

**Southside Virginia Community College
Fall, 2007 Student Survey**

**By:
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Of Planning and Institutional Effectiveness
And
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METHOD

Southside Virginia Community College conducted a Student Survey as a way of measuring the quality of services offered to our students. The survey was administered to our plan-placed students enrolled in the Fall, 2007 term by way of two mailings. The first survey was mailed out in November, 2007 with a follow-up mailing in January, 2008. A sample of the survey form and letters used are given in Appendix A.

For the Fall, 2007 Student Survey a total of 2,492 students were surveyed with 974 students responding for a response rate of 39%. Since this is the first survey of this nature, there is no comparative data.

OUTCOMES

First, students were asked the question, “**What is the reason you are attending SVCC?**” A total of 965 students responded to this question. Seventy-nine percent (766) of the respondents indicated a single reason for attending SVCC while twenty-one percent (199) indicated multiple reasons for attending. Table 1 summarizes the responses of those students who answered both single and multiple reasons for attending SVCC. Therefore, the percentage rates total more than 100%. A complete response breakdown to this question is shown in Table 1A in Appendix C. This will be true for Tables 2 (2A) and 6(6A) as well.

As seen from Table 1, sixty-one percent of the students were attending SVCC to obtain an Associate’s Degree with twenty-four percent attending to receive credits to transfer to another college. Both “To obtain a Certificate” and “To increase skills for employment” received nineteen percent. Only three percent of the students were taking classes for personal enjoyment.

TABLE 1: What is the reason you are attending SVCC?

REASON	FREQ	%
To obtain an Associate’s Degree	592	61.34
To obtain a Certificate	183	18.96
To receive credits to transfer to another college	232	24.04
To take classes for personal enjoyment	31	3.21
To increase skills for employment	180	18.65

Next, the students were asked “**Did either of your parents graduate from college?**” Of the 971 students answering this question, 262 (27%) indicated “Yes” and 709 (73%) indicated “No”.

The students were then asked “**How would you prefer to receive information from SVCC such as special events, class cancellations, and other announcements?**” Table 2 summarizes the responses in each category. A total of 968 students responded to this question. Over half of the respondents (52.37%) indicated they preferred to receive information from SVCC by Mail with E-Mail following at 47.21%. Podcast only received one response.

TABLE 2: Preferred way to receive information from SVCC

Preferred way to receive information from SVCC	FREQ	%
Mail	507	52.37
Home Phone	273	28.20
E-Mail	457	47.21
Cell Phone	204	21.07
Instant Message	19	1.96
Myspace/Facebook	41	4.23
Podcast	1	.10

The next question asked was: **“What are your living arrangements while attending college?”** Forty percent of the students indicated they lived with parents or relatives. Thirty-five percent owned their own home and twenty-five percent of the students were renting an apartment, house or condo.

When asked **“Are you employed?”**, thirty-four percent indicated “No”, thirty-five percent indicated “Yes, less than 40 hours per week” and thirty-one percent answered “Yes, 40 hours or more per week”.

Question 6 asked the students: **“How affordable are textbooks for your college courses?”** Seventy-two percent agreed that textbooks were either “Too Expensive” or “Expensive”. Twenty-six percent said textbooks were either “Affordable” or “Very Affordable”. Two percent gave multiple answers ranging from “Too Expensive” to “Affordable”.

Table 3 gives the responses to the question 7 **“Approximately how much do you spend on books and related educational supplies each semester?”** As seen in the table, six percent indicated they did not spend any money on textbooks and supplies. Thirteen percent indicated they spent more than five hundred dollars per semester on books and supplies. The range \$201-\$300 received the most responses at 23.6%.

Table 3: Approximately how much do you spend on books and related educational supplies each semester?

AMOUNT	FREQ	%
\$0	57	5.97
\$1 - \$100	70	7.33
\$101-\$200	124	12.98
\$201-\$300	226	23.66
\$301-\$400	218	22.83
\$401-\$500	139	14.55
\$501 +	121	12.67

When asked “**How affordable is the tuition at SVCC?**” sixty-six percent of the students thought it to be either “Affordable” or “Very Affordable”. Thirty-four percent thought the tuition was either “Too Expensive” or “Expensive”.

Table 4 reveals how students felt about **online registration**. Nine percent of the students find online registration to be either “Very Difficult” or “Difficult”. Fifty-seven percent indicated that online registration was either “Easy” or “Very Easy”. Surprisingly, 34% of the students don’t use Online Registration.

Table 4: I find online registration to be:

Online Registration	FREQ	%
Very Difficult	10	1.03
Difficult	77	7.93
Easy	376	38.72
Very Easy	181	18.64
Do not use	327	33.68

Question 10 asked the students a series of questions concerning advising and course scheduling. Table 5 depicts the proportion of those checking each choice on a five-point scale ranging from “Strongly Agree” to “Strongly Disagree”.

Table 5: Please read the following statements concerning advising/course scheduling and rate to what extent each statement applies to you and your experience at SVCC.

QUESTION	% Strongly Agree	% Agree	% Neutral	% Disagree	% Strongly Disagree
A. I am satisfied with the availability of courses I need at SVCC	28.91	47.88	12.44	8.91	1.87
B. I would be willing to attend courses offered on the weekend	15.34	24.97	24.87	21.66	13.16
C. I prefer seated courses (those in the classroom)	33.68	29.43	27.88	6.22	2.80
D. I prefer cyber courses	11.91	15.05	43.78	18.60	10.66
E. I prefer hybrid courses (seated courses with a cyber component)	3.74	13.35	50.53	23.50	8.87
F. I am satisfied with the variety of elective courses offered within my program	19.50	50.89	21.58	6.57	1.46
G. I would take more courses each semester if my schedule would allow it	25.81	38.20	23.08	11.02	1.89
H. My advisor shows an interest in my outside-of-class activities and sometimes suggests activities	14.32	27.59	34.80	14.94	8.36
I. My advisor identifies realistic academic goals for me based on my test scores and grades	19.18	38.36	27.67	9.75	5.03
J. My advisor teaches me how to register myself for classes	20.57	35.47	26.13	11.23	6.61
K. My advisor keeps informed of my academic progress by examining my files and grades and by talking to me about my classes	21.32	29.05	28.94	12.96	7.73

When asked “**During the past year I have attended the following number of events on campus. Please indicate sports events, cultural, and student activities**”, eighty-four percent of the students indicated they had attended 0-3 events. Eleven percent attended 4-6 events, three percent attended 7-9 events and two percent indicated they attended 10+ events. It appears from the responses, there may not be enough appealing events held on campus to interest students.

