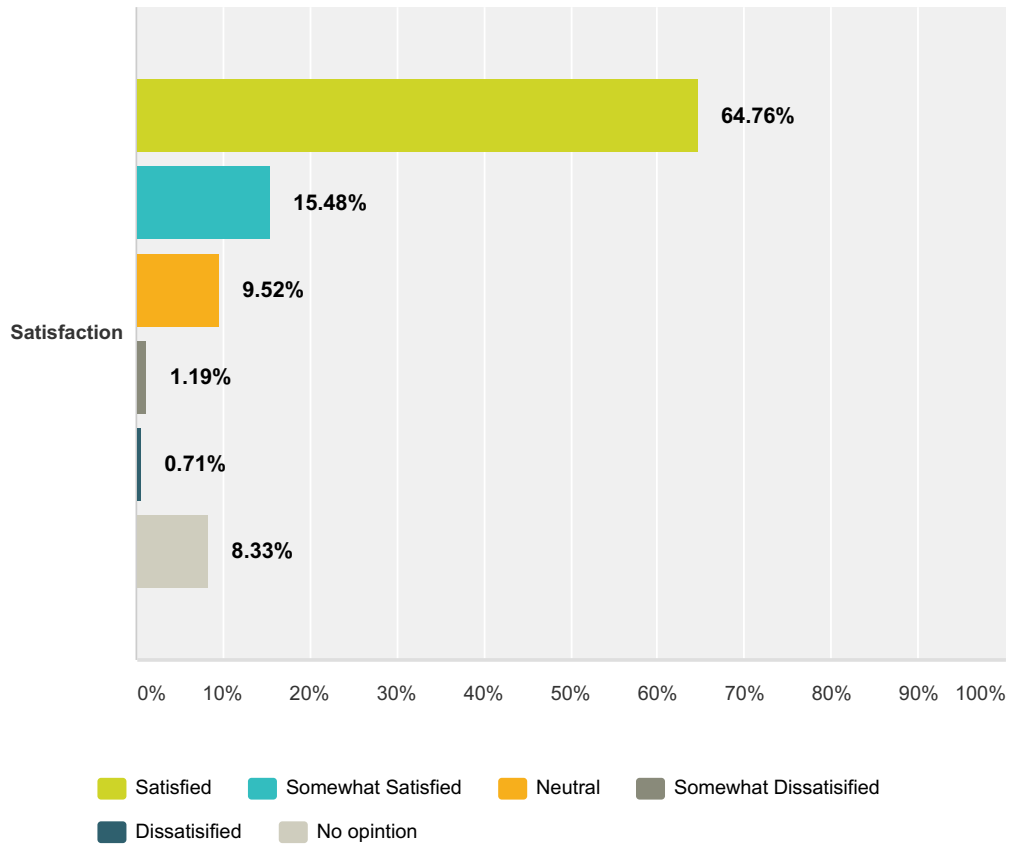


Student Services Survey (12 quick questions)

Q2 How satisfied are you with GBC's Help Desk services?

Answered: 420 Skipped: 1

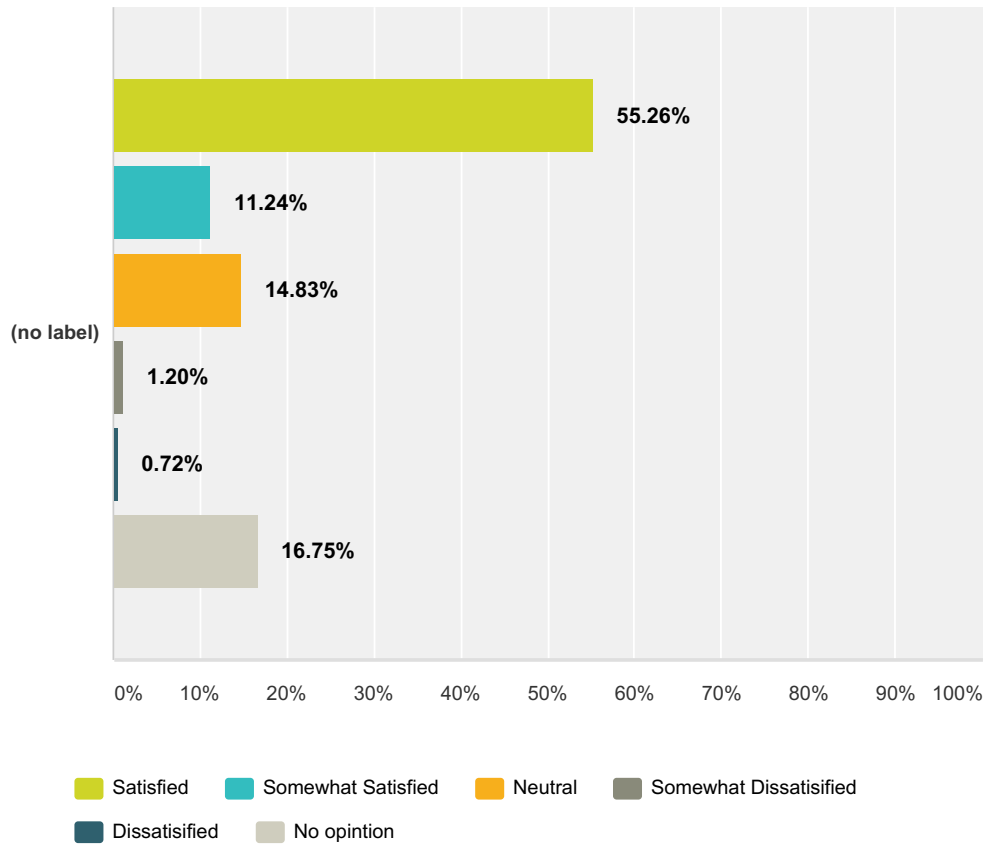


	Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Dissatisfied	No opinion	Total	Weighted Average
Satisfaction	64.76% 272	15.48% 65	9.52% 40	1.19% 5	0.71% 3	8.33% 35	420	3.55

Student Services Survey (12 quick questions)

Q3 How satisfied are you with GBC's Financial Aid services?

