master's degree, so at this time it would have to offer higher level classes

23. How can GCC help with your academic and professional goals? (Continued)

- I would like to manage your Truck driving program.
- I would like to begin taking some enrichment classes like cooking , photography, computer skills expansion
- I'm ok
- Keep up the good work.
- Most of our employees require four years of college, but starting near home makes education possible for more students. I am more interested in quality of life courses taught by well qualified instructors.
- My (3rd) degree has been attained, thus my personal interest would be in acquiring ongoing training.
- n/a
- N/A
- NA
- NA
- NA
- None at this time.
- offer a BA
- Offer affordable
- Offer affordable CPE courses for Certified Public Accountant continuing education
- Offer classes on more than one schedule. One class I have wanted to take is offered only once in the semester in the middle of the day. Cannot take the course because it conflicts with work.
- Professional growth funds only provide enough funds for 1 decent seminar. Some programs I am involved in take me 3-4 years to complete. That means a lot of out-of-pocket expenses and a very long time to complete credentialing programs.
- providing university credit at GCC
- Put quality faculty in the classroom who are content experts in their field. In nutrition this is a registered dietitian.
- Retired so not a big factor.
- See above
- Special Interest classes for retired or near retired community members
- The nursing program needs to go back to strict entrance and selective students to ensure the most appropriate and educated nurses will be taking care of us during our time of need. I have seen a shift to less quality and ethics which scares me!
- They could offer more Law Enforcement advanced training type of classes.

24. Is there a program or service offered by the college that needs improvement? Please provide ideas on how an improvement can be made.

- Advisement and tutoring programs. Provide enough information to the students about the courses which can take them to achieve their career goals or transition them smoothly to university transfer programs. Students should be encouraged by their instructor, their academic advisors or counsellors to come and meet with instructors during their office hours. Students feel comfortable to learn from their fellow students (provide economic incentives and honor the students who volunteer to give their time and energy for study sessions to help other struggling students in the course).
- Caregiver training! Someone must prescreen these people BEFORE they are allowed to take the class. You can't be a good caregiver if you don't care about people.
- Cisco and UNIX
- Community outreach -- make information about the college and programs available in locations other than the Internet and sometimes mailers. Put information in the grocery stores; at local churches; etc. Perhaps a major community open house (offered at a few different times) with tour guides from each department. You also need more involvement with the High School Counselors. I have too many students making decisions that don't include you and I encourage them do look FIRST at what you have to offer.
- Continue to work with the community to ensure programs offered allow graduates to become employed.
- Data and information security; business continuity training for disasters
- District rationale for funding campus infrastructure, operating costs, new initiatives, faculty and staff costs.
- dual enrollment
- Dual enrollment--a more unified, cohesive process that accommodates high school students.
- Financial aid processes are limited by the software. Counseling needs more staffing, possibly using pool staffing shared across the district like used in the nursing field to cover peak times.
- fitness
- Having the Honors Scholarship information for high school seniors available at the beginning of the school year as we are trying to teach them to start filing for financial aid early but we still do not have the current year application or information
- I am not aware of
- I don't know what it is...I just wonder if we are going out and looking for those "Gee Whiz!!" things that other colleges are doing or partnering up with outside companies. Or maybe we are but just aren't letting the world know. We just don't seem to get the jump on anyone...
- I don't think so. I find it somewhat difficult to use the website to find out what you offer. More information about the college needs to be in the Surprise section of the Arizona Republic, on the radio and on billboards
- I'm not familiar
- Improvement

24. Is there a program or service offered by the college that needs improvement? Please provide ideas on how an improvement can be made. (Continued)

- Internship program. Employers don't feel welcome in the program and the advisor seems to discourage students from participating. Got a sense she was more worried about her private business than the program.
- More promotion of GCC's biotechnology program and, because of increased attendance and an evident shortfall in students' written communication skills, more funding and/or staffing for the Center for Learning and GCC Writing Center
- N/A
- N/A
- NA
- NA
- Need to expand
- no
- No
- Nothing that I have
- Nursing--need to
- Nutrition. This program is producing students who are under-prepared to transfer to a university. Why aren't nutrition faculty registered dietitians as they are at other campuses? Why does the department chair who does not have a degree in nutrition in such control of that program? Why are student complaints never taken into consideration?
- Offer Human
- Read question 22.
- See number 23
- Student support.
- The Technology and Consumer Sciences Department needs to be disassembled. Put the programs in the right departments where they can thrive. DO NOT base program placement on department chair remuneration. This department is wrought with problems that outsiders are aware of. Align your departments more closely with those of the other colleges
- The theater seems
- The Truck Driving facility was in terrible shape when I visited, i.e. weeds growing all over, no signage, no street number on the building or fence post. I drove past it four times before I realized that it had to be in that building. At first, I thought the building was deserted! What is a prospective student to think?
- UNK
- vets

24. Is there a program or service offered by the college that needs improvement? Please provide ideas on how an improvement can be made.

