

# Facilities Customer Satisfaction Survey

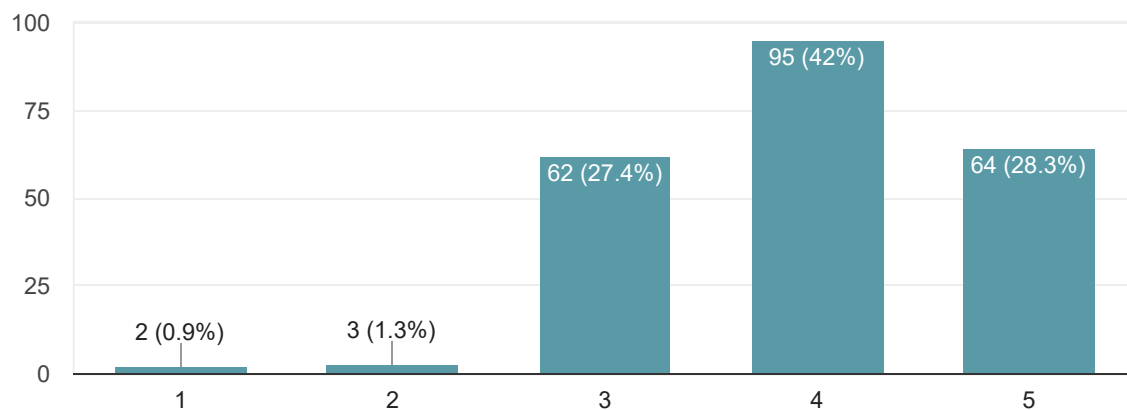
226 responses

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How satisfied are you with the facilities?

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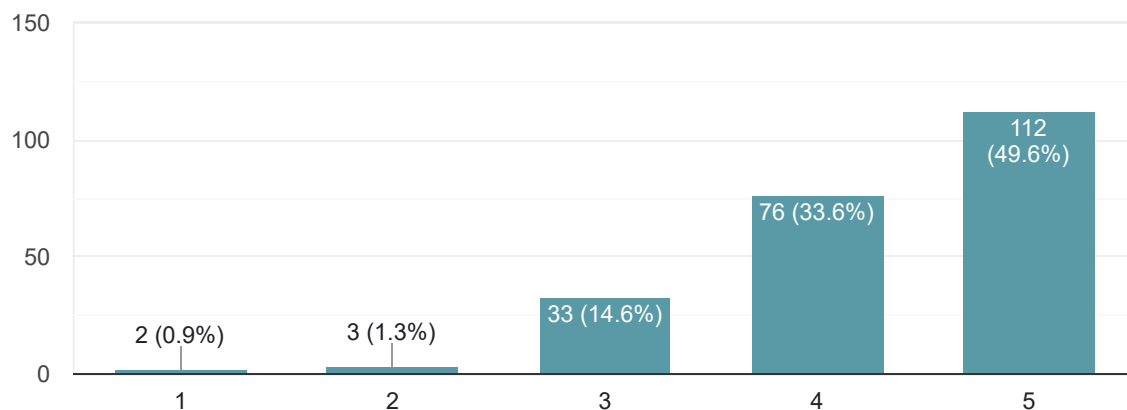
226 responses



The college's information system and website are easy to access.

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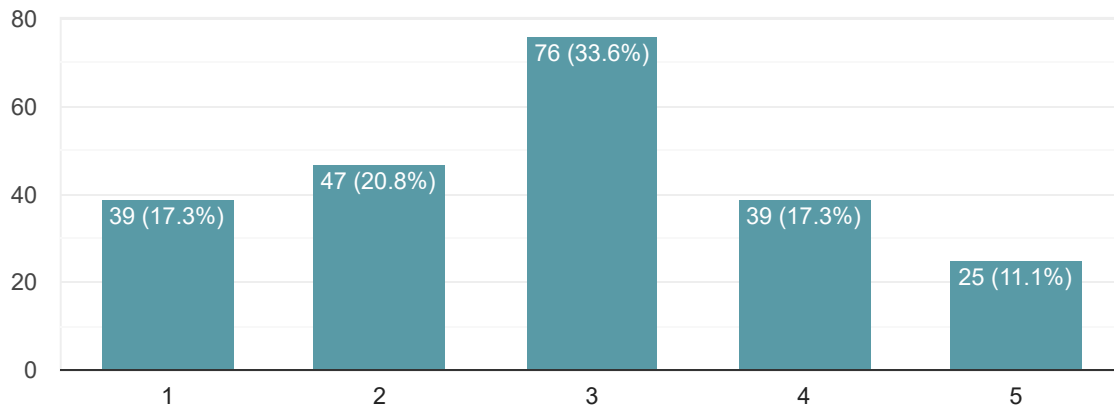
226 responses



