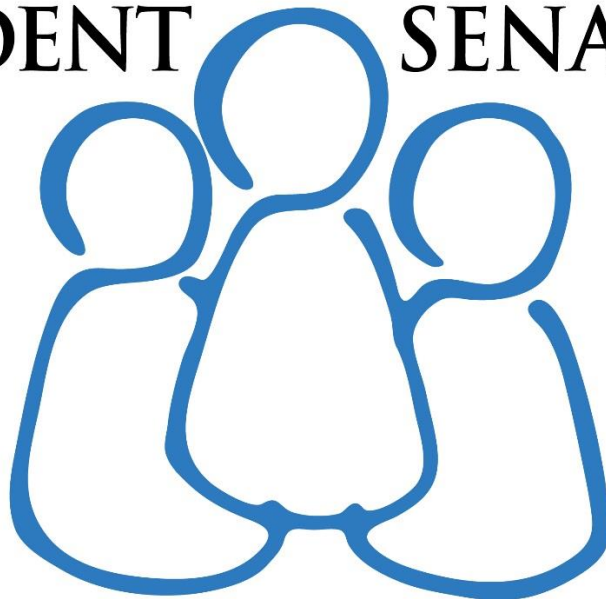


JOHN A. LOGAN COLLEGE

4th Annual

Student Voice Survey Results

JOHN A. LOGAN COLLEGE
STUDENT SENATE



Spring 2010

Office of Institutional Research

John A. Logan College

STUDENT ISSUES SURVEY SPRING 2010 - RESULTS

1-very dissatisfied 2-dissatisfied 3-satisfied 4-very satisfied NA-not applicable NR-no response

OVERALL SATISFACTION - INSTRUCTION

	1	2	3	4	na	nr
Allied Health & Public Services	6 1.6%	11 3.0%	75 20.3%	59 16.0%	209 56.6%	9 2.4%
Applied Technologies	7 1.9%	10 2.7%	56 15.2%	55 14.9%	235 63.7%	6 1.6%
Business	7 1.9%	10 2.7%	84 22.8%	80 21.7%	182 49.3%	6 1.6%
English	9 2.4%	22 6.0%	127 34.4%	119 32.2%	86 23.3%	6 1.6%
Humanities	12 3.3%	28 7.6%	126 34.1%	122 33.1%	74 20.1%	7 1.9%
Mathematics	20 5.4%	36 9.8%	142 38.5%	78 21.1%	86 23.3%	7 1.9%
Science	12 3.3%	28 7.6%	130 35.2%	89 24.1%	99 26.8%	11 3.0%
Social Science	11 3.0%	21 5.7%	118 32.0%	117 31.7%	95 25.7%	7 1.9%
Other:						
BUS 215	3			Sports Science	4	
Photography	2,4,4,1			Vet Tech Program	nr	
Foriegnj[sic]Lang.	4			Massage Therapy	4	
Political History	1			MAC labs	1	
BUS Law/Legal	4					
Cosmetology	4,4,4					
Interpreter Prep	4					
PED/Aquatics	3					
SPN	4					
PHL	4					
SOC 263	4					

Comments or concerns related to Instruction: **see attached**

1-very dissatisfied 2-dissatisfied 3-satisfied 4-very satisfied NA-not applicable NR-no response

OVERALL SATISFACTION - FOOD SERVICE

	1	2	3	4	na	nr
New dollar menu	19 5.1%	29 7.9%	69 18.7%	69 18.7%	163 44.2%	20 5.4%
New combo meals	22 6.0%	34 9.2%	62 16.8%	42 11.4%	190 51.5%	19 5.1%
New pizza product	30 8.1%	20 5.4%	58 15.7%	38 10.3%	204 55.3%	19 5.1%
Cleanliness/sanitation	22 6.0%	37 10.0%	92 24.9%	78 21.1%	121 32.8%	19 5.1%
To-Go menu items	21 5.7%	31 8.4%	66 17.9%	41 11.1%	201 54.5%	9 2.4%
"Fuel-Up" program for vegetarians	21 5.7%	16 4.3%	47 12.7%	43 11.7%	232 62.9%	10 2.7%
"Waistless" program for healthier foods	20 5.4%	25 6.8%	50 13.6%	44 11.9%	220 59.6%	10 2.7%
Promotion of new menus/products/programs	30 8.1%	21 5.7%	62 16.8%	52 14.1%	193 52.3%	11 3.0%