- When dual enrollment students must call the college because of problems with their online application or the error message "partial match in system" comes up the help desk tends to be abrupt or tells them they have to come down to the college to get the problem fixed. Some of these students have no drivers license and so no way down to the college and are intimidated by someone being less than helpful on the phone. If a student identifies themselves as a dual enrollment student maybe there could be a designated person who could help them and be more willing to spend a little more time with them.
- Yes, CDL Program.

25. What new programs or services would you like the college to offer in the future?

- BA
- Culinary
- do a thorough review of high school programs provided and natural transition to GCC then to university and or work
- Education for second carrers.
- Environmental technicians will be more important in the future.
- Health care administration, coding, billing at an entry level to put workers into the work force.
- I would like our college to look at emerging technologies and build programs around them. You could look at them in like clusters, Transporation, Energy, Material Science, etc., as a intro level program or drill down to specific areas within a cluster. i.e., Solar Power, Electric Cars, etc.
- I would like to see a CNA to PCT program
- Include additional programs for American Indian studies. Other colleges offer American Indian studies but GCC does not. Are there American Indian staff or faculty?
- Insurance classes
- job fairs for students and there families.
- Mentoring programs. College success workshop at local public libraries and high schools. We have to let the community know that they can get many college level courses at an affordable price and get into actual workforce (nursing) or get a higher degree from a university.
- More courses of study in the medical field
- More programs that lead to completion with an industry certification
- n/a
- NA
- NA
- NAMI.org

25. What new programs or services would you like the college to offer in the future? (Continued)

- No suggestions
- None
- Outreach programs to community
- Partnerships with our clubs
- Placement
- Recruiters dedicated for individual disciplines (e.g., biotechnology), better marketing description for GCC's technical writing course to focus on its importance in all business settings, perhaps a specific course centered on writing for the sciences
- Scholarship and Financial aid workshops on the Apollo High School campus after school. Many students are looking for: culinary, vet assistant, & massage therapy programs.
- See #22 regarding certificate classes.
- See #24 above.
- Solar lab techs, installers, and maintenance
- technical education, hands on training in blue collar skill sets
- Ultrasound tech
- Ultrasound technician;
- User friendly student counselors who will help students understand thier college path
- whatever is innovative and current.
- Year round, versus by semester format. Change faculty from 9 month to another form of flex schedule to meet the rapidly changing needs of adult learners.

26. Do you believe the community knows who we are? How can you tell? Please explain.

| Response | Frequency | Percent | |
|----------|-----------|---------|---|
| Yes | 47 | 71.21 |  |
| No | 6 | 9.09 |  |
| Missing | 23 | 34.85 |  |

- Actually a mixed response. Some are aware, but many are not. Most importantly is whether there are relevant courses and services and whether they are discoverable to the community.
- Advertisements
- As a survey respondent, I am not familiar with the College's programs and services.
- But not as much detail on what you offer. This needs to be provided in multiple venues.
- Employ and maintain a business website, as well as exposure on LinkedIn, Facebook and Twitter connections.

