Appendix J
Improvements Made Based on Trends/Complaints

Complaint Management – Improvements Made Based on Trends/Complaints

2006-2008
• Bike racks added (based on suggestion box comments)
• Electronic transcript agreements with about 20 schools (to rectify complaints about not receiving transcripts)

2008-2009
• Call boxes added to campus
• Winchester Alley space improvement

2009-2010
• RaiderCard machine installed at Thompson M-TEC
• Admissions application made available online and with no fee attached

2010-2011
• Extended Sneden Shuttle hours and added a second stop that was handicap accessible
• Added RAVE campus alert system
• Improved complaint process for better management/response of professor complaints
• Added first drinking fountain with water bottle refill station feature

2011-2012
• Off-campus class notification email (to rectify number of students arriving downtown for a class in Holland/regional site)
• Added 7 clocks in key public areas (based on suggestion box and verbal complaints)
• Improved phone system - allowed callers to know how long they would be waiting in the cue (based on complaints about unknown, long wait times)
• RaiderCard machine purchased for the Lakeshore's Midtown Center (direct response to student feedback)

2012-2013
• Eliminated No-Show option (to eliminate great confusion around that policy)
• Added Security Service at the Lakeshore (direct response to student and employee concerns)
• Added MyDegreePath to allow students more access to advising and degree audit information (a method to address students seeking additional advising resources)
• Service areas extended hours for week before and first week of classes (to address student complaints about being able to work full-time and be prepared for class)

2013-2014
• Robo call after classes have been dropped for immediate information, versus waiting days for postcard in mail (to alleviate complaints received by phone and email)
• Moved a counselor into the Enrollment Center (responding to numerous complaints from students wanting to speak to a counselor prior to enrollment)
• Created map showing ADA accessible entrances (responding to requests/concerns from students and visitors)
• Added seating options in hallways with Cook/Main building construction (to address concerns about not having enough places to sit and regarding students sitting in hallways blocking the way.)

Grand Rapids Community College
Higher Learning Commission
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