The last question the students were asked is: “**From which group do you receive the most support for your academic endeavors?**” The groups included Friends, Family, Faculty Adviser and The Counseling Center. Table 6 shows that students received the most support from family (62%) with friends (27%) coming in second. The group that received the fewest responses was The Counseling Center (12%).

Table 6 – From which group do you receive the most support for your academic endeavors?

GROUP THAT GAVE MOST SUPPORT	FREQ	%
Friends	257	26.88
Family	588	61.50
Faculty Advisor	210	21.96
The Counseling Center	113	11.82

The students were invited to make additional comments concerning SVCC. Twenty-four percent of the students who responded to the survey wrote comments. They are compiled in Appendix B.

Appendix A

Survey Questionnaire and Letters

Southside Virginia Community College

Fall, 2007 Student Survey

1. What is the reason you are attending SVCC?

- To obtain an Associate's Degree
- To obtain a Certificate
- To receive credits to transfer to another college
- To take classes for personal enjoyment
- To increase skills for employment

2. Did either of your parents graduate from college?

- Yes
- No

3. How would you prefer to receive information from SVCC such as special events, class cancellations, and other announcements?

- Mail
- Home Phone
- E-mail
- Cell Phone
- Instant Message
- Myspace/Facebook
- Podcast

4. What are your living arrangements while attending college?

- Live with parents/relatives
- Rent an apartment/house/condo
- Own my own home

5. Are you employed?

- No
- Yes, less than 40 hours per week
- Yes, 40 hours or more per week

6. How affordable are textbooks for your college courses?

- Too expensive
- Expensive
- Affordable
- Very Affordable

7. Approximately how much do you spend on books and related educational supplies each semester?

- \$0
- \$1 - \$100
- \$101-\$200
- \$201-\$300
- \$301-\$400
- \$401-\$500
- \$501 +

8. How affordable is the tuition at SVCC?

- Too expensive
- Expensive
- Affordable
- Very Affordable

9. I find online registration to be:

- Very Difficult
- Difficult
- Easy
- Very Easy
- Do not use

10. Please read the following statements concerning advising/course scheduling and rate to what extent each statement applies to you and your experiences at SVCC.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I am satisfied with the availability of courses I need at SVCC.					
I would be willing to attend courses offered on the weekend.					
I prefer seated courses (those in the classroom).					
I prefer cyber courses.					
I prefer hybrid courses (seated courses with a cyber component).					
I am satisfied with the variety of elective courses offered within my program.					
I would take more courses each semester if my schedule would allow it.					
My advisor shows an interest in my outside-of-class activities and sometimes suggests activities.					
My advisor identifies realistic academic goals for me based on my test scores and grades.					
My advisor teaches me how to register myself for classes.					
My advisor keeps informed of my academic progress by examining my files and grades and by talking to me about my classes.					

11. During the past year I have attended the following number of events on campus. Please include sporting events, cultural, and student activities.

0-3 4-6 7-9 10 +

12. From which group do you receive the most support for your academic endeavors?

Friends Family Faculty Advisor The Counseling Center

Comments:

Please feel free to make additional comments concerning SVCC

Letter 1

November 28, 2007

We, at Southside Virginia Community College, are constantly striving to improve the quality of services offered to our students. We depend on your input to help us improve in areas that need strengthening as well as letting us know the areas that are already strong.

As a plan-placed student enrolled for the Fall, 2007 term at Southside Virginia Community College, you can provide valuable insights about how well it functions. Please take a few minutes to complete the enclosed survey and return it to us in the postage-paid envelope. *As an incentive to return the survey by Wednesday, December 19, 2007, you will be eligible to win a \$50.00 gift card to Wal-Mart.*

The Office of Institutional Research will compile all the responses received and make recommendations to the Administration of the College based on the results. Your responses will remain completely confidential and are greatly appreciated.

Thank you in advance for your participation in this survey to help us be a more successful Community College.

Sincerely yours,

A handwritten signature in cursive script that reads "Anne Yancey". The signature is written in black ink on a white background.

Anne T. Yancey,
Institutional Researcher

Letter 2

January 16, 2008


Dear _____ :

In November, 2007, we mailed you a Student Survey. At that time, it was indicated that your responses are very valuable to us. As a plan placed student enrolled for the Fall, 2007 term, we are depending on your input to help us improve in areas that need strengthening as well as letting us know the areas that are already strong. Therefore, if you have not already done so, please take a few minutes now to complete and return the enclosed survey.

The Office of Institutional Research will compile all the responses received and make recommendations to the Administration of the College based on the results. Your responses will remain completely confidential and are greatly appreciated.

Thank you for your time and cooperation.

Very sincerely,



Anne Yancey
Institutional Researcher

Enclosures

Appendix B
Comments

**Fall, 2007 Student Survey
Comments**

- OBS 8 - _____ has been very helpful with advice given toward my degree.
- OBS 10- _____ is great!
- OBS 13 - SVCC is a great community college for everyone.
- OBS 15 - I would appreciate more no failure type classes at SVCC for senior people 55 and older. I would appreciate seated type classes for religious courses, such as evangelist, missionary, for everyday living.
- OBS 16 - I think SVCC is one of the best and I enjoy my teachers and classmates and the staff at SVCC.
- OBS 17 - SVCC needs to have campus police patrolling the area when students are taking night classes and more security lighting.
- OBS 18 - I am not excited about cyber classes myself as some of my friends are. I like the teacher/student relationship and having someone to push me to do better.
- OBS 22 - I need a couple more classes and cannot find them in your schedule.
- OBS 24 - I would really like for more classes to be offered in South Hill at the campus site for LPN students.
- OBS 28 - I am very grateful to SVCC for giving me another chance improve upon myself and to help me create a new future that benefits me, my children and our community.
- OBS 29 - I love all the staff at SVCC. Everyone is always willing to lend a helping hand.
- OBS 30 - Online classes should not have seated final exams on campus.
- OBS 32 - The classes I need aren't offered at night most semesters and being employed full-time, I can't miss much work. That leaves me waiting on the classes I need.
- OBS 34 - The financial department has been really supportive and helpful. All my questions are answered and worries washed away. Thank you.
- OBS 38 - This is my first semester taking classes at SVCC. _____ is my advisor and instructor of one of my classes. He strives to give his best in both capacities. I wish I could say the same for my other instructor.
- OBS 41 - Everyone is really nice. _____ and _____ are very helpful.
- OBS 42 - The snack bar should really consider lowering their prices. We are students that live on a tight budget.
- OBS 44 - I am enjoying attending SVCC and look forward to the next semester.

OBS 46 - This is vital – I wish SVCC had security guards on campus and the students at SVCC be required to wear student ID's because most of the time some people at SVCC don't even go to the school. They just hang out around the school.

