Institutional Research & Planning

Transfer Student Survey
(Final Report)
Fall 2012
Purpose:
The purpose of the Transfer Student Survey is to learn what transfer students thought of the quality of programs and services provided at Grand Rapids Community College while they attended school here.

Methodology:
The first and second requests were administered via Zoomerang as an online survey. The third request was administered via paper/pencil mailed to individual’s homes. A total of 369 surveys were collected for a response rate of 16%.

Survey:

<table>
<thead>
<tr>
<th>Question</th>
<th># of Responses</th>
<th>Response Rate</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>If you could start college over, would you choose to attend GRCC?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Definitely yes</td>
<td>180</td>
<td>49.0%</td>
<td></td>
</tr>
<tr>
<td>Probably yes</td>
<td>117</td>
<td>31.9%</td>
<td></td>
</tr>
<tr>
<td>Uncertain</td>
<td>33</td>
<td>9.0%</td>
<td></td>
</tr>
<tr>
<td>Probably no</td>
<td>26</td>
<td>7.1%</td>
<td></td>
</tr>
<tr>
<td>Definitely no</td>
<td>11</td>
<td>3.0%</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>367</td>
<td>100.0%</td>
<td></td>
</tr>
<tr>
<td>What was your primary objective in attending GRCC? (Check only one.)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Learn skills to get a new job</td>
<td>7</td>
<td>2.0%</td>
<td></td>
</tr>
<tr>
<td>Learn skills to advance in job</td>
<td>3</td>
<td>.9%</td>
<td></td>
</tr>
<tr>
<td>Improve basic skills in English, reading, or math</td>
<td>9</td>
<td>2.6%</td>
<td></td>
</tr>
<tr>
<td>Obtain a certificate or associate degree</td>
<td>55</td>
<td>15.6%</td>
<td></td>
</tr>
<tr>
<td>Obtain first two years of a four-year degree, then transfer</td>
<td>208</td>
<td>59.1%</td>
<td></td>
</tr>
<tr>
<td>Personal interest and enrichment</td>
<td>3</td>
<td>.9%</td>
<td></td>
</tr>
<tr>
<td>Intellectual fulfillment</td>
<td>2</td>
<td>.6%</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>65</td>
<td>18.5%</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>352</td>
<td>100.0%</td>
<td></td>
</tr>
<tr>
<td>Was your above objective met?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td>281</td>
<td>77.4%</td>
<td></td>
</tr>
<tr>
<td>Partially</td>
<td>68</td>
<td>18.7%</td>
<td></td>
</tr>
<tr>
<td>No</td>
<td>14</td>
<td>3.9%</td>
<td></td>
</tr>
<tr>
<td>----</td>
<td>----</td>
<td>------</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>363</td>
<td>100.0%</td>
<td></td>
</tr>
</tbody>
</table>

Please indicate the most recent college or university you attended since leaving GRCC.

- Aquinas | 16 | 4.5%
- Calvin | 4 | 1.1%
- Central Michigan (CMU) | 17 | 4.7%
- Davenport | 28 | 7.8%
- Eastern Michigan (EMU) | 1 | .3%
- Ferris State (FSU) | 69 | 19.2%
- Grand Valley State (GVSU) | 112 | 31.2%
- Michigan State (MSU) | 16 | 4.5%
- Michigan Tech | 4 | 1.1%
- U of M | 5 | 1.4%
- Wayne State | 1 | .3%
- Western Michigan (WMU) | 16 | 4.5%
- Other | 70 | 19.5%
| Total | 359 | 100.0% |

If you chose other above, most recent college attended since leaving GRCC.
- Lansing Community College (9 responses)
- Cornerstone University (8 responses)
- Baker College (7 responses)
- Kendall College of Art & Design (FSU) (4 responses)
- Northern Michigan University (4 responses)
- Kalamazoo Valley Community College (3 responses)
- Grand Rapids Community College (2 responses)
- Kellogg Community College (2 responses)
- Siena Heights University (2 responses)
- Hope College (2 responses)
- Oakland University (2 responses)
- The following are single responses recorded by students:
  - Taylor University; Spring Arbor University; Chattahoochee Technical College; Ohio University; I.T.T.; Tulsa Community College; Muskegon Community College; Florida Gulf Coast University; North Carolina State University; Franklin University; University of Detroit Mercy; Madonna University; School of The Art Institute of Chicago; Alma College; Owens College; Jackson Community College; Saginaw Valley State University; Trinity Christian College; Evangel University; Montana State University; The University of Alabama; Everest Institute; Olivet College; Bethel College; North Central Michigan University; Lawrence Technological University; Northeastern State University; Grace Bible College; Olivet Nazarene University; Life University; Northwood University; and George Washington University.
What was your area of study or major at the college or university named above?

- Business Administration (34 responses)
- Psychology (19 responses)
- Criminal Justice (19 responses)
- Nursing (18 responses)
- Elementary Education (13 responses)
- Health Science (10 responses)
- Social Work (10 responses)
- Accounting (10 responses)
- Business Management (9 responses)
- Marketing (8 responses)
- Secondary Education (7 responses)
- Manufacturing Engineering Technology (7 responses)
- Child Development (6 responses)
- Biomedical Science (6 responses)
- Finance (6 responses)
- International Studies (6 responses)
- Exercise Science (6 responses)
- Sociology (6 responses)
- Communications (5 responses)
- Math (5 responses)
- General Education (5 responses)
- History (5 responses)
- English (5 responses)
- Human Services (5 responses)
- Integrative Studies (5 responses)
- Biology (5 responses)
- Computer Science (5 responses)
- Network Securities (4 responses)
- Healthcare Administration (4 responses)
- Medical Imaging (4 responses)
- Athletic Training (4 responses)
- Cell and Molecular Biology (4 responses)
- Physical Therapy (4 responses)
- Geography (3 responses)
- Electrical Engineering (3 responses)
- Political Science (3 responses)
- Culinary Arts (3 responses)
- Automotive (3 responses)
- Medical Assisting (3 responses)
- Pre-Med (3 responses)
- Spanish (3 responses)
- Science (3 responses)
- Surgical Technology (3 responses)
- Pre-Pharmacy (3 responses)
- Mechanical Engineering (3 responses)
- Health Information Technology (3 responses)
- Fine Arts (3 responses)
- Engineering (3 responses)
- Physician Assistant (3 responses)
- Public Administration (3 responses)
- Creative Writing (2 responses)
- Speech (2 responses)
- Advertising/Public Relations (2 responses)
- Environmental Science (2 responses)
- Facility Management (2 responses)
- Respiratory Care (2 responses)
- Natural Resource Management (2 responses)
- Graphic Design (2 responses)
- Education (2 responses)
- Rad Tech (2 responses)
- Biochemistry (2 responses)
- Social Science (2 responses)
- Chemical Engineering (2 responses)
- Biopsychology (2 responses)
- Quality Engineering (2 responses)
- Special Education (2 responses)
- Clinical Lab Science (2 responses)
- Construction Management (2 responses)
- Paralegal Studies (2 responses)
- Family and Consumer Science (2 responses)
- Journalism (2 responses)
- Theatre (2 responses)