### Parking on campus?

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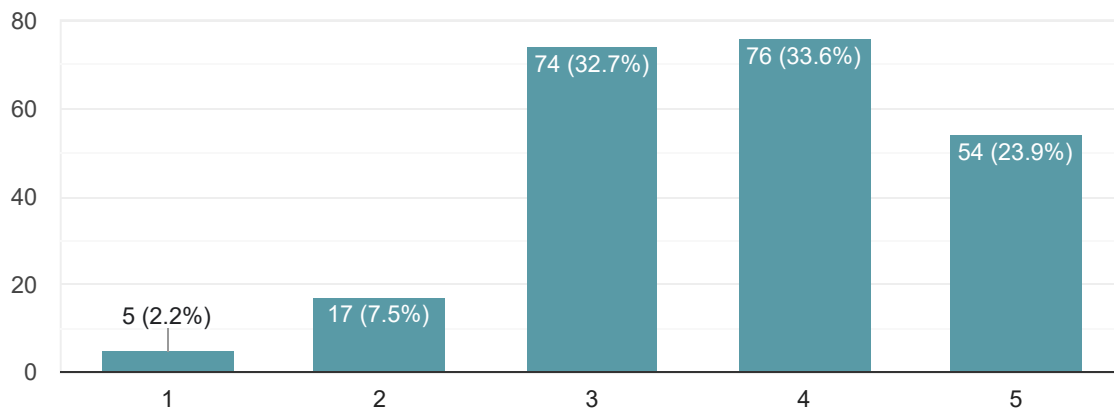
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### Maintenance of the buildings and grounds?

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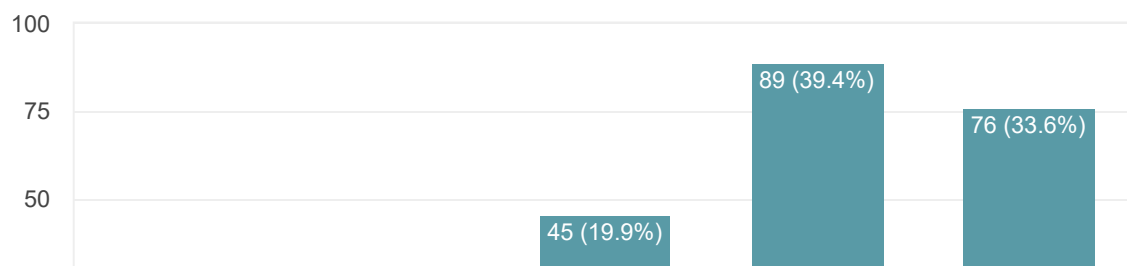
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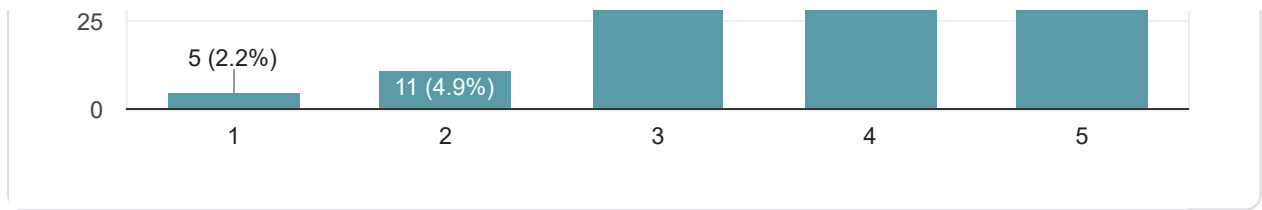