26. Do you believe the community knows who we are? How can you tell? Please explain. (Continued)

- Enrollment is expanding. There are several, numerous in fact, alumni working and living in the area.
- Example: The community's lack of awareness regarding GCC's Biotechnology Program and the scientific niche it fills, both in the business and continuing education communities.
- GCC has two excellent locations and maintains an active role in the community.
- GCC is a unique school that has a big space for a lot of students. Most young adults that i meet out in the events and i ask them if they go to school...they respond with a "yes, I go to GCC."
- GCC is active in the community. That said, perhaps not as well known in the minority community and the programs that GCC offers.
- GCC keeps active with advisory board members who provide input for their programs.
- GCC markets its programs well
- GCC seems to have very strong community ties with Glendale. I have seen materials in out of town advertisements and such that tout many Glendale civic, community as well as professional opportunities for the whole city of Glendale. Because of GCC's many healthcare related programs, many of Glendale citizens were educated locally at one of the GCC campuses.
- Given our numbers of students, we are well known to our community. We would not be able to serve many more at our main campus, but our satelite campus's could accomodate more students.
- I don't hear much about GCC.
- I have seen them on the jobing website
- I have served on the Glendale Chamber of Commerce Board with DR. Green and have seen her at several community functions. I have also heard through business sources how impressed business people are that Glendale takes an active role in the community.
- I interact with many people outside the college and most of them know where GCC is. Many attended GCC or have had family members attend(ed) classes or other activitiies here.
- I llive in a community of new homes. I don't think my neighbors are aware of all that is available at GCC nor do they realize that it is not far from here. As a School Counselor I have a good understanding of GCC and try to get the information to students.
- I often speak with colleagues regarding different nursing programs and I also speak with potential students.
- I think GCC does a great job of engaging itself in the community. It does a wonderful job of connecting to industry to ensure its programs are relevant for tomorrow's workforce.
- I think GCC is known as low income trainer. They take most anyone, and as one teacher stated "we need the bodies so we can get paid"
- If not for the connection I have with the Biotechnology program I would not know much about GCC
- It is a well established school that has many programs to offer.
- It seems to be a recognizable institution. When you mention GCC, people know about the college.

26. Do you believe the community knows who we are? How can you tell? Please explain. (Continued)

- I've been invited to sit on an annual advisory group for the business department, and several employers in the business community are represented.
- location
- Most people do not pay much attention to the details of GCC's programs until they want to take a course or program. Few know how individual Community colleges differ from each other. More potential students rely on Facebook and Twitter than on the newspapers.
- Most people I come into contact within my profession have taken classes there.
- News media keeps community informed of activities and programs.
- Our community knows us really well and many of them have already benefited by coming to GCC. I see the advertisements at local movie halls and college catalogs in all local libraries and mailed invitations to register for courses.
- Public institution with a long standing presence in the community.
- See you everywhere when it comes to education.
- Students on our campus are asking for information when visiting our career center
- The community knows the name but I don't think they have any idea what is offered. My open house suggestion above would bring people in to see all that you have to offer. Sometimes I feel that you are your own best kept secret.
- The work you do with different agencies such as Southwest Job Network help get GCC's presence felt in the community.
- They know GCC... just not service oriented
- Too many mixed messages between the college and the district.
- Word of mouth from local graduates.
- Yes, but continue to market yourselves as new people move to Arizona frequently.
- Yes, the community who is educated knows not to attend GCC for nutrition... to attend another community college.

27. What differentiates GCC from other academic institutions?

- affordable
- As part of the MCCC programs, it is more affordable than private institutions.
- Backing of large community college system.
- Class sizes, more individualized instruction, better access to instructors
- Community college in Glendale
- Cost
- Faculty who are not experts in their field, sub-par programs.
- flexibility of programs, local presence

27. What differentiates GCC from other academic institutions? (Continued)

- From other communities colleges as stated before seems out dated. From universities the cost.
- GCC has high quality faculty to teach the courses. The existing occupational programs are awesome but we can diversify with more occupational courses keeping in view the local economy, the areas with high demands for trained workforce and to meet the needs of the industrial and technological sectors.
- GCC is an affordable public option located in a highly populated urban area.
- GCC provides excellent offerings and availability of classes in a wide variety of subjects.
- GCC's affordability, cultural diversity and bridge programs from community college to university
- Hands on approach to learning. GCC is not an academic, impersonal student factory.
- I believe for a community college, it has a personal touch for its students that is not apparent on other campuses
- I believe we have some people who are passionate about what they do. I've never worked in another educational institution but I have worked in other places. You can tell who like where they work and what they do...I believe that most of the people here fit that bill.
- I have not compared.
- I think their eagerness to work with community partners.
- It has tradition, teachers have a reputation that is positive, students say that GCC has a college feel that is attractive to students.
- It is community driven, and provides affordable post-secondary education.
- It is very affordable, has programs for just about everyone, and there are caring teachers.
- It pretty much represents the West side of Phoenix for Community Colleges
- Just looking for bodies so they can get funded.
- location
- Location and the automotive and fire programs.
- Location.
- More personalized, smaller classes.
- My understanding is that advisors are rude and uncaring, teachers do not expect much from the students, and do not assist students.
- n/a
- Nothing
- Other institutions want our business, GCC seems arrogant
- Outstanding facilities, low faculty:student ratio,
- Quality of instructors at such a reasonable price. Also GCC's involvement in the community
- Reasonable cost, quality of education and variety of classes available.