Answered: 418 Skipped: 3

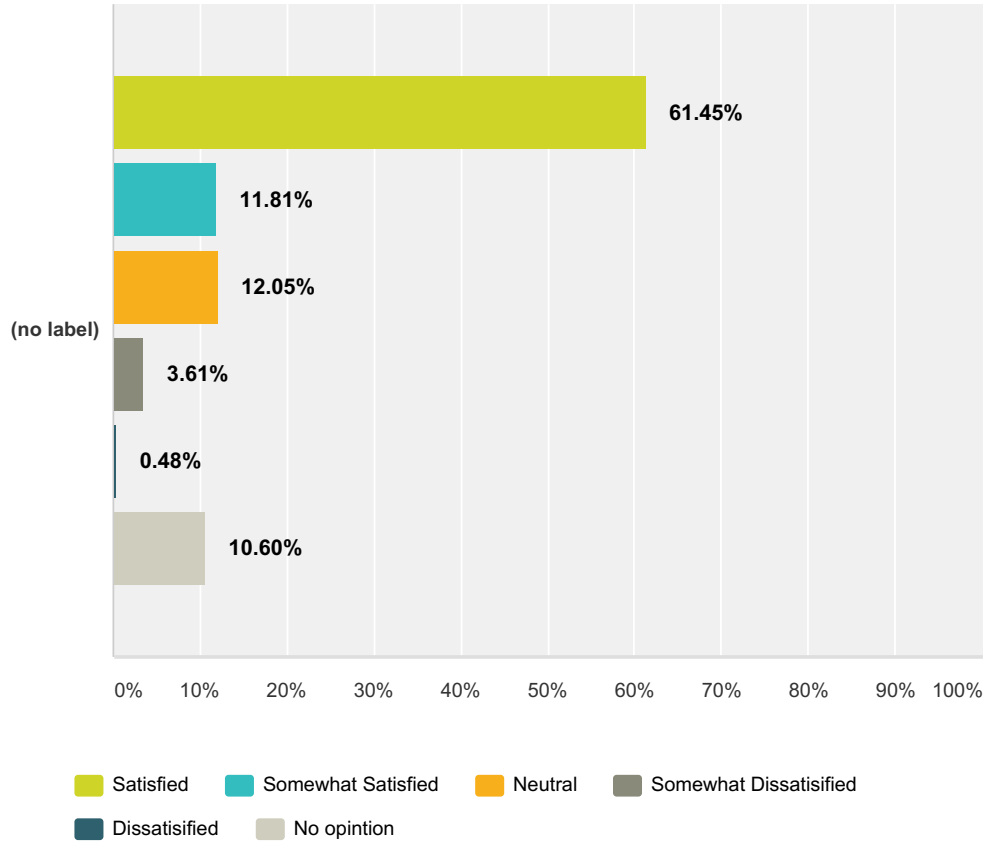


	Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Dissatisfied	No opinion	Total	Weighted Average
(no label)	55.26% 231	11.24% 47	14.83% 62	1.20% 5	0.72% 3	16.75% 70	418	3.43

Student Services Survey (12 quick questions)

Q4 How satisfied are you with GBC's Library services ?

Answered: 415 Skipped: 6

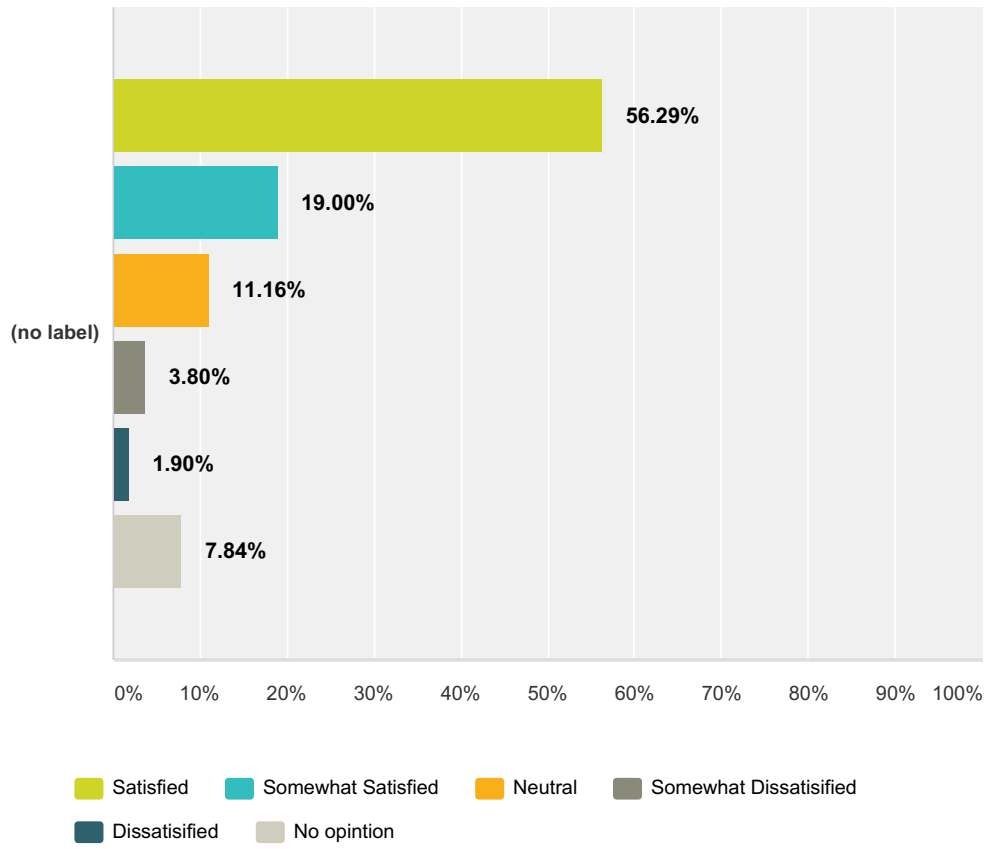


	Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Dissatisfied	No opinion	Total	Weighted Average
(no label)	61.45% 255	11.81% 49	12.05% 50	3.61% 15	0.48% 2	10.60% 44	415	3.46

Student Services Survey (12 quick questions)

Q5 How satisfied are you with GBC's student advising services?