A single response were recorded by a student for the following comments:
- Computer Programming; Sports Management; Website Development; Physics; Printmaking; Phlebotomy; Industrial Technology; Nuclear Medicine; Hospitality and Tourism Management; Legal Studies; Dental Hygiene; Probation & Parole; Public Health; Electronics; Economics; Photojournalism; Biotechnology; Music Management; Cardiac Rehabilitation; Gerontology; Studio Arts; Echocardiography; Law Enforcement; Theology; Computer Networking; Illustration; Aerospace Engineering; Sales; Hospice & Palliative Studies; Physical Education; Women’s Studies; Textile & Apparel Merchandising; Philosophy; Recreational Therapy; Chemistry Education; Photography; Occupational Therapy; Equine Science; Pre-dental; Architecture; Interior Design; Technology; Welding Engineering; HVAC Technology; Music Education; Civil Engineering; Art History; Vet Tech; Fire Science; Chiropractic; Digital Media; Crop & Soil Science; IT Global Project Management; and Sign Language Interpreting.

<table>
<thead>
<tr>
<th>What is your current level of satisfaction with your institution named above?</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>145</td>
<td>39.5%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>172</td>
<td>46.9%</td>
</tr>
<tr>
<td>Neither Satisfied or Dissatisfied</td>
<td>29</td>
<td>7.9%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>14</td>
<td>3.8%</td>
</tr>
<tr>
<td>Very Dissatisfied</td>
<td>7</td>
<td>1.9%</td>
</tr>
<tr>
<td>Total</td>
<td>367</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>How would you compare your educational experience with your current institutional to your educational experience at GRCC?</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Better than GRCC</td>
<td>152</td>
<td>41.9%</td>
</tr>
<tr>
<td>About the same as GRCC</td>
<td>154</td>
<td>42.4%</td>
</tr>
<tr>
<td>Less than GRCC</td>
<td>57</td>
<td>15.7%</td>
</tr>
<tr>
<td>Total</td>
<td>363</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>How well did GRCC prepare you to continue your education?</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Exceptionally well</td>
<td>126</td>
<td>34.8%</td>
</tr>
<tr>
<td>Adequately</td>
<td>185</td>
<td>51.1%</td>
</tr>
<tr>
<td>No opinion</td>
<td>34</td>
<td>9.4%</td>
</tr>
<tr>
<td>Less than adequately</td>
<td>13</td>
<td>3.6%</td>
</tr>
<tr>
<td>What is the highest degree you have obtained to date?</td>
<td>Very poorly</td>
<td>4</td>
</tr>
<tr>
<td>-----------------------------------------------------</td>
<td>-------------</td>
<td>---</td>
</tr>
<tr>
<td>Total</td>
<td>362</td>
<td></td>
</tr>
</tbody>
</table>

| I have not completed a degree                        | 154         |   | 42.7% |
| Associate's Degree                                   | 140         |   | 38.8% |
| Bachelor's Degree                                    | 56          |   | 15.5% |
| Master's Degree                                      | 5           |   | 1.4% |
| Doctorate                                            | 1           |   | .3% |
| Other                                                | 5           |   | 1.4% |
| Total                                               | 361         |   | 100.0% |

| Did you have significant problems transferring GRCC credit hours to another college or university? | Yes | 29 | 8.0% |
|                                                                                                      | No  | 335 | 92.0% |
| Total                                                                                               | 364 |   | 100.0% |

| How many GRCC credit hours were not accepted at the college or university to which you transferred? | All GRCC credit hours transferred | 181 | 51.3% |
|                                                                                                       | Lost 1-6 credit hours             | 97  | 27.5% |
|                                                                                                       | Lost 7-12 credit hours            | 33  | 9.3% |
|                                                                                                       | Lost 13+ credit hours             | 41  | 11.6% |
|                                                                                                       | All GRCC credit hours did not transfer | 1 | .3% |
| Total                                                                                               | 353 |   | 100.0% |

<p>| Please indicate the reason(s) your GRCC credit hours did | Earned less than a 2.0 in GRCC course(s) | 16  | 6.1% |
|                                                          | Took a GRCC course more than once to replace grade | 11  | 4.2% |
|                                                          | Course not accepted at transfer institution       | 104 | 40.0% |
|                                                          | Earned more GRCC credits than were allowed to transfer | 35  | 13.5% |</p>
<table>
<thead>
<tr>
<th>Credits not related to current major at transfer institution</th>
<th>83</th>
<th>31.9%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Took developmental education course(s) at GRCC</td>
<td>11</td>
<td>4.2%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>260</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

### Overall, how would you rate your educational experience at GRCC?

<table>
<thead>
<tr>
<th>Rating</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Poor</td>
<td>5</td>
<td>1.4%</td>
</tr>
<tr>
<td>2</td>
<td>13</td>
<td>3.6%</td>
</tr>
<tr>
<td>3</td>
<td>60</td>
<td>16.4%</td>
</tr>
<tr>
<td>4</td>
<td>149</td>
<td>40.7%</td>
</tr>
<tr>
<td>Excellent</td>
<td>139</td>
<td>38.0%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>366</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

### How satisfied were you with how GRCC helped you in achieving your goals?

<table>
<thead>
<tr>
<th>Satisfaction</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Dissatisfied</td>
<td>9</td>
<td>2.5%</td>
</tr>
<tr>
<td>2</td>
<td>14</td>
<td>3.8%</td>
</tr>
<tr>
<td>3</td>
<td>52</td>
<td>14.2%</td>
</tr>
<tr>
<td>4</td>
<td>156</td>
<td>42.6%</td>
</tr>
<tr>
<td>Very Satisfied</td>
<td>135</td>
<td>36.9%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>366</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

### Would you recommend GRCC to friends or family?

<table>
<thead>
<tr>
<th>Recommendation</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>294</td>
<td>80.1%</td>
</tr>
<tr>
<td>Probably, but with some concerns</td>
<td>65</td>
<td>17.7%</td>
</tr>
<tr>
<td>No</td>
<td>8</td>
<td>2.2%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>367</td>
<td>100.0%</td>
</tr>
</tbody>
</table>
Open-ended Comments

Please explain any additional problems you encountered in transferring to another college or university.