27. What differentiates GCC from other academic institutions? (Continued)

- Size and sports. Only PC and GCC have athletic teams
- Smaller class sizes. Job preparation versus only academic transfer.
- Staying up with technologies and quality instruction at affordable rates
- The biotechnology program
- The care the instructors have for their students and topic. ASU definitely doesn't have the same dedication to their students.
- The feeling of being a part of a community in which everyone wants students to succeed.
- The locations, size, and convenience.
- The size and the teachers
- They seem to be better known overall than other community colleges
- Value, small class sizes, location, quality of instruction/services/facilities, diversity of program offerings
- West Valley views and partnerships with education, economic development and technology. Comprehensive college that serves the need of the community(ties).

28. What colleges, universities and other teaching/training organizations are the primary sources of competition with GCC?

- All community colleges, The Apollo Group (they now have a new name?)
- All of the Maricopa Community Colleges provide the same type of programs-I don't think of it as competition, it's more geographic issues. The private sector is very expensive, which makes our community colleges very important.
- All other MCCC district schools, the state universities, and voc training schools.
- ASU
- ASU West
- ASU west, estrella mountain.
- ASU West.
- ASU, NAU, U of A, GCU, EMCC, Yavapai County College (they have dorms), UTI
- ASU, Ottawa University, NAU, University of Phoenix, Western International, other Community Colleges (Phoenix, Rio Salado etc.) DeVry.
- ASU; UTI; GCU to a certain extent
- DeVry University, ASU West, Arizona School fo Allied Health
- EMCC, ASU, NAU, UofA, Bryman, Grand Canyon University, Southwest Career Center
- EMCC, GWCC, Mesa CC, U of P, ASU, NAU
- EMCC, U of P, ASU/ASU West, Grand Canyon

28. What colleges, universities and other teaching/training organizations are the primary sources of competition with GCC? (Continued)

- For healthcare--the former Apollo College (Carrington), Kaplan College, ASU, Everest College, Chamberlain College of Nursing.
- Four year institutions.
- From a nursing perspective, the private BSN programs because as a magnet hospital we are looking for BSN grads as opposed to ADN grads.
- Gateway CC, Estrella Mountain CC, UTI, ASU-West, local high school districts, WestMEC
- Gateway Community College,
- Gateway, ASU,
- Grand Canyon University
- Grand Canyon, ASU, University of Phoenix.
- Grand Canyon, Ottawa, UofP, Western International, ASU, UofA, EMCC, PVCC and PC.
- I believe we are losing students to "for profit" universities. We do really well against our sister colleges and folks who eventually plan to attend ASU. I don't think we do as well against the list of "for profit" institutions though.
- I don't know
- I have not compared
- Many for profit organizations with high advertisement budgets. They charge a lot and offer less.
- n/a
- n/a
- NA
- none
- None
- other community colleges
- Other community colleges that offer similar programs (ex. nutrition), ASU, etc.
- Other entities of the MCCC (Phoenix College, Estrella Mountain Community College, etc.); ASU West, Downtown, and Main; Grand Canyon University; University of Phoenix; various targeted trade schools
- Other local community colleges in Maricopa county and also the technical/trade schools.
- Other Maricopa Comm. Colleges, some trade schools.
- Other Maricopa Community Colleges, ASU West, University of Phoenix, Western International University
- Other Maricopa County Community Colleges, Metro
- Other Maricopa County Community Colleges; online campuses; nearby four year institutions should be viewed as partners rather than competitors

28. What colleges, universities and other teaching/training organizations are the primary sources of competition with GCC? (Continued)

- Other MCCC
- Phoenix College, Gateway Community College
- Private colleges and universities which are often expensive and too fast for many unprepared students. GCC need to better educated the students and offer a comprehensive package which include the degree seeeking vs. the vocational, technical courses to students.
- Private colleges including online programs, and other community colleges.
- Probably ASU West and the various trade schools
- Rio Salado and Phoenix C.
- Trade schools, ASU and Grand Canyon.
- University of Phoenix, ASU, Grand Canyon.
- University of Phoenix, Grand Canyon University online, Western International University or Axia (something like that), DeVry University, Apollo College, and of course our own Rio Salado Community College (for online and hybrid course offerings)
- University of Phoenix-Apollo & Bryman. GCC needs to offer programs that can give students an education not a certificate at an accelerated rate.