OBS 47 - I really enjoy the site in Emporia. Please keep up the good work at the Emporia Campus as I'm looking to spending the next two years there. Great staff!

OBS 49 - I have had a wonderful time at the Wrenn Center! I worked as a work study student and I really did enjoy that. _____, _____ and _____ are so very helpful and will do anything they can to make it easy for a student. They are very supportive.

OBS 53 - I feel that SVCC needs more education classes offered. Also, more help in Math.

OBS 60 - I am a senior, retired, too bored to stay retired and love school, books, reading, etc. I plan to run my own business and teach also. I have had my own business twice before.

OBS 63 - I am thinking about taking a nursing class. I work 12 hour shifts. Will there or are there any classes offered at night at the Emporia Campus?

OBS 69 - My advisor has never been used. I know my classes and my instructors assist at sign-up time since it is a nursing program. My instructors are very good and most helpful with whatever I need.

OBS 73 - I had to drop out of one class, Biology, because of the stress of too many chapters assigned in class (4 to 5 chapters at a time). Only 4 tests were given a semester. No makeup work. This is ridiculous. I graduated in 1970 from high school and just getting back in college and I really was under a lot of stress with the teacher.

OBS 74 - I would like computer tutoring. Also, need clubs for older students.

OBS 79 - I would love it if foreign languages were offered. I wanted to take Spanish but it was not offered at the Daniel Campus and my schedule doesn't allow me to attend the Christanna Campus.

OBS 81 - I have to take night classes due to my schedule and the ones offered are not very flexible with times. I am going to have to leave work to come during the day, come back to work and then go back for my night class. SVCC should work harder to accommodate students in my position.

OBS 82 - _____, _____ and _____ have made this semester the best of all my years in college. The very best! Thank you SVCC!

OBS 84 - You need more nursing classes in South Hill, VA.

OBS 86 - I attended Southside Virginia Community College 2005-07. Spring of 2007 I was supposed to graduate. I failed one class. I had purchased my cap and gown, so I just wanted to walk with my fellow classmates that I attended classes with for the last two years. When I arrived to walk (I was not there to pick up a degree), The Administration Department treated me very harshly. That is something that brings tears to my eyes every time I think about it. I am not judging or pointing fingers, just be a little more compassionate.

OBS 90 - SVCC has really broadened the classes offered at SVHEC in South Boston within the last couple of years. That is a major plus.

OBS 92 - I would like to see more classes offered at the South Boston location in clerical studies to improve more on my learning skills to make me go for something higher than a certificate. I would like to work and go to school and not travel out of South Boston, Va.

OBS 94 - I'm planning to enroll in the RN program next Fall. Each time I talk with students or teachers, something has changed with the program. Why? College is very expensive to me and I can't afford to stay there forever. I have a family to provide for and it's very difficult. My friends and classmates are told something totally different than what I'm told. Why?

OBS 96 - If _____ is my advisor then please disregard above marks. I had another one assigned to me and have yet to be able to get in contact with her – phone and all.

OBS 98 - I enjoy going to SVCC and the teacher that I had is very good and cares about the students and how their grades are. That is what makes you want to learn at any age.

OBS 101 - I am a pre-RN major. More biology and chemistry courses would be helpful.

OBS 109 - I think we need more internet classes because people who work full-time and also need that full-time job it's hard to take classes that are during the day. It's more convenient to have classes on-line.

OBS 116 - SVCC has been a great experience for me. I thought it would be hard for me to get back to school since it has been 25 years since I was in school, but everyone at SVCC was very helpful when needed. What is real nice are the younger people who were willing to help us older students.

OBS 117 - Overall, I am satisfied with the offerings at SVCC. I do, however, feel that more courses, such as foreign languages, should be available. In addition, more night and weekend courses should be offered.

OBS 119 - Offer more cyber classes.

OBS 122 - I enjoy my teachers and classes. I will do my best to get a certificate. Thank you.

OBS 124 - I think that SVCC needs more classes at the South Hill Learning Center and more programs. I love SVCC. Thanks!

OBS 130 - I don't see my advisor very often. If I need her she takes time to see me. We both are very busy.

OBS 132 - SVCC needs a baseball field.

OBS 134 - I like my advisor, he gives me advice and always tries to help me. _____ is a good advisor and friend.

OBS 146 - I would love to see more classes offered at the Lake Country site in South Hill, especially with the rising fuel costs. Thank you.

OBS 153 - I am very happy with SVCC so far.

OBS 155 - SVCC is a great school to attend.

OBS 161 - This semester has been eventful. I am unsure about who my advisor is. I have spoken to several teachers about select classes I should take in the spring and they have advised me well. Student Services has offered vague assistance this semester - not very helpful in my time of need. Plus, I haven't had the time to run around the campus searching for assistance (advisor).

OBS 181 - This is the end of my first semester. I might have better answers for these questions after the end of my second semester. My advisor is only on this campus one day a week and I'm only there two days making meeting opportunities slim.

OBS 183- Need more nursing classes locally at SVHEC. There is too much travel for nursing students. There is not enough classes during summer for nursing. There is not enough help ever in offices and/or at SVHEC.

OBS 184 - I am in the PN program in South Boston. The instructors are wonderful and show a real interest in the students. They want each and every one of us to succeed.

OBS 186 - I would like to see someone teach medical coding at SVCC during the spring semester.

OBS 192 - If calculus I and II are going to be required for the science major, it needs to be offered on campus – not online. I do not like online math classes. I need a professor I can talk to if I have questions.

OBS 197 - I feel that some of the advisors are not on the same page about requirements regarding certain programs.

OBS 201 - This was a good survey to fill out. It makes me proud to be a student at SVCC because you show that you are interested in the opinions of your students, and are willing to make improvements. I am now into the second year as a student at SVCC and I personally do not see any areas that need any improvements.

The faculty and staff that I have dealt with so far have been warm and friendly. With this kind of attitude from faculty, staff, teachers, etc. it helps the nervous student, like me, feel at ease and willing to learn even if they are taking classes online like I am.

For questions six through eight, it was a little difficult to answer, because I have financial aid. I answered them as if the money was coming out of my own pocket.

I wish I could take more than two or three classes a semester but when you are the sole caregiver to two disabled parents and one is wheelchair bound, it is hard to do. I really don't have much time for anything else.

I am glad that I chose SVCC and got accepted to be a student there. Keep up the good work SVCC.

OBS 203 - Everyone at the school has been very eager to help without hesitation. Whenever I have had a question all I've had to do is ask and somebody would find out what I needed to know. I'm very grateful for the office help and everyone there that has made this an enjoyable experience. Thanks!