### Cleanliness of buildings and grounds

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226 responses

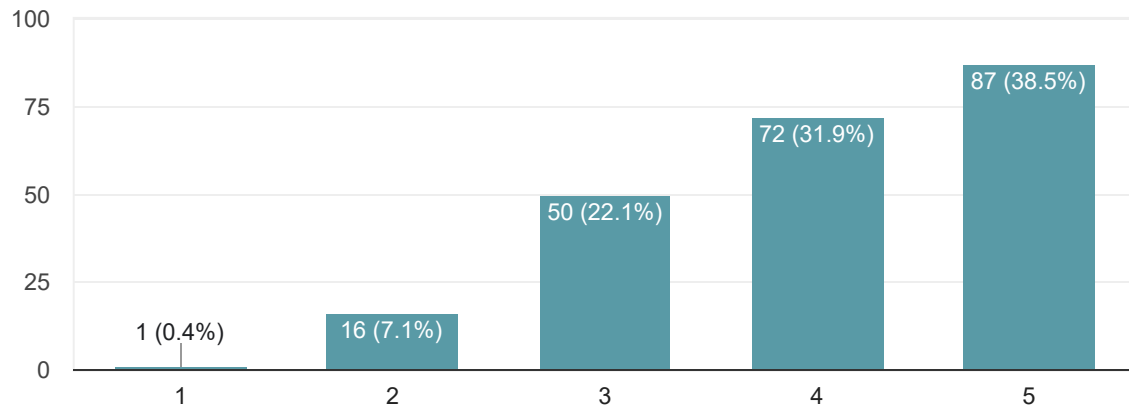




### College Bookstore and its hours

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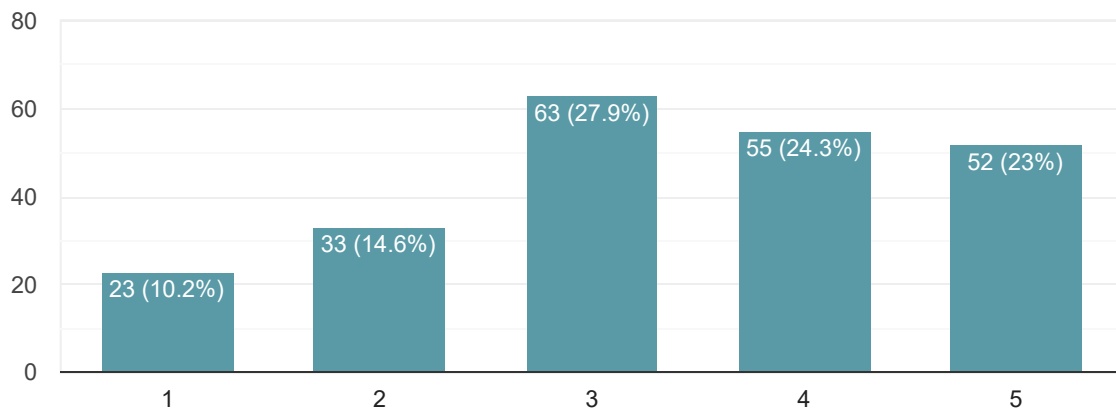
226 responses



### Wireless access on campus

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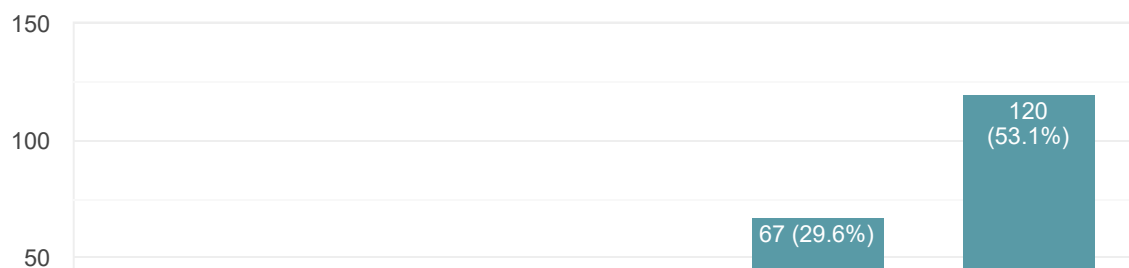
226 responses