Comments or concerns related to Food Service: **see attached**

1-very dissatisfied 2-dissatisfied 3-satisfied 4-very satisfied NA-not applicable NR-no response

OVERALL SATISFACTION - ADMISSIONS

	1	2	3	4	na	nr
Helpfulness of staff	17 4.6%	38 10.3%	144 39.0%	144 39.0%	14 3.8%	12 3.3%
Ease of use of WebLink	15 4.1%	37 10.0%	123 33.3%	140 37.9%	41 11.1%	13 3.5%
On-campus new student orientation	21 5.7%	26 7.0%	91 24.7%	76 20.6%	137 37.1%	18 4.9%
Admission/registration information (online & hard copy)	14 3.8%	36 9.8%	158 42.8%	121 32.8%	26 7.0%	14 3.8%
New online graduation application process	14 3.8%	15 4.1%	75 20.3%	63 17.1%	190 51.5%	12 3.3%
Online new student orientation	20 5.4%	22 6.0%	88 23.8%	55 14.9%	171 46.3%	13 3.5%

Comments or concerns related to Admissions: **see attached**

1-very dissatisfied 2-dissatisfied 3-satisfied 4-very satisfied NA-not applicable NR-no response

OVERALL SATISFACTION - STUDENT ACTIVITIES & CULTURAL EVENTS

	1	2	3	4	na	nr
Performing arts (plays, musicals, concerts, etc.)	8 2.2%	12 3.3%	66 17.9%	73 19.8%	179 48.5%	31 8.4%
Student events (Springfest, Logan's Got Talent, etc.)	8 2.2%	16 4.3%	79 21.4%	59 16.0%	177 48.0%	30 8.1%
Student clubs and organizations	12 3.3%	20 5.4%	70 19.0%	64 17.3%	171 46.3%	32 8.7%
Museum exhibits (High School Arts, etc.)	8 2.2%	16 4.3%	82 22.2%	77 20.9%	151 40.9%	35 9.5%

How do you prefer to find out about campus events & activities?

CHECK ALL THAT APPLY

Flyers on campus	214	58.0%
Student newspaper: <i>The Volunteer</i>	32	8.7%
College online events calendar	109	29.5%
Email	181	49.1%
Text message	138	37.4%
Phone	27	7.3%
In class	147	39.8%
College website	149	40.4%
Facebook	83	22.5%
Twitter	7	1.9%
Word-of-mouth	105	28.5%
Other		

Ask us

Through my academic advisor or club faculty adviser [sic]

text

Teachers present suggestions to class.

in choir

Give ideas for student events you would like at JALC:

step team program
signs
na
concerts
Adds aroun [sic] the colhage [sic]
?

Comments or concerns related to Student Activities & Cultural Events:

see attached

1-very dissatisfied 2-dissatisfied 3-satisfied 4-very satisfied NA-not applicable NR-no response

OVERALL SATISFACTION - OTHER CAMPUS AREAS

	1	2	3	4	na	nr
Website	16 4.3%	26 7.0%	174 47.2%	124 33.6%	15 4.1%	14 3.8%
JALC OneCard	* 46 12.5%	45 12.2%	94 25.5%	109 29.5%	64 17.3%	10 2.7%
Indoor facilities	9 2.4%	14 3.8%	154 41.7%	130 35.2%	44 11.9%	18 4.9%
VoITXT emergency text messaging	20 5.4%	25 6.8%	87 23.6%	128 34.7%	93 25.2%	16 4.3%
Class cancellation text messaging	36 9.8%	34 9.2%	76 20.6%	137 37.1%	70 19.0%	16 4.3%
Campus grounds	11 3.0%	10 2.7%	137 37.1%	163 44.2%	27 7.3%	21 5.7%

* = :({frowny face}/ 1 or 0.3%

Comments or concerns related to campus areas:

see attached

STUDENT SENATE WANTS TO KNOW . . .