OBS 212 - I love SVCC because I get good teaching experience.

OBS 213 - I think there should be more electives and more classes for the majors. Also, need more majors, sororities and fraternities.

OBS 223 - I am a night student and would take more classes if more were offered as seated courses. I have a hard time finding classes to take with working full-time. I don't get much support from my advisor because usually when I get to school all the advisors are gone.

OBS 226 - There needs to be more classes for other fields of interest such as Registered Dietician. I am going to transfer to another college after two years but my parents would have liked for SVCC to have offered more in my studies at SVCC. Thank you!

OBS 227 - I am enjoying my first semester at SVCC. I am learning a lot, not just about the subject matter, but life in general and I will no doubt carry this knowledge throughout the rest of my life.

OBS 229 - I have waited for two semesters to take a required class. I only have two left and it is one of them.

OBS 230 - I found the student activities to be very good so far as variety is concerned. Please continue this and feel free to create more.

OBS 233 - I personally feel that SVCC is a great school. It is a place to get a great start or degree. Everyone is friendly and willing to help. They actually care about you and your success. I feel proud to attend SVCC.

OBS 235 - I really enjoy my cosmetology class at the Estes Center but I hope one day it can be hands on.

OBS 241 - _____ has made me a strong person and made me very interested in my classes. Also, _____ and _____ have too. They are good advisors with helping me improve my skills in college.

OBS 246 - Advisors are never available. Professors are very indifferent – never want to give extra time to answer a question. They play favoritisms very openly. Some professors have not control over class – students are very disruptive.

OBS 249 - I would like to see SVCC offer some fun courses over the summer such as photography, knitting, quilting, painting and dance classes.

OBS 251 - I feel that SVCC is a great college to go to.

OBS 255 - During the time I went to SVCC and got my degree overall this was a very nice college, and the advisors are great people. I did have a couple of run-ins, but my advisor helped me through them. I would highly recommend people to attend SVCC. It's a very good school and I learned a lot.

OBS 260 - When I first started out in this college I felt very intimidated, nervous, and scared but each of my professors, the advisors, and especially those from the middle college have been very supportive. All of them made my college life so much easier. Thanks to all at SVCC.

OBS 265 - I have never met my advisor that's why I have not received much help. Also, that's why I disagree to the above questions.

OBS 269 - I love the smaller setting with friendly staff and the opportunity to meet almost anybody. I love being a student at SVCC and my advisor, _____ is amazing.

OBS 270 - I wish most or all classes would be offered more than once every two or three semesters. I was forced to take an internet course and I did not understand what I was learning. In addition, the grade I received did not transfer. When I took it in the classroom, I got a B.

OBS 273 - I'm enjoying SVCC. The classes I'm taking are very helpful.

OBS 275 - I would love to see some anatomy and physiology classes being offered at night. I work 1st shift and classes of A&P are only offered during the day. I feel that SVCC is an awesome community college!

OBS 279 - My advisor, _____, is a great advisor. He explains what needs to be done and helps to get it done. He has helped me with everything while at SVCC.

OBS 280 - I enjoyed my classes at SVCC and found it very convenient. I now have a good job with great benefits and will not attend SVCC next semester. Thank you!

OBS 281 - More classes are needed at the Emporia Campus.

OBS 284 - I feel blessed and fortunate by the progress I have made thus far. My teachers and other staff helps make this possible. I would not be able to attend SVCC if it wasn't for my financial aid.

OBS 286 - I love SVCC and enjoy the diversity of the campus. I think that SVCC should see if they could provide Agricultural classes like forestry, equine management, etc.

OBS 291 - Overall you all are doing a fine job. Although, I would like for there to be someone in Student Services who can talk to you about transferring. When I went and asked about what I needed to do and if I was on the right track, I got vague answers. These answers were followed by me finding out there is no one there in that position to talk to me about transfer. I just believe that students planning to transfer need a little more guidance than those finishing at SVCC.

OBS 295 - _____ strives to help his students achieve and succeed and understands when things happen.

OBS 299 - The Daniel Campus needs to offer Real Estate and Appraisal. They lost the advisor for some reason. Overall I am happy to attend your school.

OBS 304 - I don't know who my advisor is.

OBS 306 - I really enjoy the way my teachers show interest in me and my academic progress. SVCC has a great faculty such as their Biology, English and PreCal instructors. Coming to SVCC is one of the best decisions I have ever made and this is a way of me saying thank you.

OBS 310 - I am so happy and well satisfied that I chose SVCC as my educational home. My nursing instructors (_____ and _____) are awesome! They care about my progress. They have an open door policy and they stop what they are doing to assist me. This does not just happen to me but all of my classmates. I am well satisfied.

OBS 316 - I feel that we need more cyber courses offered especially in the AST program. Also, summer courses would be a good idea. The schedule should be more flexible for students. The same classes shouldn't be only offered in the Fall semester and certain courses only in the Spring semester.

OBS 318 - I feel comfortable at SVCC. The staff really helps me get what needs to be done. As for some of your questions, I feel I need to explain an answer or two. I have never taken hybrid or cyber classes. SVCC doesn't have many forensic hands-on classes offered. When I get transferred to ODU, I won't have a living arrangement. I don't know anyone there but my advisor is trying to help me on that.

OBS 326 - The best employee in your counseling center is _____. The others will sign me up or drop me from a class but they don't seem interested in my questions or issues. _____ looks at my life, my job and my schooling and shoots straight from the hip. She tells me how she feels. I have been going to school for a while now and I have yet to talk with my advisor. When I first started going to SVCC I was totally lost. I did not know who to contact for what, where my classes were or if I had a problem where to go. I had to learn on my own. I think this needs major improvement. Your Emporia location could also use some structural improvements.

OBS 327 - I am in the Heavy Equipment program. It is the best.

OBS 328 - _____ is an outstanding professor. He has true moral values and has an open mind to all aspects. He is a true asset to the SVCC faculty. If you can't learn from him, please stay at home and don't interrupt the class.

OBS 341 - I have enjoyed my time at SVCC and I love my advisor, _____. I think SVCC is the best thing that has happened to my life and community.

OBS 342 - I receive support from my faculty advisor and my instructors, family and friends. SVCC's faculty has made my almost 30 year return to school a pleasure. Thanks so much!

OBS 349 - By no fault of his, I really have no contact with my advisor unless there is a problem. I would like to see more classes made available as cyber classes.

OBS 355 - I have enjoyed coming back to school very much. SVCC has been great. I would like to take this opportunity to say that _____ has been a wonderful advisor along with being a great teacher. I seem to learn more and retain what I have learned by his method of teaching.