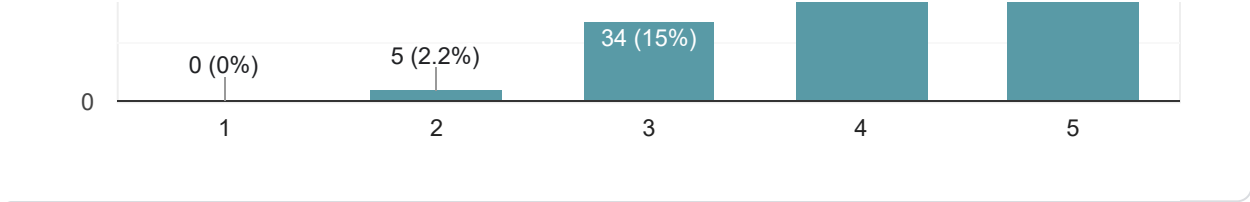


### Library and its hours

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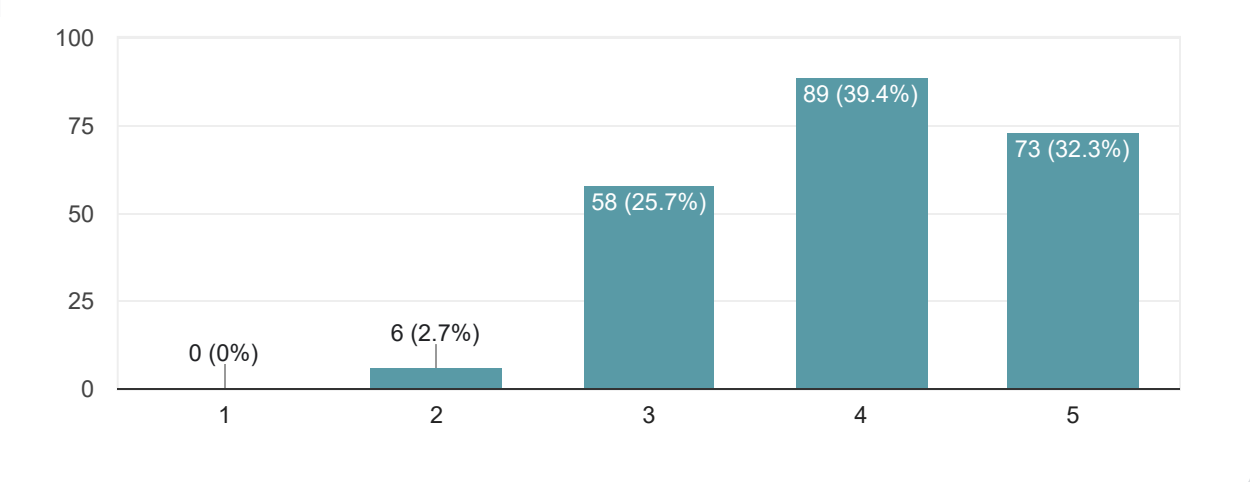




Overall infrastructure of the college?

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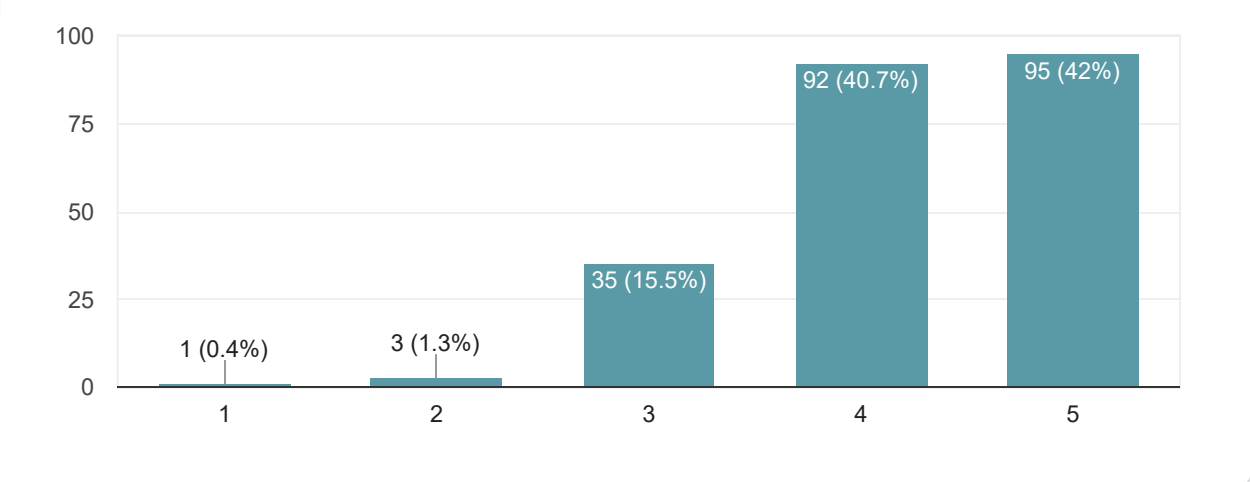
226 responses