Answered: 421 Skipped: 0

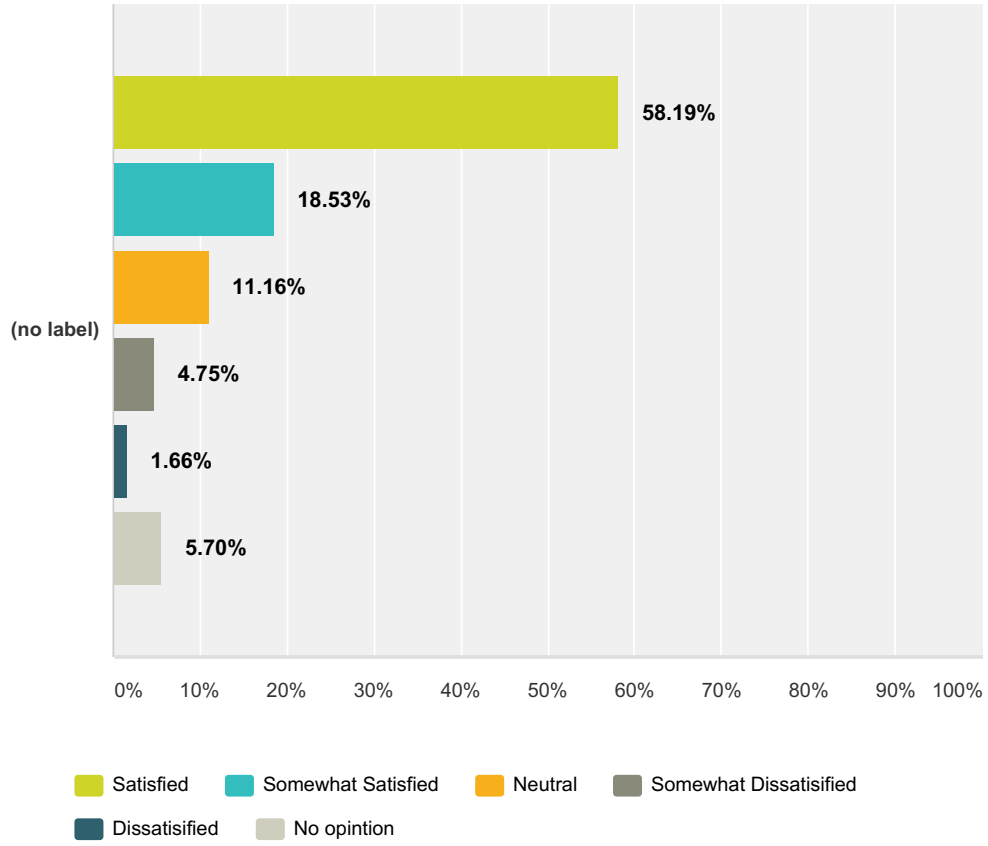


	Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Dissatisfied	No opinion	Total	Weighted Average
(no label)	56.29% 237	19.00% 80	11.16% 47	3.80% 16	1.90% 8	7.84% 33	421	3.35

Student Services Survey (12 quick questions)

Q6 How satisfied are you with GBC faculty's office hours?

Answered: 421 Skipped: 0

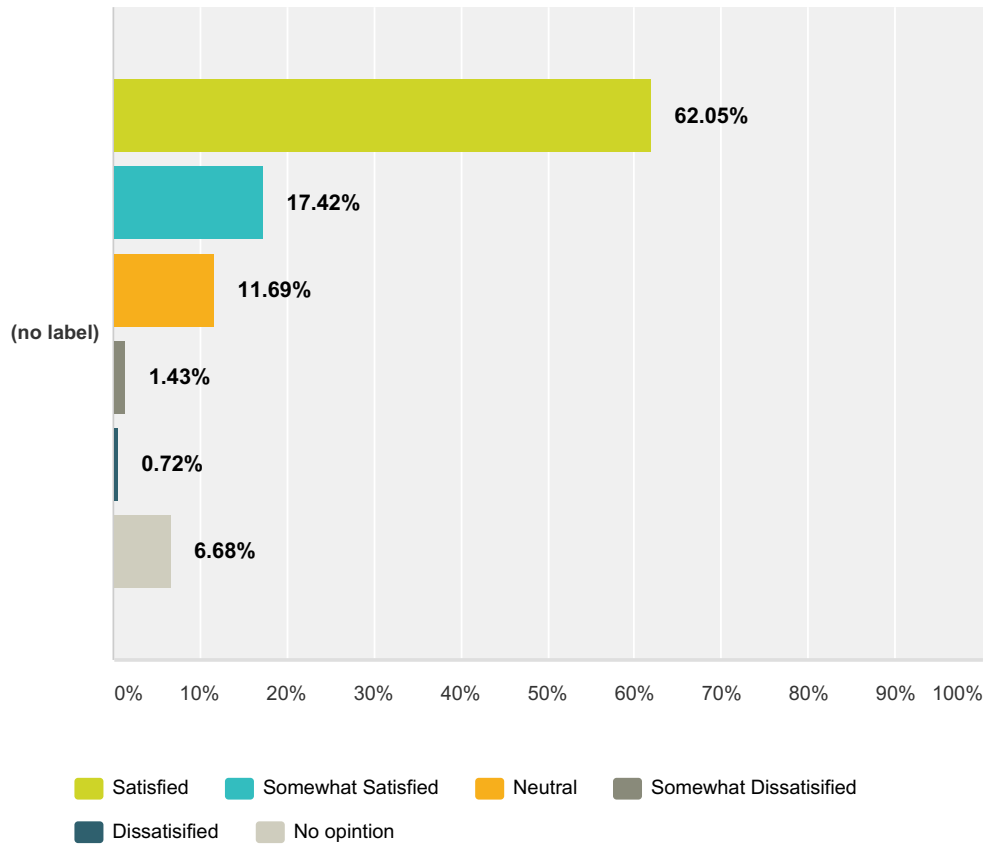


	Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Dissatisfied	No opinion	Total	Weighted Average
(no label)	58.19% 245	18.53% 78	11.16% 47	4.75% 20	1.66% 7	5.70% 24	421	3.35

Student Services Survey (12 quick questions)

Q7 How satisfied are you with the accessibility of GBC's Help Desk services?

