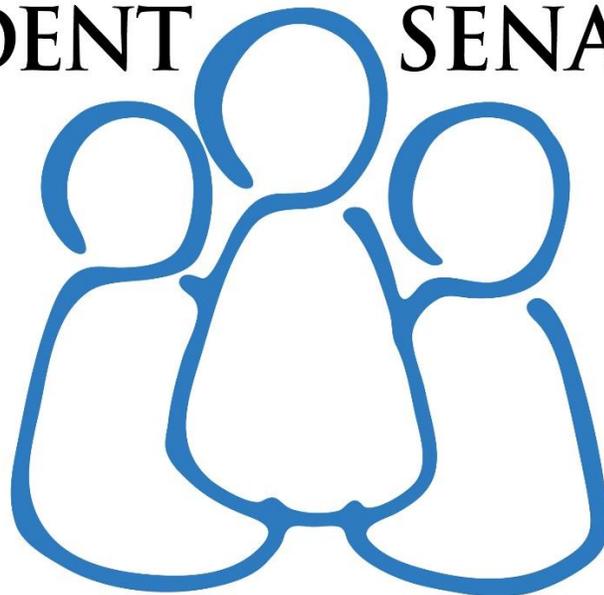


JOHN A. LOGAN COLLEGE

5th Annual

Student Voice Survey Results

JOHN A. LOGAN COLLEGE
STUDENT SENATE



Spring 2011

Office of Institutional Research

Please mark all that apply.

I am currently enrolled in 1 to 3 credit hours at John A. Logan College.	51	18.2%
I am currently enrolled in 4 to 11 credit hours at the College.	80	28.6%
I am currently enrolled in 12 or more credit hours at the College.	149	53.2%
I am an employee of John A. Logan College. Do not mark if you are a student worker.	9	3.2%
No response.	5	1.8%
Other affiliation with John A. Logan College. (please specify)	12	4.3%
<i>Volunteer</i>		
<i>Swim and fitting program</i>		
<i>Softball Team</i>		
<i>SICCM - Vet Tech Program</i>		
<i>retired instructor</i>		
<i>Member of Adult Education Student Advisory Board</i>		
<i>Me and John A logan ran a train on your mama ***** scammers</i>		
<i>JALC volleyball player</i>		
<i>I will be a full-time student in the LPN Program as of August 2011.</i>		
<i>I paid \$45 for the use of the community Rec Center.</i>		
<i>I am enrolled in 21 current hours</i>		
<i>I AM A SENIOR CITIZEN THAT HAS JOIN YOUR EXCERCISE ROOM AND POOL. I HAD</i>		
<i>HEARD THEY MIGHT RAISE THE PRICE TO THE SAME AS THE YOUNGER STUDENTS. WE</i>		
<i>SENIORS APPRICATE THE SENIOR PRICES WITH OUT THEM SOME OF US COULD NOT AFFORD TO COME.</i>		

JALC ONECARD**Do you have a JALC OneCard?**

Yes	218	77.9%
No	57	20.4%
No response	5	1.8%

What did you think was the purpose of the OneCard when you received it? Check all that apply.

I thought it was a credit card.	58	20.7%
I thought it was a debit card.	104	37.1%
I thought it was my student ID card.	109	38.9%
I thought it was my JALC library card.	74	26.4%
No response.	67	23.9%
Other (please specify):	24	8.6%
<i>so no reason for it due to being private pay</i>		
<i>Seemed to make things a little more complicated for me - I prefer not to use cards -</i>		
<i>and it limited my options for paying for school. Also it seems like a good way for the</i>		
<i>company that sold it to John A. to make some money off of 18-19 year old kids who</i>		
<i>would overdraw it and owe fees.</i>		
<i>my financial aid direct deposit card</i>		
<i>I'm still not sure what the point of it is.</i>		
<i>I thought it was the card to receive my loan refund</i>		

...purpose of OneCard...continued

I thought it was stupid.. I already have three bank accounts and don't need another i thought it was some garbage attempt to get used to the idea of our entire lives being consumed by credit card debt. like giving kids toy guns and easy bake ovens I thought it was for all four that were mentioned.

I thought it was both a debit and library card, that was supposed to have a photo of me on it.. although it doesn't

I thought It was also for refund purposes and am not pleased that I have to keep up with the account or deal with charges. I plan on cancelling the card.

I thought it was a way to receive my JALC refund faster than a check in the mail.

I thought it was a stored value card, such as a debit card.

I thought it was a ripoff plagued with kickbacks... The fees are an insult and a joke. Its obvious the student is now a source of revenue more than the future of the nation.

I thought it was a peice of crap!!! A rip off, the stupidest thing ever created, their hounding me for 2 pennies because of their charge they took out, you can't get your money off the card without a big fee, so yeah the card sucks.

I knew what is was for

I knew it was to get my refund and also knew I could use it as a debit card although I did not know it was my student ID.

I knew it was a multi-purpose card with the information given to me by Student Activities when I visited campus.

I knew it didn't matter because I would never be getting money back, I always have to pay in to JALC every semester. The card was useless.

for financial aid

Financial Aid disbursement card.

Don't know

Both my student ID card and a library card

A more convenient way to get student loans. I feel like it's more of a hassle.

It is the card associated with your higher one student account in which you can elect to receive your financial aid and student loan refunds to. It also serves as your library card and student ID card. When there is money on the card it can be used to make purchases like a credit or debit card. I'm pretty sure everyone is aware of what their card is, if not they aren't intelligent enough to even be in college.

Did you keep or throw away your first OneCard when you received it?

I kept it.	194	69.3%
I threw it away because I didn't know what it was for.	6	2.1%
I threw it away because I thought it was a credit card.	7	2.5%
No response.	67	23.9%
I threw it away for another reason. (please specify)	6	2.1%

I threw it away after I got screwed for 2 semesters with it.I thought it was a peice of crap!!! A rip off, the stupidest thing ever created, their hounding me for 2 pennies because of their charge they took out, you can't get your money off the card without a big fee, so yeah the card sucks.

I kept it, but I have no idea what it was for. I thought it was for financial aid students.

I graduated thought i didn't need it anymore

...keep or throw away...continued

i didnt recognize the envelope

i actually kept it because we have to have it to use the library....

didnt need to use it

What did you do with the OneCard you kept when you received it? Check all that apply.

I activated it by contacting HigherOne.	139	49.6%
I selected my method for receiving refunds from the College (financial aid refunds, refunds for cancelled courses, etc.)	129	46.1%
I took it to the JALC Library to activate the library barcode.	44	15.7%
No response.	71	25.4%
Other (please specify):	31	11.1%
<i>This part of the survey seems quite stupid.</i>		
<i>the second time they sent me one I kept it and used it as a library card.</i>		
<i>Put away in a drawer.</i>		
<i>Nothing</i>		
<i>NA</i>		
<i>My mom took care of it.</i>		
<i>kept it just in case I would need it.</i>		
<i>just kept it</i>		
<i>I threw it away thinking it was a credit card offer.</i>		
<i>I still have the card, but I do not use it. No money is on it.</i>		
<i>i put it in my wallet</i>		
<i>I put away in paperwork because i didn't know id ever need it until i went to the library to check out a book</i>		
<i>I let my daughter play with it.</i>		
<i>I kept in case of need in the library. Otherwise the thing is useless to me.</i>		
<i>I keep it until I need to use it.</i>		
<i>I just put it with my statements. Never activated it.</i>		
<i>I have not used my onecard yet since I've got it.</i>		
<i>I have not done anything with it yet. I started the activation but didn't have enough time to read all the fine print. I haven't gotten back to it yet, but I haven't needed the card either.</i>		
<i>I didn't really do anything with it</i>		
<i>I did nothing until I had a credit from the college and the only way I could get my refund was to activate the card which is a bunch of bull</i>		
<i>I did not put refunds on card, I prefer paper checks in the mail and requested that from higher one. The card is in my wallet and never gets used. Not accepted as student id other places because there was no picture, although I think they have added this feature for next fall.</i>		
<i>This is also my answer for the next question</i>		
<i>I activated it but other than that I didn't use it.</i>		
<i>haven't used it</i>		
<i>Haven't activated yet.</i>		

...kept when received...continued

Got information on all the costs of swiping it.

Forgot about it.

dont remember

Which method did you select for receiving refunds from the College (financial aid refunds, refunds for cancelled courses, etc.)?

I opted for refunds to go directly to my JALC OneCard.	128	45.7%
I opted for refunds to go directly to a bank account.	36	12.9%
I did not make a selection.	47	16.8%
No response.	69	24.6%

How satisfied are you with the JALC OneCard?

Very Satisfied	56	20.0%
Satisfied	91	32.5%
Unsatisfied	30	10.7%
Very Unsatisfied	19	6.8%
No Response	84	30.0%

Comments:

would prefer to receive a refund paper check to home address

wish it was easier to add money to the card

Wish it had a physical address so I could use it like a normal bank. I don't like that its a credit card as well as id card. That's not safe. I really wish we could get ids like a normal college. Plus when a business asked for student id for additional discounts and I pull out the one card, they tell me that's not an id

What's the point of the thing again? Not being funny, I really don't get it.

Way to hard to put money in the account and there are NO free atms! Very unhappy about NO free atms.

Too many fees. Then charged 5 bucks without being told when everyone had to get the new card just so it would have your picture on it. Found out when I was sent a bill for it from the school.

To swipe it, it takes money out. I forgot my password for the OneCard website and it's a big hassle to change it.

This question doesn't apply to me. I don't have any experience actually using the card, but I would have preferred a regular student ID card, or at least the option to have one.

They were charging me fifty cents every time I used it.

The service provided was very efficient

The only advantage of the one card is getting refunds faster. Negatives are that you can only get out so much monet per day, the ridiculous charge to replace the card, the photo on the card can hardly be used as an i.d., and worse of all the bank that issued it isn't somewhere local.

The OneCard has been extremely useful to me as a student and I hope it continues throughout my education at JALC.

The one card is great for recieving refunds and able to keep funds seperate to use for school however it charges fifty cents every time it is used and I think this fee is excessive

The fees were just raised and they are pretty high. Which makes it almost impossible to avoid them, considering there is only one higher one atm location that is close.

...satisfied...continued

Somehow my card stop working and I contacted Customer Service, but couldn't figure out why and they didn't fix my problem. I lost money because they take money out if I don't use my card f or certain period. So I tried to transfer money from OneCard to my bank account and it cost a lot too. I was so very unhaapy with that. I still haven't been able to fix my card problem but have no idea what to do.

Served it's purpose.

See above note

Once they receive information regarding money to be loaded, they are very fast in processing it quickly!!

Not sure why I have to use it in the library.

never used it

neither satisfied nor unsatisfied, i use my bank account

NA

na

N/A

my first card was stolen due to lack of protection, and my i was never paid back for it.

Last semester somebody stole my identity from the card and I had to cancel my OneCard and get a replacement. I also strongly dislike all the extra fees it charges when the card is used to make purchases and check the balance at an ATM.

Just wish there wasn't so many fees.

Its not something i use ever. I was angry to find out that i had to have one to get any refund back.

It was confusing figuring out exatly what the OneCard is for at JALC. It obviously does more than what I use it for.

it takes longer to get the money to my bank account because it is sent through higher one.

It seems that senior citizens like myself are not able to receive direct deposits to the card as other students are.

It makes deductions when it wants too for some reason.

I'm not sure.

I wouldnt have it no oter way its safer than comin threw the mail like it did the old way .Buy checkwhere peolpe stole it and its faster. Now if u can just get the state to hurry and send the the rest of thire money they owe to teh studntes .

I would rather not even have it at all. I think its a waste of money on the college behalf to even issue them. If someone pays to much being private pay get a refund at the office. and if aide is being issued mail a check. some people do not want credit cards.

I would like to know where the Higher One ATM's are.....

I was surprised when my funds from the 2010 fall semester expired, I wish I would have been warned about it.

I view the OneCard as a needless bump while trying to get my refund. It namely just takes up space and is another account to worry about.

I think it's the strangest student ID I've ever seen. It's very hard to present it for student discounts outside of the Southern Illinois area.

i think its just a ploy to get you to use this card so the college can get kickbacks it would be an ok option but forcing everyone to use it is silly especially since its not recognized as a valid student ID a lot of the time since it has no picture and the fact it is necessary instead of a library card is ridiculous. make it optional not force it on everyone for no apparent reason. Get a real

student ID that functions as a library card with a picture not some debit card.

...satisfied...continued

I think it is an unnecessary extra step.

I really haven't used it yet.. it took so long for me to get it that i received it late into the semester I just wish it had a way where we can get loans from it while waiting on our other grants to come in I haven't used it yet.

I have not used the card so have no experience to feel satisfied or not satisfied.

I have no use for it.

I found the card to be completely useless.

I found out there was an expensive fee for inactivity that ultimately consumed all the balance on my card when I thought it was safe there for future purposes.

I don't really know what you can use the onecard for. Ever since I have got it, it has sat in my billfold.

I don't like the fact that the website isn't very detailed in keeping track of your refunds and purchases made. Also there is only one atm to get money off the card and it's at John A. and only lets you take out \$500 at a time so it takes me several days to get all of my money off of the card. Also I had to get it replaced once and they did not inform me of the \$20 fee. I only found out about the fee when there was a restriction on my account to sign up for classes because I hadn't paid it. Also if it is to be used as the student ID card dwe should have our picture on it. A lot of places that offer discounts to students with their ID cards will not recognize it because it doesn't have a picture which is very frustrating.

