



Continuing Education Student Satisfaction Survey

Spring 2009

Prepared by:

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Introduction

Background

Accreditation is the process of evaluating the performance of an institution to assure the quality of education and expected student outcomes. The three colleges in the San Diego Community College District (SDCCD), as well as Continuing Education, are conducting the self-study portion of the accreditation cycle and will have visits by the WASC/ACCJC accrediting teams in fall 2010. Each institution has collected, reviewed and incorporated evidence into their self-study reports which will be submitted to the Accreditation Commission for the purpose of assisting in the determination of reaffirmation.

Purpose

The purpose of this survey project was to collect additional evidence for the accreditation self-study reports. The student accreditation survey provided the self-study teams another means for assessing the institution. Students were surveyed in order to capture their perceptions and opinions on institutional effectiveness and satisfaction with programs, services, instruction and facilities. The student accreditation surveys were administered at Continuing Education as well as each college.

Sample Design

The Continuing Education student accreditation survey was administered to a random sample of students using a *stratified random cluster sampling* procedure (See the Sample Blueprint for Student Survey). The sample design provided representativeness which allowed for generalizing the results to the entire population. The college clusters were stratified by day and evening class sections and then randomly selected. The sample size provided a 95% confidence level with a +/- 5% confidence interval. There was a 60% expected response rate for the Continuing Education student accreditation survey, therefore students were oversampled by 40%.

Sample Blueprint for Continuing Education Student Survey

DAY/EVENING STATUS						
	DAY	(n)	n*	Evening	(n)	n*
CENTER CITY	4030	(351)	527	312	(312)	312
CESAR CHAVEZ	1144	(288)	432	208	(208)	208
ECC	3250	(344)	516	2704	(336)	504
MID-CITY	6474	(363)	545	2522	(333)	500
NORTH CITY	3250	(344)	516	884	(268)	402
WEST CITY	7826	(366)	549	2106	(325)	488

Note. n in parenthesis indicates the target sample size computed at a 95% confidence level and a plus/minus 5% confidence interval. n* indicates sample size for the purpose of oversampling.

Instrumentation

The Office of Institutional Research and Planning referenced the previous accreditation surveys and worked with the District Accreditation Coordinating Committee to develop and finalize the student accreditation survey. The student accreditation survey for Continuing Education contained 73 forced choice items using various Likert scales of agreement, satisfaction and importance, and three open-ended questions. Face validity and content validity in the survey instruments were examined based on the following criteria: 1) Survey questions should be aligned with the Accreditation Standards, 2) Survey questions should be directly related to the purpose of the surveys, which is to elicit perceptions and opinions of students, 3) Survey questions should be perceptually-based instead of factually-based, 4) Survey questions should avoid addressing complex processes or systems that most survey participants wouldn't be able to answer or are not applicable to them. Surveys were validated (content and face validity) through the feedback from the Accreditation Coordinating Committee and college constituency groups. Reliability was established through data analysis (Cronbach Alpha test) from the pilot study. See Appendix A for a copy of the survey instrument.

The survey instrument contained a set of items that captured student profile data (e.g., gender, ethnicity, type of classes that are primarily attended), as well as 12 sets of items asking the student to rate the level of agreement, satisfaction and importance with services, programs, instruction and facilities.

Methodology

The data collection methodology for the student accreditation survey was a scannable pencil and paper form, which was administered during one class period. The faculty received pre-notification about the survey during the fall semester and again at the beginning of the spring semester. Faculty who opted out of administering the survey were replaced with another class from the survey pool.

Implementation

Communications: The District Accreditation Coordinating Committee was informed and connected to the process through continuous communication, which included: 1) Reviewed and provided input for the survey plan; 2) Reviewed and provided input for the survey instrument and 3) Received briefing on the final results.

Administration: Pre-notification emails/letters were sent out to all faculty members providing information about the survey and requesting an atmosphere of support for the survey process. The student surveys were administered by faculty during the fifth and sixth weeks of the Spring 2009 semester. The Office of Institutional Research and Planning bundled the survey packets which contained the survey instruments, Scantron forms and instructions for administering and returning the surveys. Drop boxes were placed in designated areas for faculty to return the completed surveys. The surveys took approximately 30 minutes to complete and were administered during one class period.

Respondent Profile

Of the 6,270 surveys that were distributed, 2,172 responded. This is a 35% response rate. Of the 3,838 students who were targeted to survey in the sampling plan, we reached 57% of the desired sample size. This response sample provided adequate information which allowed for generalizing the results to the entire population. However, this does not meet the 95% confidence level with a +/- 5% confidence interval criteria. Therefore, the results should be used as an indicator of the opinions of the population only. Of those who responded, 59% were female and 41% were male. More than one-third of students (36%) were age 50 or older, 21% were between ages 30 and 39, 19% were between ages 40 and 49, a total of 24% of students were between ages 18 and 24 years old or between ages 25 and 29 and 1% were under age 18. Forty-two percent of students were Hispanic/Latino, approximately one-quarter (26%) of students were White Non-Hispanic, 14% were Asian/Pacific Islander, approximately one-tenth of students (9%) reported being African American/Black Non Hispanic, 5% were Filipino, 3% were Other Non-White and 1% were American Indian/Alaskan Native.