How would you prefer to notify us of concerns or issues you would like us to address?
CHECK ALL THAT APPLY

Student Senate suggestion boxes near cafeteria	93	25.2%
Place Student Senate suggestion boxes in other areas on campus	91	24.7%
Create an online suggestions box	169	45.8%
Facebook	90	24.4%
Email	159	43.1%
In person at Student Senate meetings	36	9.8%
In person in Student Senate/Student Trustee office	29	7.9%
Phone	44	11.9%

What other issues you would like us to address that are not on this survey?

see attached

Office of Institutional Research

Instruction Comments/Concerns

na

I feel that sometimes the decision to cancel a class before late registration is not a good thing.

The departments that I have had classes in have all done good jobs with their instruction.

Mr. M***** was horrible

I think the instructors are doing well.

instructors/instruction always helpful.

Books are rarely used \$ way! To[sic] expensive.

Very good

gym should have longer hours and time should be logged under ID number, not name

Really enjoy Interpreter preparation program & learned a lot.

na

Tell Mr K**** he can do better with the students if he actually pull stuff out of the book

I find the Science classes much easier in comparison to SIU. Needs to be more challenging.

na

nothing to report

Some teachers just are not very good at all.

none (underscore)

Should not have people who are teaching a 300 class teaching a 100 or 200 level class.

mostly satisfactory

offica = Lang skills [sic?]

It is hard to do well in a course if I cannot read what they write on the board, or understand their accent.

keep up the good work

All science classes are great, except for one A & P instructor.

My Bio 205 class was taught by Mrs. H***** - her teaching was very sporadic and I was not able to learn much with her teachings.

na

I would like to see a cullinary[sic] program at John A.

the student teachers this semester for cosmetology are rude and inconsiderate to the students. Very Unprofessional!

none

JALC needs to make it clear that D grades do transfer to SIUC with some classes. I re-took bus calc for nothing!

Don't Drop the EMT Program!

Humanities 101 is very unorgnaized[sic]

My chemistry teacher for my SCI 210B was confusing and was not able to answer questions the students asked.

none

Cosmetology program is out of date (uniforms & trend especially)! Bad Hours for those who work! Too expensive!

Business is a very helpful[sic] and it is clealy taught.

History is WAY too liberal and biased.

Music teachers ROCK! Literally!

Overall my class experiences have been good.

S***** Education classes are horrible.

Instructors are over loaded this is likely to get worse.

The art section of humanities teacher was terrible. She was the worst I have had while here at John A.

No 4 day week please! It causes problems with Child Care

na

Some (not many) have been very unprofessional. On a scale 1 to 10 maybe 2 have been.

I have yet to find an enjoyable physics class. The department should work on how they handle their students [sic] needs.

For Humanities Mrs. S***** is very RUDE & does not seem [sic] like she knows what's [sic] going on in her classroom. We feel we don't learn anything that [sic] in there.

I am concerned with the amount of feedback I get from my online SOC 133 class. I feel if I got more information on what was wrong and right with my assignments that it would improve my grade.

photography - I paid a lab fee and got NOTHING for it.

- There is no black/dark room

- No cameras supplied/or photo paper

What was I paying extra for again?

Graphic design/computer labs (underscore) - equipment needs updated labs used by Graphic design st

My passion and field of interest is in Photography so I took the class here. It has been such a disappointment. I have honestly learned nothing. The Art field is awesome for a jr. college. Drew Tucker is awesome (underscore)! Darby is also great for ceramics.