Answered: 419 Skipped: 2

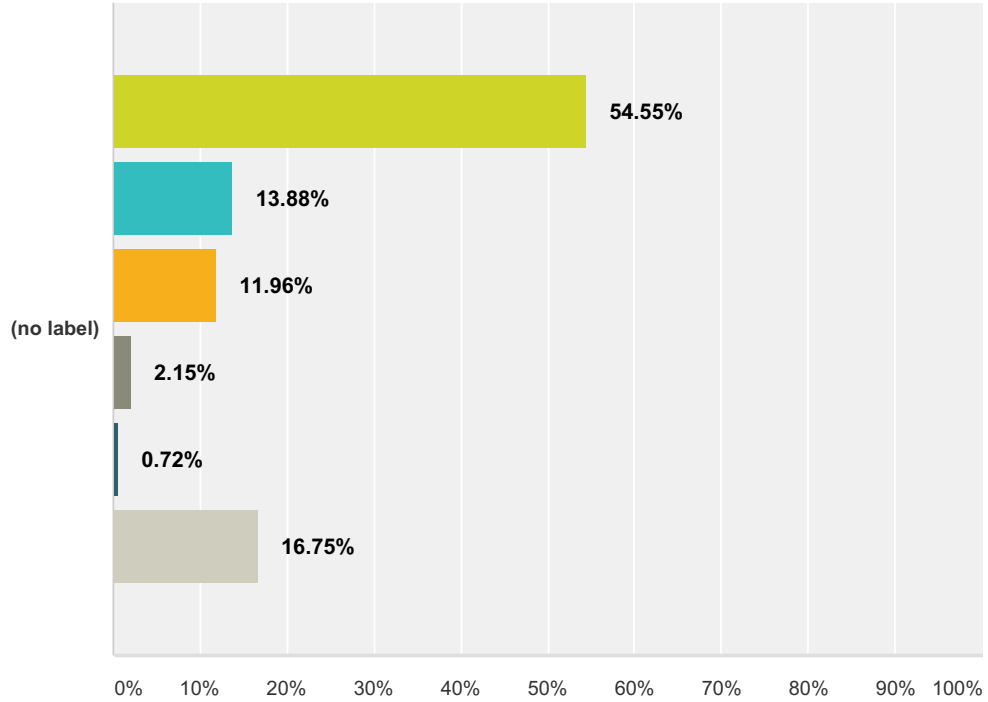


	Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Dissatisfied	No opinion	Total	Weighted Average
(no label)	62.05% 260	17.42% 73	11.69% 49	1.43% 6	0.72% 3	6.68% 28	419	3.49

Student Services Survey (12 quick questions)

Q8 How satisfied are you with the accessibility of GBC's services for Financial Aid?

Answered: 418 Skipped: 3



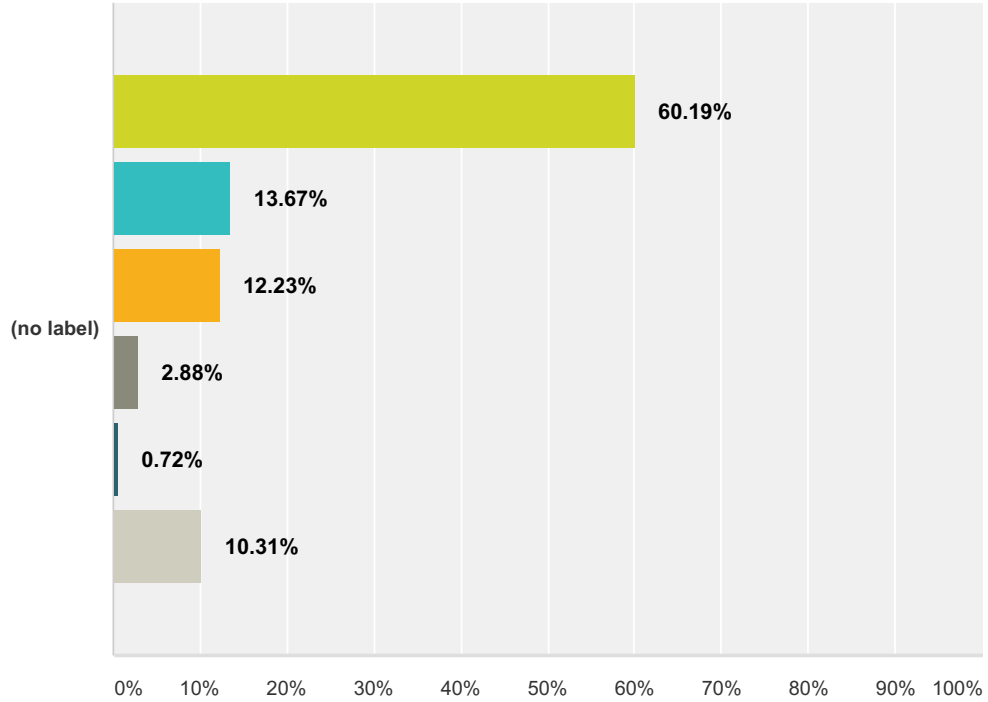
■ Satisfied
 ■ Somewhat Satisfied
 ■ Neutral
 ■ Somewhat Dissatisfied
■ Dissatisfied
 ■ No opinion

	Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Dissatisfied	No opinion	Total	Weighted Average
(no label)	54.55% 228	13.88% 58	11.96% 50	2.15% 9	0.72% 3	16.75% 70	418	3.43

Student Services Survey (12 quick questions)

Q9 How satisfied are you with the accessibility of GBC's services for the Library?