When asked at which school the student primarily attended, 23% of students responded North City, 19 % responded ECC, 18% responded Cesar Chavez, 15% responded Mid-City, 14% responded Centre City and 10% responded West City. Approximately half of students (48%) attend classes in the daytime, 43% attend class in the evening and one-tenth of students (9%) attend classes during both daytime and evening. When asked what type of classes do you primarily attend, more than one-quarter of students (28%) attend ESL classes, 19% attend older adult classes, 17% attend vocational (certificate programs) classes, 10% attend business information technology classes, 9% attend High School diploma/GED/ABE/Basic Skills classes, 6% attend citizen classes, a total of 8% attend consumer sciences or DSPS classes (4% each) and 3% attend parenting classes. Approximately half of the students (54%) spend from 1 to 5 hours or 11 to 15 hours at school in a typical week (27% each), 20% of students spend between 6 and 10 hours at school in a typical week, 17% of students spend from 16 to 25 hours at school in a typical week and 9% of students spend 26 hours or more at school in a typical week. When asked what is the highest level of formal education you have completed, one in five students reported having some college (19%), a total of 36% of students reported having some high school or being a high school graduate/GED (18% each), a total of 26% of students reported having an 8th grade level or below or bachelor's degree (13% each), 10% of students reported having a graduate degree and 8% of students reported having an associate's degree. A little more than one-third of students (34%) reported attending San Diego Continuing Education classes between 1 and 5 months, a total of 38% of students reported attending San Diego Continuing Education classes between 6 and 12 months or 2 and 5 years (19% each), 16% of students reported attending San Diego Continuing Education classes between 1 and 2 years and 13% of students reported attending San Diego Continuing Education classes for more than 5 years.

Highlight of the Findings

When asked about the importance of Student Services, for the six campuses combined, the following services received 70% or greater (very important and important): Course Registration, Instruction, the Bookstore, Assessment Services, Counseling Services, DSPS and Parking. The service that received less than 70% for very important and important was the Associated Student Body (ASB) at 61%. This service did have a substantial percentage of neutral responses (21%) and a large percentage of students who never used this service (52%).

Students also rated their satisfaction with Student Services. The following services received 70% or greater (very satisfied and satisfied): Course Registration, Instruction, the Bookstore, Assessment Services, Counseling Services, and DSPS. The services that received less than 70% (very important and important) were the Associated Student Body (ASB) and Parking (62% and 67%, respectively). A large percentage of students rated the ASB as neutral (30%) and over half of students indicated not using this service.

All of the Enrollment and Course Registration survey items were rated high by students. The majority of students agreed that staff were helpful throughout the enrollment process (92% strongly agreed and agreed). Students also strongly agreed or agreed that it was easy to register (91%) for classes and they were satisfied with the overall enrollment process (91%). A slightly lower percentage of students agreed that information presented in the class schedule and on the website was easy to understand (88% and 74%, respectively). A large percentage of students (43%) indicated they had not used this service when responding to understanding material on the website.

Students gave high rating for all items regarding Orientation. Most students agreed that by attending a student orientation they became more familiar with Continuing Education's programs and services (84% strongly agreed or agreed). Also, students agreed that orientations were well organized and were effective in helping students adjust to being in school (83% and 81%, respectively).

The majority of students agreed that an assessment or placement test helped them enroll in the appropriate class (84% strongly agreed or agreed). Students also agreed that assessment or placement tests were offered at convenient times (83%) and that counselors or staff clearly explained the assessment results (81% strongly agreed or agreed).

In regards to Counseling Services most survey items received high ratings. The majority of students strongly agreed or agreed that counseling sessions helped them to select courses to reach their educational goals (75%). Also, students agreed that counseling sessions helped clarify educational goals and counselors were available at convenient times (74% and 72%, respectively). The two Counseling Services items that received less than 70% (strongly agree and agree) were counselors concerns about academic success (69%) and the availability of DSPS services (65%). A substantial percentage of students rated DSPS services as neutral (28%) and a large percentage of students surveyed indicated they never used this service (71%).

The majority of students strongly agreed or agreed that the school has helped to improve their academic performance (87%). Also, most students agreed that they have been adequately informed about their academic status.

All of the Curriculum and Instruction survey items received high ratings. Students strongly agreed or agreed with the following items: overall satisfaction with course content (95%), comfortable talking to an instructor (94%), overall satisfaction with instruction (94%), the objectiveness of instructors presenting course material (92%), instructors care about students (92%), courses have prepared

students for future employment or additional education (91%), instructors clearly explained their grading policy (87%) and the availability of instructors outside of class (82%).

Most students strongly agreed or agreed, regarding Academic Development, that their instructors informed them about the type of skills they were expected to learn (89%). Also, students agreed that their classes helped them develop academic skills in written and oral communication and their classes helped develop critical thinking skills (88% and 87%, respectively). Finally, students agreed that classes helped develop their workplace skills (85%) and academic abilities in math (74%).

The majority of students strongly agreed or agreed that classes have helped improve their thinking (88%). Students also agreed that their education has helped in the understanding of themselves and classes have helped develop communication skills (86% and 86%, respectively). Most students agreed that they have a greater appreciation of human differences (84%) and they have learned about other parts of the world and cultures (82%). Finally, students agreed that classes helped improve and/or maintain their health (74%).

Students strongly agreed and agreed that the classroom facilities are adequate for learning and it is easy to get in and out of campus buildings, classrooms and restrooms (91% and 89%, respectively). Additionally, students agreed that the grounds are adequately maintained (80%) and the availability of computer labs is sufficient to meet educational needs (79%).