Extended computer lab hours

Public services of dental & automotive are great, however getting appointments are impossible.

1 dental = cannot get an actual person to answer phone

1 automotive = cannot find out about having my car worked on

Photography class needs more equipment

Dark room for photography (dbl underscore)

Math tutors, seem to be busy talking when you go to receive help. Or they are playing on myspace or facebook!

Mr. Profilet is the only instructor[sic] who cares how well his students are doing in class, and takes the time to make sure they understand everything to the best of their ability. Mrs. N***** in the Math dept. is horrible, and cares more about getting through lesson.

I wish PhS [sic] 111 was offered other than in the fall (online) only (underscore). Spanish 201 offerings during the summer would be nice also.

Did a good job given instruction. (M&Fam)

Vet Tech - Very unorganized program. Very cheap/poor selection of instructors {SICCM fault :}}

Like my program a lot.

Had difficulties with math instructor felt as though she was just there for paycheck didn't learn anything in that class was disappointed [SIC]

na

Food Service Comments/Concerns

na

sub sandwiches[sic]!

They should stay open longer. Expecially[sic] on Tuesday & Thursday where the classes are typically longer blocks of time.

I do not eat on campus (night classes)

Not open during evenig[sic]

Not pleasant people

I don't eat in the cafeteria

I don't like the prices of some of the products.

I think that given the amount of students/faculty that this department serves daily - they are excellent.

I never have eaten here

I do not eat at the cafeteria is [sic] I can help it. Too expensive.

I bring my lunch primarily.

Put ribs on the menu Ha!

Cafeteria needs larger selection oF [sic] snaks [sic] and beverages

The Food is made for prison inmates & its [sic] over priced. The lines are always too long so why bother trying to get a bite before class. Any off-site companies like Jimmy Jons [sic] or Hunan to cater would be awesome.

Too expensive!!

Gumbo, with Scrimp[sic]

na

never really have eaten in the food area to give an opinion.

None

To [sic] EXPENSIVE (7 underscores)

Do not eat in Cafeteria

General food seem to be on expensive side not much selection between 1 and 5 dollars.

prices fo food are to [sic] high for what you get, prices new [sic] to be lowered.

I have never eaten there so I have no remarks to this.

Food needs to be eatible[sic] & cheaper.

I WOULDN'T FEED A STRAY DOG THEIR FOOD.

Neutral

Prices too high for the level of quality and portions. Vending machine selection is good but, pricing too high.

there are not very many vegetarian options. The posters promoting veg. meals are not the food in the café. The food is horrible

The lunch line gets very backed up a lot. It takes a long time to get food.

Never ate here

The food service is good

Never have purchased food at John A. Logan.

Have never ate [sic] at school cafeteria.

Bring own lunch.

na

Need better food for the prices.

They could have more vegetarian selections.

pizza Gross

Do not eat here.

Not satisfied with Student Paper. Not reporting on facts about Chartwells.

none

they [sic] need for choices/selection

None

prices are too high.

Food is too expensive and not good. Workers are very nice tho!!
:)

Never Eaten There

none

Too expensive & bad quality!

They really don't promote there [sic] new plans but they should.

Cheaper and more food

Still could be better quality, more selection on combo & dollar menue[sic] & cheaper prices

Very, very, very unsanitary. I will not eat there ever again.

The food blows! And it's overpriced.

I do not eat here, to [sic] crowded & take too much time

I don't eat the food at school.

The food quality is poor
Service is always slow

Some of the workers are hateful.

the food is disgusting & expensive

na

The food has improved allot [sic] since last spring semester. Now I feel like I am getting my money's worth! Better tasting/quality.

I saw a worker stick her finger in a pot of gravy and lick her finger. (There is so much bacteria in the mouth plus that is downright disgusting! [sic])

I witnessed an Employee (R***) put her finger into some gravey to test it and sucked it off of her finger on Tues 3/21/10 Tried to report to FS mgr, & she would not see me!
Rumors of unsanitary conduct by employees

The food should be cheaper. We are college students, after all. Also, I think the kitchen staff should wear hairnets considering I sometimes find hair in my food.