Overall level of service, quality, and experience at GCC?

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226 responses



## Comments to improve our service are welcome

68 responses

N/A

Parking should be expanded more because it's a hassle trying to find parking and I'm late for my classes.

Wifi should be stronger throughout the college campus

The plumbing system at GCC needs to be fixed

Please fix the WiFi connection

Parking is always an issue for many of us, some of us even resorted to parking outside of the campus and walking. WiFi is always really hard to connect to in certain areas of the school, it's slow too which is frustrating especially for students who want to work on assignments at school.

vending machines for ice coffee and snacks availability

The parking areas really suck during the day. The restrooms sometimes has bar soap (and it jst sits on the sink)

Building 600 needs to be rebuilt

Find some kind of solution to fix the amount of parking available.

Besides the parking lot situation, the expansion of buildings is a great improvement to the already large college. I am sure that in time, the college grounds will reach its full potential and provide each and every student and faculty member a lifetime of great memories.

Please add more parking spaces, restroom are not really clean and it is also hot inside some restrooms, stray dogs lay on the hallway floors and they scare some students

More options for eateries or an on-campus convince store

Some restrooms have no paper towels to dry hands

Having to sign-in to the GCC wifi with our username and password every time we



disconnect/want to connect is tiring

Student support services staff are very nice and friendly!!! =)

Finding parking is usually an issue for me

As president of COPSA the complaints I hear the most are about the bathrooms and the parking

Faster way to speak with counselor and financial aid services. It usually take 30minutes to an hour to see or speak with someone. Even with no one in the waiting list, it takes long.

GCC maintenance staff are at their best when provided with the necessary tools to do their jobs. Overall we have excellent maintenance.

None

Parking space and maybe some basketball courts just to get through the day when you're done with everything and have nothing else to do.

Everything is great and helpful. Just the staffs needs to clean the restroom more and checkup on it. Sometime there's no tissue or paper towel in the restroom. Other than that, everything else is good.

The use of the stairs in Bldg C where a sign is posted "entrance only" to go the stairs and the other end of the building the sign posted "exit only" to go down the stairs.

Vending machines need more availability, and probably more parking

none

The bathroom in the first-floor library could improve.

Bathrooms haven't had paper towels for over two weeks

Better shelter when it rains. Hallways flood and inadequate coverage from the rain.

The wifi needs to be easier to access and log into for students, and faculty. It also needs to be more consistent because sometimes its slow and fast. Some areas of the campus are not able to reach the wifi.

Please allow access to water refill station in E building or add more, many students, including myself are frustrated that they have to walk far distances to refill their water containers when most, if not all our classes are in the same building. We understand that the study hall is currently being used for storage but some students have back to back classes and are unable to walk to the student lounge or allied health building to refill our containers.

Cleaning the classrooms, one of my classmates leaves stuff in the class to often see if people go in and clean it. Sad to say, the pen was there in the exact same spot the week prior, the pen



was still seen laying in the same spot the next week as well. The student lounge seems to not be cleaned thoroughly as well, I'd see eraser dusting or hair on the tables early in the morning when no one has occupied it yet. I'm not too sure about how the microwave is supposed to be cleaned as it is quite filthy and grown adults don't cover the top of their food to lessen the food spillage and splashing.