OBS 373 - I have taken cyber and seated classes over the last two semesters. The literature class and ITE 115 were great online. Whereas, I felt I needed a seated class for math.

OBS 377 - If my grant doesn't cover books I try to get them on halfprice.com. But, if I have to buy new books, they are expensive. I find the faculty at SVCC to be helpful and supportive. Thanks you!

OBS 381 - I am very upset that I have been to the learning center in South Hill to get on the computers to do my homework, and I have had to wait almost an hour because there are young children, who are not students, are on the computers using my space and/or facebook. I don't think it's fair to me or other students because we pay our money to attend school at SVCC and computers should be available for us to use. I'm also concerned about how at the learning center the people at the desk are so concerned about drinks and foods and tell us not to have them but they sit at the desk and at the back door and eat and drink.

OBS 383 - _____ is a wonderful teacher and really takes time to make sure you understand your work. I enjoyed having her as a teacher.

OBS 412 - If a person has personal problems, it seems like the advisor doesn't care about anything going on in your life. They don't try to work with you or support you in any kind of way.

OBS 418 - Will Spanish be available to take? I see it listed in the catalog. Why isn't Algebra II given as a cyber class?

OBS 422 - The questions about my advisor were about my ODU advisor. I have not met with a SVCC advisor. In addition, I was very unsatisfied with how my financial account was handled this semester. A hold was placed on my account for an error by someone at SVCC.

OBS 424 - I am very thankful to have _____ as my advisor. She always has my best interest in mind.

OBS 425 - I would like to see more AST classes during the evenings. Working during the day does not always allow students to take day classes. This puts us behind in getting our degree. Also, more AST classes offered at SVHEC.

OBS 426 - SVCC is a great Community College to be a part of. I disagree with having to travel to Keysville in order to obtain the classroom materials, such as books.

OBS 441 - SVCC, Keysville Campus is a blessing to our community and to those seeking to improve their economic prospects and/or self esteem. The instructors I've had over the years are the highest in regard to me as a student.

OBS 442 - For question #12, I checked two answers because my family is with me everyday. They see my tears, hear complaints, encourage me and give me a helping hand when they can. My advisor is there for me in school willing to do what he can to help me get through the things I don't understand. He listens and advises me when needed. He encourages me a lot and I must give and thank you to both of them.

OBS 448 - Already having a B.S. from a four-year college, I find the faculty and staff at SVCC more patient and easier to work with. May God bless your endeavors as SVCC continues to reach, help and grow.

OBS 453 - SVCC is a great place to start your education. The teachers and staff help you out a lot.

OBS 454 - I was told by instructor _____ that I could not return. I had the most trouble I ever have had in my life dealing with _____ unfair treatment. I reported him two or three times and there is no doubt, whatsoever, that I'm not the only one. I know that whoever oversees this program is over looking this issue. Thanks.

OBS 455 - My advisor is very good but is expecting a baby so he did not have much time to talk to me. I also work and don't have time to talk to my advisor and attend activities.

OBS 456 - I find the staff at SVCC to be very helpful and always very nice.

OBS 460 - I'm disappointed in my advisor. She is never available when I try to contact her. I couldn't even get a hold of her to schedule classes. I spent three hours the day of orientation just trying to sign up for my classes.

OBS 461 - Since entering SVCC's doors, I have been welcomed by all staff and teacher. Everyone is friendly and very helpful.

OBS 462 - I would like to see more information made available about the different scholarships that students, particularly older students, could qualify for.

OBS 465 - I would like it if I was allowed to fill out my financial aid for myself. This year I had to use my Moms because I'm not 24 years old.

OBS 471 - I enjoy my classes and teachers including my advisor. My college experience is a very good one.

OBS 477 - SVCC is a good college to attend. I look forward to attending.

OBS 486 - I would like to commend _____ for his straight forward attitude and his excellent support in encouraging people like myself. No matter how bad things seem he always says "You'll be alright". Thanks _____.

OBS 494 - When taking cyber classes, the professors have communicated very well through the internet.

OBS 495 - I have thoroughly enjoyed my experience at SVCC.

OBS 497 - I would really like if you all offered more child classes since that is my particular area of study.

OBS 500 - I did not and was not able to attend events on campus due to child in school. I live in Halifax and it would be hard for me to attend and then to be there for my child. This is one main reason why I did not sign up for the Phi Theta Kappa because I was not able to participate in activities.

OBS 501 - I love attending SVCC even though I will be transferring to ODU. I enjoy my instructors and the events that we plan.

OBS 504 - Sociology and Psychology online/cyber courses are geared to failure or a low grade. Very unfair.

OBS 509 - There needs to be more classes offered in South Boston. Examples are HUM and REL.

OBS 513 - I will graduate from the PN program on Dec. 20th and want to say what a great job our instructors have done throughout the year. They have made us all feel proud to have been a part of this program.

OBS 518 - I think SVCC has many good faculty and staff. Everyone is nice and willing to help anytime I need help. I wish I could take second language classes in the day time (it's only offered at night). Overall I think SVCC is a great school. Thank you for everything you do for students.

OBS 525 - I really don't have anything to say except I really enjoy going to SVCC.

OBS 535 - Having more night classes would be wonderful.

OBS 544 - I would like to attend an ESL class. I would like to take a math class.

OBS 556 - Thus far my college experience has been very pleasurable, insightful and a comfortable adjustment. The instructors have been very caring and informative with any issue I have had. I find myself wishing I had done this at an earlier time in my life.

OBS 558 - I am getting ready to graduate from SVCC (Estes Center) Nursing Program this month and when I started taking pre-requisites to get into the program, I had a lot of trouble finding someone who actually knew the facts about the program and what I needed to get into the program. It was a very frustrating and stressful experience for me. I also think that you should recognize or have some kind of lunch program for students that have excelled in their academics while attending college.

OBS 567 - I have been disappointed with the lack of contact from SVCC. No one has contacted me to see how I was doing, if I had any questions or just welcome me as a new student. With working and taking my classes I don't have time to chase people down to find out who I need to talk to.

OBS 569 - Your financial department isn't organized as it should be. It needs improving so people like myself, won't get the wrong information.

OBS 578 - All the professors I have had are excellent teachers.

OBS 582 - I would like to see the nursing program become NLN-AC accredited. This would open up many more opportunities for nursing students.

OBS 591 - The nursing program needs more resources.

OBS 593 - I do not understand what is meant by “my advisor”. I have been helped out by _____. She is wonderful and so is _____. I am a new student and this is my first year. For January, 2008 it will be my second year attending SVCC. I enjoy attending SVCC.

OBS 594 - Hopefully more accounting courses will be offered for the Business Management/Acct. program during the semesters.