All items regarding Decision-making Roles and Processes received high ratings from students. Students strongly agreed and agreed that they are treated with respect and staff members are helpful (94% and 91%, respectively). Also, there were high ratings for feeling valued as a student (90%) and feeling safe on campus (90%). Finally, students agreed there is a feeling of belonging to the school and students have a voice in matters related to programs and services (89% and 80%, respectively).

The Findings

Student Services

The survey items that comprised the Student Services section assessed students' level of importance and satisfaction with student services which included course registration, instruction, bookstore, assessment services, Associated Student Body (ASB), counseling services, DSPS and parking. Students rated their level of satisfaction and importance with each item on two separate scales that ranged from 1 (Very Dissatisfied/Very Unimportant) to 5 (Very Satisfied/Very Important), as well as 6 (I have not used this service/resource).

Centre City

The services that received the highest mean scores for importance of quality of services (1= very unimportant, 5= very important) among students were: Instruction (4.4), Parking (4.0) and Course Registration (4.0). The services that received the lowest mean scores for importance of quality of service among students were: ASB (3.4), and the Bookstore (3.7).

The services that received the highest importance ratings for quality of services (very important and important) among students were: Instruction (91%), Course Registration (81%), Parking (79%), Counseling Services (78%), Assessment Services (76%) and DSPS (75%). Both the Bookstore (67%) and ASB (54%) rated somewhat high in importance of quality of services. Both of these items also had a percentage of students who responded neutral (19% & 27%, respectively) and have not used these services (43% & 51%, respectively).

The services that received the highest mean scores for satisfaction with quality of services (1= very dissatisfied, 5= very satisfied) among students were: Instruction (4.3), Course Registration (4.0) and DSPS (4.0). The services that received the lowest mean scores for satisfaction with quality of services among students were: Parking (3.5), ASB (3.6) and the Bookstore (3.6).

The services that received the highest satisfaction ratings for quality of services (very satisfied and satisfied) among students were: Instruction (91%), Course Registration (81%), Counseling Services (79%), Assessment Services (76%) and DSPS (73%). The following services rated somewhat high in importance of quality of services: the Bookstore (65%), Parking (63%) and ASB (60%). The Bookstore, ASB and DSPS also had a relatively high percentage of students who responded neutral (24%, 27%, & 22% respectively) and have not used these services (46%, 55% & 58%, respectively).

Figure 1.1.1. Student Services – Centre City

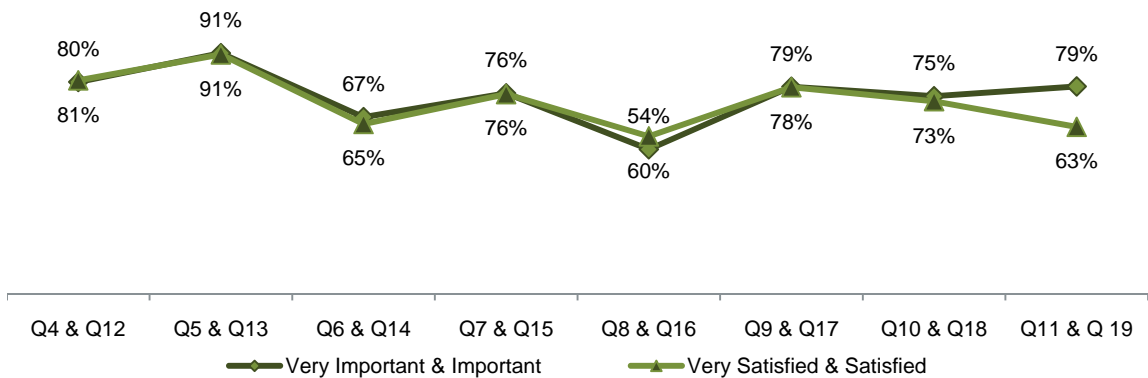


Figure 1.1.2. Student Services - Centre City

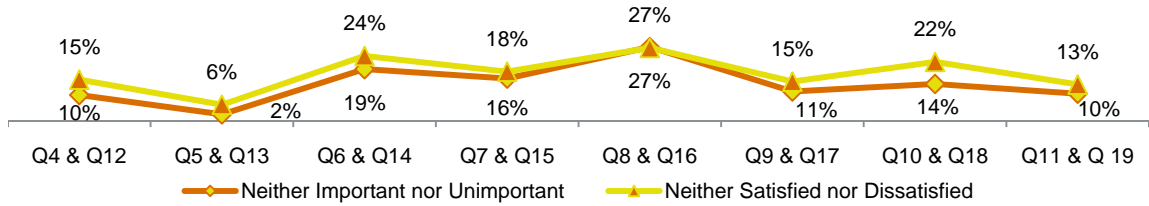
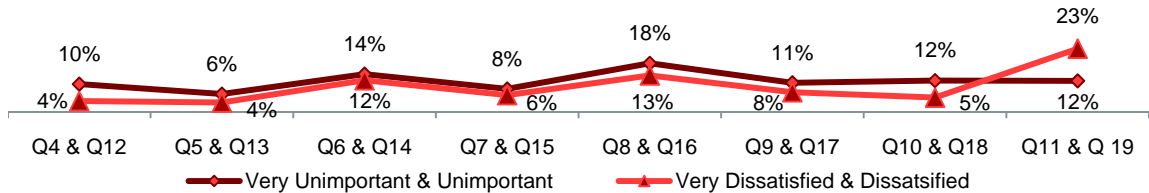