LRC WiFi doesn't work for android and windows/PC

The wifi doesn't as well when we need to get an assignment done. So, I have to use my cellular data. Unfortunately, the parking has been so bad.

Connecting to the internet is harder than getting up from bed :(

Tissues in the restroom to wipe our hands

Bathrooms always locked, toilets always getting clogged in A bldg, dogs roaming around, wireless internet suck, no paper towels in bathroom, no plungers to unclog toilets, parking sucks

Every time I visit gcc, it is hard to find parking spots  
I would like to more parking space

Building A's Girls bathroom(upstairs) is always locked and has zero toilet tissue. More toilet tissue and an unlocked bathroom would help.

Please bring back MiFi and funding for better loaner laptops

Restock paper towel regularly in all restrooms please

Fixing Wifi Connection in E building when I use my cellphone and laptop for educational purposes

- Attitudes of some Admissions staff can be improved; I advise to fully screen calls before forwarding or at least advise if they will be forwarding to another department.
- Response times of some instructors/department heads could be improved as well. I was not able to enroll into my practicum course because SM advisor and department head responded late or didn't respond at all. Practice what you teach.

Please improve parking spaces. Areas most accessed and most needed in parking lack the amount needed to satisfy. This is especially the case with the C parking area with it being packed by the evening and students sometimes having to park at a completely different area, farther away from their classroom.

Pls have paper towels for hand drying in all bathrooms

fix AC in computer lab

No comments



Good job

Cleaner bathrooms in the science wing, also having more trash cans because I see trash lying down on the ground. (don't worry i pick up the ones i see) Perhaps a recycling bins for materials we can use for future events to promote a eco-friendly campus. More events to have students get off their phones and interact with one another, and more presentations in regards to upholding eco-friendly change. eg: upcycle your clothing, thrifting, clothing swaps. Explain why it's good for the students to be walking even though parking isn't the best on our campus. eg: you get sunlight and that promotes to your health= serotonin and walking for your body promotes movement and will help us start our day.

Please fix the tech building! Theres only about 3 stalls that work properly in the girl's rest room throughout the entire building. The air conditioning doesnt work that well, especially in the top floor study hall.

The wifi/internet rarely works and leads us to use our own data/internet from our personal phones.

I say the GCC service doesn't need any improvements it's good just as it is.

Repainting the buildings would be great

Better wifi connection in E bldg and possibly a seperate wifi router in the cafe.

Campus has a lot of improvement. Good and Excellent.

Possibly clean the walls with mold or yellow substance on them. Also, there are some soda cans I find on the some stairs, so maybe put up a sign about littering and the consequences? All in all, I love GCC and the staff there. Have a good day! :)

A problem I have with E-building is the fact that the student lounge has been turned into a storage room, effectively blocking off the only water refill station in the building.

Restrooms are always backed up and dirty in the Allied Health building. Ever since the GW students came on campus, it was always clogged.

Show love to building 500, the woodshop as well as the welding shop

Internet should be fixed, it's slow like a snail. Sometimes difficult to connect.

Improve cleanliness on the restroom and additional parking space for students

NONE

So far everything is pretty good. Only problem is, in the men's restroom at the Technology





Center First Floor. For nearly three weeks as I went into the restroom, I find like nearly 10 dead cockroaches all over inside which makes me use the men's restroom in the second floor instead. I am not 100% sure if that was taken care of yet, but I'm just going to comment this just in case.

Please make it mandatory to sanitize and clean the school computers after each students use.

The parking is a must. There's not much parking for the students which explains why some of us have to parallel to the curb outside of the campus or near those bel air gardens apartment. Sometimes parking makes me late for class or I have to park far from the building.

Paper towels needed in women's restrooms

The facilities that could really be improved are the restrooms. In the D building section of the campus the restroom facilities are good. However, in the Allied Health Building the Womans restroom is not very clean and sometimes lacks soap. One day of this past week the only soap available was a bar soap which is very unhygienic. Bar soap should not even be available in this kind of setting. Thank you.

they are all good

Please allocate more funds to building maintenance on existing buildings. Painting, Waterblasting, and lawn maintenance

better internet

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