OBS 595 - SVCC has given me the opportunity to explore college in a good way. The courses taught are broken down to help me as a student learn better than if I was at a large university. I greatly appreciate the help, thoughts, and friendship SVCC has given me.

OBS 598 - I am very grateful that we have such an excellent community college in our area that is not only beneficial to me but my daughter. Also, the staff and faculty have been professional, helpful and encouraging.

OBS 603 - I have really enjoyed coming to school and learning new information. I feel we have good instructors at the Higher Education Center. I have also met many good people and enjoy new friends. I look forward to furthering my career if possible.

OBS 609 - I'm currently in the LPN program getting ready to graduate. It is an intense program because it is only one year long, but it is an excellent program. The instructors are great. I've enjoyed it.

OBS 614 - I would like to see more weekend classes. I really like the ones that area all day. Need to offer required courses more often.

I would like to attend more campus events, but it is almost impossible to find out about them since I'm not on campus for most classes.

OBS 619 - I have enjoyed taking classes at SVCC, but I feel that the advisors should stress to the students that if you don't finish school with so many credits, you lose your financial aid. Community College is where most students go to find out what they want to do. They may take lots of classes to get an idea. By the time they find out, all the aid for them is gone.

OBS 630 - I don't consult my advisor ever. I make all my academic decisions on my own. I never have attended anything outside of actual classes on campus. I already have an Associates Degree, but I enjoy the ADJ classes so I take them more for my own personal interest, however, I do plan to obtain a second degree. This is not the primary reason for attending classes.

OBS 631 - The advisors don't really help the students. They really don't always know what they are doing. I also think that the financial aid people need to keep you up-to-date on your status rather than letting you find out when you area called out of class.

OBS 636 - The advisor I am referring to is the advisor I had prior to my admission to nursing school. My nursing advisor is excellent.

OBS 640 - I was severely disturbed by the lack of discipline for disruptive students. It was extremely difficult to learn while others in class were constantly talking. I asked the instructor several times to correct the problem, which he stated did not bother him. He is a wonderful instructor but I cannot learn well in that environment and I was very offended to the point I did not want to attend class. The class was pre-cal with _____.

OBS 649 - I want another advisor that I can go to and would at least contact me when I call or e-mail me and that could advise me on something that I have trouble with. The advisor I have now is _____. He's never anywhere around when he is needed and never calls or e-mails.

OBS 656 - Financial Aid is not good. Also, seems financial aid is limited for people that may not afford tuition. How come one can't take out a loan?

OBS 658 - I would highly recommend SVCC to anyone interested in attending college. Everyone that I have had the pleasure of meeting has been very friendly and extremely helpful with any questions or concerns I have had.

OBS 660 - I think SVCC is a wonderful place for me to take classes and become an RN.

OBS 661 - I am taking classes for teacher certification at this time and I do not have an advisor. I did take several ADJ classes and _____ was extremely helpful and continues to be a great source of support. I would strongly encourage anyone to take classes at SVCC.

OBS 663 - Attending school after being out of school for thirty-six years was hard. I'm no longer afraid of the computer. I've had some excellent teachers. The entire staff was so helpful. Thank you all so much.

OBS 664 - I think SVCC is a wonderful college and provides good programs. The only thing that I am concerned about is strong security because anything can happen or anyone can walk into the college. I also think that SVCC should provide more seated classes in the evening for the people that work. Thanks and may God Bless.

OBS 672 - I haven't really had a lot of contact with my advisor. When I have, she seems very busy. I have, however, had very much help from the staff at the Estes Center – _____ in particular. She has been very helpful in every situation I have brought to her.

OBS 673 - I wouldn't suggest attending SVCC to my worst enemy. I have been lied to, ignored, and treated with disdain. So far, four years have been wasted because of SVCC. Four years I could have obtained a BS and moved on with my life. Thank you SVCC for ruining my career goals. Only two out of the four years were covered by Financial Aid, the rest was out of pocket....money wasted.

OBS 675 - I do not visit with my assigned counselor; however, I do receive all assistance from the greatest, _____. She's a very pleasant, dedicated person. Along with my hard work and her push, I've come a long way. Thanks _____!

OBS 676 - Advisers need to inform students more on academic progress and classes that are being offered.

OBS 679 - I did not like how I tried reaching my advisor many times and I was not contacted back at all. Also, I think online classes should be cheaper all around, because you are not actually at the campus for all those extra charges.

OBS 685 - SVCC is a good start to a bright future.

OBS 686 - My entire year that I have been taking classes at SVCC has been a disaster other than the classes themselves. Correspondence is unprofessional and discouraging.

OBS 688 - They don't have enough classes per semester. It's hard to take the programs and classes I want to take because of them being at night or not available.

OBS 694 - I'm so glad we have the college.

OBS 699 - The CNA program is a very doable, affordable and life changing course. It was the course that opened doors that are leading to my career of choice and passion.

OBS 706 - I am enjoying my time at SVCC.

OBS 708 - My experience at SVCC has been very good. I didn't realize that I had it in me to learn at my age (52). Thank you.

OBS 714 - I am enrolled in _____ online Chemistry 112. I find the subject matter very interesting and very challenging.

OBS 715 - All of my instructors, both last year and this year, in the RN program are very supportive and encouraging. One of the reasons I chose SVCC was because of the 100% pass rate on boards. Instructors stand by you, encourage you, and keep you on your toes each step of the way.

OBS 716 - I would attend more events and activities if I knew about them ahead of time (e-mail).

OBS 721 - I have already got my degree. I just love taking different classes. I am a senior citizen and I wish the classes were less expensive for me.

OBS 731 - I am entering the nursing program in the fall hopefully and when I went to register for my classes for Spring, 2008 there was hardly anything available. I had to enroll in classes way out of the way. I live in Farmville and I am going to have to drive to Chase City to take courses. It's very aggravating.

OBS 733 - I think SVCC tries to accommodate too many locations and therefore spreads itself thin. Not offering all needed classes in any one location is a problem. I have not contacted my advisor and my advisor has not contacted me. The counseling center is very helpful. I am only a part time student because of other obligations. My transcripts from other college have not been posted yet. I still have not been given PE credit for my military service. When a class I signed up for is cancelled, it is very discouraging and more so when I am not notified.

OBS 735 - I only work on Saturdays and some of the courses that I would like to take are only held on weekends. I would love to have more classes at SVCC in the future, it is a great school. I learn easier in a one on one setting, therefore, internet courses really aren't for me.

OBS 741 - I recommend SVCC to anyone who may be insecure in attending a university. As an underclassman at VA Tech, I felt I could have achieved more if I would have transferred.

OBS 742 - Make some nursing classes night classes or online. Make BIO 232 an online night class. Need more online classes.