Pizza too expensive, not healthy, employees not following health codes & procedures.

Pizza cost to [sic] much for a slice and the combos cost more than going off campus to a real restarant[sic].

Most of the food prices are way too (dbl underscore) expensive! Not everyone can affortd to eat healthier, because of prices. So most time I stick to dollar menu, even though its [sic] still not as good. Even the vending machiens[sic] are expensive.

I see the [sic] all over campus but never eat there, I live close to campus.

I heard a woman make a complaint the other morning that she saw a cook stick their finger in a bowl of something and the [sic] lick it.

na

Have never ate [sic] food from here.

Do not eat on campus

I think fast food areas should be more sanitized (some fast food area)

more options (preferably healthy) for grab & go.

never used food service

na

Admissions Comments/Concerns

na

Admissions is ok

I had a problem with admission, they ask me to pay for two courses that have been dropt[sic] from last semester, but I bring a letter from the teacher to show that I dropet[sic] the classes.

Blackboard easier than Moodle!

experienced & witnessed several problems with students not being registered in the proper classes

High school students cannot use Weblink to pay fees

What orientation?

na

None

The advisor had me take classes that were tranferrable[sic] from another college.

Terry Crain Rocks!

na

None

They can be snobby

Good

That old lady at the larger window is very rude!

admissions always helpful

na

none

Admissions is always very rude!

Admissions Always rude on the phone!

Staff needs to be a little nicer

trying to transfer was a nightmare!

They can be very rude.

often front desk associates are unfriendly, one in particular, act as if they are too busy to help.

Some people don't know how to work on Moodle. I need to talk to Dean about a class I got credit for my first semester of a 0. I haven't taken that class till now! I never signed up for it till now.
[SIC]

need Better Internet Connections

Could not access link to apply for graduation, recieved[sic] no alternative information.

hard copy's [sic] need to be available for people who don't own or have access to a computer, books are easier to use

JALC Schedule never matches w/SICCM schedule

na

na

Tell students there is a dead-line for the graduation application

Ideas for Student Events @ JALC

?

4 on 4 Basketball Tourney!

A day without shoes April 8th - tomsshoes.com ---> check it out!

An opera

animal rights awareness events

bag tournament, involving able to use skills to win money.
Kickball event dollar a player 8 team max 5 player per team
winner gets 25

Beerfest

Benefit Shows

Black History month

bowling tournament

boxing

Boxing/MMA Training

car show

Community[sic] Clean Up, Easy Sign Up for Volenteer[sic]

concerts put on by students, possibly get a few local bands to play

Dance Team!

2

Donations for poor student who can't cover there[sic] tuation[sic]

events to further education & future careers

French Program

frisbee

Frisbee Golf

I don't know

I enjoy Hunting and fishing Day

I think it would be pretty cool to bring in a comedian for one of the performance nights.

I would like to see a JALC auto show here.

intramurals

John A. should have a football team

maybe have family night; and have a fun hypnitist[sic] come in (I did this at SIUE & it was a blast!)

more concerts, professional events

More CRJ Dog Projects.

more CULTURAL STUDIES

more events in general that everyone could participate in.

more family events

3

more holidays

more international / worl music concerts

More music!!

more music/arts events

more performances[sic]

more than one transfer fair day

Movie screenings - dances - entertainment and shows similar to SIU

Music Fest

na

13

no concerns/no comments

none 4

Open Gym (Basketball) 2

paintball wars

Plays.

Popular Music Concerts

some dances/concerts

something to raise money for St. Judes

talent show

Video Game tournaments

movie nights

workshops for hobbies or photography.

Would love to see some local band venues set up.

Student Activities & Cultural Events Comments/Concerns

:)

all good

don't know

Getting people to Baseball Games!

Girl Softball Team

Give girl sports more credit.

