Previous Months	Total # of Comments
January	19
February	14
March	21
April	18

Palo Alto College
Continuous Feedback Model
Executive Summary
Timeframe: January – April 2017
Number of Comments: 72
**Number of Surveys: 1,950**

Summary:

- In the **Spring 2017** semester we received **72 comments** and **1,950 surveys**
- The majority of comments were from **current students**
- **4 commenters** were repeat commenters
- **30 comments** were referred out to other departments
- **3 comments** were referred to other campuses

Category	# of Comments
Admissions	14
Welcome Center	14
Academics	11
Non-PAC Programs	8
Financial Aid	7
Complaints	6
Advising	6
Commendations	5
Transcript	5
Business Office	5
Other	4
Facilities	4
Website/Technology	3
Testing	2
Job Posting	1
Student Life	1

Who is commenting?	# of Commenters
Students	33
Prospective Students	21
Community/Public	9
Parents	5
Former Students	4

Resolution Time For Feedback

- Same day
- Within 3 business days
- Within 2 week
- On-going
- No Response from Commenter

1
5
7
34
24
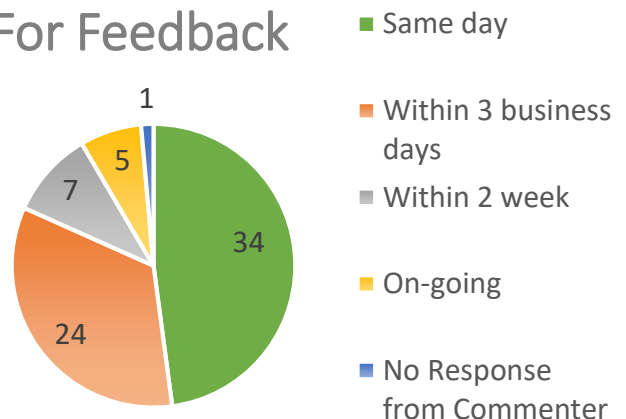
Summary:

- **8 categories** of comments were repeated more frequently than others (see chart below)
- **8 comments/questions** were about non-PAC Programs
- **28 comments** were about admissions, status updates or starting the application process (referred to A&R or Welcome Center)
- All commendations were targeted towards a specific staff member
- The "other" category comments involved specific questions not captured in any other category

Frequent Comment	# of Comments
Admissions questions: application status, transcripts, graduation, and A&R calendar	14
Welcome Center questions: starting application, tours, information, and former student questions	14
Academic Questions: program specific questions, prerequisites, faculty questions, and class cancellations	11
Non-PAC Programs: Medical Coding, EMT, phlebotomy, and other programs	8
Financial Aid: disbursement questions, loans/scholarships, and dropped courses and repayment	7
Transcript questions: turning in, requesting, and transferring	5

Intake Method	# of Comments
Surveys	1,950
Website Form	52
Email	10
Phone Calls	5
Face to Face	3
Social Media	2