OBS 750 - Need more Early Childhood classes each semester.

OBS 752 - I haven't really attended SVCC for a full semester because of my financial problem. But when I get stable, I would like to continue to come so that I can have a future with a career job.

OBS 755 - A lunchroom should be provided. The bookstore should be bigger with much more items for students to shop for like in Alberta, VA. Classrooms should be bigger.

OBS 759 - Accounting with _____ needs to be online because it is not worth the gas money to sit in class for maybe 20-30 minutes.

OBS 763 - Southside definitely needs to be more organized. I called the head of the Nursing Department in December. It is now January 16th and I have yet to hear from her. My schedule and courses I'm taking were messed up because she failed to reach me in a timely manner.

OBS 765 - Due to having a Pell Grant, I would like it if some courses were worth more in terms of credit hours.

OBS 777 - SVCC is a very convenient college. The professors have worked with my working schedule.

OBS 782 - SVCC has allowed me to go to college, but I have to say it is harder for a person to work and go to college because most classes are during the day. There are fewer classes offered at night or on the weekend. The only other complaint I have is the fact that you have to wait for some classes to be offered which leads to a person to have to go extra semesters just to get their degree.

OBS 783 - It would be nice if you offered the NUR 100 class at night or maybe 3:30-6:30 instead of 1:00-3:00. I think more people would attend. I've tried taking this class two times and there hasn't been enough people to enroll because of the time it's held.

OBS 801 - When trying to contact the Financial Aid Department at the John H. Daniel Campus, it is very hard to ever reach help or get your calls returned. It took me several times to reach someone and get my questions answered. If this could be resolved it would be wonderful.

OBS 804 - I really have a hard time living in Emporia and having to drive to various campuses to attend class. It is very difficult to work full-time. I wish Emporia Campus offered more courses.

OBS 812 - I feel SVCC needs to offer more classes in Emporia. Adding NAS classes to the Alberta Campus would be nice.

OBS 815 - _____ was very helpful along with _____ and the receptionist during this semester.

OBS 816 - Personnel were eager to sign me up for a course that only somewhat met my needs and that I was in no way ready for. I knew nothing about computers. I was expecting to learn how to navigate around the computer. The course SVCC personnel told me to take was advanced beyond what I was ready and prepared to study. I was lost and behind through the entire semester.

OBS 818 - Students should not have to travel to Keysville to buy books. I attend SVCC in South Boston at the PN School.

OBS 819 - I have enjoyed going and taking classes at SVCC. My advisor is a wonderful person and I thank her for all the help and support she has shown me. I would just like to give my appreciation to all faculty at SVCC.

OBS 825 - _____ and the other instructors are a great asset to your Diesel Mechanic program.

OBS 827 - I enjoy SVCC, the teachers, and especially my faculty advisor. The atmosphere is conducive for learning.

OBS 833 - The staff should update files more often. I had to call three times to have my maiden name changed to my married name. Also, blackboard should be updated after classes have ended.

OBS 836 - College is very expensive and I don't get financial aid. I'm happy with the classes and professors, but I can only afford to take a maximum of two classes this semester. I would like to take more classes! If there is any way the college is able to help or give me information about financial aid possibilities that I can use, it would be greatly appreciated.

OBS 842 - I have completed two blocks of the Heavy Equipment courses at the Blackstone facility. The course is excellent and is more employment related than academic. _____ and _____ are very professional and extremely knowledgeable in heavy equipment operation. Their approach is no nonsense and direct. I have been recommending this program heavily in my hometown area. This is some of the best training I have had.

OBS 848 - I love this school; it is great!

OBS 856 - I like attending SVCC. I wish I had done this sooner. I can see my dreams of becoming a male nurse come true. I was indeed at my wits end, now I can see my life getting back on track, with a career that will take me anywhere.

OBS 858 - People who work seem to have difficulty in getting the classes they need at night and not being cancelled due to lower attendance numbers.

OBS 859 - I really don't know who my adviser is, so I go to _____ for help. He has done a good job of helping me and recommending a tutor when I needed it.

OBS 860 - I went to the Robert Wrenn Campus and it's very small. The classes are small and you can learn but that campus is for older adults really. There are no outside events that interest young people, like 19 and 20 years old.

OBS 863 - I am employed full-time with a family. For a woman that does not qualify for federal assistance it make it hard for me to write a check for books and tuition at one time. There needs to be a way that a working person can go to school and further their education and have the payment in installments.

OBS 867 - I enjoy being a student at Southside. I also think that Southside teachers, counselors and advisors do a good job. The family at Southside is respectful and always willing to help their students.

OBS 870 - I think the grading scale for the PN program needs to be adjusted. Each wrong question is a 2.9 point deduction on average there is only 30 questions on a test. If a student fails two tests it is very difficult to bring up the average.

OBS 871 - SVCC is a good school but for me it's too far to travel bust speaking to a faculty advisor will help with the problem and still be able to stay in school.

OBS 872 - I only attended the Truck Driver Training course which was 6 weeks. I was very satisfied with the way everything went.

OBS 877 - My only problem with SVCC is that they need more tutors for every math course or other classes because I need help to study for my tests and help me understand my classes better. I love it when the advisers help me out when it comes to asking questions about something important.

OBS 888 - I love SVCC!

OBS 892 - My teacher _____ was very supportive during my time in the PN program. She was great!!

OBS 909 - The LPN program needs more nursing advisors to help with the program. The students don't have enough support with the studies.

OBS 912 - My advisor made me feel like I only had one choice. She never realized that I have a full-time job that I have to work 40+ hours to pay bills. I would take more classes if they were online.

OBS 913 - During all of the free student activities, I was in class. My teachers did not allow me to go, which is very disappointing. Plus, I want a degree in culinary arts. There are no classes for my course. That is why I must transfer. If there were culinary classes, more students would join. I hope you will consider it.

OBS 923 - Need more in class availability! There are not enough options. There are too many teachers teaching online and I need to be in a class.

OBS 924 - The LPN program at South Boston is awesome. The instructors are great. I had to leave the RN program at SVCC-Keysville due to the lack of cooperation from one of the instructors, _____. I love this program that I am in now. Please change your RN program so I can further my education without having to go to Lynchburg.

OBS 941 - I feel that strong consideration towards adding a dental hygiene school would greatly benefit the college and students. Many students from Southside Virginia in the past years have transferred because this program is not available.

OBS 948 - It would be very convenient if I could complete all of my classes online. With me working 8:30 a.m. to 5:30 p.m. five days a week, then leaving work to go to school is too much and too costly with high gas prices. If I could do it all online that would be great!