- Without a strong physics program at GRCC I could not get in the necessary classes to stay concurrent with a 4 year major. The limited offering of physics classes hurt me and put me back a year.
- Finding a school with my credential to transfer to a higher institute.
- The advisor didn’t tell me what I exactly needed, so I wasted almost a full year taking classes at GRCC that I didn’t need.
- I had problems transferring some credits because they did not match up to any classes offered at Alma. I wish I had been assigned an academic advisor.
- I never received my grades. I never got a letter in the mail, and it has been 4 months. I would like my grades sent to me ASAP and need to have them sent to NMU to add to my credit hours.
- I have requested my Biology records be transferred and GRCC says that they have sent them, however Jackson has not received them. I understand that things disappear, however I am now on a timeline for applying to the ultrasound program and need that class credit.
- No additional problems, the Trio program at GRCC gave excellent guidance for transferring.
- I had some difficulty getting the macro stamp accepted, versus all separated classes.
- Took me several years to obtain a degree. This is due for the fact that my advisor would be different each time I would go and see them. So I would have to sign up for classes on my own. Then the class name would change but would be the same class. So I have taken a few classes twice. Also most of the staff treats you like you are a child. I am 37, and I was treated this way.
- I was not told that I had too many credits until I was in my last year of GRCC. I would have skipped a couple courses if I had known that.
- Some classes did not transfer easily, but were easily accepted after speaking with a few people.
- Slow Process I had to call grcc more than once about my transcripts
- need to have syllabus for business innovation class submitted to Davenport University for credit
- I found it difficult to have my transcript sent to GVSU with the MACRAO stamp. They sent the transcript several times without the stamp, although I requested it each time.
- When I started GRCC, the agreement between the two schools had not been created yet, so I had trouble finding out which classes to take and therefore took a couple that did not transfer.
- Not all classes with similar descriptions transferred as that class. I had to fight to get some accepted, and others were never accepted (Computer Science class is the only one I can think of off the top of my head)
- That I have to complete my MACROA at GRCC which I intend to do next Summer.
- Just had some problems with class equivalencies; for example I am still fighting the chemistry department at NMU to get chemistry 1 and 2 to transfer.
- I have had no problems. In fact, my experiences have been a blessing. I take great pride in both colleges, and I praise the experiences in a positive manner.
- Grades in the classes were not a C or higher.
- Took forever for GRCC to stamp and send the transcript I requested so the MACARO agreement would be upheld
- Lack of access to scholarships
- They had me suspended from signing up for classes for low entry test scores…but I never took an entry exam at GRCC (was not required). Someone in the office did help me and after some work, it was taken care of.
- Transferring was a hassle. First of all the counselors did not help at all. I was wrongly advised and because of this my classes were taken out of order and I know have to take the MCAT a year late. Secondly when I got here I had no idea where to go or who to see. The whole transition was awkward and if I had to pick if I would transfer again I probably would not.
- I am nervous to attend new college
- AP credits were not transferred and I had to repurchase a new set.
- I’m a bit of a question nut. I went to Ferris to familiarize myself with their system. I do miss the 2nd floor study lab with (staff name) and folks. They deserve a lot of credit for my success.
- My CLEP scores almost didn’t get transferred because I was not told that I had to pay to get them transferred. Some courses transferred as credits as opposed to actual class.
- When I originally transferred the legal office assistance program from GRCC did not provide many acceptable transferable classes at Davenport.
- Math 94 (?) – elementary algebra was not accepted as a credit
- Counseling office did NOT let me know I needed to have a graduation audit before transferring and also to get a MACRAO stamp on transcript. I had to drive to GRCC from CMU to complete it and was VERY inconvenient.
- The only issues of transferring were how long it took. It took months to have all classes/credits transferred.
- At first, 1 class did not transfer, and then it did.
- Very few. I knew I was transferring, so I was careful with what classes to take.
• I have not completed Spanish 232 at GRCC so am not ready to transfer.
• GRCC told me they would transfer online/speaking with an advisor. The credits were later not accepted at (other college). (Other college) said the advisor must have “been new” and didn’t understand the procedure.
• Too difficult to get into classes needed for my transfer program. Parking is a big problem.
• Automotive credits would not transfer due to the fact that they are low credit hours and “not real classes” according to (other college).
• The same Bio class was at (other college) in which I had to retake due to it not being the same?! Exact same information and book...pretty crappy not to transfer.
• (Other school) is lacking in technology and paperwork had to be mailed repeatedly.
• The difference in signing up for a full year, instead of a semester like GRCC, prevented me from getting the classes I need. Need more knowledgeable counselors as well.
• (Other school) was good; (Two other schools) would not accept half of the accumulated credits.
• Great campus, it has a university feel because it’s downtown GR.
• Macro agreement was never sent.
• I was a student trying to further my education and athletics. During my education experience, I was out out/dismissed in the cold of the winter from my residence, due to other’s negligence.
• Foundations class transferred as electoral and I had to retake foundational courses.
• My credit hours for my last semester before transferring did not transfer over (Winter 2012).
• GRCC did not have a full first 2 year transfer.
• None of the problems indicated were unexpected. GRCC was very clear when a certain class should not be expected to transfer to a 4-year university.
• Manufacturing programs at (other college) does not line up with GRCC courses. Had to go to (other college) to transfer most my credits.
• Most credits were “recommended by department only” and there were not equivalencies for about half of my classes because of poor understanding of GRCC’s curriculum.

