

**Support for and Barriers to Student Success
Survey Responses of Faculty and Staff (August, 2004)**

Total Number of Respondents: 36

22 full-time faculty

8 administrators

3 adjunct faculty

3 classified staff

1. List the programs, policies, or practices at MECC you feel are SUPPORTIVE of student success.

Most Frequently Listed Responses

16 – Customer Service/Interpersonal Relationships

(This was expressed in different ways: 8 - faculty's personal/caring involvement with students, faculty as club advisors; 4 - good customer service of faculty/staff, and some – 4- listed the “faculty” as being a supportive factor with no descriptive terms.)

15 - GAIN and/or Tutoring

10 – Financial aid/Scholarships

8 – Clubs/Organizations

7 - Work-study

6- Orientation

5 – Assessment/Development courses

5 – Student Services

Other areas listed by 1-3 individuals include:

MECC Online

Weekend college

Night courses

Transfer program

Student Success Committee practices

Small classes

Math lab

Advising/Advisors

Student Picnic

Career Center

Admissions

Student Center

Title III

Full-time faculty

Degree programs

Pro-Art

Administrative withdrawal

Campus tours

Bridges program

Web courses

Online orientation

Low tuition

2. List the programs, policies, or practices at MECC you feel are BARRIERS for student success.

Most Frequently Listed Responses

12 – Various problems with Advising, including the MECC Online enrollment procedure.

10 – Poor customer service

(Expressed in different ways, including rude behavior towards students, scheduling classes and meetings for convenience of employees rather than students, including new summer hours schedule.)

6 – Late enrollments

5 – Students being backed out for non-payment

Other areas listed by 1-3 individuals include:

Inconsistent attendance policies

Giving students feedback only at end of term

Distance Education courses – highest rates of failures/withdrawals

Snow schedule inconsistent with local schools

Tutoring is limited/weak – needs expansion to all students

IET and science classes too large for labs

Limited college resources for night students

Not emphasizing to students the importance of Placement testing

Not requiring orientation and/or developmental course in 1st semester

Peoplesoft –confusing financial aid notifications

Lack of high quality internships

Inadequate systems for students to make personal connections to employees

Lacking child care

Tuition increases

Canceling classes before they meet

Too many adjuncts

Large classes with more than 20 students

Too few course offerings or only offered at certain times

Limited access to library year round

Limited activities for students

Difficulty accessing student email

Frustrations with computers/printers on campus and MECC/VCCS technology in general

Job and career data not consistently available

Having long lines

3. List any other BARRIERS you feel students experience which affect their success.

Most Frequently Listed Responses

- 7 – Transportation
- 7 – Family issues
- 6 – Lack of role model/peers/less value given to education
- 6 – Finances
- 5 – Child care
- 4 – Lack educational goals
- 4 – Work schedules

Other areas listed by 1-2 individuals include:

- Adjustment from high school to higher/different college expectations
- Not being punctual or not attending class
- Unprepared with basic skills
- Unprepared with study skills/time management skills
- Lacking self-confidence