OBS 949 - SVCC has been a huge catapult to reaching my educational goals. Please keep up the good compassionate caring for the status of our communities.

OBS 951 - Too expensive. Cut costs. This is supposed to be for us poor folks.

OBS 954 - I use the counseling center as my advisor. Because of the hours that I work it is difficult to make an appointment with a faculty advisor. They give me excellent advice. It would be advantageous to students, especially those who work, to not offer the same morning classes (exp. Biology should be alternated between days on Daniel and afternoon on Christanna) I work evenings, so I have to wait a year to take that required course. The Learning Center is under used during the day and need weekend hours. I live in Boydton.

OBS 971 - I feel SVCC is a very unorganized institution and I have been very dissatisfied with the help I have received from employees there.

OBS 973 - My advisor does a fine job with my personal needs. The Student Development class did the most good. I feel competent and well informed because of the class. Thanks!

OBS 976 - Overall I enjoy going to SVCC. The professors work with students very well.

OBS 977 - I have found many students who are interested in starting a step team at Southside. We are willing to go all the way with it. Please look into that and get back with me on your decision. Thank you.

Appendix C

Tables with multiple responses

TABLE 1A: What is the reason you are attending SVCC?

REASON	FREQ	%
To obtain an Associate's Degree	457	47.36
To obtain a Certificate	110	11.40
To receive credits to transfer to another college	133	13.78
To take classes for personal enjoyment	5	.52
To increase skills for employment	61	6.32
To obtain an Associate's Degree and to obtain a Certificate	9	.93
To obtain an Associate's Degree and to receive credits to transfer to another college	56	5.80
To obtain an Associate's Degree and to take classes for personal enjoyment	3	.31
To obtain an Associate's Degree and to increase skills for employment	26	2.69
To obtain a Certificate and to receive credits to transfer to another college	1	.10
To obtain a Certificate and to take classes for personal enjoyment	2	.21
To obtain a Certificate and to increase skills for employment	42	4.35
To receive credits to transfer to another college and to take classes for personal enjoyment	1	.10
To receive credits to transfer to another college and to increase skills for employment	8	.83
To take classes for personal enjoyments and to increase skills for employment	5	.52
To obtain an Associate's Degree, to obtain a Certificate and to receive credits to transfer to another college	6	.62
To obtain an Associate's Degree, to obtain a Certificate and to increase skills for employment	5	.52
To obtain an Associate's Degree, to receive credits to transfer to another college and to take classes for personal enjoyment	1	.10
To obtain an Associate's Degree, to receive credits to transfer to another college and to increase skills for employment	15	1.55
To obtain an Associate's Degree, to take classes for personal enjoyment and to increase skills for employment	4	.41
To obtain a Certificate, To receive credits to transfer to another college and to increase skills for employment	1	.10
To obtain a Certificate, to take classes for personal enjoyment and to increase skills for employment	3	.31
To receive credit to transfer to another college, to take classes for personal enjoyment and to increase skills for employment	1	.10
To obtain an Associate's Degree, to obtain a Certificate, to receive credits to transfer to another college and to take classes for personal enjoyment	1	.10
To obtain an Associate's Degree, to obtain a Certificate, to receive credits to transfer to another college and to increase skills for employment	1	.10
To obtain an Associate's Degree, to receive credits to transfer to another college, to take classes for personal enjoyment and to increase skills for employment	6	.62
To obtain an Associate's Degree, to receive a Certificate, to receive credits to transfer to another college, to take classes for personal enjoyment and to increase skills for employment	2	.21

TABLE 2A: Preferred way to receive information from SVCC

Preferred way to receive information from SVCC	FREQ	%
Mail	264	27.27
Home Phone	72	7.44
E-Mail	183	18.90
Cell Phone	60	6.20
Instant Message	6	.62
Myspace/Facebook	6	.62
Podcast	1	.10
Mail and Home Phone	37	3.82
Mail and E-Mail	85	8.78
Mail and Cell Phone	17	1.76
Mail and Myspace/Facebook	6	.62
Home Phone and E-Mail	48	4.96
Home Phone and Cell Phone	14	1.45
Home Phone and Myspace/Facebook	1	.10
E-Mail and Cell Phone	30	3.10
E-Mail and Instant Message	3	.31
E-Mail and Myspace/Facebook	6	.62
Cell Phone and Instant Message	1	.10
Cell Phone and Myspace/Facebook	1	.10
Mail, Home Phone and E-Mail	35	3.62
Mail, Home Phone and Cell Phone	16	1.65
Mail, E-Mail and Cell Phone	10	1.03
Mail, E-Mail and Instant Message	2	.21
Mail, E-Mail and Myspace/Facebook	6	.62
Mail, Cell Phone and Instant Message	1	.10
Mail, Cell Phone and Myspace/Facebook	4	.41
Home Phone, E-Mail and Cell Phone	22	2.27
Home Phone, E-Mail and Instant Message	1	.10
Home Phone, Cell Phone and Instant Message	1	.10
Home Phone, Cell Phone and Myspace/Facebook	1	.10
E-Mail, Cell Phone and Myspace/Facebook	1	.10
Mail, Home Phone, E-Mail and Cell Phone	14	1.45
Mail, Home Phone, E-Mail and Instant Message	1	.10
Mail, Home Phone, E-Mail and Myspace/Facebook	1	.10
Mail, Home Phone, Cell Phone and Myspace/Facebook	2	.21
Mail, E-Mail, Cell Phone, Myspace/Facebook	1	.10
Home Phone, E-Mail, Cell Phone and Instant Message	2	.21
Home Phone, E-Mail, Cell Phone and Myspace/Facebook	1	.10
Mail, Home Phone, E-Mail, Cell Phone and Instant Message	1	.10
Mail, Home Phone, E-Mail, Cell Phone, Myspace/Facebook	3	.31
Mail, E-Mail, Cell Phone, Instant Message and Myspace/Facebook	1	.10

Table 6A – From which group do you receive the most support for your academic endeavors?

GROUP THAT GAVE MOST SUPPORT	FREQ	%
Friends	118	12.34
Family	516	53.97
Faculty Advisor	93	9.73
The Counseling Center	42	4.39
Friends and Family	5	.52
Friends and Faculty Advisor	99	10.36
Friends and The Counseling Center	7	.73
Family and Faculty Advisor	2	.21
Family and The Counseling Center	37	3.87
Faculty Advisor and The Counseling Center	4	.42
Friends, Family and Faculty Advisor	6	.63
Friends, Family and The Counseling Center	17	1.78
Friends, Faculty Advisor and The Counseling Center	1	.10
Family, Faculty Advisor, and The Counseling Center	1	.10
All areas checked	4	.42