Please use this space to provide any comments regarding how GRCC could improve the quality of its courses and services. We take your comments and suggestions seriously.
• Some of the staff did not give a feeling that they cared about you. You were just another student in the mass. Also communication is poor. Emails should be responded to. I have emailed past instructors and never received a reply. Other institutions require a response in 24 hours.
• One of my biggest issues with GRCC involved parking. I know there is very limited space to park downtown, so GRCC should adopt what GVSU has done in establishing a well-coordinated ‘park-n-ride’ system of transportation.
• I loved GRCC and wish I had picked to go there first. The professors were amazing and it was very well run. The counselors were hard to get a hold of but were very insightful. I wish there were more physics class offerings though so I could have got ahead more. Having both calculus based physics courses offered in the winter, summer and fall would have helped me tremendously. I also hope you add higher physics classes that can transfer in the future such as the equivalent of modern physics at MSU or classical mechanics.
• At MSU I really need to read all of the chapters and basically teach myself, and use lecture as a supplement. At grcc however, most of my classes had longer lectures and most of the material on the tests came from lecture. I’m not sure which way is better, but I do know that I have to work a lot harder at MSU to understand the material. I was challenged at grcc but I feel like I didn’t retain everything that I could have because I got away with cramming for exams.
• Classes in the business sector should be changed to become more applicable in the real world. Help with gaining more experience in accounting software and real world knowledge would be a huge improvement to the quality of education.
• Help guide their students in the right path and let them know their life is not over because many schools had rejected them because they never know what lies ahead of them because the student may be surprise where they land.
• I had many excellent professors at GRCC for which I am grateful. The cost of tuition is just right.
• There were only a couple of teachers I would not recommend to anyone
• I had excellent experiences with many of the faculty at GRCC. They took a personal interest in mentoring me. This was a very positive experience. I did not think that the administration at GRCC was helpful at all. The career counseling center was very unhelpful. Anytime I needed to have any paperwork done in the offices it took a long time to get back, or the staff was very confused about what was going on. I’m not sure if the courses at GRCC would prepare someone for transferring to Hope College because the coursework at GRCC was way easier than the coursework at Hope has been. I tried to take honors courses at GRCC when they were available, so this helped a lot. It would be good if you offered more honors courses in the sciences. I also think the resources for independent research projects in biology and chemistry should be increased. I understand that since I’ve left GRCC, there has been a molecular biology research area designated, this is excellent! Grand
Rapids has become a major center for medical research and GRCC should strive to produce students that can be competitive in this field.

- My teachers liked to use Microsoft PowerPoint as the main way to teach. I did not like this very much. I don't know if they used them because they are new or just lazy but PowerPoint is not the best way to teach.
- "I am obtaining a specialized degree (Hospice and Palliative Studies) but would like to supplement some courses locally at GRCC. However I am on “financial aid suspension” at GRCC due to a dropped course in 2003, despite a 3.5 GPA. The financial aid appeal process is ridiculous.
- I did not have a medical emergency in 2003. I did not have a psychiatric breakdown. I did go through a divorce and that was hard. (So I do not have “documentation” from a non-relative professional to use towards an appeal). And now I’m long since over it, I’ve gotten on with my life personally and professionally, and I’ve managed to do well in college. I have about 50 credits remaining, and only the last 20 need to be done at Madonna, but would greatly appreciate the ability to use my financial aid towards this process. This is a primary reason I will supplement some of my courses online via LCC, MCC, KVCC where I can use my financial aid rewards towards my education.
- Happy to discuss further. (student name and phone number)
- I think some teachers at CC try to have too much power over students. When you have to ask to use the restroom at the age of 23, it seems too controlling.
- I enjoy GRCC for the benefits that it offers to transfer credits to a primary bachelor’s degree institute. I always recommend to my friends to attend GRCC because of its financial benefits (not being nearly as pricey as other colleges) and as a place to start if they are unsure of what they want to do. The problem that I ran into with GRCC was the lack of academic support. I wish that I had sought out an academic advisor to help me select the classes that would actually benefit and help me. The problem was that I was a first year and first generation student so I was not aware that obtaining an advisor was possible and how to go about finding one. It would be great if GRCC took more interest in their students, made them feel at home, and helped them and better advised them in their course selection.
- I went to Ferris for 4 years and wish I would’ve went to GRCC for all my basic classes. First of all, all of my professors were amazing. Way better than any professor at Ferris. They taught so that everyone in the classroom, no matter their educational level, could understand. And the tutor center in the business building was outstanding! I cannot say enough positive things about my GRCC experience! Thank you!
- The instructors I had in IT were not only good; they had years of real-world experience.
- As an adult student, I found working with the financial aid office was tedious and frustrating. At times staff members were unhelpful and condescending. I can’t imagine how an 18 or 19 year old would feel dealing with them.
- I had an incredible experience at GRCC, one that has provided a firm foundation for my continuing education goals!
- You need to provide better and more accurate information about the waiting lists associated with some programs.
- I loved GRCC, excellent resources and outstanding professors!!
- Tutoring session should not need a teacher’s signature. Students working in the tutoring labs should be more serious and less time talking to each other. Other than that a great learning experience.
- I thought GRCC was a good school that is smart to attend to save some money. The advisers were especially helpful!
- I think GRCC provides great services for its courses in the Biology Sciences. I was very pleased with the instructor’s, coursework, and services, like the BLC.
- Some of the courses don’t really seem college level. Profs dumb it down and some students gripe when actual work is occasionally expected of them. It’s not helping them to let them slide and doesn’t prepare them for a 4-year college. You can only get out what you put in, but some prosfs seem to cater to the sense of entitlement many come in with.
- GRCC is a fantastic institution. The faculty work very hard to prepare students for future endeavors. The primary concerns I have revolve around the academic counselors. On almost every occurrence, when I met with a counselor, I felt rushed, and felt like the counselor was viewing me as simply another student that they didn’t have time for.
- More required face to face counseling on career advisement.
- The financial aid office is not helpful and they are not thorough in their work or knowledge, which caused me several issues. I am sure this is because they are, and have been, understaffed. The staff appears to be indifferent and does not make much effort to go beyond their basic duties, which is sad because that is a major issue for students. The advising staff is inadequate as well. I have been given incorrect information from them, as well, and often they didn’t know how to help me. I had to work with Davenport regarding my GRCC classes to plan my career path. Why another institution is better informed than your own staff? You offer the 3:1 program with Davenport for Paralegals studies, yet I have spoken with a minimum of 3 people, GRCC paralegal students, who didn’t know the program existed. Additionally, I spoke with a young lady while volunteering at the LAC that was advised incorrectly as to the paralegal career path. She was assigned classes in CJ, which is far different than paralegal studies. I commend the teachers because many of them are very knowledgeable, which is why I would recommend GRCC. The support staff at GRCC is overwhelmingly unsupportive, rude, and indifferent to student issues. GRCC needs to invest more in these areas, both financially and in the areas of training since these are fundamentally vital to students. This is especially true for recent high school students who lack the experience to know what questions to ask or how to go about getting them answered. When you support staff doesn’t care enough to offer
helpful information beyond the initial question asked, you failed in ensuring these services. There is one man in the Financial Aid office (older gentleman with glasses and light brown hair) that is caring and helpful. He doesn't show the disgruntled attitude as the others in his department who have long given up hope in finding fulfillment in their jobs. I fault an unsupportive administration that is cutting financial corners in the areas that need it the most. Our educational institutes should not be like shopping at Wal-Mart: value at low prices, at the cost of customer service and employee value. This is especially true of GRCC because, as the community college, and have a greater social responsibility. The top administration needs to step-up and take responsibility for the decline of GRCC's value. Fight for more funding or whatever it is that is needed. If you need help rallying public support, I will volunteer to help. As we know, when the public pushes government enough, change can begin. However, that will never happen when the administration and support staff have become complacent with downtrodden feelings. That is a shame because many of the teachers believe in the students and offer inspiration. Those teachers are the epiphany of great teaching, which students will never experience if GRCC doesn't lift its standards.