Figure 1.1.3. Student Services - Centre City



Q4/Q12. Course Registration Q8 /Q16. Associated Student Body (ASB)
 Q5/Q13. Instruction Q9/Q17. Counseling Services
 Q6/Q14. Bookstore Q7/Q15. Assessment Services
 Q10/Q18. DSPP (Disability Support Programs and Services) Q11/Q19. Parking

Cesar Chavez

The services that received the highest mean scores for importance of quality of services (1= very unimportant, 5= very important) among students were: Course Registration (4.6), Instruction (4.6), Counseling Services (4.6) and Parking (4.6). The services that received the lowest mean scores for importance of quality of services among students were the Bookstore (4.3) and ASB (4.3).

The following services received high importance ratings for quality of services (very important and important) among students: Assessment Services (94%), Bookstore (94%), Course Registration (93%), Counseling Services (92%), Parking (93%), Instruction (93%), DSPP (91%) and ASB (88%).

The services that received the highest mean scores for satisfaction with quality of services (1= very dissatisfied, 5= very satisfied) among students were: Instruction (4.6), Course Registration (4.5), Assessment Services (4.4) and Counseling Services (4.4). The services that received the lowest mean scores for satisfaction with quality of services among students were the Bookstore (3.9) and ASB (4.0).

The following services received high satisfaction ratings for quality of services (very satisfied and satisfied) among students: Instruction (96%), Course Registration (93%), Counseling Services (93%), Assessment (92%), DSPP (86%), ASB (79%), Parking (79%) and the Bookstore (77%). The

Bookstore, Assessment, ASB, Counseling and DSPS services also had relatively high ratings to the “I have not used this service/resource” category (34%-69%).

Figure 1.2.1. Student Services – Cesar Chavez

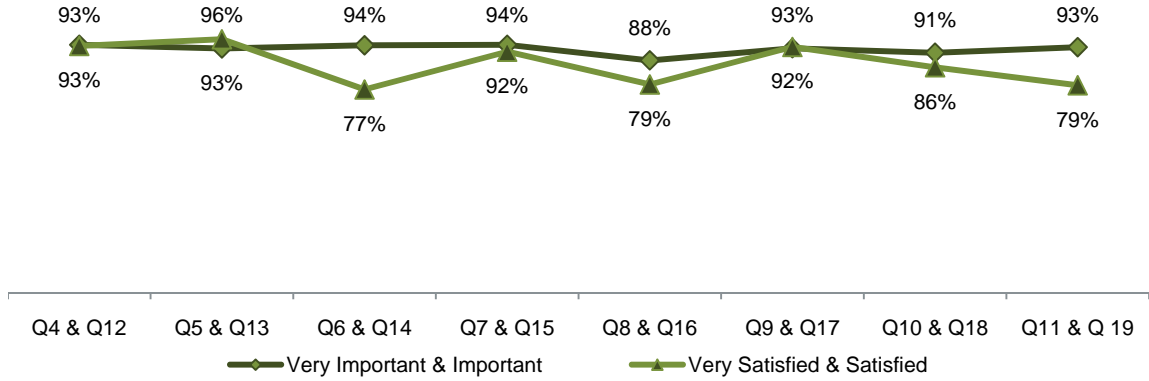


Figure 1.2.2. Student Services – Cesar Chavez

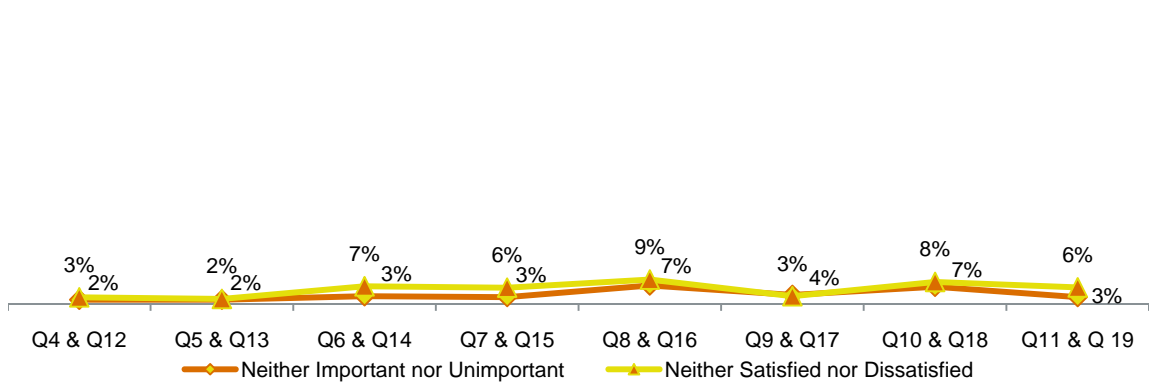
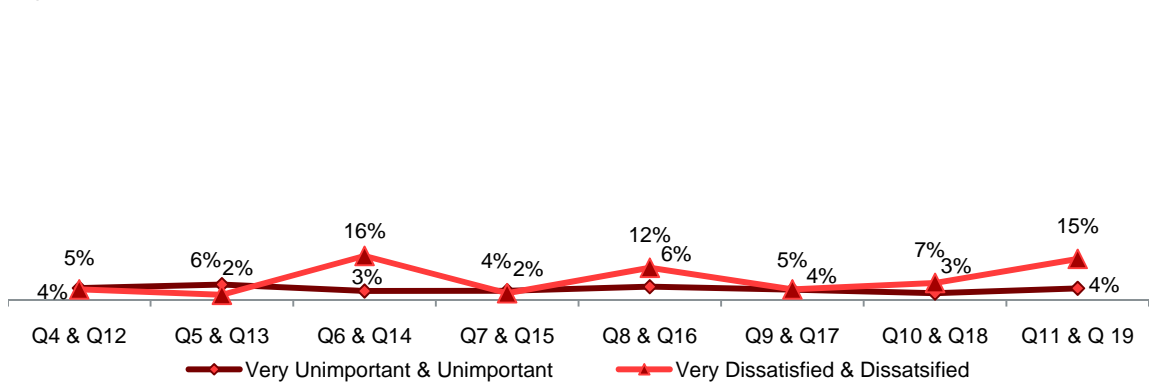