I do not really particiapte

I have never been informed about any activities.

I never know when there are events.

Keep up the good work!

na

13

need some outdoor Basketball Goals
maybe even socer Goals too

Never attend.

no

none

5

Student Activities & Cultural Events is doing a really good job!

The few I have attended have been good.

Campus Comments/Concerns

There needs to be mmore table & chair locations in quiet areas for study. (*Like in the caff.)

The VoltXT never works for me and I've had it for two semesters. The email works, but not the text message.

The ladies bathrooms need hooks so someone does not get items stolen on outside hooks.

The class cancellation text messages need to come earlier, not 2 min. before class starts.

sometimes the email/voltext doesn't get to you until you get to the class and find out yourself.

Smoking laws need to be enforced or banned from campus entirely.

Put some Hammocks up around campus

Perfect

parking space is terrible.

parking needs improvement

One card is a scam!

One card charged \$20 for replacement after I cut the 1st one up thinking it was a credit card. Also not enough parking.

Not enough parking! Also dangerous speeding on campus.

not enough parking

Not all prof. let students know when they cancell[sic] class bc no one receives txt or email. I mean there are other things we could be working on.

none

2

No

need trees & flowers to be replanted

Need to receive class cancellations prior to class - need faster Internet

Need to inform class cancellation notices sooner, more than 30 min.

na

4

N/A I like it.

IPP classrooms small! Need more room!

I would like some basketball courts to be able to play @ on campus.

I never received my card in the mail and now they are trying to get me to pay for the card. Right now I can't use the resources in the library.

I have only received[sic] one class cancellation for the many times my classes have been cancelled.

I have never gotten a message for class cancellation or any other event but I would like to receive them.

I hate the onecard.

I had several classes cancelled and was signed up for text messaging and did not receive[sic] notice until I came all the way out here.

have an area for outdoor classes

Hard to find a place to recycle paper.

HAMMOCKS * FOOSBALL

Frisbee Golf would be perfect here

Free Bigger & more Awesome Gym

First time I applied for one card at admissions. Someone didn't do they're [sic] job had to wait a month for it. Now that I have it I am very satisfied.

Dark Room 4 photography

Class cancellation text often doesn't work

Chairs aren't very comfy

Bigger parking lots.

better water pressure in water fountains[sic]

Other Issues

the pricing @ chart wells.

The phone operator usually you call and it is answered but they either hang up or send you to the wrong person.

That there is more things for student's [sic] to do besides just school.

Teachers are not teaching like they used too, [sic] that needs to change.

Speeding on campus!

Smaller classes

Rent Books

Photography class needs dark room.

Parking issues are a bit out of control sometimes

Parking

Parking

Nothing Really

None.

None that I can think of.

None come to mind.

none

12

night classes only.

na

10

N/A I haven't had problems yet.

More Parking Space!

more help from Map Grant

Keep Summer School
stop people from sitting with legs into hallway

JALC wireless Internet - needs better coverage.

JALC One Card Sucks!

I would like to be able to rent my text books.

I think if a student wants to know their grades they shouldn't go online and try to find their teachers email address - some students don't really have access to a computer.

I really think that the system with the JALC Once Card should be improved, such as, calling students who haven't activated their cards and making sure they have even received[sic] them.

I asked Student Senate for many things. Can they voice their decisions on paper in a bulletin. Mainly concerning hammocks on campus.

How people who are trying to get a degree to get a job are supposed to deal with childcare and not miss classes when their school is off!

HAMMOCKS

Enforcing the No smoking with-in the permature [sic] of the school. If when raining you still have to go to the parking lot.

Electronic books, instead of text books ex. I-Book.

Don't Drop the EMT Program

Construction blocking road.

Auto Body Supplies

Anytime automotive gets funding, it goes to the engine side, not auto body. They're buying their own sand paper & supplies. (618) 924.1162

/

- Service charges for services we are not getting

* I am in photography class where we pay a lab fee but we do not use a lab or anything for that matter.