• I have recommended a few people NOT to attend GRCC. Saving the money is not worth the price you will pay for retaking classes or frustration with poor faculty.

• I loved GRCC so much; I really did not want to come to GVSU. What I loved about GRCC: most of my teachers, the affordability and the tutoring centers.

• I had great teachers at CC and enjoyed my time there but the curriculum needs to be more difficult. Going from GRCC to GVSU was a bit of a shock to the system. Classes at CC are too easy.

• My courses were just fine. I didn't have any issues with any teachers and the reading lab worked great to succeed. Parking was the only issue of being too crowded.

• The GRCC book store is terrible, the people that work there are rude.

• I would have a better advising service. I wasn't all that pleased with the "help" I got.

• "I truly enjoyed my community college experience. I would have done all four-years at GRCC if I was able. I sincerely missed it after I transferred. I did wish; however, that higher level Spanish courses would have been available at GRCC.

• (Staff name, staff name, and staff name) are incredible teachers that GRCC should be blessed to have at their institution."

• The TRiO program helped me tremendously, especially (staff name). She is a wonderful asset to your support team!

• Other than GRCC I have attended Aquinas College, MSU, and GVSU. Considering this, my opinion is that GRCC provides a great education independent of the affordable price. I am very pleased with the quality of education I received from the science department. I really enjoyed GRCC and have nothing but positive comments to report.

• I have to say that out of all of the years I have spent at GRCC, four professors really helped me grow academically and as a person (staff name and staff name) are two that really helped me grow as a person and a professional. The two professors that helped me the most were (staff name and staff name). They helped me capture the essence of passion for Ecology and especially plants! If I never met (staff name and staff name) I would not here today. They helped me achieve all of the goals that I set for myself, and they continue to influence my life in so many positive ways. Not enough good things can be said about these professors.

• I feel like GRCC places education on a silver platter for most students. By this, I mean that teachers do not hold too high of standards for their students, and as a result, students do not put in a lot of effort. While attending GRCC, I felt as if I was repeating high school and not learning at a college level.

• GRCC has so many safeguards for class withdrawals and forced drops and they are not communicated very well to the student. ie. I was forces to drop a class because of a no show. when I spoke with the professor, in week two, I was passed around from department and dean to department and dean. No one knew how to allow a No show back in the class. The info was available to me, and the staff was ignorant of the subject. Also, there is a disparity in how the no show is administered. I was dropped in one class, but not the other, even though I missed the same amount of days. there needs to be consistency.

• good apprentice programs time between starting school in 1980 and transferring in 2012

• I rarely used the Academic Counseling services because I felt as if they were not very helpful the few times I came in. I received poor advice regarding transferring and generally did not learn anything new about what courses I should have been taking with the intent of transferring. Other than that, I thoroughly enjoyed my experience at GRCC, my professors were always great, and the Physics/Calculus/Chemistry tutor lab is awesome.

• Some of the professors that I had seemed like they were not satisfied with the institution and it showed in their performance. Also, Question 6 refers to Q4, but it should be Q5. In question 18, the comment box should say "If no, why not?" instead of "in no, why not?"

• Parking was the only negative part of my experience.

• Nothing really, I just can't be expected to remember everything I learned.

• The Math lab is Wonderful

• Great classes and awesome professors.
I don’t believe I can think of anything that needs to be changed. I liked my experience here, perhaps it was because I really liked my classes and I was doing something I loved. But the institution itself appeared to be nicely run, and you always had a good supply of coffee when I needed it ;). Thanks.

GRCC faculty is the best. I miss them. They all took the time to know me and genuinely wanted me to succeed and helped me however they could. They were the best part of attending GRCC!

The courses that where lacking I believe would be the C++ programming course. I was not very well prepared to take the next level C++ programming course at U of M.

Run class sizes smaller than required.

I struggled to take some courses after I obtained my degree. I was told that I had to pay out of my pocket in order to continue taking classes and could not use financial aid since I had finished my degree.

I really enjoyed my time at GRCC. One thing that I was very concerned with regarding my experience is "HOW DO PEOPLE WITH ACCENT FEEL ABOUT GROUP WORK?" Of course, this continue to be a problem for me at GVSU. People with accent are often despised for one reason or the other, possibly that we are not one of them because don’t speak like most American students are and also that they may not have anything to gain from us. I could understand the reason behind this practice, which is to share ideas with one another which thus, help improve one’s skills. But when this good motive became a tool that will discourage you from participating in class work due to neglect, being ignored as if you were not there, then it becomes a real obstacle to success. Instead, we (including many other African American students who must have experience similar situations) preferred to work alone, rather than being despised. I recommend that a survey be conducted about how students with accent feels about group work.

I loved GRCC! It was a good transition between high school and a major university. I got the feel for college classes and what it was like to work and go to school at the same time, yet I was able to stay at home so it wasn’t too much change at once. The classes at GRCC are good quality and for the most part transferred usefully.

Review the faculty more! I had more than my fair share of professors who, for lack of better words, were complete jokes. There should be much better ways for students to address their concerns with faculty. I felt helpless when I got a professor who did not know how to do their job. I would strongly recommend better review for the faculty.

Make some classes for the MACRAO for continuing education instead of starting from scratch.

GRCC could offer a higher variety of courses, especially in the scientific fields of study.

I suggest you update the Financial Aid office hours and hire more help at peak times. It takes way too long for just a question or simple matter to be resolved. Also, the bathrooms need to be updated, seriously. The doors are scratched up and the floor is not clean enough. Bathrooms need more TLC.

Stop telling students they need to take CLS100... it was the biggest waste of time.