Answered: 417 Skipped: 4



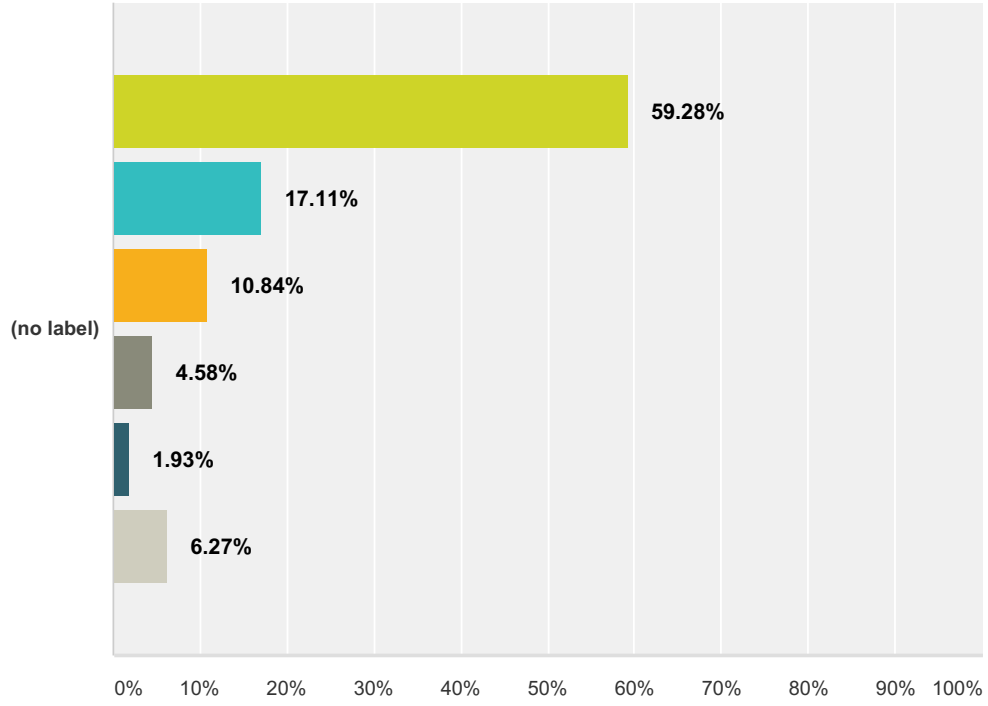
■ Satisfied
 ■ Somewhat Satisfied
 ■ Neutral
 ■ Somewhat Dissatisfied
■ Dissatisfied
 ■ No opinion

	Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Dissatisfied	No opinion	Total	Weighted Average
(no label)	60.19% 251	13.67% 57	12.23% 51	2.88% 12	0.72% 3	10.31% 43	417	3.45

Student Services Survey (12 quick questions)

Q10 How satisfied are you with the accessibility of GBC's services for the advising?

Answered: 415 Skipped: 6



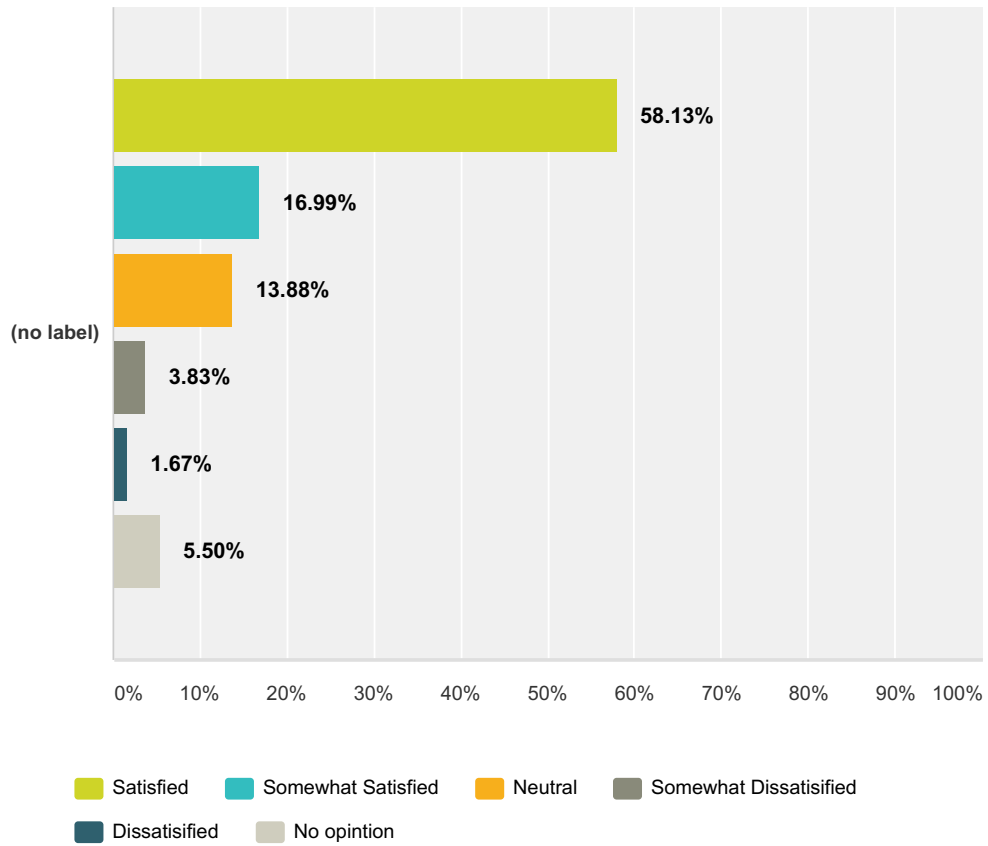
■ Satisfied
 ■ Somewhat Satisfied
 ■ Neutral
 ■ Somewhat Dissatisfied
■ Dissatisfied
 ■ No opinion

	Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Dissatisfied	No opinion	Total	Weighted Average
(no label)	59.28% 246	17.11% 71	10.84% 45	4.58% 19	1.93% 8	6.27% 26	415	3.36

Student Services Survey (12 quick questions)

Q11 How satisfied are you with the accessibility of GBC faculty's office hours?

