



What Your Colleagues Are Saying About the SMC GPS Platform

SURVEY DETAILS



99

GPS pilot participants completed the survey



61%

of survey respondents were instructional faculty; 22% were counselors

2 WEEKS

The survey was administered online for two weeks between May 18 and June 1, 2020



GPS USAGE



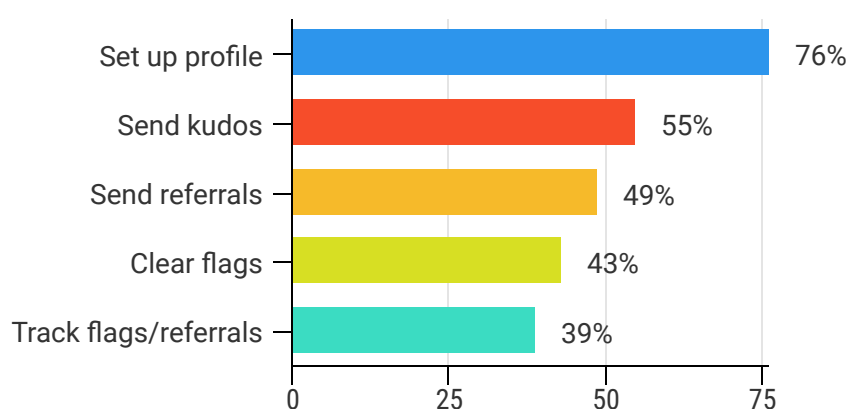
90%

of survey respondents indicated that they used GPS at least once

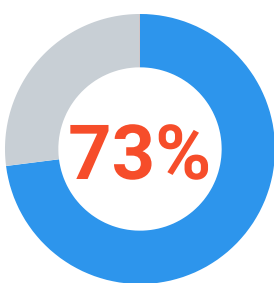
Among those who did not use GPS, the top reason cited for not using the tool included time constraints and current workload.

Most Frequently Used GPS Features

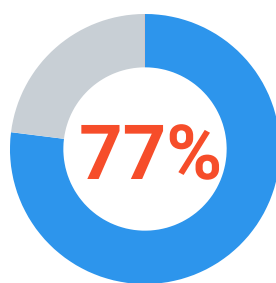
Percentage of Survey Respondents Using Feature



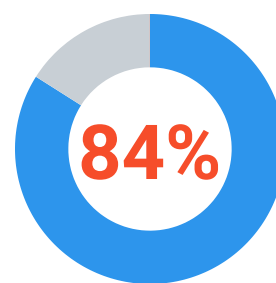
SATISFACTION



of users would refer GPS to their colleagues



of faculty are likely or certain to use GPS in the future



of faculty report having a positive experience with the GPS progress survey

BENEFITS OF GPS



IMPROVED COMMUNICATION

Improves communication between counselors, faculty, and support staff



EXTRA CONTACT

Provides extra avenue to contact students beyond email



EXPRESSES CARE

Expresses care to students through proactive outreach



EASY REFERRAL

Able to more easily refer students to resources and services in their network



INCREASED FEEDBACK

Provides opportunity for more frequent feedback on student progress

“ Students seem really appreciative that someone is reaching out to them. I have had many students say that it's nice to know that SMC cares. ”

Students don't fall through the cracks [with GPS]. They know someone is looking out for them, and they are not just a number.

There is no way I could have taken the time to call or email each of those students, so having this tool really helped many of my students.

“ I like that the counselor sends me an update of the results of his or her conversation with the student. ”