"All of the classes I took at GRCC were pre-reqs to fulfill gen ed requirements for my degree. I took them at GRCC because it was cheaper. Was very disappointed with some of my online instructors, particularly (staff name) for my English class. Keep in mind, this is an online class - I've never seen this person, nor learned anything about her prior to taking the class. It was clear almost from the start that she is foreign. I don't mean this as a blanket statement that all foreigners should not teach English. Some are better at it than Americans! But (staff name) clearly didn't have a good enough grasp of the English language to be able to teach it properly. Her grammar was terrible, spelling was terrible. Worse is her style. Over time and chats with classmates, I became aware that she starts everyone off with bad grades no matter how good the paper is. There is very little feedback for the poor grade. In my case it was a B-. I've NEVER gotten anything less than a B, but especially in anything English. But don't worry, because our grades improved with each paper. Well, shouldn't they? Why yes, it shows good teaching and learning. (gag) Of course, most of us (all?) got A's on our last paper, thereby bringing our grades up to par. Wow, we sure learned a lot in this class. NOT. One of my classmate's deliberately misspelled words used poor grammar and a host of other errors on her last paper. She got an A. Proof in the paper that (staff name) either doesn't know English well enough to teach the class or she didn't bother reading any of the papers beyond the first. I'll say both are true. This is one of two worst classes I have ever wasted my time on.

The other instructor is (staff name) for Sociology. Again, an online class, so no idea what I was getting myself into. Cruelly difficult class, made harder by his stony attitude and EXTREMELY difficult, almost impossible tests. In the entire two years of school, both at GRCC and FSU, of all the tests I've taken, only his did not allow students to go back to questions answered. Only his gave a VERY short time limit to complete very difficult questions. This man singlehandedly ruined my want to learn and understand. I am an older student and grateful for the opportunity to take classes and learn. Even if I was not excited about a class, like sociology or math for example, I am mature enough to know that going into it with the right attitude and a willingness to learn will go a long way to making the class a success. There is always something I can learn from every class. I didn't particularly care for my biology instructor. She was hard, but she cared and went out of her way to help and made the class interesting in spite of the difficult curriculum. I hate math, but had to take two math classes. Both times, I had great instructors which made all the difference in learning and passing successfully. I think (staff name) is a long-time incumbent. He needs to go. Please. Overall GRCC helped me to accomplish my goal of Associate's Degree by giving me the option of taking gen-ed classes w/o the university price. Thank you!"

I loved GRCC, thank you!
"GRCC was a foundational step beyond what I could have expected. Every professor I had taught with enthusiasm, passion, and care. I learned to excel, and thanks for the quality!

Definitely expand parking. It was so difficult to make it to classes on time due to the hassle of trying to find a place to park. Other than that, you're a pretty decent school.

Overall most of my classes had good instructors with accurate information although a few we very under par.

The counseling department sucks. You get stuck with several counselors that don't realize your end goal and they all tell you a different plan of action. In my case I took several classes that weren't even needed thus resulting in wasted money and time.

Don't have courses with credit hours less than 3, they are hard to transfer. If someone qualifies for a degree (anything at or above assoc.'s contact them and let them know. Sometimes they don't even know themselves.

"Including GRCC, I have attended three different colleges. I am very impressed with the quality of education that I received during my time at GRCC. The professors that I had while I was at GRCC (particularly the ones in the business department) are still some of the best professors that I have had. (staff name, staff name, staff name, and staff name) went above and beyond with their curriculum. I can honestly say the skills and objectives that I learned in their classes are ones that I hope to take with me for the rest of my career.

The main suggestion that I would give GRCC is focusing on improvements in their guidance programs. While I was at GRCC I felt like all of my classes and pathways were chosen without help. I spent a lot of time taking classes that were not useful for my degree, or would not transfer because I feel that I did not have adequate help. I understand that the services were probably there, I just never took advantage of them. As new freshman students enter college it is important that they meet regularly with advisers! Here at Ferris every student is required to meet with an adviser before they register for classes. After they register the hold is lifted off of their account, and they are then able to register for classes. I think that this would be extremely helpful for students.

My younger brother just started at GRCC this semester and I noticed that he is also not taking advantage of the advising and counseling help, and I think that GRCC would improve its program and its drop-out rates if they were more adamant about requiring meetings with advisers."

1) There is a great divide at GRCC between higher level classes (calculus, calc based physics, honors classes, C++) and lower level classes (En 102, Co 100 level classes). The lower level classes I took were not worth taking. I learned hardly anything. The upper level classes were excellent, and prepared me well for challenging university classes. In my experience, the lower level staff was adjunct staff at GRCC and was unprofessional. I recommend raising the standards for these staff. 2) I understand that these lower level classes have their place in the scheme of things, but students who came from a strong educational background should be able to skip the lower classes and move right into the more challenging classes. So basically, the prerequisites are too heavily enforced. 3) The academic advisors have low expectations of students and often make poor recommendations for which classes students should take. I have many friends that regret listening to their academic advisors on which classes to take (esp. in math). If academic advisors have higher expectations of their students, the students will rise to that level. 4) security/police should have more of a presence on campus in evenings to provide a safe atmosphere. 5) The library should be open longer hours on weekends. 6) The free tutoring is wonderful. Keep this service. 7) GRCC Christian Fellowship is wonderful.

Limit the use of laptops, tablets, and cellphones. They can become very distracting during class.

I thought that I earned credit for many classes for little money, however the equivalent classes at my university were much harder than at GRCC, and they did more units, so I am not well prepared. Also, many of the professors were very poor quality, and more reviews should be done to assess them. I dropped a class in order to avoid a professor who did not even know her subject matter. That being said, I did have a few of the best professors I've ever had, and more like them should be hired.

Less busy work. Lecture classes three exams and a final for all classes.

In order for students to successfully continue to a university from GRCC, I think GRCC needs to be more difficult. I was unprepared for the level of work expected from my university because GRCC's standards were much lower. I understand that many students attend GRCC for remedial reasons, but upper level classes (especially the 200 level) should be more difficult than the remedial and 100 level courses. It's a disservice to students to grade papers, assignments, etc. at a curve. It does not reflect the standard that a college should expect. Though I greatly enjoyed my time at GRCC, I wish it had been more difficult to prepare me for university level work.

More individual attention to the needs of the students.

Alert your students about their bill before refunds are no longer offered, especially when if the professor were to actually take attendance, you would see that the student never once entered the classroom or contacted the student in any way, shape, or form.

"GRCC is a good college and cheap. So, it works for me with budget and my education goal.

Thank you for accepted me as GRCC student."

Parking is an issue. Otherwise a very pleasant experience.