29. Do you think the community believes we support student success? How do you know? Please explain.

- Additional efforts demonstrated routinely by faculty and support services to target improving student success.
- Affordability and availability.
- Again, I don't hear much about GCC anyplace
- Apparent from the business and communtiy people that I am in contact with that they are aware of GCC's programs and benefits to students and community.
- But this can always be improved upon by striving for better. Many students have shared positive experiences about the school and what is offered. You do have a positive community reputation.
- Don't know
- GCC enjoys a very good reputation in the community as a good sevice provider.
- I am amazed at all the options student have for extra help.
- I believe the community wants to believe it but I suspect few actually have enough information to make an informed opinion.
- I don't feel the community understands what is meant by "student success."
- I get them feeling that there is no personal attachment -- therefore, some students make their own success. If they are going to be successful, they will be but not because of what you do or don't do.
- I have a daughter who attended GCC. She is almost ready to graduate from ASU

29. Do you think the community believes we support student success? How do you know? Please explain. (Continued)

- I have personally attended your graduation ceremonies, and the faculty and administrators are very supportive.
- I participate on the GCC President's Circle, my daughter attended GCC.
- I really don't think a lot of people pay attention so they simply feel it must be doing something.
- I think GCC does a great job of connecting with community members to promote student success. They regularly meet with advisory boards and participate in meetings with community members to advance program partnerships.
- I think the community believes this
- I'm sure the families of the students do know GCC supports success just because it's affordable and GCC provides different ways for students to pay for school.
- In circles I travel in, GCC is talked about in high regard--both to student achievement and community value. If the college didn't support student success, then various programs and partnerships with the community would not exist.
- In part because of the relationship between high schools and GCC, our students and parents are aware of that GCC supports student success, low cost education, scholarships, financial assistance, tutoring. Stephen Zubia, your college rep does an outstanding job meeting with students, and networking with guidance counselors.
- Length of time in community
- Most people have some exposure to new teaching and learning styles.
- My Daughter graduated from GCC
- No one has listened to the community regarding concerns/complaints of the nutrition program for years... it seems the information stops with the department chair, and if it progresses to a higher supervisor, the right decisions are not made.
- not sure
- Not sure.
- Personal contact with college administrators and faculty.
- Sometimes, mainly because the community sees us as a long-standing institution and as a less expensive, academically equivalent alternative to a full four-year university attendance.
- Students express this to me. They think it is too easy and not challenging.
- The community knows as high schools and community members continue to register for classes
- The community knows that we support student success. These days it has become impossible for me not to meet one of students who did at least one biology course with me anywhere in the west valley (wherever I go...Thunderbird Internal Medicine Offices, EyeMasters in Arrowhead Mall, in the parks where I take my children to play). They are everywhere and it is so rewarding to know that they remember how we teach them, support their academic needs, provide extra help and lead them to success in life.
- The environment in which I operate believes GCC supports student success


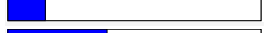
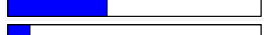



29. Do you think the community believes we support student success? How do you know? Please explain. (Continued)

- Their students continue to go there for their post secondary education. ACE Plus program has helped with our population and how GCC is looked at-very beneficial.
- Unknown
- yes, support student success... but needs more service-oriented behavior
- Yes. Students know of GCC grads who have gone on to 4 year schools or who have gotten jobs in their area of certification

30. Would you recommend this college to a family member or friend?

| Response | Frequency | Percent | Mean: 0.88 |
|----------|-----------|---------|---|
| Yes | 49 | 74.24 |  |
| No | 7 | 10.61 |  |
| Missing | 10 | 15.15 |  |

31. What is your relationship to the college? (Check all that apply)

| Response | Frequency | Percent | |
|---|-----------|---------|--|
| Advisory Boards/Councils | 17 | 25.76 |  |
| Employee Group | 10 | 15.15 |  |
| Local Community | 26 | 39.39 |  |
| Student-Related Groups | 6 | 9.09 |  |
| West Valley Memberships | 6 | 9.09 |  |
| Other | 21 | 31.82 |  |
| Other Relationships (details): | | | |
| • ACE Plus | | | |
| • adjunct faculty | | | |
| • Employer | | | |
| • Employer | | | |
| • Employer/Recruitment | | | |
| • former adjunct faculty | | | |
| • former adjunct faculty and former member of a curriculum advisory committee | | | |
| • Former student | | | |
| • Guidance Counselor | | | |