Answered: 418 Skipped: 3



	Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Dissatisfied	No opinion	Total	Weighted Average
(no label)	58.13% 243	16.99% 71	13.88% 58	3.83% 16	1.67% 7	5.50% 23	418	3.33

Student Services Survey (12 quick questions)

Q12 Is there anything else you would like to share about GBC's student services?

Answered: 129 Skipped: 292

#	Responses	Date
1	Student services are very helpful, well informed and just over-all absolutely marvelous!	5/17/2015 6:30 PM
2	Great first year experience!	5/17/2015 1:23 PM
3	Students not taking classes on campus do not get the same accomidations.	5/17/2015 9:49 AM
4	The help desk should be available 24/7	5/16/2015 10:50 AM
5	Thanks for a great year	5/15/2015 6:42 PM
6	I had a great experience this semester. Thank you!	5/15/2015 4:20 PM
7	I have no complaints about this university student services at all, always great services.	5/14/2015 5:21 PM
8	For as long as I have been associated and a student at GBC I have found that everyone has bent over backwards to help me with whatever I needed. I am SOLD on GBC!	5/14/2015 1:19 PM
9	They have always been extremely helpful when I needed help.	5/13/2015 9:41 PM
10	Great experience	5/13/2015 8:49 PM
11	n/a	5/13/2015 8:39 PM
12	No	5/13/2015 6:27 PM
13	I appreciate the high standard they uphold	5/13/2015 5:41 PM
14	I wasn't very involved but from what I did experience I enjoyed it	5/13/2015 3:02 PM
15	GBC is a great community College.	5/13/2015 11:25 AM
16	nope	5/13/2015 8:47 AM
17	need to have the ones who work in the computer lab, be more knowledgeable about the job they do, so when students ask a computer questions, the student does get I Dont Know as an answer.	5/13/2015 7:27 AM
18	I would like longer hours at the library.	5/12/2015 9:32 PM
19	I'd like to see Practicum's become more accessible. I dislike the fact that I must leave my community, my job and my family to take an online practicum that requires me to be in Elko.=()	5/12/2015 7:18 PM
20	Opinion is misspelled in this survey	5/12/2015 6:07 PM
21	Would like for students to have gbcnv.edu email accounts to streamline communications.	5/12/2015 4:59 PM
22	I did not really use the services as a high school student.	5/12/2015 4:14 PM
23	I have been very satisfied with these services. Everyone is very helpful.	5/12/2015 2:19 PM
24	The academic student success center in the Winnemucca location could use a screening process to qualify proper tutors. I have ran into issues many times with tutors availability and lack of knowledge. This was an issue because the classes I needed assistance with were lower division class like Math 95 or 120.	5/12/2015 1:59 PM
25	Everything is great. Great GBC's student services.	5/12/2015 1:29 PM
26	GBC's student services are the best services I have ever felt with. They have their students come first over anything and they do their best to satisfy every student going to this institution.	5/12/2015 12:40 PM
27	I would like to recognize an unsung hero: Tawny Crum with the VA financial department. She has been instrumental on helping me and guiding me throughout my academic career at GBC. Her excellence in all she does not only reflects credit upon hers self but also to GBC as a whole. Thanks Tawny.	5/12/2015 11:21 AM

Student Services Survey (12 quick questions)

28	There is a well rounded system in place.	5/12/2015 8:14 AM
29	I love GBC. The faculty and staff go out of their way to help students to get answers to their questions and to be successful in school.	5/12/2015 7:10 AM
30	Very polite and generous!	5/11/2015 10:20 PM
31	I love this college!	5/11/2015 8:56 PM
32	The only thing I would like to change is if they could make it easier to sign up for classes. Cause when you look for classes you can't just check mark them. you have to go into your account than type the number of the class. I wish their was a way you could go to your account search for the classes and just choose.	5/11/2015 8:44 PM
33	great college	5/11/2015 6:42 PM
34	nope	5/11/2015 6:33 PM
35	Julie Byrnes is an amazing person who really cares about students. I am grateful to her for her help and genuine concern.	5/11/2015 5:55 PM
36	I found all help to be wonderful, staff at GBC campus are very helpful and willing to answer any questions we may have. Wonderful school	5/11/2015 4:21 PM
37	I know that schedules dictate Office Hours, but they often interfere with my work schedule- which can be tough to work with when you do not live in Elko.	5/11/2015 3:58 PM
38	Some courses offered are only at certain times, such as in the mornings, early afternoon, or late night. These are hard to take for individuals that work day-shift hours. Thank you for reading.	5/11/2015 3:23 PM
39	Being able to go to the HTC was great. Only issue was about half of the computers were not working throughout the entire semester. The computers also took a very long time to get logged in and operational to get work done.	5/11/2015 3:16 PM
40	I find them very helpful and would be lost without them! thank you!	5/11/2015 2:26 PM
41	I don't know if the student council counts as a service, but they were wonderful this year!	5/11/2015 2:03 PM
42	I wish there was a little more advising for new students, with less knowledge of what to do.	5/11/2015 2:02 PM
43	I wish there was a way we could challenge an unjust grade. Not all the faculty are honest in their conduct with student grades.	5/11/2015 1:22 PM
44	Since I have started with GBC any questions I had were always promptly taken care of. I've had to call the help desk once, but they went well. I've worked with financial aid a lot and they are always very helpful. They don't always call back, but that is okay because I call back if I haven't heard from them in a couple of days. Advising has always gone well, except there was a bit of an issue for this upcoming semester, but that got straightened out. I only had to use the library one semester, but the people there were very helpful and I was able to get any books I needed in Winnemucca, where I am located. I am overall very satisfied with GBC's student services.	5/11/2015 12:38 PM
45	I love GBC's friendly HelpDesk. The GBC library website is terrible. It's hard to get around. Why is the library not open when working people need help?	5/11/2015 12:16 PM
46	They do a wonderful job. Everyone is willing to help!	5/11/2015 11:11 AM
47	I think financial aid services should elaborate a little more on what needs to be done for FASA and why.	5/11/2015 10:19 AM
48	Pahrump Campus could really use a small library, please.	5/11/2015 9:11 AM
49	GBC's student services is and has everything that I need; I am overall very satisfied!	5/10/2015 11:34 PM
50	Nope.	5/10/2015 10:43 PM
51	Nope	5/10/2015 9:01 PM
52	GBC's student services are great!	5/10/2015 8:21 PM
53	I was very upset to find there was zero help in economics. The library did not have one single book on basic economics and there is not a single person to help tutor on the subject.	5/10/2015 7:53 PM
54	I have always enjoyed the friendliness and helpfulness of all of GBC's student service staff! Anytime I have had a question, they have helped in a timely manner and always made sure that I understood before I left.	5/10/2015 4:52 PM
55	I love this college , i learn great things and the professors are so helpful and so are the staff! Thank you!	5/10/2015 4:08 PM