Never once did I have a bad experience at GRCC. It’s a great school and I would recommend it to anyone.
My educational experience at GRCC was overall very positive. You have a lot of great instructors. For example, (staff name) (theater) and (staff name) (psychology) are both exceptional at teaching and at helping students move on from GRCC to the next level. Your financial aid department went over and above for me many times, and is VERY good at what they do. Your online services, including registration, are top notch and superior to both 4-year colleges I’ve had experience with since leaving GRCC. I do have one (large) complaint about GRCC, regarding Disability Support Services. I tried to apply for support for my disability at GRCC two times and found the documentation requirements excessive and prohibitive. As I live on social security disability I could not afford the battery of tests required by DSS to document my anxiety disorder. The behavioral health professionals someone like me has access to be normally Physician Assistants (P.A.s) or counselors with an MSW-- if we’re lucky. According to your DSS, neither of these qualifications is sufficient to provide the letters needed. The documentation of my diagnosis that I did have from a full Psychologist was considered out of date(over 6 months old) even though I had ongoing paperwork from the time of that documentation to the time I applied, and written statements from my (then) current LMSW therapist. I found the DSS staff unhelpful and unconcerned towards my situation with a consistent "not my problem” attitude evident beneath their polite demeanor. This includes the DSS Coordinator (staff name), who I spoke to twice at length. In contrast, the process of applying for and receiving accommodations at my current school, Aquinas, was very respectful, straightforward, simple, and fast. Despite my experience with DSS, I feel very positively about my experience at GRCC. I always recommend GRCC when I learn someone is looking into starting college or in need of training. In fact, over the weekend I was speaking to my 16 year-old daughter about college and highly suggested she got her start at GRCC.

I am not a traditional student. I work full-time in addition to my full-time credit hours. GRCC’s class offerings were not always easy to fit into my schedule. If GRCC offered a program similar to Cornerstone’s Professional & Graduate Studies program that would have been ideal. I’ve found it easier to connect with my teachers and fellow students in the Cornerstone PGS program than I was ever able to at GRCC, in addition to an easier fit with my full-time work schedule.

I do not believe there is anywhere GRCC needs to improve. The professors I had were GREAT! They seemed to actually care if the students succeeded. A couple that went above and beyond were (staff name and staff name). If GRCC had offered my program I never would have left.

I think pushing the transfer requirements should be pushed a little more. It was only until the second semester I attended CC that I discovered the requirements I needed to fulfill in order to transfer to a four year college. Other than that, I greatly enjoyed both the professors and the time I spent there.

I am thankful I started at GRCC. LCC is fine expecting for the financial aid office. I have had nothing but trouble from them. I miss how simple it was at GRCC.

Seriously, I cannot think of one complaint! I am very appreciative of the education that I have received and know that it has made me a better and more knowledgeable person.

My biggest concern, or complaint, is in the advising department. There was never a clear answer on what I actually needed to complete the MACRAO agreement based on what I had taken in the past and what I needed to take in the future. I met with two different people and got two different answers. I ended up researching the requirements and figuring it out on my own. The MACRAO is very simple and I still don’t understand how the people I met with recommended I take classes I really didn’t need. Plus, after completing the MACRAO agreement, I had a very difficult time getting it to show up on my transcripts. Again, a very simple task. Also, GRCC needs to improve the way they develop or schedule there class times. It is next to impossible to make a schedule with classes in succession. This needs to be improved ASAP, in my opinion. The class start times are so wildly inconsistent between different classes and departments that students inevitably have numerous "breaks" between classes, some of which can be hrs. long. Obviously, it’s difficult to please everyone, but having more consistent start times would be a simple fix for part of the problem. As a whole, my experience at GRCC was positive, and I would definitely recommend it to other students but there is room for improvement that would benefit students and ultimately, benefit GRCC.

I never had a problem with the courses. My problem was more or less with the students who had no hair to be there, and did not want to work. I was stuck on many group Assignments with people who did nothing, did not try, or did very little. To make it worse, the teachers told me it was my responsibility to make them show up to class and do work. This happened in four of my classes. My other issue is that twice in the time I was enrolled there, cc dropped all my classes a week before the semester started and then proceeded to say I was never enrolled there. I was very pleased with the amount and how easy it was to get help with all of the different tutor centers. In the end I just wanted a place where both the students and the teachers took learning seriously.

The business and math programs at GRCC are pretty solid with respect to preparing students for university level coursework.

Although I appreciate this survey being sent to me, I transferred from GRCC in 2004 and would have preferred to receive it then. Had the appropriate classes been offered back then I wouldn’t have had to come back in 2011 to finish my Davenport program.

The science courses at GRCC were awesome and prepared me well to start physician assistant school which is very science and medicine dense.
Two professors I had didn't really teach me anything. If I learned anything, it was from reading the textbook. One of the professors was very passive aggressive and not very intelligent. I was not impressed with her as an instructor. I don't recall her name, but it was for BA 282. Another issue I had was with the two online classes I took. It felt like they assigned a lot of busy work and there were very few instructions for any of the assignments so I either dropped or failed the class. My experience with the online classes was very frustrating and I would not recommend anyone to take online courses at GRCC as a result.

Courses at GRCC were not close to as difficult as my university courses. Professors who are more knowledgeable

The MACRAO agreement should be better advertised as an option for students. Because of this degree, my transfer was conflict-free. It gave me an excellent starting place at the university!

Have students see only one counselor. I saw numerous counselors at GRCC and every one of them told me something different and they were horrible at telling me what I really needed to know for transferring and finishing the MACROA.

GRCC is a warm and inviting place to learn. The staff is all incredible and it made me enjoy not just art and theatre but science and poli sci.

I don’t see anything that should be changed. I enjoyed the summer courses; there were plenty of courses and times available.

I was two weeks away from being certifiable from the academy when I made a mistake and was cited for a minor in possession. I did the responsible thing and took a few days to take care of the issue (which I did and it was dismissed) but the academy instructor refused to let me complete my certification. Innocent until proven guilty – but not for me.

I believe you science department is FAR superior to (other college). Keep the classes the size they are, even if it means hiring more Profs. It makes the students more accountable and the teacher’s better teachers. One suggestion, find great chemistry Profs and lock them in like you've done in the Bio Dept.

Ensure students take all basic requirements if they do intend to transfer. Otherwise they get stuck as a senior with 11 non-business credits to get...like me.

I feel that GRCC did a great job in preparing me for other universities and was financially smart.

Best science curriculum. No suggestions.

They are doing well with the resources it has to offer.

Overall, satisfied. Although, I did have an issue with one professor and when I called in to deal with the problem, I was treated unacceptably.

I was very happy with my time at GRCC. My biggest complaint is the wait to get into the parking garage in the first part of the semester. Parking took way too long. I don’t have that problem at (other college).