31. What is your relationship to the college? (Check all that apply) (Other relationships - Continued)

- Guidance Counselor at high school
- High School Career Center Specialist
- High School Counselor
- Local high School Staff
- Local Hospital Student Coordinator
- My daughter attended
- President's Circle
- student parent
- tech prep
- University Partner
- university partner

31a. In question number 31 you indicated you sit on an advisory board/committee/council. Please check all those boards on which you sit.

| Response | Frequency | Percent | Mean: - |
|---|------------------|----------------|----------------------|
| Accounting Program Advisory Board | 1 | 1.52 | <input type="text"/> |
| Administration of Justice Advisory Board | 3 | 4.55 | <input type="text"/> |
| Audio Production / Music Business | 0 | 0.00 | <input type="text"/> |
| Behavioral Health Sciences Committee | 0 | 0.00 | <input type="text"/> |
| BIO Medical | 1 | 1.52 | <input type="text"/> |
| BPC/CIS Business Advisory Board | 1 | 1.52 | <input type="text"/> |
| Child & Family Studies Advisory Committee | 0 | 0.00 | <input type="text"/> |
| Chrysler CAP Automotive Program | 0 | 0.00 | <input type="text"/> |
| CISCO/Networking | 0 | 0.00 | <input type="text"/> |
| Communication Arts | 0 | 0.00 | <input type="text"/> |
| Computer Aided Drafting CAD | 0 | 0.00 | <input type="text"/> |
| Developmental Disability Specialist | 0 | 0.00 | <input type="text"/> |
| Emergency Medical Technology | 0 | 0.00 | <input type="text"/> |
| Engineering / Technology Dept Advisory | 0 | 0.00 | <input type="text"/> |
| Fire Science Advisory Committee | 0 | 0.00 | <input type="text"/> |
| Ford ASSET Steering Committee | 1 | 1.52 | <input type="text"/> |
| General Automotive Program Committee | 1 | 1.52 | <input type="text"/> |

**31a. In question number 31 you indicated you sit on an advisory board/committee/council. Please check all those boards on which you sit.
(Continued)**

| | | | |
|--|---|------|--------------------------|
| General Motors ASET Advisory | 0 | 0.00 | <input type="checkbox"/> |
| Graphic Design | 0 | 0.00 | <input type="checkbox"/> |
| Law Enforcement Training Academy Users Group | 0 | 0.00 | <input type="checkbox"/> |
| Management / Business | 1 | 1.52 | <input type="checkbox"/> |
| MCCCD Nursing Program | 0 | 0.00 | <input type="checkbox"/> |
| Nutrition Advisory Committee | 0 | 0.00 | <input type="checkbox"/> |
| Personal Trainer Certification | 0 | 0.00 | <input type="checkbox"/> |
| Public Relations | 0 | 0.00 | <input type="checkbox"/> |
| Other | 6 | 9.09 | <input type="checkbox"/> |

Other (comments):

- Biotechnology Program
- High School College Relations Board
- President's Council
- Truck Driving
- Would rather not

31b. In question number 31 you indicated you are part of one of the college's employee policy groups. Please indicate the group that best represents your employment status.

| Response | Frequency | Percent | |
|---------------------|-----------|---------|--------------------------|
| Adjunct Faculty | 1 | 1.52 | <input type="checkbox"/> |
| Crafts | 0 | 0.00 | <input type="checkbox"/> |
| College Safety | 0 | 0.00 | <input type="checkbox"/> |
| M&O | 0 | 0.00 | <input type="checkbox"/> |
| MAT | 3 | 4.55 | <input type="checkbox"/> |
| PSA | 1 | 1.52 | <input type="checkbox"/> |
| Residential Faculty | 2 | 3.03 | <input type="checkbox"/> |
| Specially Funded | 1 | 1.52 | <input type="checkbox"/> |
| OSO | 0 | 0.00 | <input type="checkbox"/> |
| OYO | 0 | 0.00 | <input type="checkbox"/> |

31c. In question number 31 you indicated you are part of the local community. Please indicate the groups that represent your status in the local community.