Student Services Survey (12 quick questions)

56	I feel the library should be open on weekends, at 9am. I also feel that the High tect building should be opened at 8am on weekends. All this for students who need to study on campus, the ones that need the wifi.	5/10/2015 3:56 PM
57	More science and core classes available in the evening.	5/10/2015 3:52 PM
58	Overall, great!	5/10/2015 3:28 PM
59	I am very pleased with the faculty and personnel at the Pahrump campus. They get an A+.	5/10/2015 1:47 PM
60	They are friendly	5/10/2015 1:08 PM
61	Thank you, nice people beautiful campus.	5/10/2015 12:14 PM
62	I really enjoy going to Great Basin College, but I wish there was more accessibility to Great Basin College during the weekends.	5/10/2015 12:10 PM
63	A bit more communication between the different departments would be nice. When the WiFi was changed to the new radius thing it was horribly confusing. Also the need to download a new program to my computer was off-putting whereas I couldn't access the internet to do so. Had there been some sort of school-wide communication about this before it happened I could have panned ahead and taken care of things on my end before they became a problem.	5/10/2015 10:54 AM
64	Online classes could be in a 2G area, where it loads slower than 4G, so my tests take a long time to load. That makes it hard to take the test in the amount of time given. Do you think that more time should be given to 2G areas, when it comes to taking tests.	5/10/2015 10:05 AM
65	The tutoring center in great! It helped a lot!	5/10/2015 9:28 AM
66	This school has a great computer system, I love the way that it is ran. I wouldn't want to go anywhere else.	5/10/2015 9:20 AM
67	I have used GBC since 1997 for my nursing degree and now for my BSN. I love this school and would not want to go anywhere else.	5/10/2015 6:53 AM
68	They are always friendly and willing to help.	5/10/2015 5:31 AM
69	I have always received good customer service from the admissions and financial aid staff. Since I am an online student, haven't used the library nor do I frequently visit the colleges to express concern about the faculty hours. Thank you.	5/9/2015 10:52 PM
70	N/A	5/9/2015 8:52 PM
71	The GBC staff is very nice and helpful whenever I called to ask questions.	5/9/2015 8:43 PM
72	Everything I have used/needed so far has been easy to use and provided me with what I needed quickly and efficiently	5/9/2015 6:43 PM
73	Everyone I've ever talked to has been really helpful and nice. I've never had a problem at GBC.	5/9/2015 5:54 PM
74	Get rid of Cengage, WebAssign, and any other for-profit "educational" enterprises with which GBC cooperates. They are interested in their bottom line only. All my online classes using these con artists resulted in frantic monkey/banana work which was immediately forgotten when the assignment was turned in. I have learned nothing from theses online charlatans and upon graduating, will have the time to finally teach myself how to do this stuff. Let the teachers teach. They know a lot better than wall street's three-piece weasels.	5/9/2015 5:52 PM
75	There are usually problems with wifi connection, which is important for student's laptops around campus.	5/9/2015 4:14 PM
76	I have not utilized most of these services.	5/9/2015 4:03 PM
77	Greatness I guess	5/9/2015 2:14 PM
78	If an outside web source is going to be used as the primary textbook &/or homework assignments, it should be linked to webcampus for easy access. Video lectures should be current, not 2-3 years old.	5/9/2015 1:31 PM
79	Great services!	5/9/2015 12:48 PM
80	The Tutoring Center is amazing. The English and Math tutors are so very helpful.	5/9/2015 12:26 PM
81	If the WIFI would work better in the library to connect personal laptops to the internet, that would be very helpful.	5/9/2015 11:46 AM
82	The advisement center doesn't seem to be of any help, in fact they do more harm than good at times.	5/9/2015 11:43 AM
83	the staff is really friendly and helpful.	5/9/2015 11:28 AM

Student Services Survey (12 quick questions)

