

In response to the survey item related to students' level of agreement with several statements about the College, GCC students agreed mostly with the following: (1) *instructors treat students in my racial/ethnic group with respect* (mean 4.34, s.d. 0.82), (2) *I would recommend this College to friends and relatives* (mean 4.33, s.d. 0.83), (3) *instructors/administrators treat students of my gender with respect* (mean 4.22, s.d. 0.88), (4) *administrators and non-teaching staff treat students in my racial/ethnic group with respect* (mean 4.22, s.d. 0.91), and (5) *this College has a good reputation in the community* (mean 4.19, s.d. 0.91). Mean scores are based on an agreement scale where 5=strongly agree, 4=agree, 3=neutral, 2=disagree, and 1=strongly disagree. Based on the agreement scale, respondents agreed with all the above statements (Appendix C20). GCC students are neutral about the following statements: (1) *most instructors are available outside of this class time* (mean 3.54, s.d. 1.07), (2) *courses are available at the times I can take them* (mean 3.70, s.d. 1.12), (3) *academic advising is of high quality* (mean 3.84, s.d. 1.04), (4) *overall, my program of study at this College has been sufficiently challenging* (mean 3.89, s.d. 1.00), and (5) *I feel a sense of general safety and security while on campus and attending classes* (mean 3.94, s.d. 0.94). Although responses are neutral for these statements, these are the areas where students have the most concerns. Consequently, the College needs to address these areas.

Appendix C21 includes a chart of GCC students' agreement with statements discussed above compared to those of their national counterparts. The top five largest positive differences reported by GCC students are higher than the national norm. This means that GCC students have a more positive regard for the following areas than their counterparts: (1) financial aid process and their successful navigation of it (means 4.06 and 4.03 respectively), (2) high quality of academic advising (means 3.84 and 3.55 respectively), (3) good reputation in the community