I do understand that the card will make things easier in the long run but the transition to it was just something else to deal with.

I do not use it.

I dislike the fee that is charged if I run my card as debit. I also don't believe this fact was clearly specified, but rather hidden in fine print

I am not happy about the charges I will get if the accoutn is inactive for too long.

Haven't used.

Haven't used it.

doesnt have a picture on it so it doesnt suffice as id anywhere i go including the dmv when i needed 2 forms of id to get my new license.

Do not use.

Additional comments about the JALC OneCard.

With improvements I think it could be better. I also think there should be a place that serves as a higher one location to deposit cash into the account. It could be used as a legitimate account if that were possible and checks could be ordered. But as it is now I get my funds direct deposited in order to get them faster and then I just take the entire amount out at the atm.

Wish it could be used more like a student id - with photo, etc.

Wish after money became available you could transfer to you bank account but you can't.

You have to have it either sent to your bank or put on the card. Not very versatile

When will map grant money be on card.

waste of time

Very convenient I love it!!

Additional comments...continued

The one card has potential to be useful but is more of a pain than anything now. It seems that the issuing company is more interested in the monetary potential than making it a useful tool for the students.

Students should have the choice to have the card or not and it's a bank account. Sorry I have enough on my own. Then every time you open another account they run your credit...and that takes points off.. I really don't think it is fair to us students because the college wants us to use the card.

Placing a photograph on the card and using it more as an ID card would be nice and provide more security. It could be used for the CHEC building to keep track of gym/pool time.

Its purpose needs to be made more clear

It took me awhile to figure out to use my OneCard as a Credit instead of Debit, because the Debit costs money each time you use it.

It keeps bugging me to check the balance of like 3 dollars and it can take all the money off of it if its deemed abandoned which is a scam come on John a Logan stop scamming your students.

It does not function well as a student ID card.

If you're going to use a credit card as a student ID, then you should put a picture of the student on it. Most businesses don't want to accept it as a student ID.

I would love it, if it did not have additional fees.

I would like to be able to add money to my card other than to deposit my whole paycheck

I would have preferred a regular student ID card or at least the option to have one.

I use it as a prepaid debit card and transfer money from my bank account so I can do pay at the pump gas! It's fantastic, it has my photo on the front (no need to be IDd!) and I use it all the time.

I understand it is necessary and applaud the College for using technology to simplify processes.

I think the card is a rip off! Its my money and your charging me to spend it! I have my refund sent to my bank account now

I think that it's kind of shady to try and profit from kids' financial aid, and to charge them additional "fees" for taking money out, when everything costs so much already. Perhaps if someone doesn't have a bank account, it would be acceptable. But students are constantly being subjected to hidden costs of education, there's no need to nickle & dime them even more.

I think it should be entirely optional.

I never got my picture on mine, but I noticed that some people did. Is there a reason to have a picture or not have a picture?

I dropped a class fall 2010 semester in time to get a refund, but it took over a month to get my own money back to me. It was a struggle for me to figure out how to get my money back into my hands. I was constantly in the business office asking employees questions, on the phone with card employees, and on the phone with my bank. I could not figure out the online process and could not find anyone who was able to walk me step by step through the process. I paid cash for my education and I wanted it back in cash! I was told that my refund would go in the card and I could use it like an ATM card, but what good does that do for someone who has rent to pay? My landlord doesn't accept a JALC library/credit card. If I paid in cash, I deserve to get a refund in cash. Eventually after so long the card company was legally obligated to send me a check for my reimbursement, thank God, because my rent was overdue!! thanks higher one card!

I did not put refunds on card, I prefer paper checks in the mail and requested that from higher one.

The card is in my wallet and never gets used. Not accepted as student id other places because there was no picture, although I think they have added this feature for next fall.

Get a better system!!!

Additional comments...continued

Everything about it, from its penalty fee to its its high replacement fee is a joke. A pseudo credit card has no place functioning as a student ID. I'm sure someone got their pockets padded with this one.

JOHN A. LOGAN COLLEGE BOOKSTORE**Have you rented textbooks from the JALC Bookstore?**

Yes	88	31.4%
No	182	65.0%
No Response	10	3.6%

How satisfied are you with textbook rental?

Very Satisfied	30	10.7%
Satisfied	52	18.6%
Unsatisfied	4	1.4%
Very Unsatisfied	2	0.7%
No Response	192	68.6%
Comments:	14	5.0%

when you can find the same textbooks other places cheaper than at the bookstore, the JALC bookstore is just a back up when i need a book at last min

they need to include more books. SIUe offered my sister 6 books per semester for around \$125 There should be more books available to rent.

The price of books can be ridiculous and renting can at least alleviate some of that burden

Prices way too high and very little money back on return. I try purchasing off of Amazon first.

One of the books I rented fell apart shortly after I recieved it, and I assume they will not take it back.

It's cheaper but it still cost too much for something the bookstore will get back in the end.

It haw been a while since I rented textb

it cheaper than buying the books .

I wish all books were eligible for rental instead of just a select few.

I was satisfied with the rental process, but at the end of the semester I realized that I wanted to keep one of the books I rented and I didn't want to buy it again and lose more money. Could there be an option for paying the difference?

I think the rental price is too high for the books

I think the process of renting text books at John A. is easy and productive. They have all the books I need, and it is very convenient.

I do feel that the rental fees should be a little cheaper. My psychology book was \$90 to rent and only \$120 to buy.

Have you purchased any of the following products from the JALC Bookstore? Check all that apply.

New textbooks.	176	62.9%
Used textbooks.	192	68.6%
JALC merchandise (apparel, mugs, key chains, etc.)	71	25.4%
Supplies (notebooks, folders, etc.)	108	38.6%
Computers.	8	2.9%
I have not purchased anything at the JALC Bookstore.	30	10.7%
No response.	17	6.1%

... products purchased...JALC Bookstore continued

Other (please specify): 16 5.7%

The JALC Bookstore is EXTREMELY overpriced. I tell everyone in all of my classes to either go to Logan's Used Books or Chegg.com
Tell Me More cards.
software
printer
Microsoft Office Software
Logans used book store
Lab Book for Biology class
I was very happy that the JALC Dental Assisting program asked for colored pencils that were both blue and red. They understood that we needed them for our program and the convenience of getting them there and ordered them for us right away.
I get my books through the softball team.
*I bought this book on how to **** your mother in the ****
I bought a coursepack for microbiology (Bio 226)
I am in the Nursing program, I purchase items from the bookstore that is required for the program. Example: Nursing bag, lab bag, nursing logos, etc
I just bought a ne laptop thus year its aspire with cd and i love it ,, i always wanted and with out the loan from my pell i wouldnt been able to get one . this is the best one i have ever had , computer software.
computer printer and other computer accessories; Microsoft Office 2010 software
calculater, disks

How satisfied are you with the quality of:

	New textbooks.		Used textbooks.		JALC merchandise. (apparel, mugs, key chains, etc.)	
Very Satisfied	102	36.4%	62	22.1%	40	14.3%
Satisfied	77	27.5%	127	45.4%	46	16.4%
Unsatisfied	7	2.5%	11	3.9%	4	1.4%
Very Unsatisfied	2	0.7%	4	1.4%	0	0.0%
Does Not Apply	30	10.7%	18	6.4%	87	31.1%
No Response	62	22.1%	58	20.7%	103	36.8%

	Computers.		Supplies. (notebooks, folders, etc.)	
Very Satisfied	12	4.3%	49	17.5%
Satisfied	9	3.2%	61	21.8%
Unsatisfied	2	0.7%	4	1.4%
Very Unsatisfied	2	0.7%	2	0.7%
Does Not Apply	123	43.9%	73	26.1%
No Response	132	47.1%	91	32.5%

...satisfied with quality...continued

Comments:

Used books were often missing items like CDs.

the key chain i purchased broke in less than a month.. i know its thin material but i think it should last longer than a semester atleast.

The textbook required for the class I'm enrolled in is a first edition. Every time I opened this book I found editing errors. I feel that this is unacceptable, especially for a book that costs nearly \$200. Educational tools/supplies should not be so expensive anyway, its simply unethical! To have so many errors in it is just adding insult to injury, especially at a community college where I imagine, like me, most students attend because financial limitations.

Prices outrageously high and little or no return of money when done with class and try to sell back for just pennies when books are costing more than tuition. Thats ridiculous!

The products that I purchased was in great condition.

I feel that some of the used books are over priced for the conditions they are in.

One used textbook I purchased last semester had every chapter review written in.

too expensive for books that are in rough shape

The book store is great for getting supplies between classes

I was very satisfied with microsoft office student edition. It provided all of the software programs I needed for my classes and projects at cheaper price than other editions. New textbooks are way too expensive. Used textbooks are too expensive as well, but I did buy some here that I could not get at the other store or online for whatever reason. Rental textbooks are a rip-off at \$60, \$70, \$80 bucks or so, because I can buy the books completely and sell them back for less than that at times. I might have considered renting for \$30-\$50 per book.

Bit price for supplies but got it all bought in one place.

The store is too expensive. The bookstore across the street usually sells books cheaper. I saved \$100 dollars on just one book by buying it there.

Your supplies I think cost way to much, you can go to walmart, kmart, target, ect...for a lot cheaper.

The prices are way too high!

My used book was extremely used, and I still had to pay 125.00 for it!!!!!!!!!!!!

Texts coat too much.

I used to purchase all my books and supplies at this bookstore, but I currently go to Logan Discount up the street. Their prices are lower, and they allow us to choose our own books. I'd like to raise an issue. When a new edition of a textbook is due out the following semester, the store should inform us and sell the current book to us at a much lower price since we are then stuck with the thing. I have never had a problem buying the wrong book for my class as I research precisely what I need before I go in. However, I can't tell you how many times I've been in classes with other students who have been given the wrong books. This should never happen and should never take weeks to resolve.

Too expensive, I can find books for half the price online. Bookstore's prices aren't worth the convenience of getting them instantly.

Bought workbook for ACC-100, had pages missing. I was able to replace it with used workbook with all pages intact.

The JALC Bookstore is EXTREMELY overpriced. I tell everyone in all of my classes to either go to Logan's Used Books or Chegg.com

Logans used book store

I feel as if used textbooks are overcharged.

...satisfied with quality...continued

Comments:

I think that the price of textbooks nationwide is quite ridiculous. College is becoming more and more expensive and unattainable for many people which in the end only hurts our nations productivity. Other than the textbooks though I find it borderline fraud the way the bookstore overprices everything from pencils to folders because they know that many students must use their book vouchers in order to buy school supplies. I am a broke college student and single mother and I'm trying to better myself by getting an education and I feel like I am being robbed by companies who see the area as a way to make their insane profits.

I have rented a few used textbooks from the JALC bookstore. They were all is great quality and were a reasonable price.

Everything is too expensive and the last time I was in there I waited twenty minutes before I was checked out. There were employees everywhere and only one cashier.

I've bought 2 laptops from the bookstore and each time it messed up or got broke they wouldn't help me in anyway to get it repaired or a loaner. They directed me to the factory maker. Text books are way too high and costly. And once spend all the money on the books you cant even return most of them once finished with the semester

I bought a book to keep track of my assignments. I later found a much cheaper book - the Dawg book - over at SIU. Junior colleges are supposed to be cheaper to attend; let's not "make up for it" by charging more on other items.

I could have not purchased them and been fine in the classes... so for me it was like gambling. I lost this time, half of my books aren't worth anything now.

The bookstore needs to carry more books for certain classes.

I get my textbook much cheaper (and new) on Amazon.com

I was given the wrong book. It didn't cause any problems; I received a full refund and the correct book when I went back in.

When I purchased software they were not very knowledgable and I bought the wrong thing. They're always friendly and ask if I need help.

How satisfied are you with customer service at the JALC Bookstore?

Very Satisfied	85	30.4%
Satisfied	118	42.1%
Unsatisfied	24	8.6%
Very Unsatisfied	6	2.1%
Does Not Apply	28	10.0%
No Response	16	5.7%

Comments:

Workers were not familiar with the correct pricing on books.

Workers are always very nice.

When I purchased software they were not very knowledgable and I bought the wrong thing.

Way too slow! I had to wait in line all 4 times I went for at least 15 minutes!

They're always friendly and ask if I need help.

They're all very helpful.

They have always been really nice and helpful in there.

They are sometimes very slow at getting books in.

...customer service at Bookstore...continued

Comments:

they are ALWAYS very helpful

their very nice and sufficient with the work and the service they do and teh way they handle customers .

The workers at the bookstore are always very polite and helpful.

The staff is more than likely going to give you the wrong book or product and insist it was right.

If you go across the street they will set you straight.

The _____ that works in there is really nice.

The people who work there have been uniformly helpful and polite.

The people at the book store are so helpful they bothered me.

The kids who work at the store are always friendly, polite and helpful. However, I believe the policies and practices of the management need to be reviewed and changed.

The assistance that I received from the JALC bookstore staff was exceptional.

Some of them had trouble finding the books I needed.