84	If I cannot solve my problem online, the people I contact by phone are always pleasant and extremely helpful.	5/9/2015 11:27 AM
85	Most faculty are very helpful and go out of their way to find something or help you with something, even if it's not their job. My adviser is great.	5/9/2015 11:07 AM
86	Would like the computer lab open on Saturdays	5/9/2015 10:59 AM
87	I work late hours and only get half an hour for lunch and it would be nice to be able to talk to my professors or meet with them after work.	5/9/2015 10:42 AM
88	The book store hours could be longer for students that work.	5/9/2015 10:30 AM
89	The educational advisors are the best. Without their assistance, there would have been times where I would of been completely lost. I would like to say a special thank you to Mr. T and Julie Byrnes(sp), they were there for me with every turn and they helped make everything possible. Thank you! Encouragement and dedication to making education possible is the true experience of earning an accomplishment. It helps make changes in life possible. Transformation that changes lives forever.	5/9/2015 10:29 AM
90	Opinion is spelled "opinion" not "opintion"	5/9/2015 10:19 AM
91	Every time I had an issue, someone was able to help whether it was Financial Aid or Advisements! Wonderful!	5/9/2015 9:37 AM
92	It's self efficient and easy to use. Gbc is a great school all together. Just wish there were more classes.	5/9/2015 9:37 AM
93	I love the GBC school, it has been a real blessing to me and I am hoping to continue to receive services through this college for many years.	5/9/2015 9:15 AM
94	I enjoy the availability of tutoring.	5/9/2015 8:36 AM
95	I really like being able to submit papers online to tutors!	5/9/2015 7:56 AM
96	I find that some teachers give a lot of work for just one class. This wouldn't be such a big deal if I didn't also work. For example, I took an online chemistry class that gave me more work than my other three classes combined so I had to drop it because I was sure my grades would suffer. The same thing happened with my Spanish class except for I didn't drop out and got an F in that class. Something similar happened with my Math class that I took in class but I dropped it because all of my grade depended on my tests and I'm not good at tests. An unrelated thing that happened was that when I went to get advisement for my classes after last semester, the academic adviser told me that she wouldn't be able to see me anymore because her services were more for first year students. I specifically sought her out because she did really well with helping me and was very nice. I was disappointed to learn that she wouldn't be able to help me anymore. Then, I found out that I had to go to a new business adviser, which would have been fine if both advisers that were assigned to me weren't so bad at customer service. Also, I feel like I pay a lot for books. I already pay \$300 a class and sometimes I have to pay that much for 1 book. On that subject, I pay a lot for classes but sometimes I feel that my teachers are just terrible at communication and they're even rude sometimes. I don't pay that much for classes just to be disrespected. I wish everyone were like Lisa Supp. She was my English teacher and she knew what she was doing. She treated me with respect, she was excellent at answering my questions, and always made things challenging but not impossible. A lot of the teachers act pretentious towards the students and I liked that she didn't get mad when I called her Mrs. Lisa. Some of my teachers make me call them Professor. I feel like that's not why I'm here. I'm here to learn and not to be patronized. I understand they earned their title but we are equals and maybe they should concentrate more time on becoming better at their job and less time on formalities.	5/9/2015 7:48 AM
97	I work 14 to 15 hours a day, five days a week. I couldn't be continuing my education if you didn't have the on-line options that you have.	5/9/2015 5:43 AM
98	Student services is always there when I need them. The Financial aid office is there when I need any questions answered. The help desk is very efficient when it comes to resetting passwords.	5/8/2015 11:31 PM
99	Great system that seems to work flawlessly. Any questions are answered and information is provided at the request of the student.	5/8/2015 11:17 PM
100	Nope	5/8/2015 11:16 PM
101	Having tutors for biology courses would be highly beneficial.	5/8/2015 10:29 PM
102	So far, everything I've seen has been great. Overall a very positive experience in all of my interaction with student services.	5/8/2015 9:50 PM
103	GBC needs to keep up the good work.	5/8/2015 9:47 PM
104	n/a	5/8/2015 9:18 PM

Student Services Survey (12 quick questions)

105	I love that when I call student services there is no teleprompt, just a person, and these employees are always incredibly friendly, helpful, and professional. I really appreciate it.	5/8/2015 8:52 PM
106	Everyone does a wonderful job in making you feel good about yourself. It makes me not feel embarrassed to ask for help.	5/8/2015 8:48 PM
107	Nope. Everything has been good so far.	5/8/2015 8:45 PM
108	I have had a great experience at GBC. The only thing I ever found lacking was a place open to study late at night with kids and jobs it is difficult to study during the day and at home. I am on of those people who have to get out of the house to be able to study without being easily distracted. So I spent many late nights at Denny's because they are open 24 hours. Other than that small thing I have been very happy with all of GBC services, Great staff, always willing to help and I made many friends being here. I am rather sad to be graduating.	5/8/2015 8:22 PM
109	Sometimes when the nursing class has to log into the computers and use our required program, ATI, we have a hard time because the computers are not updated with Firefox and have a difficulty with the Microsoft program Silverlight. It would be helpful if the computers in the HTC and the library are updated on all plug ins and resources before the semester starts. Thank you for all you do :)	5/8/2015 8:06 PM
110	Great website	5/8/2015 7:38 PM
111	Help Desk is really fine. It could just be a little better. Over the past couple of years of using their assistance, I have found that I sometimes receive better help than other times. I don't know if this is due to different people with different training, or some other such thing. I would say that it is adequate, but not excellent.	5/8/2015 6:24 PM
112	I am in tutor in Winnemucca and the Help Desk was really helpful when students had questions about passwords since we could only do so much here. The Help Desk did a really good job of fixing any password problems that came up during the semester.	5/8/2015 6:10 PM
113	I love having access to the High Tech Center and I also enjoy the employees who facilitate the building	5/8/2015 6:03 PM
114	I was really surprised when I looked in to coming to GBC. I was not expecting the help and quick responses I was given, especially since I am not in Elko. Almost everyone have come in contact with who is employed by GBC has been helpful and does their best to help me succeed.	5/8/2015 5:51 PM
115	No, but you have a typo on this survey... "opinion".	5/8/2015 5:44 PM
116	BGC's services have been very helpful. I am not very computer savvy and they will walk me through every step I need help.	5/8/2015 4:51 PM
117	I love GBC's student services, they are extremely helpful.	5/8/2015 4:33 PM
118	no	5/8/2015 4:28 PM
119	I think the library should be open later hours. I work all day long, and 5 o'clock is way too early.	5/8/2015 3:49 PM
120	great school	5/8/2015 3:45 PM
121	No.	5/8/2015 3:41 PM
122	I went to college first in Massachusetts and find it easier to access resources for students here at GBC. Thank you!	5/8/2015 3:40 PM
123	I really like them! =D	5/8/2015 3:35 PM
124	I always find support no matter what direction I take.	5/8/2015 3:07 PM
125	Overall, student services seem very efficient.	5/8/2015 3:02 PM
126	You rock!	5/8/2015 2:39 PM
127	thanks for a great year	5/8/2015 2:35 PM
128	I haven't found anything that I feel needs to be changed.	5/8/2015 2:24 PM
129	no	5/8/2015 2:24 PM