| Response | Frequency | Percent | |
|---|-----------|---------|--|
| Local Resident | 16 | 24.24 | |
| Local Employment | 17 | 25.76 | |
| Local Educator | 10 | 15.15 | |
| Local Business | 3 | 4.55 | |
| Other (comments): | | | |
| Other | 2 | 3.03 | |
| <ul style="list-style-type: none"> Nursing Student Coordinator | | | |

31d. In question number 31 you indicated you have some role with the college's student body. Please indicate the groups that represent your status.

| Response | Frequency | Percent | |
|-------------------------------|-----------|---------|--|
| Prospective Student | 1 | 1.52 | |
| Current Student | 2 | 3.03 | |
| Alumnus | 1 | 1.52 | |
| Parent of Prospective Student | 1 | 1.52 | |
| Parent of Current Student | 4 | 6.06 | |

31e. In question number 31 you indicated you are a member of a west valley organization. Please indicate the groups that represent your membership. Check all that apply.

| Response | Frequency | Percent | |
|--|-----------|---------|--|
| AZ Foundation for Women | 0 | 0.00 | |
| Chamber of Commerce - City of Glendale | 2 | 3.03 | |
| Chamber of Commerce - City of Peoria | 0 | 0.00 | |
| Chamber of Commerce - Hispanic | 0 | 0.00 | |
| Disney College Advisory Board | 0 | 0.00 | |
| Economic Development Groups | 3 | 4.55 | |
| GCC President's Circle | 2 | 3.03 | |
| Jobing.com Advisory Council | 0 | 0.00 | |
| National Association of Colleges and Employers | 0 | 0.00 | |
| Networking of Employers and Training Providers Assn. | 0 | 0.00 | |
| Rotary Club | 0 | 0.00 | |

31e. In question number 31 you indicated you are a member of a west valley organization. Please indicate the groups that represent your membership. Check all that apply. (Continued)

| | | | |
|---|---|------|--|
| WESTMARC | 4 | 6.06 | |
| School District Advisory Board/Councils | 1 | 1.52 | |
| WestMEC | 0 | 0.00 | |
| Workforce Development Partnerships | 0 | 0.00 | |
| Other | 2 | 3.03 | |
| Other (comments): | | | |
| <ul style="list-style-type: none"> Southwest Job Network | | | |

32. How do you get your news about the college? (Check all that apply)

| Response | Frequency | Percent | |
|---|-----------|---------|--|
| Mailings | 16 | 24.24 | |
| Meetings | 23 | 34.85 | |
| Email | 32 | 48.48 | |
| Internet | 18 | 27.27 | |
| Newspaper | 16 | 24.24 | |
| Television | 9 | 13.64 | |
| Radio | 3 | 4.55 | |
| Other | 12 | 18.18 | |
| Other (comments): | | | |
| <ul style="list-style-type: none"> College Rep face to face with reps Faculty GCC Rep gccleo advisors I really don't get any news about GCC Personal contact with GCC Randy Kimmens Rep visits my school Representatives Reps coming to our school Stephen Zubia College Rep; Debbie Albury, Honors College | | | |

32. How do you get your news about the college? (Check all that apply) (Continued)

- stopping by for catalog
- Students

35. What is your age group?

| Response | Frequency | Percent | |
|----------|-----------|---------|----------------------|
| 15 - 19 | 0 | 0.00 | <input type="text"/> |
| 20 - 24 | 1 | 1.52 | <input type="text"/> |
| 25 - 29 | 0 | 0.00 | <input type="text"/> |
| 30 - 39 | 6 | 9.09 | <input type="text"/> |
| 40 - 49 | 23 | 34.85 | <input type="text"/> |
| 50 - 59 | 19 | 28.79 | <input type="text"/> |
| 60 | 16 | 24.24 | <input type="text"/> |
| Missing | 1 | 1.52 | <input type="text"/> |

36. What is your primary ethnicity?

| Response | Frequency | Percent | |
|--------------------------------|-----------|---------|----------------------|
| American Indian/Alaska Native | 1 | 1.52 | <input type="text"/> |
| Asian | 1 | 1.52 | <input type="text"/> |
| Black/African American | 1 | 1.52 | <input type="text"/> |
| Hispanic/Latino | 4 | 6.06 | <input type="text"/> |
| White | 52 | 78.79 | <input type="text"/> |
| Native Hawaiian/Oth Pac Island | 0 | 0.00 | <input type="text"/> |
| Other | 4 | 6.06 | <input type="text"/> |
| Missing | 3 | 4.55 | <input type="text"/> |

Other (comments)

- American