*scumbag ***** spammers*

Satisfied, but I am a unique case in which I can not drive due to mental issues, and am having trouble getting my birth certificate from the State of California which I lived in untill six years ago.

Unfortunately, at one point during the semester, there was a mix-up over what type of photo ID was required to sell back my textbooks. But the issue has been (and at the time was solved by a very understanding worker), apparently solved.

people standing at front door dont make it seem inviting. Staff are sometimes rude. atmosphere communicates that the school is very worried about theft which makes shopping there uncomfortable

One of the student employees was dating my ex and would glare at me and ignore me when i tried to look for and purchase supplies. As a result i did not return to the JALC bookstore.

I went to the logan bookstore across the highway instead.

No one seemed interested in helping me find what I needed.

Last 2 semesters I've had to return books because they weren't the right ones, I didn't get all the books and software I needed and had to make another 45 minute drive back to get them, and because of which I was not able to complete assignments on time.

I'm not sure if the question refers to this store, but the store I visited was Logan's Discount Textbooks. It seemed overstaffed and even though I arrived about a half hour before closing and the staff couldn't wait to get me out of the door. I was not given an opportunity to look at merchandise or other school supplies. Even though my visit only took about 5 minutes, before I pulled out of the parking lot the staff was already locking up for the evening and leaving--some work ethic. Although, to their credit, I can say the staff member who helped me knew exactly where to get what I was looking for and the store was very clean and well organized.

If I have trouble finding certain books, there is always some one willing and ready to help with anything I need.

I was given the wrong book. It didn't cause any problems; I received a full refund and the correct book when I went back in.

I think there should be more registers to check out at. Sometimes the waiting line is way too long!

I have not purchased anything from there due to the lacking customer service.

I get my textbook much cheaper (and new) on Amazon.com

I found out not too o early before the semester starts. Student workers are confused and not always clear with their accurate information.

...customer service at Bookstore...continued

Comments:

I don't like that you can't look through the book isles at anytime. Also the staff seems very apathetic about their jobs.

I can't walk in to buy a #2 pencil without getting harassed by 6 employees. The stores not that big, I'm sure I could find an employee with ease if I needed to...

I asked them to check my course list to make sure I was buying the right books. They supposedly did. I opened one of the plastic wrapped books for a class, but I found out that it was the wrong book. I tried to return it and was not allowed to because it had been taken out of the plastic. I have not had that problem with the bookstore across the street; I'm very satisfied with their customer service.

Except for the time they gave me the wrong text.

Except for the part that they wont acknowledge anything once bought from store

Even when busy they are always friendly and efficient.

Clean, friendly, inviting environment.

How likely would you be to purchase the following if they were offered at the JALC Bookstore?

	Postage stamps.		Greeting cards.	
Very Likely	30	10.7%	17	6.1%
Likely	62	22.1%	42	15.0%
Unlikely	72	25.7%	77	27.5%
Very Unlikely	85	30.4%	110	39.3%
No Response	31	11.1%	34	12.1%

	Student planners w/JALC dates.		Calendars w/important JALC dates.	
Very Likely	64	22.9%		
Likely	83	29.6%	38	13.6%
Unlikely	47	16.8%	72	25.7%
Very Unlikely	56	20.0%	58	20.7%
No Response	30	10.7%	78	27.9%
			34	12.1%

Other comments about the JALC Bookstore.

They always have the products that I need to be a successful student.

*kiss my ****

It would be nice to include all of JALC's athletic dates in a calender or planner so maybe more students would come and support their athletic teams.

it would be very handy to have postage stamps their and to beabl drop letters the if their was a mail box , if the prices aren't outrageous.

I wouldn't purchase anything at the JALC Bookstore again

I was disappointed with customer service because I was sold a used textbook with water damage, then was told at the end of the semester that I could not sell it back. I was blamed for the damage and told that they would not sell a book in that condition. It made me not wish to buy textbooks from them anymore.

Other comments about the JALC Bookstore.

I want the student planner! What would be even better is if you could make columns instead of squares for writing in dates. For reference please look up the Mead Pretty Please weekly planner style. <http://www.mead.com/meadstore/catalog/productDetail.jsp?prodId=TL8495>

I think offering postage stamps and calendars with JALC dates on them would be useful but once again I think the company heinously overprices at the expense of the students.

I see these kinds of things everywhere, and the only thing mentioned above that I ever use are stamps. And I use those sparsely. With all the smart phones out, I'd like to see a .cal link to the important JALC dates on the webpage. I would definitely use that.

I only have one class. No textbooks needed.

I never bought merchandise from the JALC store because everything was so expensive.

I might buy some postage stamps if the prices were reasonable. I'm not sure how much more expensive they would be compared to others at this point.

I had to buy a coursepack from microbiology, BIO 226. I usually make all my purchases online because of much better prices, but since this was something compiled by JALC, I didn't have a choice. This semester, spring 2011, there were somewhere around 6 full sections of BIO 226, and every student had to have a coursepack. These coursepacks are unable to be reused year after year because the pages are filled in and graded. All that is required to replicate the coursepacks is feed ing it into a top-loading copier and pushing a button to mass-produce copies of them. Student them themselves. The bookstore ran out of coursepacks before classes began. What?? The amount of students that are in the class and must buy a pack is known... It took over a week and a half for the bookstore to print more... Had I known anyone that had one I could have copied it myself the library in a minute and a half....seriously.

I feel like the bookstore prices are too expensive

I asked if the store had Thank You cards, which I would have bought there for sure to give to instructors for writing letters of recommendation. Also really wish the bookstore had cough drops for sale, wich i definately would have bought in some of the winter months.

Apparel is expensive. Remember that we're broke college students.

VOLUNTEER EXPRESS (café in the E Wing Lounge)

How satisfied are you with the following as they pertain to the Volunteer Express?

	Quality of beverages		Quality of food		Price of products		Customer service	
Very Satisfied	47	16.8%	29	10.4%	14	5.0%	61	21.8%
Satisfied	91	32.5%	91	32.5%	61	21.8%	81	28.9%
Unsatisfied	5	1.8%	12	4.3%	50	17.9%	10	3.6%
Very Unsatisfied	7	2.5%	10	3.6%	34	12.1%	5	1.8%
Does Not Apply	105	37.5%	115	41.1%	98	35.0%	97	34.6%
No Response	25	8.9%	23	8.2%	23	8.2%	26	9.3%

Other comments about the Volunteer Express.

We are college students. Not all of us have THAT much income. Things should be a bit cheaper. they seem to be understaffed to get handle the rushes between classes

They Don"t carry any options for breakfast meat other than pork no turkey or beef I don't eat pork

Other comments... Volunteer Express continued

The staff is friendly. The coffee is expensive and full of grounds.

The scones are always raw. All dough in the middle. They treat you like an idiot and tell you that's how they are supposed to be. Any other cafe I have ever eaten a scone at they were not raw!

The quality of food does not seem excellent, and the prices are high on many snack items.

The prices are way too high.

The prices are way too high for these products.

The lady that works there is always nice and friendly, but the food has such scant variety and is somewhat overpriced, but not as much as the main cafeteria.

priced too high

Overall very nice. I probably get a rice-treat at least once a week, and a smoothie at least twice a week.

On Mondays I have class 9 am-9pm and the only way I can get through my long day is energy drinks from the cafe, but I started noticing that throughout the semester as I slowly drank through the supply of sugar free energy drinks, they weren't replenished :(it made my week last Monday to see a sugar free red bull in the cafe for the first time since I drank all of them at the beginning of the semester!

oh i love the new volunteer exexpress its wonder . the girl down she is so nice and pleasten always has a smile i would say she is on of teh person in the whole express the is good , she has manners . she dervers a bounes. if possible ,

never purchased

McDonald's is cheaper and right down the road.

I've only had bottled soda and nachos from the Express, so I have no opinion about their beverages.

It seems that the goal of Chartwell's is to charge the most money it possibly can without losing business. It is almost as if they are taking advantage of the "monopoly" they have on the quick lunch setup on campus. Lower prices would help the students greatly.

It seemed to me that the prices were hiked just a bit, not so much as to discourage me from buying though.

I wish you offered other products besides Pepsi products. I know Harry Crisp must have contributed to the school, I've seen his name on plaques, but some people still like Coke. The food tastes mostly fine, but it is outrageously priced. For instance, if I get a 6 inch sub and make it a "combo," it is nearly nine dollars with tax. I can get a larger sandwich with more meat, and a Coke at Subway.

The only real reason I keep going to that cafeteria is because I have 40 minutes for lunch, and John A Logan does not have enough parking, so when I come back to school and try to park behind the G building, I have to fight for a spot for 15 minutes. If I ate in that cafeteria once a day for lunch, a normal sized meal- sandwich, a side, and a drink- it would cost almost 40 dollars, on a four day school week.

I was very disappointed that they did not except Starbuck gift cards. You serve a full Starbucks drink menu so therefore you should have a system set up to accept your products gift cards!

I usually don't buy things from the volunteer express

I really like the subway type sandwich bar, though the prices at subway would be much easier on my wallet. Though when I am hungry at school they are really tasty and so I buy them occasionally.

The _____ who works the sandwich part, though, bless her is SO SLOW.

I only used the Vouteer Express once. Its like you have to be Mr. Moneybags to afford anything.

I haven't gotten anything there.

I have not yet purchased anything from there yet.

I have not used it yet, but I think many students are glad it is there. It gives a welcome atmosphere to the area.

Other comments... Volunteer Express continued

I have not bought anything.

i have never purchased anything here

I have never eaten there.

I have never eaten at the Volunteer Express. I usually bring my lunch.

I feel the prices could be a little less expensive.

I don't know what that is.

I don't go in to the Volunteer Express.

I bouht a drink one time and drank some of it and it was expired I bought a milk another time and that was expired I the prices are too high , its a crazy fod place rather go to McDnalds

I am never in that part where it is located. Therefore, I've never used it have not eaten there

Have never used Volunteer Express.

Good idea

___ is the best barista that works in the cafe

Don't use

LOGAN'S CANTEEN (cafeteria)**How satisfied are you with the following as they pertain to Logan's Canteen?**

	Quality of food		Variety of food		Price of products		Customer service	
Very Satisfied	23	8.2%	24	8.6%	6	2.1%	37	13.2%
Satisfied	87	31.1%	81	28.9%	55	19.6%	77	27.5%
Unsatisfied	11	3.9%	18	6.4%	41	14.6%	11	3.9%
Very Unsatisfied	11	3.9%	10	3.6%	35	12.5%	5	1.8%
Does Not Apply	117	41.8%	116	41.4%	112	40.0%	118	42.1%
No Response	31	11.1%	31	11.1%	31	11.1%	32	11.4%

Other comments about the Logan's Canteen .

you need more vegetarian food choices, that black bean burger is always dry and nasty. wouldn't mind some sheppards pie.....

The food is good and the service is great. But it is WAY WAY WAY overpriced. Almost \$3.50 for a small slice of cake? Over \$7 for a lunch and fountain drink? And the fountain drink alone is close to \$2 by itself! Outrageous

The darn thing is always closed by the time I am allowed to get there.

Takes too long

never purchased

never had the opportunity to eat there

Much improved over the previous avatar

ive never eaten food form the canteen.

I usually don't by things from Logan's Canteen

I usually bring my lunch and have never eaten at Logan's Canteen.

I think they close to early for lunch. The prices are outrageous!

I have not eaten in the canteen

I have not bought anything

Other comments... Logan's Canteen continued

Once again the customer service is great, it's the food and pricing that keeps me from eating there. Almost everyone I know leaves campus between classes to go to McDonalds or Subway. The cheeseburgers at McDonalds are cheaper and better quality. I eat the food often because I am forced to without a car to leave campus on my own, but I have never once left there feeling satisfied about my purchase. A burger and fries is at least \$5 and never ever tastes good. Even the subs station they added is horrible. I try to stick to the premade cooler items and can usually get a decent salad or fruitcup, but even then I received a salad and the bottom of it was mushy and browned. It was way past expiration. Just because the place is fancy looking and new does not mean we want to go there to eat. You need to get better food, lower the prices to a more college friendly budget, and stay open until at least 3! If you made these few changes you would definitely see more students staying on campus to eat.

i have never purchased anything here

It seems that the goal of Chartwell's is to charge the most money it possibly can without losing business. It is almost as if they are taking advantage of the "monopoly" they have on the quick lunch setup on campus. Lower prices would help the students greatly.

I like the "Subway" concept used in the cheeseburger section of the cafeteria. You certainly can't choose from different types of cheese, cold toppings and deluxe toppings at very many places, at least without paying more than here. McDonald's doesn't offer cheddar and pepperjack cheeses for their burgers, that's for sure...

I have not used it, but it looks like it's been nicely updated. The counter area for laptop use is a nice addition.

I have never eaten these.

I HATE the Logan Canteen!!!! The food is overpriced and not that good, the service wouldn't be so bad if the employees weren't governed by the rules of Chartwells but they do. Chartwells has to turn a profit like any other business, however, were college students. Fortunately I am a 30 year old college student and am smart enough to bring my own lunch!

I don't know what this is.

I don't go into the Logan Canteen,

I dont eat thire thoes peolpe has the worst manners . dont maner if u didn redo it they need help . i work for Customer service for 5 yrs and you just do do that do peolpe no mantter what on how u cook . i got treated . so i do eat their no more .