Figure 1.2.3. Student Services – Cesar Chavez



Q4/Q12. Course Registration	Q8	/Q16. Associated Student Body (ASB)
Q5/Q13. Instruction	Q9/Q17.	Counseling Services
Q6/Q14. Bookstore	Q7/Q15.	Assessment Services
Q10/Q18. DSPS (Disability Support Programs and Services)		Q11/Q19. Parking

ECC

The services that received the highest mean scores for importance of quality of services (1= very unimportant, 5= very important) among students were: Instruction (4.4), Course Registration (4.2), Counseling Services (4.2) and DSPS (4.1). The service that received the lowest score for importance of quality of services was ASB (3.7).

The following services received high importance ratings for quality of services (very important and important) among students: Instruction (93%), Course Registration (86%), Counseling Services (86%), Assessment Services (81%), Bookstore (81%), DSPS (81%) and Parking (77%). The service that received a somewhat high rating was ASB (65%). Both DSPS and ASB had a relatively high percentage of responses to the “I have not used this service/resource” category (42% each).

The services that received the highest mean scores for satisfaction with quality of services (1= very dissatisfied, 5= very satisfied) among students were: Instruction (4.4), Course Registration (4.2), Assessment Services (4.2) and Counseling Services (4.1). The services that received the lowest mean scores for satisfaction with quality of services was parking (3.6) and ASB (3.8).

The following services received high satisfaction ratings for quality of services (very satisfied and satisfied) among students: Instruction (91%), Course Registration (87%), Assessment Services (83%), the Bookstore (78%), Counseling Services (77%) and DSPS (72%). Both ASB (64%) and Parking (60%) services received marginally high ratings. Both DSPS and ASB had a relatively high percentage of neutral responses (24% and 28%, respectively) and responses to the “I have not used this service/resource” category (58% and 57%, respectively).