Internet classes not as good as traditional classes. Internet very low value!

Parking is terribly expensive and a major pain.

Another parking lot. It takes way too long to park.

OTA program was very frustrating. Instructors do not care about their students. (Two Professors) should not be employed by GRCC.

GRCC is a great transition between high school and the rest of your life.

Professors need to speak better English!

Overall, very happy with my experience at GRCC. Was especially impressed with the Biology dept. and how well it prepared me for nursing school.

Counselors were not very helpful when I explained my goals and asked for assistance choosing courses. I was left to figure it out on my own. I did appreciate all faculty.

I do have some comments and would like to chat with someone. (signature)

My counselor (name of counselor) helped me to obtain my goals and influenced me to continue to get my Bachelor’s Degree. There were times when I was frustrated and (name of counselor) supported me all the way.

I think there needs to be better communication between GRCC and transfer universities like (other college). It was very frustrating completing 4 semesters of credits at GRCC and only a few would transfer, after I was told they would. Overall, GRCC was helpful and provided good education for the low cost.

I really enjoyed GRCC. My Professors were great and helpful. Everything transferred, I’ve been really fortunate to have gone to GRCC and still take classes there once in a while.

Job placement is a huge issue for radiology technology students in West Michigan. Any assistance would have been appreciated. No help or contacts were provided.
• Offer more sections of highly needed courses and make instructors have same methods of communication. Some were great at communicating with students when questions were posted outside of class time, others never respond and this negatively impacts grades – this especially true for online courses.

• So many credits transferred as equivalents to (other colleges) astronomically priced courses that I have no complaints. GRCC is costly efficient and a smart decision. However (other college) is very attractive in its student’s career paths, which made my future foreseeable when I finally transferred.

• Always remind people how important being in touch with intended transfer school! They can give you the most help. THANK YOU GRCC! 😊

• The dental hygiene program needs to be on a competitive level. So the best of the best students are rewarded for their outstanding grades and hard work.

• GRCC has been great in helping me achieve my goals. No complaints.

• I went to talk to counselors numerous times and never did I leave with them answered. They would tell me just to look online. VERY unsupportive!

• Don’t have a waiting list for programs, have a point/grade system. Otherwise I wouldn’t have transferred.

• Free parking for students or have parking included in tuition bill total. I have had great experience academically and I now have a full time job with my Associates in Child Development. I liked having free counseling and tutoring services.

• Teachers/courses are great! Biggest drawback is lack of opportunity outside of classroom. Mentor program teaching basics of research is a skill I would’ve appreciated. Also felt it was quite difficult to get help from advisors – sometimes impossible to get an appointment! Not enough parking either/too costly rate. $2.50 per day adds up quickly. Overall, awesome for price/education.

• Profs/education is better at (other college). More challenging. However, technology and services at GRCC are far superior. Truly professional. (Other college is very amateur in this aspect. Get RID of (professor name) (Marketing). I took him for BA270 in Fall 2011 in early am class. He was a terrible representation of GRCC professors. He does not live up to the standards. Haphazard, disorganized, inconsistent, and unclear. If he was one of my first pros, I would NOT have continued at GRCC. I had to retake the class with a dif. prof and got an A. WASTE OF MONEY! Feel free to contact me – (student ID)

• I am exceptionally happy with my experience at GRCC and would have happily stayed on if it offered Bachelor’s degrees 😊

• Summer counselors to fulfill demand were not helpful, raise tuition slightly for all to enable free or limited printing, parking.

• Strongly suggest students to complete MACRAO if they are transferring. If I had not done that, (other college) would have only taken a few credits. GRCC is a great school and convenient to be able to commute.

• My experience at GRCC was outstanding overall but the one thing that was extremely dissatisfying was an online class taught by (professor name). I believe the college will feel the impact (negative impact) of this prof’s lack of professionalism as an educator.

• I was well prepared when I transferred to (other college) from GRCC.

• Have more classes in Holland.

• Don’t “water down” class requirements to maintain bodies. Some students attending with me should have been mustered out for poor attendance/grades.

• Math labs/tutoring very helpful

• Need to inform students about all transfer options to local colleges/university. Ex: I did not know (other school’s) 3 + 1 program while taking business classes at GRCC.

• Great community! Great friends and professors!

• Saves money for the same classes at a university that you have to take anyway.

• Going in to GRCC, I did not know what classes I should take and did not receive enough guidance or help in choosing classes.

• Wonderful college, updates would be nice!

• Some classes I took at GRCC had instructors with below average English speaking skills.

• Parking on street – what’s up with the covered meters for night-time parking? Very frustrating! I counted on the free parking after 5 p.m.

• I believe within myself I could have made a better effort with support behind me. How can a student concentrate on studies and be focused when they have been unexpectedly to be put out of their residence.

• Have more help for students to find work in field of education.
• I wish they offered more bachelor’s degrees such as exercise science. If they did, I would never have transferred.
• Need to add the statics course.
• Some of the professors at GRCC did not seem qualified or did not have experience in that field other than teaching. Some professors had little control over the disruptive students. However, some professors handled disruptive students very well. GRCC is great for a community college, with the exception that it should have higher standards for profs.
• Too easy of classes. Professors are sometimes lazy and didn’t prepare students for future classes in similar content areas, dismiss classes early, or held classes, disappointed in professionalism.
• Overall, very good professors and good experiences with general education courses.
• If I could graduate from GRCC I would! This is my favorite college I have attended.
• Align Anatomy and Physiology instead of combining them over 2 semesters.
• Better lighting in parking garage, more buses.
• Make courses more rigorous.
• I am very happy I started at GRCC. I would not have changed my decision. It definitely prepared me for a 4-year university.
• When a student graduates, to make sure they receive the correct degree obtained.
• Be sure to talk to advisors at GRCC and the institute you wish to transfer to so you get all hours and credit for classes.
• Most students seem disinterested or unprepared to educate themselves here. Do not dumb down academic rigor for the sake of these students. Do not make assignments easy to please the crowd. Make struggling students get tested for replacement class level.
• There should be more classes for health care management and also in electronic medical records.
• GRCC can improve by hiring teachers who are dedicated to success, as well as teach material that is equivalent to the number of the course. Classes did not prepare me for a university level.
• Better institution to institution communication, make sure credits transfer properly with NO GREY AREAS.
• Classes should be taught at a higher level and more comparable to classes a university like U of M. The differences in difficulty of classes were substantial when comparing GRCC classes to U of M. I wish I was challenged academically before transferring to a large university. The difference is shocking.