I don't eat at school.

I believe that the cafeteria should remain open until 2:00 pm. The cashier _____ (I think that's _____ name!) always smells of old beer; _____ smells like a big time alcoholic.

have not used, its way to far from E wing

Have never used it.

Don't use

SEATING AREAS**How satisfied are you with the amount of seating in the halls?**

Very Satisfied	27	9.6%
Satisfied	131	46.8%
Unsatisfied	70	25.0%
Very Unsatisfied	18	6.4%
No Response	34	12.1%

Comments:

you have plenty of room for the students it wonderful but i do believe it can have more of a lively color its so gloomy . brighten it the seating areas and add some light .
yeah its great if you want to sit on the floor!
Too many student are just laying around, causing fire hazards, and making it har for you too walk down the hall
There's no where to sit
there's alway people sitting in the hallway with their feet stuck out right in the middle of the hallway and people are always having to cram together not to step on people.
there really isnt any seats. We all sit on the floors
there needs to be a lot more
There isn't enough seating. When I have to haul across campus quickly, I am always avoiding people's outstretched legs. It's like hurdles some mornings.
There is very little seating available, plus what is available is not that conferable.
There could be more but the space that is available seems to be well utilized.
There could be more benches spaced closer together.
there could be more
There are not enough seats
Satisfied, but needs more seating
Online student
not many seats in halls but sitting on the floor seems to be popular
not enough seating.
Not enough seating
not applicable
no seating in halls really, but plenty of seating in lounges. more seating in halls would cause more congestion
need more seats in the hall.
Need more benches. Too many students sitting on the floor. Possible trip hazard.
NA
N/A (I'm an online student.)
n/a
Most of us students end up sitting in the hallways waiting on classes to start and there aren't enough benches to accommodate, but maybe 10% of the students.
Just need a few more to many people laying on the floor
It's a little crowded. Don't even get me started on trying to find seating in the cafeteria at lunchtime. It'd be nice if there was more.
Is there seating. If you mean the floor, there's plenty if floor.
I would like one or two seats in the walkways near the nursing wing.
I see a lot of students sitting on the floor in the hallway.
I really do not like all the people sitting in the floor in the hallways going to classes. I have a bad leg and its hard to get around them sometimes.
I have often had to sit on the floor.
I don't spend much time there.
I do not take classes at the campus, I am an online student
I am satisfied, however it seems that other people aren't be use they're ALWAYS standing in my way in the halls. (thus is really annoying to me)

Comments:

Everyone sits on the floors and you have to walk around them and they won't move their feet so you can pass

Doesn't apply

Does not apply; only taking exercise class

Does not apply, I take one night class.

does not apply

Could be more benches/seating areas.

Because of the shortage of benches, people have to sit in the floor along both sides of the hallway and all of the feet block passage through the corridors.

Am enrolled in online classes.

A few more benches in the hall would be nice

How satisfied are you with the quality of seating in the halls?

Very Satisfied	34	12.1%
Satisfied	161	57.5%
Unsatisfied	39	13.9%
Very Unsatisfied	12	4.3%
No Response	34	12.1%

Comments:

you have plenty of room for the students it wonderful but i do believe it can have more of a lively color its so gloomy . brighten it the seating areas and add some light .

very uncomfortable not enough benches or places to work on homework between classes

They need cleaning, lots of stains.

They do the job just fine, when you can actually find a seat.

They are hard as a brick you might as well sit on the floor.

There is very little seating available, plus what is available is not that comfortable.

sitting on floor

see last answer

Quiet areas seating separated for one or two people. Halls are a social area

Online student

not applicable

need more seats in the hall.

Need more benches. Too many students sitting on the floor. Possible trip hazard.

N/A (I'm an online student.)

More room please.

I do not think the floor constitutes as "seating."

Doesn't apply

Does not apply, I take one night class.

does not apply

Could be more comfy or relaxing for in between class not so stiff and uninviting.

How satisfied are you with the amount of seating in student lounges?

Very Satisfied	42	15.0%
Satisfied	167	59.6%
Unsatisfied	22	7.9%
Very Unsatisfied	5	1.8%
No Response	44	15.7%

Comments:

you have plenty of room for the students it wonderful but i do believe it can have more of a lively color its so gloomy . brighten it the seating areas and add some light . there is none really like 20 chairs that doesnt really fit well with the 800 kids that go to John A. see previous answer

seating around volunteer express sometimes gets full and not enough table space

Online student

not enough.

never been to one

need little more for amount of people

NA = 5

N/A (I'm an online student.)

I don't use the student lounges. Am not sure where they are.

I don't spend much time there

Doesn't apply

Does not apply, I take one night class.

Does not apply to me.

does not apply = 2

Could use more

How satisfied are you with the quality of seating in student lounges?

you have plenty of room for the students it wonderful but i do believe it can have more of a lively color its so gloomy . brighten it the seating areas and add some light . They are comfortable and plenty of work space if doing school work. see previous answer

Online student

NA = 6

N/A (I'm an online student.)

Comments:

I understand that everything has a cost, however, the lounges are very drab. They definitely date the school. The set up of the lounges are fine, but some newer, more modern furniture are just what those spaces need.

Doesn't apply

Does not apply, I take one night class.

Does not apply to me.

Does not apply

could use more

How satisfied are you with the amount of electrical outlets in student lounges?

Very Satisfied	26	9.3%
Satisfied	156	55.7%
Unsatisfied	43	15.4%
Very Unsatisfied	9	3.2%
No Response	46	16.4%

Comments:

This very rarely applies to me because I only use the outlets once or twice a semester.

There's usually enough seating to find a spot to sit, but if you need an outlet you have to scavenge a spot like a vulture to get one next to an outlet.

There needs to be more.

there is enough for like 4 laptops wow!

see previous answer

Online student

NA = 7

N/A (I'm an online student.)

More outlets would be helpful when a laptop battery is low. And now the computer labs are too strict with some of their rules. One of my fellow classmates was kicked out for being on a computer too long and all she was doing was work on BlackBoard.

More outlets in the library

It would definitely be great to have more. Particularly in the library though!!! All those little study cubbies in the back would be much more beneficial with more electrical outlets. I can rarely ever find one unless I pry the filing cabinet away from the wall in the reference section. Even then I pray that the trendy hipster nerds haven't taken over my table.

I do not usually need to use to outlets in the student lounges, but, in a school full of adults in a modern world, there will never be enough outlets.

Few more.

Don't know.

Doesn't apply

Does not apply, I take one night class.

Does not apply to me.

does not apply = 2

could use more or just multiple plug in units

Could be more. But that's not an easy thing to accommodate.

Could be more.

How satisfied are you with the amount of seating in the cafeteria?

Very Satisfied	28	10.0%
Satisfied	149	53.2%
Unsatisfied	43	15.4%
Very Unsatisfied	10	3.6%
No Response	50	17.9%

Comments:

There's just not near enough.

There never seems to be enough places to sit.

There isn't enough room during lunch.

Sometimes seating can get crowded which is ok except for the people who feel they have to scream and laugh loudly to obtain their attention. I know the cafeteria isn't a library but many students have to study while they eat to maintain grades. Everyday there is a group of students who have to disrupt everyone else

Seems to be adequate.

see previous answer

Online student

Once the change came it seemed like it was less seats, but it's still enough

Need more!

NA = 6

N/A (I'm an online student.)

Most people seem to sit alone or with one person. There needs to be more single seating or smaller tables. I feel bad taking up two tables for just myself.

More would be better, but considering the space I think it is just fine. I really like the remodeling that has been done in that area.

It gets too crowded. Not enough seating.

I'm not there during the busy time, so I don't know.

I think it barely means needs.

I don't eat there much. But when I do it seems I pick the worst time and can never find an open table.

I am unable to comment as I don't go to the cafeteria

don't use it

Doesn't apply = 2

Does not apply, I take one night class.

does not apply = 2

At lunch you gotta scramble to find a seat and usually they're all taken.

Although I do think that some of the tables should be broken up because not everyone goes in there with a group of people.

How satisfied are you with the quality of seating in the cafeteria?

Very Satisfied	30	10.7%
Satisfied	173	61.8%
Unsatisfied	22	7.9%
Very Unsatisfied	6	2.1%
No Response	49	17.5%

Comments:

The tables could be wiped off every once in awhile or have a bucket of sanitizer out there so we could do it!

The bar is very nice, with the outlets

Tables are always dirty.

see previous answer

see above

Online student

Comments:

Needs to be more Disability-Friendly seating.

NA = 6

N/A (I'm an online student.)

Love the new bar type seats with the outlets!!!!

dont use it

Doesn't apply = 2

Does not apply, I take one night class.

does not apply = 2

How satisfied are you with the amount of electrical outlets in the cafeteria seating area?

Very Satisfied	23	8.2%
Satisfied	160	57.1%
Unsatisfied	33	11.8%
Very Unsatisfied	8	2.9%
No Response	56	20.0%

Comments:

there should be outlets in the floor under the tables for computer hookup

see previous answer

see above

Outlets need to be accessible to people in wheelchairs as well as with other disabilities

Online student

Need more

NA = 7

N/A (I'm an online student.)

It is nice at the counter but not enough around the cafeteria.

If there could be more, there should be.

I try to work on homework when I'm on lunch but I never can find a place to plug in my computer

Few more.

dont use it

Don't know.

Doesn't apply = 2

Does not apply, I take one night class.

Does not apply to me.

does not apply = 2

Other comments about seating areas.

They're perfectly fine... school needs to focus on academic issues, not the look of the school - it's clean and efficient...

The cafeteria are a breeding ground for racial tension. The seating is awkward and the cafeteria is full of tension. I'm pretty sure hostile environment suits can made against schools, If I have to get security again because I or someone near me is called a "cracker" or scared white-boy.. I'm going to file a lawsuit.

Online student

I think some of the desks in the rooms need to be updates. I am an overweight woman and it is hard to sit in those fifth grade sized desks!!

ANCILLARY SERVICES**If there was a public/pay fax machine on campus, how often would you use it?**

More than twice per week.	8	2.9%
Once or twice per week.	8	2.9%
Once or twice per month.	27	9.6%
Once or twice per semester.	22	7.9%
Once or twice per year.	48	17.1%
Never.	141	50.4%
No response.	26	9.3%

Comments:

When necessary and if necessary.

that would be good i would use . many studnest would use it .

Online Student

Not sure if I would use but would be a nice amenity.

Never to maybe once.

N/A (I'm an online student.)

I would definitely love to see at least one pay per use fax machine in the building. I have asked before and there still isn't one so I have to always go to staples to use theirs and that's inconvenient because I take the Saluki bus to school and have to find a ride to Staples to fax things.

I would ask my coach to do it for free

I have one at home.

I have my own fax machine

I have access to both at my convenience at work.

I am a student worker and many students do come in because they need to use our fax machine.

We are not allowed to let them unless it is work related so students do need a fax machine that they can access.

easier to scan documents in e wing computer lab and send as pdf.

Depends on the price

If there were lockers available to rent on campus, how often would you use them?

More than twice per week.	35	12.5%
Once or twice per week.	15	5.4%
Once or twice per month.	7	2.5%
Once or twice per semester.	7	2.5%
Once or twice per year.	17	6.1%
Never.	174	62.1%
No response.	25	8.9%

Comments:

This would be very nice. This is also assuming you would be able to leave stuff in them over-night.

I am for that. I probably wouldnt use one during the day.

The only place that I feel lockers would be useful is in the nursing building. I would use the lockers to keep my school nursing kit and maybe extra books that aren't used very often. But it would have to be a reasonable price and also be available to purchase out of the book voucher we receive at the beginning of the semester.

Comments:

thats what I use my car for! or a book bag

That would depend on what sort of rental fee there would be...

that be nice if wast to much to rent i would use . i would chrge 5 doll year or 10 yr .

5 doll a sem or 10 a sem

Online student

N/A (I'm an online student.)

It would be nice to put jacket or coat away if the location were convenient

I work at JALC as a student worker. So, I have an office area where I can leave my books between classes.

I think students would LOVE this. I have a free locker because I'm in the Dental Hygiene program.

If I wasn't, I probably would rent one!

I only have one class plus using the workout center/pool, so I'm not there all day.

I have often times wished for a locker. If you made lockers available to rent on a per semester basis, that would be soooo fantastic. I would definitely pay for a locker that was right along the connecting Cwing hallway or something.

I have my own locker in Dental. Does not apply.

I have my basketball locker

Depends on the price

Always bring books with me to every class the ones that I need, so probably wouldnt need a locker, but some other students may.

Do you think a medical/nurse station is needed on campus?

Yes, it is very important.	67	23.9%
Yes, it is somewhat important.	126	45.0%
No, it is somewhat unimportant.	35	12.5%
No it is very unimportant.	20	7.1%
No response.	32	11.4%

Comments:

We are freaking adults we should know how to put a band aid on by now. Lol.

Comments:

Undecided but i suppose it is somewhat important

This service would most likely be abused. And with the school in the financial trouble it is; why add another person to the payroll and another facility to maintain?

This seems like an unnecessary cost.