Figure 1.3.1. Student Services - ECC

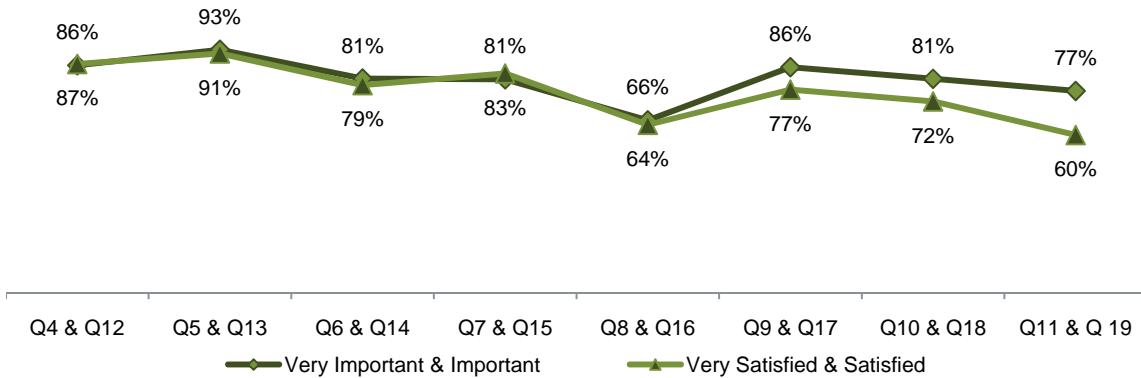


Figure 1.3.2. Student Services - ECC

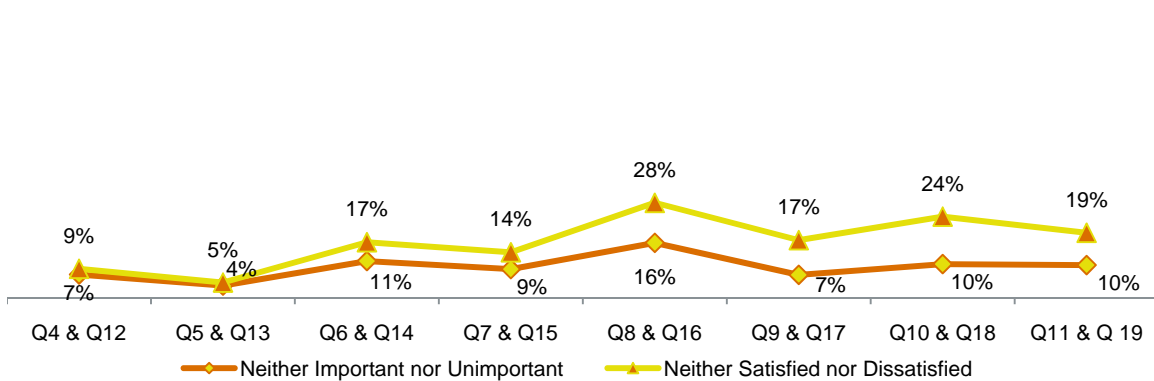
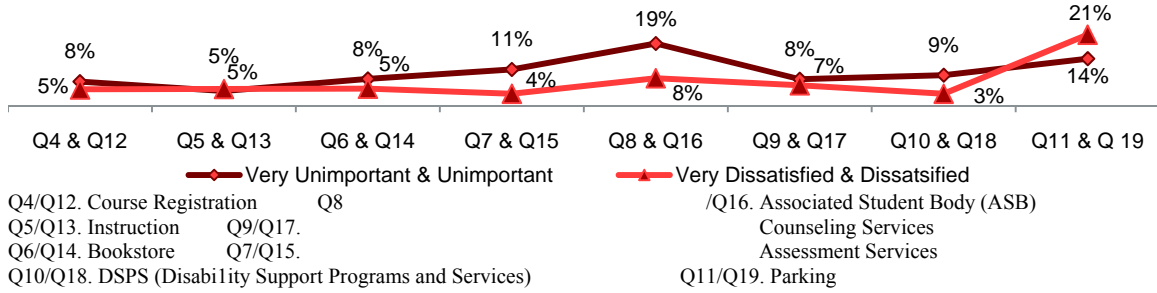


Figure 1.3.3. Student Services - ECC



Mid-City

The services that received the highest mean scores for importance of quality of services (1= very unimportant, 5= very important) among students were: Instruction (4.5), Counseling Services (4.2), Course Registration (4.1) and Parking (4.1). The service that received the lowest mean score for importance of quality of service was ASB (3.7).

The following services received high importance ratings for quality of services (very important and important) among students: Instruction (90%), Course Registration (85%), Assessment Services (83%), Counseling Services (82%), Parking (80%), DSPS (79%) and the Bookstore (76%). The service that received a somewhat high rating was ASB (64%). The Bookstore, Assessment, ASB, Counseling, DSPS and Parking services rated relatively high in the “I have not used this service/resource” category (32%-52%).

The services that received the highest mean scores for satisfaction with quality of services (1= very dissatisfied, 5= very satisfied) among students were: Instruction (4.5), Counseling Services (4.2), Assessment Services (4.2) and Course Registration (4.0). The service that received the lowest mean score for satisfaction with quality of service was Parking (3.8).

The following services received high satisfaction ratings for quality of services (very satisfied and satisfied) among students: Instruction (93%), Assessment Services (83%), Counseling Services (83%), Course Registration (78%) and the Bookstore (74%). The following services received marginally high ratings: DSPS (69%), ASB (69%) and Parking (68%). The Bookstore, Assessment, ASB, Counseling, DSPS and Parking services rated relatively high in the “I have not used this service/resource” category (31%-60%). The Bookstore, ASB and DSPS also had relatively high neutral ratings (24%, 29% and 25%, respectively).

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Figure 1.4.1. Student Services – Mid-City