This is a junior college - you don't have the income to afford medical facilities.

thas alwa should be thier never no when someone goin be sick or have asmth ack and amlablan can get their what happens . thas a good i deaa

Online student

It would be very useful if students knew about it.

If there is some sort of major emergency the students need to know they will be taken care of efficiently.

I would not know about others, but it doesn't affect me

I think this might be an asset to our College.

I think it would be useful, but not very cost efficient so not really a priority.

Don't know.

What other services would you use that the College does not currently offer?

You should make your "Help" services more advertised. Failing students don't always know where to go for help, and, from what I can see in my classes, help is just not discussed. This also adds stigma to those challenged students who truly do need help learning.

use if the rec. area should be for all students enrolled, or maybe part time students pay a little, but you should not have to enroll in classes to use those facilities

There should be a daycare that is open for the evening classes.

Student fee based open CHEC access. I do not like to sign up for a class just to get access to work out. By not going as often as set forth in the guidelines my grades are impacted. So, i pay for a full class and then drop at the last moment to keep my grades protected. This leaves about 1/3 of the semester that i don't have any access. I would rather pay for the privilege to go at my leisure. Put the access on the JALC One-Card. I would actually go exercise more often.

parking

open computer labs would be greatly beneficial to the students with out time restrictions.

Online student

One thing that I think we need is a shelter type cover for the smokers in the rain and for the people that use the bus.

none that i can think of.

N/A = 2

more sidewalks connecting buildings, more outdoor seating

more parking and the spaces larger

More microwaves.

More computer labs in different wings.

More buses to school.

Massage, getting stressed here!

John A Logan Oasis- This would be a student meditation center that would offer 20min massages (could use massage therapy program) and other activities like 20min napping sessions.

The John A Logan Oasis would provide students a quick alternative to release some temporary stressors and relax before a test or another class. I think this would help provide a better atmosphere for our campus and provide our students with an overall better attitude towards their campus in general.

i've been waiting for a tutor for 2 months now. need more workers in there

It would be nice to have a few table/desk areas within the seating/hall areas for people to comfortably do homework away from the more chatty eating spaces.

It would be great if the day care accepted children less than 12mos old,.

I'm not sure

I wish there was a place to visit when I have a hour or two between classes. Somewhere to rest or take a nap. I work midnights and turn around to do classes, I usually rest in my truck between classes but it would be nice to go somewhere to rest where it is quite and peaceful and is not in the open so much.

I think the fax machine is a great idea and I would love to see Chartwells completely taken out of business and replaced with McDonalds, taco bell, anything else that is better food and cheaper prices. SIU has a wonderful variety at the student center, surely we are not that far behind them in funding that the only options we have is Chartwells. They are absolutely horrible.

I think a medical center is really needed because the only center is on SIU campus which requires a SIU I.d. I really like a locker room that could be rent per semester so i can just leave all my text books there.

...other services continued

Disability support services that reconize and support people who have poor memories as well as other cognitive impairments.

Computer kiosks in open areas--where you can walk up and check info.

Change machines in student lounges.

Can't think of any.

Better wifi.

better parking

Are there AEDs? They need to be put on the map if so.

A student health plan!

A pay phone

A lounge that has a big screen and is playing movies. It would help for when you have an hour or so break in between classes.

A gym free to students.

a covered area for smokers on rainy days would be very thoughtful, also more parking spaces.

A bus that comes during the evenings, and nights.

**Access to the CHEC building without having to sign up for a class. *The cafeteria really needs to be open longer than 1pm. A lot of us are there all day, and eating out of vending machines becomes our only option in the afternoons.*

SALUKI EXPRESS BUS SCHEDULE**How satisfied are you with the current Saluki Express schedule?**

Very Satisfied	7	2.5%
Satisfied	26	9.3%
Unsatisfied	5	1.8%
Very Unsatisfied	9	3.2%
Does Not Apply	205	73.2%
No Response	28	10.0%

If the schedule could be changed, what changes do you think should be made? Check all that apply.

Arrive before 7:30 a.m.	19	6.8%
Arrive before 7:44 a.m.	25	8.9%
Arrive after 5:00 p.m.	21	7.5%
Arrive after 6:00 p.m.	10	3.6%
Arrive after 7:00 p.m.	24	8.6%
No response.	218	77.9%
Other (please specify):	10	3.6%

This really does not apply to me.

still does not apply

N/A

n/a

I hope Saluki Express will offer an evening ride up to 9pm

I think I should get here before 8:30. I rode the bus this morning and almost didn't make it to my 9 a.m. class.

Comments:

I do not use the Saluki Express

doesn't apply

Does not apply.

Arrive on the 1/2 hour since most classes last 1 hour and 15 min, starting on the hour. It would allow one enough time to get to class on time and a minimum wait after class releases.

Other comments about the Saluki Express schedule.

what about a bus for carterville and marion

This is a service that is used by many students. The bus is always full.

There should be two buses in the afternoon because it is packed like a sardine can. And it is barely ever on time...

The do not run on schedule. It seems as though they come whenever it is convenient for them.

The schedule is fine, but I live in Murphysboro. The number three DOES NOT EXIST, despite whoever else might have told you otherwise, unless the morning driver of the number nine (an old man)

was wrong. But I haven't seen a bus on that stretch of 13, so he must be right. Because of my aforementioned (in the bookstore section of this survey) problem, I have some difficulty

getting to college and back home, and the arrangement I have now to get to Carbondale (to catch the Saluki bus) will not last past the spring semester, and I have summer and fall classes.

I do not have internet access at home (being less than middle class), and thus can not take online courses.

The bus driver was racing me down 13 and in the parking lot.

Sometime the bus always being late, especially when the bald man is driving. If the bus was late for more than 15 minutes, then people knew it must be his turn to drive.

Need it in murphysboro!

na

It would be nice to have the bus run more often and possibly more than one bus so it wouldn't be so crowded. I know the school has to save money, but it is truly a hassle to have to stand with a backpack, laptop, or some other item.

If the bus runs more frequently, it would be so much more helpful. The class schedule changed so I have to wait so much longer for the bus after I am done with class. And more seats are needed because there are many people using bus yet there are fewer seats and they have to stand in bus all the way.

I have to ride the Saluki bus every day to school and being in the nursing program I need the bus to be more reliable. We are allowed 2 absences or tardies before we are penalized and the bus was late several times throughout the semester. Also I live across town from the bus route. The bus starts at the student center at 7:27am goes to wall street at 7:33am and then straight to John A. so I have to take a cab each morning just to get to the bus stop then take the bus. Even after it returns it only goes through SIU campus. The bus should go to more stops in Carbondale or have another route to split Carbondale into the East and West sides going to John A.

Does not apply.

ONLINE LEARNING

Have you taken any of the following at John A. Logan College? Check all that apply.

Online courses (meet in classroom less than 3 times per semester).	137	48.9%
Hybrid courses (meet in classroom up to 8 times per semester).	44	15.7%
Supplemental/web-enhanced courses (classroom courses w/online resources or activities)	66	23.6%
None of the above.	90	32.1%
No response.	29	10.4%

Which platform have you used at John A. Logan College?

Blackboard	52	18.6%
Moodle	16	5.7%
Both Blackboard and Moodle	92	32.9%
No Response	120	42.9%

How user-friendly is Blackboard?

Very User-Friendly	63	22.5%
User-Friendly	52	18.6%
Somewhat User-Friendly	31	11.1%
Not at all User-Friendly	4	1.4%
Does Not Apply	14	5.0%
No Response	116	41.4%

Comments:

There have been many tech problems with Blackboard...either because the instructor didn't know how to program her lessons or Blackboard itself was having problems.

The system has been down before when I needed information or had things that were due.

Takes time to understand it. By the time you understand the semester is 3/4 done with.

I've had trouble downloading files for 2 semesters

it was sometimes hard to find the right pages.

I have very little computer experience but I still found both to be easy to use

Blackboard is quite ugly and not very intuitive.

In my opinion, the orientation was completely useless and outdated. This platform is only as user-friendly as the instructor's proficiency to program/orgnaize it. In my experience, it was a bit out of logic/order but I was able to get familiar with it fairly quickly.

Blackboard is excellent.

How user-friendly is Moodle?

Very User-Friendly	41	14.6%
User-Friendly	41	14.6%
Somewhat User-Friendly	32	11.4%
Not at all User-Friendly	3	1.1%
Does Not Apply	47	16.8%
No Response	116	41.4%

Comments:

*Why doesn't the College just use Moodle and dump Black Board to the curb.
Used in high school too. Seems somewhat unreliable and slightly unorganized, but tolerable.
The Orientation is a must.
sometimes confusing
Moodle is excellent. I believe it is whatever system a student gets use to is the one that they will like.
I'm bombarded with 50 links on the homepage after login, and there is not a whole lot of structure
tot he layout.
did not like moodle*

Compared to taking courses in the classroom, how difficult did you expect online courses to be?

Less Difficult	36	12.9%
Equally Difficult	76	27.1%
More Difficult	48	17.1%
No Response	120	42.9%

Comments:

*you have to be more disciplined
You don't have the "face" time with the instructor so I thought it would be more difficult to
ask questions, but I was pleasantly surprised. All of my online instructor always e-mail me
back by the end of the day if I'm having trouble with anything in their course.
You arent able to ask questions and get an answer when needed
With online courses the student is the teacher digging out the information for themselves. In
my experience the instructors of online courses have been extremely helpful.
The DNA online courses are pointless. They might as well me classroom courses because we
are required to turn in assignments and all kinds of stuff weekly. If it was a true online class,
the assignments and quizzes would be taken online, rather than in a classroom.
Not enough guidance and virtually no instruction given. Classes need to be augmented with
some sort of class interaction - i.e. WebEx or at the very least recorded classes.
Its not difficult at all
I felt like it was somewhat easier because I had more control of the class and how it pertained to me
I consistently forget about my online coursework and have missed many deadlines. This was
my first semester taking anything online, and I don't think I will be doing it again. I'm not organized enoug
Both have perks and disadvantages
because I learn better with verbal lecture and class discussion*

Were online courses as difficult as you expected?

Less Difficult	30	10.7%
Degree of Difficulty I Expected	92	32.9%
More Difficult	33	11.8%
No Response	125	44.6%

Comments:

varries with the class, some online classes are way more demanding of my time than classes in the classroom. Due dates for online classes are inconsistent. The first online class I took (MUS 105) , everything was due at 12am on sunday nights. All the assignments were posted at the beginning of the class, so i could work ahead based on my busy schedule (class during the day, work in evenings right after school). My online class now has deadlines that are easy to miss (CIS 207). The assignments are posted the week before they are due, giving a narrow window of time to complete them. They are due at 10pm on wednesday and friday nights, which are hard to make given my schedule. I end up working on the assignments around 9pm when they are due in an hour. I would like to work ahead to keep this from happening, but the assignments are not posted until they are due. The hybrid class I took was the same way (SPE 115). Discussion posts were due on completely different nights each week, and it was very stressful to try and remember these inconsistent deadlines. The hybrid class did not allow for posting these things early. I took a class that required lab quizzes to be taken online (BIO 100). The deadline for these quizzes was sunday at 12am, but could not be taken until friday. This was easy to forget, because the quiz had to be taken over the weekend, and could not be taken after our lab on wednesday, or the next day, thursday. After going to class all week, it was really frustrating for something to be forced to be due over the weekend (where you could not finish it before the weekend if you wanted to). The problem was my teacher, not the course. This was the first time my teacher had taught college students, taught an online course, and used moodle. My instructor was not very good at answering e-mails either. This has been the MOST frustrating class I have ever taken. The content was about equal, but the schedule is harder. Some classes were FAR more difficult than others. Specifically CIS 207. One computer class I dropped because of the work load. It was hard to get internet access at home to work when needed when there is not enough computer lab open time available. I loved my online class wwith _____ Due to tye fake it wouldn't work right Certain teachers suck at using online courses because they don't know what they are doing. All of my online or hybrid classes were the degree of difficulty I expected except my A&P 206 course. That class is just down-right brutal.

How did the amount of assigned work and tests in online courses compare to classroom courses?

Less Work	16	5.7%
Same Amount of Work	93	33.2%
More Work	46	16.4%
No Response	125	44.6%

Comments:

Varries with class, some were much more work, and mosly self teaching. Others were simple if you followed the book and read the chapters, or already had some knowledge of the subject matter. I would not advise taking an online class in a subject you are not pretty comfortable with. this depends on the class
Sometimes more work.
One class I am taking online is CIS 207. It consists of a lot of homework. Due dates are on Wednesday & Friday of every week.

Comments:

more work depending on the classes

more reading!

Lots of work ,but it wasnt to too hard

If you have sufficient self-discipline, then you should be fine with online classes.

deadline sensitive

When do you think assignments and tests should be due in online courses? Check all that apply.

During the regular instructional week.	122	43.6%
On weekends.	46	16.4%
During breaks (Thanksgiving break, spring break, etc.)	4	1.4%
On holidays when campus is closed (Labor Day, Good Friday, etc.)	4	1.4%
No response.	123	43.9%
Other (please explain).	16	5.7%

Some should be available so students can work ahead and finish class if they feel they want to. Preferably on Fridays or Thursdays.

Once weekly.

late evenings any day of the week. Some classes say the deadline on assignments and tests are 12:00 p.m. midday. That for me is more difficult evening works best.

I would prefer for tests and due dates to be on Thursdays. Young kids tend to have plans on the weekends and don't want to sit down and work on their homework during that time frame.

I also have more time during the week to complete my homework.

I think they should be due whenever the instructor decides they should be due. One of the purposes of taking an online class, at least for me, was the ability to do my work, and take quizzes and tests at my own convenience, which left me free during the day, to work more hours and take care of my home and family. But I'm a non-traditional student, who is older, even, than many of my instructors, so my experiences may not be typical.

I think they should be due during the instructional week. However, I also think that all tests during the semester should be available to take early if the student wants to. It is difficult to schedule work and responsibilities around tests that are only posted for a specified period of time, for example: a test that has to be taken on 12/2 between 8:00 AM to 8:00 PM.

I think that all of the online classes should have a due date for each individual assignment because some people tend to slack off and continue to put the work off knowing its not due until they feel like doing it. This will help out students whom are failing certain online classes.

I think online assignments should all be posted at the beginning of the semester and be worked on at our own pace. Deadlines could be set for a specific time that the assignments should be done.

I have had spare time and there were no assignments posted, therefore there was nothing I could do. Other times I have been extremely busy and it was hard to find the time to work on them. I thought the whole idea of online courses was to work at your own pace.

I think assignments should be due each week either on Monday or Thursday. Because John A. classes are only Mon-Thu by thursday afternoon I am ready to start my weekend and when my last class had all assignments due by Sat at midnight I forgot to do some of them resulting in a lower grade. If they were due throughout the week like most classes or on Mondays I would be more apt to get the assignments done for my online classes when I am checking what is due in my regular classes.

...assignments/tests due online comments continued

I really liked the due dates of Sunday at 12am for all assignments. That makes it where students can work on assignments during the week or weekends depending on their schedule. Also, this is an easy deadline to remember, and one where students can work ahead and not feel rushed or stressed. The deadlines during the week tend to interfere with other homework and extracurricular activities.

I believe that the individual student should determine when he/she can schedule to turn in work. That would enhance the flexibility of online learning. For working parents, setting their own time would be a well deserved luxury.

Even though it is an online class, ALL homework and tests should be due ONLY during the instructional week. NOTHING should be due on holidays or weekends, or breaks. If such homework is not due in the regular classroom during those times, they should not be due during those times for online classrooms.

At the end of the semester

At the end of each week or when the instructor makes the dates

As long as you finish your tests and homework I think that you should be able to work at your own pace.

Other comments about online learning.

Online classes are great if the assignments are posted at the beginning of the class so that students can work ahead. It is difficult to complete assignments if they are only posted for a short period of time. Most students take online classes because they need it to be flexible when they work on assignments.

More major-related courses need to be offered online. i.e. Payroll Accounting, Managerial Accounting, etc. I've been having problems getting my downloads lately on Moodle. I don't know why it used to come up so I could save them, but now it doesn't.

It has been my experience that one instructor of my online courses is not organized enough on Blackboard regarding assignments and grades. It has been a very frustrating and confusing semester, and when I have emailed questions to the instructor, I haven't received answers.

I would rather participate in classroom learning and not working online.

I am glad online courses are offered at JALC or I would not be able to attend because I work full time.

Assignments should always be due no sooner than the following business day when campus is open because I rely on the use of library and computer lab computer and internet usage.

I took MAT 113 online - and the Course Compass format is pretty bad... the website contains a full free copy of the (unbound - non resellable) book that they make you pay a LOT for - and there is no way for students to communicate, like in blackboard, so there is NO sense of being in a classroom. I took Speech online last semester, and the class message board was helpful...

Also... none of the videos on the site worked on ANY computer I tried. They were just in this horrible streaming format that never fully downloaded and disconnected constantly... or the video would freeze and the audio would continue. I'd say drop that course compass thing...

I think there should be wayyyyyyyyy more classes available online. With work schedules and a child, as well as not having a car of my own at the moment I have contemplated dropping out of school and trying to go to an all online university because it is no longer feasible to attend school on a regular schedule and try to balance a job and family.

I love taking classes online, and the only reasons I don't take more of them that way are, that a class I need isn't offered online, or a particular subject is intimidating for me and I need the security of the instructor right in front of me.

...online learning comments continued

I don't personally like them. But I am the kind of person that wants to pay money for instruction, not college credit. I almost feel cheated if I can teach myself something.

GRADUATION

If the College stays with a 4-day (Monday-Thursday) instructional schedule, would you prefer to have the graduation ceremony on a Thursday or Friday?

Thursday	9	3.2%
Friday	76	27.1%
Either One	27	9.6%
No Opinion	52	18.6%
No Response	116	41.4%

If the College goes back to a 5-day (Monday-Friday) instructional schedule, would you prefer to have the graduation ceremony on a Thursday or Friday?

Thursday	10	3.6%
Friday	108	38.6%
Either One	42	15.0%
No Opinion	92	32.9%
No Response	28	10.0%

Do you prefer to have the graduation ceremony begin at 6PM or 7PM?

6:00 p.m.	81	28.9%
7:00 p.m.	53	18.9%
Either One	37	13.2%
No Opinion	81	28.9%
No Response	28	10.0%

Other comments about graduation.

Whenever the college decides to have graduation the students will be there.

There is no way for wheelchair bound students to attend.

I would prefer to have graduation around 12:00 p.m.

I wish I knew if I was able to participate in the ceremony. I graduate this spring, and I missed the deadline for the ceremony (during online enrollment- I saw the date for the first time there).

I missed it by two weeks. But then, at the end of the enrollment, a box popped up asking me if I would like to participate in the ceremony. I wish I knew what to tell my parents...

I missed the deadline for graduation ceremonies. So I don't care.

I could care less when the graduation ceremony is.

I can't wait.

Having graduation during the week does not allow for family members to attend if they are coming out of town.

Depends on which day. If it's Friday-it can go later. Thursdays? It should be earlier. Many students nowadays have children and it can get long especially on a school night.

but if it starts at 6:00 or 7:00, it is difficult for students who uses bus to come to campus to make it the ceremony.

Other comments about graduation.

*best closer to weekend, so that family can attend. Saturday would be a good day as well.
All of my family lives out of town and having to work and school on friday make it impossible for them to come on Thurs*

How many out-of-classroom activities/events have you attended on campus in the current academic year?

More than 10	14	5.0%
5 to 10	20	7.1%
1 to 4	97	34.6%
None	121	43.2%
No Response	28	10.0%

How important is attending activities/events to your college experience?

Very Important	32	11.4%
Important	84	30.0%
Unimportant	96	34.3%
Very Unimportant	33	11.8%
No Response	35	12.5%

What would encourage you to attend more activities/events?

No Response	237	84.6%
Listed	43	15.4%

yes

We are on a very tight financial budget. I have eliminated just about all outside activities.

Varying options/times available for events. Wish there was more advertising on the arts and sports at John A.

sports schedules posted around campus.

Sure why not, it gets you more involved.

The particular activity/event itself. I don't have a lot of time/energy at the end of the day, but I

made it a point to attend several volleyball games last semester because several of the girls

were in my classes. I stop by events that are happening during the day because it's convenient.

It just depends.

perhaps an email about the event, mostly i didn't know about what was happening till it was started already.

pay me?

offered at times other than when i have class

Nothing - I'm retired, live 1 hour away.

Nothing

More interesting ones.

More advertising for the events going on at JALC; especially athletics.

JALC needs to get more aggressive in their announcement/promotion of activities. Half the time

I don't know what's on the calendar. The calendar of events should really be pushed JALCs website,

and school events should be much more highly publicized. I would be involved more if I knew what was going on.

...encourage...attend...activities/events list continued

*I'm not sure I think I attend enough already.
 if they were fun, interesting, like plays, coffee hours,
 if they were at all interesting I might attend.
 If there was more time in the day...I'm just too busy. :(
 If it was required for certain majors that you be involved in extracirriculars.
 If I were on one of the teams.
 I would lady be involved more but I live in Carbondale and I have no car.
 I would attend more activities/events if I knew about them or knew more about them.
 I have a life, I am just at the College strictly for my education.
 I attend more events on SIU campus because I am apart of their Student Programming Committee.
 I am not sure.
 Having some top name concerts.
 having one that interested me
 Family educational/events, evening events, weekends
 Extra credit opportunities.
 extra credit in classes
 Extra credit for attending activities and events.
 Extra credit or hours = 4
 During the day or feel comfortable enough to bring children at night.
 Bonus points from instructors.
 bigger events and more offered.
 Between classes, clinicals, work and family there's not much time left for extra's.
 Because I'm in a very demanding program, JALC DHY makes it mandatory to attend the CE courses.
 Not that I wouldn't attend if it wasn't mandatory. I think it's very important for us to have CE
 courses available on campus.
 Again, transportation help would be nice...
 additional public transportation to surrounding areas
 A broader range of educational conferences and better advertised.*

How many student clubs have you participated in since enrolling at John A. Logan College?

4 or more	2	0.7%
3	6	2.1%
2	21	7.5%
1	53	18.9%
None	166	59.3%
No Response	32	11.4%

How important is participating in student clubs to your college experience?

Very Important	26	9.3%
Important	81	28.9%
Unimportant	87	31.1%
Very Unimportant	50	17.9%
No Response	36	12.9%

What would encourage you to participate in a student club?

Yes

To get some credit out of it.

Time. I wish I had more of it to participate and contribute but there just isn't enough of it, and I can't always afford to run back and forth from home to JALC.

This is starting to sound like a broken record, but better transportation options for Murphysboro students (Jackson County Mass Transit and the cabs are too expensive for most). I do realize that my case is likely unique or rare, and that it will be difficult to address the situation in light of more important issues.

Students coming into classrooms to discuss club or a orientation fair or auditorium type meeting for students to view or hear about different clubs and organizations and how to join.

see above

Requirement for a class or extra points in classes

process for becoming a student senate member more publicized.

Nothing. Life is too demanding to be worried about stupid clubs. It's hard enough to make time for homework between a job and family.

N/A

More to do.

more time if i had it my kids kepp me busy all the time i love a christain one .

More information about them and less of their activities and meetings on the weekends.

More flyers put up on bulletins, and not have them so small.

more events done by clubs, more unity in clubs, and more advertisement for clubs.

More awareness of clubs, meetings, etc.

More advertisement

It has always been available with my program.

If there clubs were more student initiated, and less shapparoned by teachers. At universities the student organizations are student driven and perpetuated. When they are instructor driven and initiated, creativity from students diminishes. Students become more passive. To me this goes against the goal of a club.

if the club activities worked well with my commuting

If it is something I identify with I usually will participate.

If I had more time and didn't work as much at my job.

If I got paid for it.

I would have to really like and be interested in the subject, time is precious

i really dont have time, i work 35 to 40 hours a week to pay for what it takes to go to school.

i never really found one that had my interest

i dont have time for clubs.

I did all that at SIUC; I don't need to do it again.

Having the chance to help people, lead, and make a difference encourages me to participate in a student club.

Having more time to be able to do it.

Have one I am interested in.

Have clubs geared towards older students (nontraditional)

Good speakers, experts.

Extra college credit

evening and weekend times for participation

...encourage...participate...student club continued

Credit.

Again, I am not sure what would make me participate in a student club.

Other comments about student involvement.

Time does not permit me to become involved in student clubs. Between school, homework and working, I have little free time to be involved. Also with the price of gasoline, I cannot afford to make special trips to campus.

The Investment Club is an asset to the college and the community. David England is very dedicated.

The academic team was interesting... but when I went to try out - they said it might not even happen this year. They called me over a month into the semester to join, but by then I was too busy. I attended a meet... was just like (if not easier) than my high school level of competition.

Student's need to become more involved than just going from home to classes and back home.

Students are usually young and full of innovative ideas.

Student bible study was awesome

It's a great opportunity for students to become involved and meet others with similar interests.

I'd like to see more student involvement on campus, and less lethargy from the student body. I would like to see JALC as more of a community that just a bunch of people all headed in different directions. The college experience would be heightened for so many people!

I play on the softball team.

I love clubs, it is a great way to meet new people, and have great experiences. I have been involved with several organizations at Kaskaskia College, while I attended there. I would have done more at JALC, if my program wasn't as intense.

Great experiences and leadership opportunities!

Getting involved in JALC is important for students just beginning their collegiate experience - that is the group you should be aiming for.

STUDENT SENATE AND STUDENT TRUSTEE

How familiar are you with what the Student Senate does?

Very Familiar	20	7.1%
Somewhat Familiar	57	20.4%
Unfamiliar	174	62.1%
No Response	29	10.4%

Do you know how to contact the Student Senate?

Yes	54	19.3%
No	195	69.6%
No Response	31	11.1%

How familiar are you with what the Student Trustee does?

Very Familiar	22	7.9%
Somewhat Familiar	38	13.6%
Unfamiliar	188	67.1%
No Response	32	11.4%

Do you know how to contact the Student Trustee?

Yes	53	18.9%
No	197	70.4%
No Response	30	10.7%

CONCLUDING QUESTIONS**What do you like most about John A. Logan College?**

No Response	115	41.1%
List	165	58.9%

write place

within 25 miles from home

What I find to be attractive about JALC is its proximity to my residence, excellent tuition rates, and quality of curriculum and instructors.