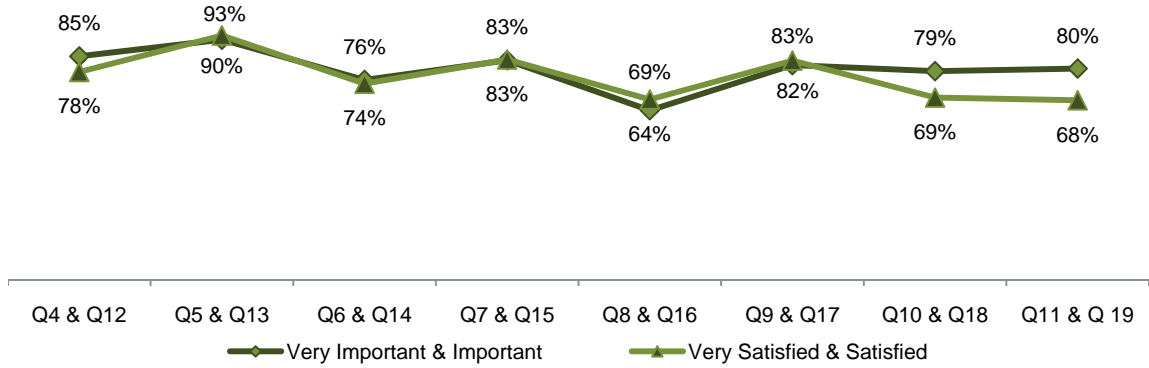


Figure 1.4.2. Student Services – Mid-City

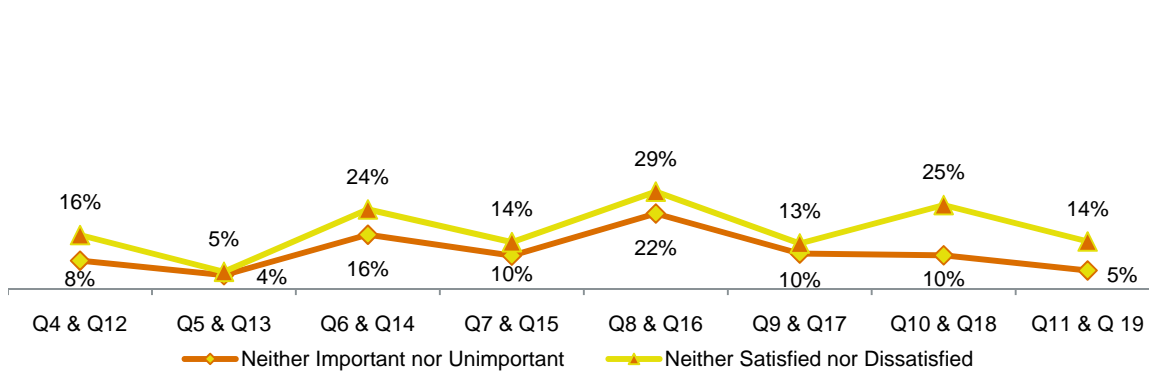
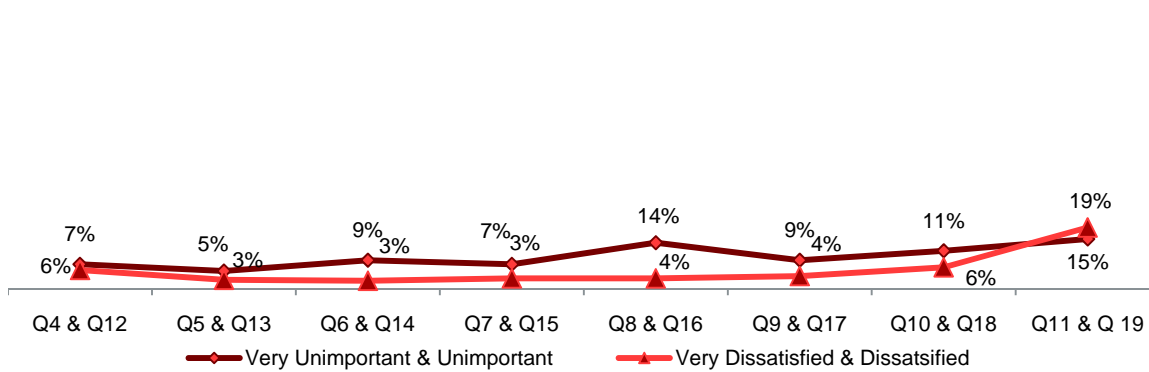


Figure 1.4.3. Student Services – Mid-City



Q4/Q12. Course Registration	Q8	/Q16. Associated Student Body (ASB)
Q5/Q13. Instruction	Q9/Q17.	Counseling Services
Q6/Q14. Bookstore	Q7/Q15.	Assessment Services
Q10/Q18. DSPPS (Disability Support Programs and Services)		Q11/Q19. Parking

North City

The services that received the highest mean scores for importance of quality of services (1= very unimportant, 5= very important) among students were: Instruction (4.6), Parking (4.5), Course Registration (4.0) and DSPS (4.0). The services that received the lowest mean scores for importance of quality of services among students were: ASB (3.0), Counseling Services (3.5) and the Bookstore (3.7).

The following services received high importance ratings for quality of services (very important and important) among students: Instruction (94%), Parking (92%), Course Registration (76%) and DSPS (74%). The services that received somewhat high ratings were: Assessment Services (67%) and the Bookstore (65%). Both Counseling (52%) and ASB (33%) services received the lowest percentage of importance ratings. Furthermore, both items received relatively high unimportance ratings (very unimportant and unimportant) among students (30% and 26%, respectively). The Bookstore, Assessment, ASB, Counseling and DSPS services rated relatively high in the “I have not used this service/resource” category (37%-69%). With the exception of DSPS, these four services also had a relatively high percentage of neutral responses (21%-37%).

The services that received the highest mean scores for satisfaction with quality of services (1= very dissatisfied, 5= very satisfied) among students were: Instruction (4.6), Course Registration (4.3) and Assessment Services (4.1). The services that received the lowest mean scores for satisfaction with quality of services among student were ASB (3.4) and Parking (3.6).

The following services received high satisfaction ratings for quality of services (very satisfied and satisfied) among students: Instruction (94%), Course Registration (88%), Assessment Services (78%) and the Bookstore (70%). The following services received marginally high ratings: Parking (67%), DSPS (67%) and Counseling Services (61%). The service that received the lowest percentage of satisfaction ratings was ASB (35%). The Bookstore, Assessment, ASB, Counseling and DSPS services rated relatively high in the “I have not used this service/resource” category (48%-75%). These five services also had a relatively high percentage of neutral responses (19%-58%).