Very good quality of education.

Very flexible for working people and people with children.

Variety of classes offered

Value and location

They have made adaptations to help older students be more successful

They have first rate learning opportunities. JALC seems to be progressive, striving for constant improvement. Not only is it a "feeder" college, but offers direct work skills such as nursing, automotive, construction and more.

They do have a good staff of teachers.

they are one of the best junior colleges in the area. Cost is comparable and the small class rooms.

Their programs, the teachers, help when you need it

The workout area and the pool

The whole place

The teachers are very understanding and allow you to ask questions.

The teachers are very helpful and sincere in wanting to help

The teachers are really nice. Everyone that works there is ver nice.

The teachers are more personal and the tuition is affordable to all. The college is also very clean and has the latest technology to help learning easier for students.

the teachers

the structure of the campus

the staff is freindly _____ is nice in the aid office . and i would like to know how i can chage advisor seemi cant get that done no matter how hard i try ,

the small personal classes and the amazing staff members

The small class sizes and the one-on-one support.

The size and student to teacher ratio.

The service they provide is up to the standard including the staff, instuctors etc

The quality of the class I'm taking and the professor (FIN 230, _____), and my fellow students.

The price.

The over all value meaning: It has a fair price for what is given because of the teachers at hand.

The openness of the campus experience and flexibility of the schedule, the Starbucks is an awesome touch too!

...like most about JALC list continued

the music program

The lower price to attend college classes

The Library

The lesser cost in tuition as opposed to SIU and the closer driving distance

The interest/effort that most students put into their students and that if the student cares, then the instructor cares.

The instructors. All the instructors I have had were great and was able to learn what I needed to know for my course of study

The Instructors and friendly atmosphere.

The friendly atmosphere Hanging out with my teammate and How the teacher really care about you, outside the class

the friendly staff. very helpful.

the friendly environment

The friendly atmosphere. I like the email notice when classes are cancelled. I also like the overall cleanliness and well-kept look.

The four-day instructional schedule.

the four day schedule and laid back classes

The faculty.

The education level and the Professors

The cost of attendance is very affordable.

The college seems to be community driven and offers a wide range of classes for persons of all ages and economic statuses.

the college is clean and the staff is nice.

The classroom size, and the dedication of my professors.

The classes.

The class sizes aren't big.

The casual atmosphere, willingness of teachers to help you

The best part of JALC is the Dental Hygiene program, in my opinion. Amazing staff, organized clinic and an amazing educational experience. I love that we are able to take our clinical boards on campus. It takes away a lot of stress. I love the availability of summer courses.

The atmosphere and the student to teacher ratios.

The amount of money I am able to save by prolonging enrollment in a university.

The affordability.

The ability to do my own schedule. Very casual atmosphere

The cost.

That the campus is located in one building. I do not have to walk all over campus to various buildings to get to class. By having campus such as this, you can also see friends throughout the day walking in the halls. This is not the case at SIU!

That its diverse, the have people willing to help. John A. Logan is very organize.

That it's all in closed and you don't have to walk outside unless you want to. Plus there is more one on one help between students and teachers.

Teachers were attentive and cared that we understood the material being studied.

Staff,(overall friendly & helpful), location, affordable tuition.

Staff and resources that are available for students to make College life easier and affordable

Smaller class sizes

...like most about JALC list continued

Small, familiar community

Small yet clean campus. Great variety of classes. Great teachers!!!

Small Class sizes

small

size of the campus

Size of classes

Simple, easy to navigate, and my classes are not overwhelmingly large.

schedule

Relatively low price, and i plan on checking out the clubs/groups that are at John A., I've just been busy with work and schoolwork.

Price of tuition.

Price of classes... distance from home...

pool

Personable instructors like Nathan Arnett.

options & people

Online college classes; variety of two year degrees that will transfer to 4 year schools.

Online classes fit my schedule as a busy mom of three!

on-line classes

nothing really.

No question about it - THE TEACHERS!!!! Maybe I've been lucky and have drawn the best ones, but I cannot, honestly, think of a single one of them who hasn't been dedicated, smart, enjoyable to listen to (well, okay, there's one who gets boring after awhile, but he's still smart and very, very dedicated!), and who has not gone way out of his or her way to help a student. Their resumes are impressive, their knowledge of their subjects is very thorough, and my respect for them runs deep. No doubt about it, the teachers here are the college's golden asset.

Nice campus

N/A

My instructors, _____, _____, and _____ care very deeply about the success of their students. They are incredible teachers- as frsutrating as school may be at times.

low cost quality education

Location.

Locality

JALC has such a beautiful campus.

it's not high school

It's not a far drive, it's affordable, I've had a good experience to date.

its growing

It's convient

Its close, cheaper then a university but I'm getting the same education, its small, and people friendly.

It's close and cheaper than SIU.

It's a smaller college and easy to get to; I can do almost all of the courses I need ONLINE.

Its a nice big college i like how it is all connected unlike rend lake college also i thank you can learn more from JALCX then RLC.

It's a cheaper place to get at least part of my education.

It offers educational opportunities for everyone.

It is the closest school to my home that offers the program that I desire.

...like most about JALC list continued

It is easy to get around and for the most part everyone is nice and very helpful.

It is affordable.

It is a well centered College that is all about being a community.

It is a small college, somewhat cheaper, very clean, nice environment

It is a beautiful campus and it is full of helpful resources.

It has the degree I need for an affordable price. Convenient location.

Instructors are willing to be flexible with online students.

I think that JALC has a lot of really excellent-quality professors, from whom I've enjoyed learning.

I really wouldn't know because I only take dual credit classes at the Du Quoin Ext center and am very very rarely at the main campus.

I really like the instructors. They are really there to help the students.

I really enjoy my teachers! I very much appreciate the WIFI!

I only appreciate the fact that JALC offers a variety of online courses.

I love my instructors and especially my advisor _____ who has taken SO much time out to help m

I like the way JALC is focused on academics and not so much the social sphere.

I like the small classrooms with instructors that speak English and the cheap prices of tuition.

I like the environment around the college (ie, the fountain lake, the trees, etc), the teachers, and the affordability.

I like the classrooms because they are small and you can focus on what the instructor is trying to teach.

I like the atmosphere, the chance to build character, and grow as a person with other people.

I like that they offer a nursing program, that it is cheaper than a 4 year university, and that there is more one on one learning experience. But I would give that all up to go to SIU if it were an option.

I like that my schedule has been made so all my classes are finished in the daytime.

I like that it is significantly more affordable than SIU and has overall given me a quality education.

I like our student trustee, and the variety of medical and trade programs.

I do like the four day week schedule.

I like many of the nursing instructors for the LPN program. Their understanding of how each student has a life outside of school. How the program is understanding to ones situations. I love the lab part of the program, just wish that is was more updated for todays situations in nursing. Alot of the gear is older than what is being used in the hospitals.

I like how small it is and how the classes are small

I like being close to home and the cost being less than that of a university

I have just really began my experience here at John A. Logan College but I do enjoy the atmosphere.

I enjoyed the total experience at JALC. I previously attended RLC, and I like JALC better. The campus is student-friendly. The curriculum is great. Teachers/staff are great. I give two thumbs up!!

I enjoy working for the college and being able to take college courses.

I enjoy the small class sizes and affordable class sizes

I enjoy the size of the classes and the amount of online classes offered during the fall and spring semesters.

I enjoy the convenience and quality of the teacher and education and the respect and attention one recieves from staff and faculty.

I appreciate that online classes are offered.

I am a senior citizen and I enjoy the reasonably priced classes and the availability of the workout center for myself.

How much the teaching staff cares about student success.

How friendly the campus is and how easy it is to find the classrooms.

...like most about JALC list continued

how accessible the teachers are when not in the classroom. i really appreciate the teachers who are willing to give out their phone numbers and text with me about assignments in a class i may have missed for one reason or another. _____ was one teacher in particular who was willing to do this, and it has helped me get through the class due to how many days i have had to miss this semester.

Help labs

Great Community Recational Center that is open to the general public

Good teachers and friendly staff.

gives me the massage program i wanted!

Gives alot of oppurtunities that I have never had.

Friendly instructors and staff. Everyone seems to go out of their way to make sure a student is successful.

Four Day class schedule

Exception instruction in most cases.

Everything

Easy access, less expensive, small class rooms, more personal attention from instructors.

Easy access for me the price is great, everything and everyone is easy to deal with

Convient location of instruction and selection of courses offered

convenience = 3

Close to home.

close to home and cheap

Classes available

Cheapest to attend. Thats it. If not for that id be at siu. I have had nothing but bad issues here.

Cheaper than university.

Being a hometown community college

Beautiful campus, positive experience with staff and administration, very responsive to students!

Small class sizes allow students to get to know instructors well.

Beautiful campus, plenty of places to eat, helpful and nice faculty, everything seems very well organized.

Amazing instructors in chemistry department!! The computer labs are a life saver for me because I don't have a computer at home.

Affordable tuition, close to home, and transferable credits.

affordable tuition and some great instructors.

4 day schedule, classes offered that transfer to siu

What one change do you think the College could make that would most benefit students?

No Response	146	52.1%
List	134	47.9%

upstairs vending machine

Turn on the air conditioning when it's hot - our room has been stifling on several occasions.

Also the cleaning agent causes allergies in some students.

Tuition is exceptable, however, text book pricing is ridiculous.

To have every instructor use Blackboard as a Grade book so students can keep track of their grades and where they stand. Some instructors wont even tell you where you stand.

The way the students behave on campus. There has been a lot of talk in classes regarding how people act in the halls and there is a lot of inappropriate behavior and talk going on.

The schedule for the summer chem141 class makes no sense at all!

...one change...most benefit students continued

The prices in the school cafeteria.

The price of textbooks is becoming outrageous, some of us are having to spend as much on them as the courses.

The four day schedule changed back.

The college overall is very good, but I think the prices of things are too much.

The implementation of greek societies would be huge on campus. I know we are not a four year university and they are the kinds of institutions that have them. There are many who want to pledge, but can't and many try to transfer to a four year so they can do so.

The advisors to know what they are doing so it don't cost the student a year of down time when they are to transfer

Teachers should know their schedules. If I'm paying for a class, I should know who's teaching it the day I sign up. It should not say staff.

Stop people from sitting on the floor in halls.

Stop having the food prices so had for college students.

Some sort of daycare for when school is canceled and kids are home. A drop-off type of place for kids 13 and under. You can do it for a minimal fee (\$5/hour for example). Of course, there are papers to fill out (liability waivers, emergency numbers, etc).

Solve the scheduling conflicts that are threatening students to go an additional year to earn an associates. Specifically scheduling conflicts between physical sciences and biological sciences.

Security needs to do its job and get that cafeteria under control.

Rework schedules to fit students lives better, but I understand this is a difficult task.

Revamp your business office. The people who work in the business office often don't know their jobs, which is understandable due to the inadequate system you have. If there are mistakes made to a student's records, it is almost always traced back to some inept mistake that the business office made.

Quality of teachers

Prices of the food

Please, regulate the temperature better. The classrooms have been so hot this spring; it's hard to concentrate (especially when taking tests).

parking. you didnt have much for parking before construction and now it is bullshit. you only have parking in the front because no one wants to park there. if i go to the back to park i have to wait til 15 min before the period i need to be there so some faggots can leave. if they dont i have to park in western siberia (the front parking lot) and walk my ass the length of the building and then im late. build more parking instead of antique school houses

Parking, it is a HUGE issue. I had to miss a class last semester because there was literally no parking available. Little bit ridiculous.

parking and more seating

Parking

only two day classes not the ones that you have to come every day M-T

offering payment plans for students who don't qualify for other financial aid options

Offering online classes that can be completed in 8 week intervals throughout the year.

offering more classes

Offering classes BOTH online and in classroom, instead of just one or the other.

Offering a broader range of summer courses with a little bit more flexible time period. Core classes should be able to be taken two days a week like they are in the Spring. I'm an NOT appreciating the MTWTH schedule this summer.

...one change...most benefit students continued

Offer more classes, even if they aren't full. For example, I want to transfer to a 4 year school, and I have already taken some classes and switched my major. I need to take some classes that are only offered once every two years. That too long of a wait for me between part 1 & 2.

Nothing.

nothing comes to mind

offer more class times. I had several classes overlap for the fall 2012 because they did not offer a lot of time slots. i was hoping to drive to cut down on driving over there every day, however at this point i am driving over to logan on thursday in the fall for one class. gas for this class will get expensive.

Offer a greater variety of summer classes. This allows students who need to take prerequisite classes to get these out of the way, and could also increase enrollment at John A. Logan College through the summer because the classes would be cheaper then it would be at a four year institution.

Not sure

Not having a computer lab with so many rules. Do you understand how high tuition is for a community college in southern Illinois? I believe that if I want to print out 20 pages of notes for my science courses, I should (and without some student worker in pajama pants telling me otherwise). I also believe that if any student wants to get on facebook or myspace, it is his or her down time and they should not be told what to do. I understand that if there is not enough computers open, that a student killing some down time should allow a student that needs a computer for school reasons. This is not Jr. High, we shouldn't be told that we can't check our email, etc.

No opinion

N/A

More student spirit activities.

more staff in the financial aid office

MORE PARKING! = 3

More parking on the east side. Also, the locker/shower area in the workout center needs maintenance.

more parking in E wing

more options on the times of classes

More online classes.

More classes at more times. Also, there need to be several professors teaching different sections of the same course so that students can choose professors that work best with their learning style.

More campus based classes.

More awareness on how to succeed. For example, notifying the student at first sign of failing a class, giving advice on how to stay and succeed in that class, if not possible helping to understand the process of dropping a class, etc.

More assistance with tuition/help with financial aid when personal problems such as illness occurs

More activities that could be available to many more students that would find interesting and beneficial. Ex: Hiking club, camp club, paintball club, movie club, and fun one time events to get more involvement.

Modernize and "jazz-up" all classrooms and buildings. I hear this complaint all the time.

A fun, exciting, atmosphere is somewhere most people want to learn.

Making it more feasible to go to college. The prices and scheduling keep a lot of people from going. It's not possible to be a single working mother and go to the nursing program. I am trying to, but I feel like I am not going to succeed. There should be more online classes available and the overall costs should be lowered.

...one change...most benefit students continued

Make their nursing program easier to get into by hiring more staff, taking in more students each year, and making it easier to get into that program.

make the elevators go fast.

Make sure some classes for certain majors have a wider range of offered times.

Lower Tuition.

Lower tuition costs... ha

Lower the price of required textbooks

Lower the needed number of students to keep a class open

lower prices on products and food

lower priced meals and vending machine buys.

lockers

Let students who need a class get it before the students who don't need a class even register for it.

Less onerous financial aid processes.

Less expensive food choices in the cafeteria.

Kinder, more friendly and not assuming we know what we are doing financial aid employees!

Keeping costs lower

I've heard MANY complaints about financial aid. I think they need to know what's going on with students, and be more helpful.

INSUFFICIENT PARKING!!!! Desperately need to put multi-level parking garage into plan. College keeps expanding and growing and parking lots keep shrinking. Especially if your trying to draw events to college or keep current events like Hunting & Fishing Days, Autumnfest, Southern Illinois Womens Health Conf., Poshard Foundation dinner, etc.. which is a great/huge proven success & assest to this campus!

Increase parking = 2

In the future i will be needing more evening offered science courses. A minor add would be seating along the corridors.

If there is anyway to have more opportunities for certain classes that would make scheduling easier for many. A four day week is convenient for the most part, but it is very hard to take some of the classes you want to because there are not as many opportunities with one less day.

If the College can provide more section of classes for Physics, Computer Science in the morning or afternoon instead of dragging in the evening

If it would be possible, to expand the parking lot near the E wing.

I would make sure online teachers are able to dedicate time to their classes. By having an employee from John A that has a full time job doing something other than teaching does not benefit the student at I would like more clarity and consistency with finical aid. Also I do not want a 4 day week because that just requires more online classes which I come to campus to complete anyway.

I think that if there were more online degrees offered that you would see a bigger enrollment in those classes. I work with numerous people who take their classes online at other schools because they offer more degrees.

I think instructors should be screened and held accountable for their classes. I have had four extremely poor instructors in my two years here. Four classes equal a full time semester.

I have paid tuition but not receieved the education in these classes and that disappoints me and

I think it's a shame the administration would allow teachers of this calliber to teach at this institution.

I think a change that would help benefit students is enforcing being quiet while in the library.

I really liked the five day schedule (mon-fri) alot better. Returning to this schedule would be ideal.

...one change...most benefit students continued

I don't know.

Have the older teachers replaced by younger teachers

I have heard some students say that the 4 day work schedule has not allowed them to take as many classes. I think that needs to be discussed. The students are what keeps the college going.

I can not think of one change that would most benefit students, because the one change, that I wish would happen the most, I have mentioned before and would only benefit a few students.

I believe the school needs more parking options on the back of the building as many of the classes seem to take place in the E wing, yet the parking is often limited because of the amount of people on campus at one time. Also, as staff parking is often empty in that lot, perhaps staff should be more strongly encouraged to utilize the space provided to them instead of parking in other parts of the lot designated for students.

I believe that the instructors, advisers, and other miscellaneous employees need to be nicer to students and realize that students are important. If students do not attend JALC, they do not have jobs and if I'm being treated poorly, I'm not going to be coming back to JALC at all.

Having more sections available for each subject in the classroom. Also with the 4-day school week, class times are spread out too much. They should be offered back to back like they were previously when the 5-day week was offered. I have way too much time between my block of classes. I think the health education center should also have different hours. They should be open on Saturday evening and Sunday afternoon. I love using the health education center but would prefer for it to have different hours.

Have more online or hybrid classes.

Have a longer break between semesters.

Have a greater amount of courses that transfer to four-year schools.

Going back to the 5-day schedule

Go back too a 5 day week

Go back to five-day weeks and discontinue online courses.

Go back to a 5 day week.

GIVE THEM BACK THEIR _____ PARKING!!!!!! They build on that takes way too long and take up the vital parking. They should have built a Parking Garage FIRST before adding on to the College.

Give term faculty higher pay and benefits. They work as hard or harder than full-time faculty for lower pay GET RID OF THE HORRIBLE TEACHERS! There are teachers who just dont give a crap and thier opinion on the subject they teach is all that matters!

Get rid of the administration. I'm sick and tired of number crunching, and penny pinching, and bureaucracy getting in the way of teachers teaching and students learning. Every time the economy gets rough, "the suits" look for ways to cut back on spending, and increase income which inevitably means get rid of people and increase tuition, so that their "bottom line" looks good. Why is it that we hear of teachers taking pay cuts to avoid layoffs, but we never hear that the president is taking a pay cut? Or the vice-president? Or, indeed, any of the administrative folks up there who simply "decide" who to cut, what to cut and who will bear the burden. Shame on them.

get rid of all the extra math classes

Get more programs, like the Xray Tech Program! :)

Finish the construction to the Communications wing! The Empire State Building was constructed in less time than they've been working on this college! It's a pain in the butt when we lose so much parking space in our lots to teachers, when they used to have their own space over there!

Every class needs better chairs and computers in all class rooms.

...one change...most benefit students continued

Eliminate bad teachers even if they are tenured.

Different times on some of the courses

Entrance exams into programs. I believe the exam should reflect knowledge of the course of study and not things that don't have anything to do with it. People have gotten into programs by passing this exam put not being able to pass the course, while others have been denied that should have been accepted.

Disability support services needs to be reorganized to grow with the new disabilities out there.

There need to be regular senativity training classes for the faculty and staff regarding disabilities and how individuals' are affected by some of the more rare disabilities.

Cut down on the cost of food. I think more people would eat here if it didn't cost so much instead of driving somewhere to eat.

Continuuiing student loans for those of us that payed back our student loans in the past.

Continue to allow student loans.

classes 5 days a week spreads the schedule out so there are less class schedule conflicts

cheaper texts more tutoring or self help rooms

Cheaper lunch

Cheaper books.

Can't think of anything at this time.

Better toilet paper

better teachers!! I think that students need to be challenged much more and the teachers I have had the last 2 semesters have not met my standards. I came here to be pushed, challenged, encouraged to learn more and excited to advance, however I have been disappointed in this area.

Better student lounges: better, more comfortable seating, televisions, more outlets

Better scheduling for working students for evening classes.

better prices in the bookstore

Better parking

Better internet connection

As an International student, I would be happy if the computers on campus could be functioned to International languages. Right now no computer has foreign language font, they are unable to even show fonts. It is vey inconvinient for International students.

Allowing students to utilize the CHEC building without having to be enrolled in a workout class.

Allow students to use Stafford loans. While this doesn't apply to me, just other classmates that are moving on to the hygiene program next year... a little more notice would have been nice for them.

Most of them had already applied to their program, and within a week or two later, they were informed that they would not be eligable to use these loans. While the reasoning must be sound for taking them away, a heads up to the people who needed that money the most would have been helpful for them.

All teachers should have to use Black Board.

After only one semester I am curious to find out about services and benifits for non- traditional students.

Add more parking spaces and food other than vending machines in E wing

Additional comments about John A. Logan College.

No Response	242	86.4%
List	38	13.6%

Additional comments about John A. Logan College.

Your counsellors need to be current on the programs they are supposed to know. Several students I personally know are having to attend an additional semester due to their not getting the correct information from their counsellors.

Very good college

To exit Building E, students have to walk by groups of smokers in order to go to the parking lot.

This is disgusting and unhealthy. Smoking areas should be moved to areas where student walking traffic doesn't have to pass.

This is my first semester here, but i have been to other colleges and i really do like how John A. operates and the services offered.

The best community college and I'm proud to be a student here.

Student-Athletes need more support from their student and faculty body at there games and competitions.

Overall it is a good place to start your education.

Overall I really like it here. I just got accepted in to the LPN program, and I am so excited about my experience at JALC.

Nope. I love this school and I will miss it though!

keep up the quality of the school and the expectations of the students.

Keep up the good work.

JALC is a great institution and I am proud to be a part of it.

Its a great school and so far I really like it

It's a good school. :o)

if JALC does not have funds to remain open 5 days weekly how are they able to afford to build more buildings . If you were to build it looks like you would make a second story because its already hard enough to get from one class to your next in 10 minutes.

I will never know what it is like to go to a College that is not under construction. When I started college there the construction started also. Now I am finished and will be getting my degree and the construction is still ongoing. I mean come on Herrin Hospital add a New ER in less time.

I think it's a great school that tries to work with the students to obtain success in their college education.

I strongly recommend going back too a 5 day week. That's the main reason I'm not coming back.

I overall like JALC

i love it

I like the four day week.

I have had many issues about the Microwave by the cosmetology department. It is always disgusting!!!

Food is caked on for weeks at a time. It seems to never be maintained regularly. I don't understand why this could not be cleaned while the restrooms are being maintained. Very gross!!

I believe that this survey should ONLY be done in paper form! It is entirely too long to have to navigate this page!

I appreciate the fact that the students' opinions are being addressed.

Has been one of the best experiences of my life. The perfect transition from high school while still receiving a great education.

Great school, would encourage anyone to attend!

great place

Additional comments about John A. Logan College.

You guys have GOT to do something about the Veteran's Affairs office there. My personal experience with them has been less than satisfactory and I can't tell you how many complaints I hear from other students as well. As the wife of a disabled Army veteran, I'm able to go to college at JALC, along with my son who is currently enrolled there, ONLY because of our VA benefits. I was under the impression that the VA office exists at the college in order to facilitate and serve the needs of veterans and entitled dependents, but far too many of us feel as though we're bothering them by stopping in to check on things. Many of us have also been treated like children; we're scolded if some paperwork is faulty, and we're punished if we fail to inform them of a change in our schedules. This, in particular, I find the most offensive of all, as I have been informed that my enrollment will not be certified until next fall, meaning I will receive no VA benefits, because of my failure to inform the office of schedule changes at the beginning of this semester, resulting in "It took us 45 minutes to figure out what your schedule was". I think a simple phone call would have done the trick, don't you? I was certainly called to be informed of my "punishment". And, true to word, I've been receiving little notes from the college with my tuition bill with NO mention of any VA involvement whatsoever. Needless to say, I will be having this out with them on Monday, because without the VA benefits of the G. I. Bill, there is NO college for me. Period. End of discussion. And I've heard the same story from other students, and I've heard worse ones. I get it; people enjoy their power. But perhaps a reality check is in order here. People also need to remember that they have the jobs they have because of people like me. PLEASE, please find a way to address this reprehensible behavior so that myself and others can concentrate on our education, instead stressing and worrying about what stunt this office will pull next!!!

I believe that JALC should stop pampering athletes. Probably not many students know that while they are working hard to make money to pay for their education, these athletes are getting their tuition paid, books supplied for free, and possibly other benefits that are unknown. I believe that NO ONE is deserving of special treatment simply because they can throw 95 mph fastball, hit 450 ft. home runs, dunk a basketball, shoot an NBA range three-pointer, or drive a ball 300 yards. I have several classes with athletes that consistently do not apply themselves to the class but yet they are somehow still able to be eligible to play on gameday. Something needs to be done.

Great nursing program! Very friendly over all.

Good School, good stepping stone for me

Enjoyed my first year in College

*do something about the loud obnoxious black people yelling things in the library and if you have time the hallway. the other day i heard "aye *****! im stayin at yo house tonight" with an even more intelligent response of "***** no you isnt" some people try to study in there and for some reason the librarians and/or police dont give a *****.*

As a senior citizen, the college has made a great difference in my life. By participating in the Live Strong Program and taking Yoga classes, I've developed healthier eating and excersizing habits. I've taken art classes that have stimulated my creative abilities. Our son attended JALC before transferring to SIU. What he learned on campus was invaluable. He participated in a top notch baseball program while earning his associate degree. Young adults attending the college for career purposes or enrolled in university classes can feel assured that they are receiving outstanding learning experiences. We all can be proud of what JALC has to offer to this community.

Additional comments about John A. Logan College.

Although it is most likely not possible i wish it were a four year institution so that it was possible to never have to go to SIU and have absolutely no parking with no teacher just a non English speaking assistant.

After only one semester I am curious to find out about services and benefits for non- traditional students. A very nice facility. I know you have had to cut back on expenses, but please do not raise taxes.

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