Figure 1.5.1. Student Services – North City

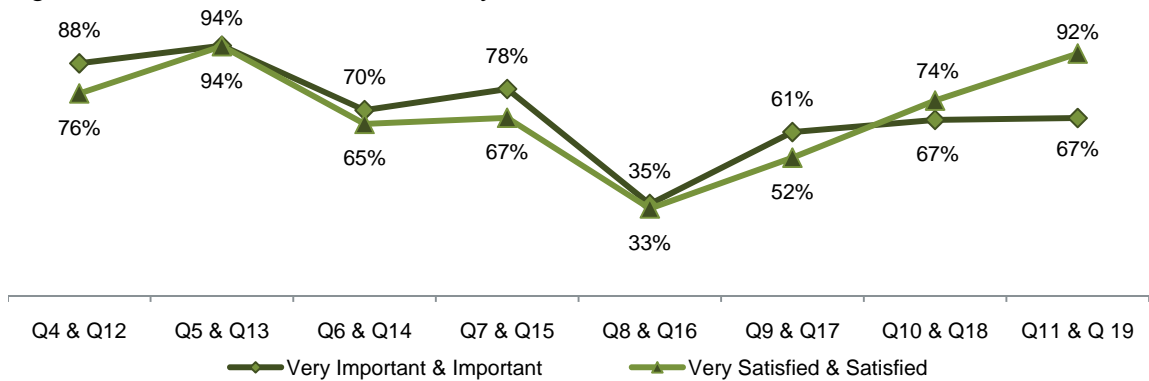


Figure 1.5.2. Student Services – North City

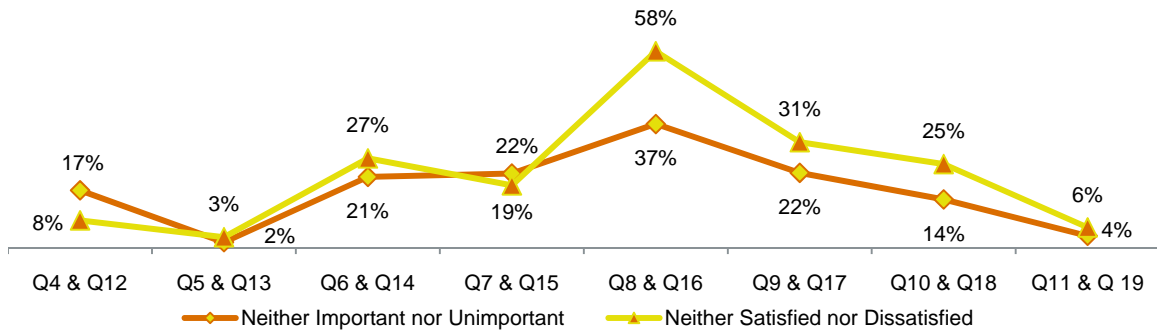
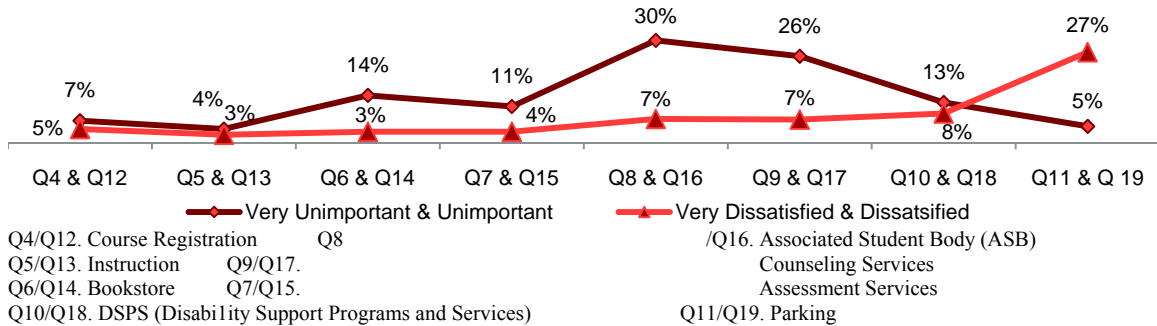


Figure 1.5.3. Student Services – North City



West City

The services that received the highest mean scores for importance of quality of services (1= very unimportant, 5= very important) among students were: Instruction (4.6), Parking (4.5) and Course Registration (3.9). The services that received the lowest mean scores for importance of quality of services among students were: the ASB (3.1) and the Bookstore (3.3).

The following services received high importance ratings for quality of services (very important and important) among students: Instruction (93%), and Parking (89%). The services that received somewhat high ratings among students were: Course Registration (69%), Assessment Services (64%), Counseling Services (60%) and DSPS (60%). The Bookstore (45%) and ASB (41%) received the lowest ratings among students. These two services also have a relatively high percentage of students who rate the quality of service as unimportant (29% and 33%, respectively), high percentage of neutral ratings (27% and 26%, respectively) and a high percentage of “I have not used this service/resource” responses (49% and 57%, respectively).

The services that received the highest mean scores for satisfaction with quality of services (1= very dissatisfied, 5= very satisfied) among students were: Instruction (4.6), Course Registration (4.1), and Counseling Services (4.0). The services that received the lowest mean scores for satisfaction with quality of services among students were: the Bookstore (3.4), Parking (3.5), and the ASB (3.5).

The following services received high satisfaction ratings for quality of services (very satisfied and satisfied): Instruction (95%), Course Registration (79%) and Assessment Services (73%). The

following services received marginally high ratings among students: Counseling Services (69%), Parking (57%) and DSPTS (55%). The Bookstore (45%) and ASB (41%) received the lowest ratings among students. The Bookstore, ASB, Counseling and DSPTS services have a relatively high percentage of both neutral (23%-45%) and have not used these services/resources responses (71%-80%).

Figure 1.6.1. Student Services – West City

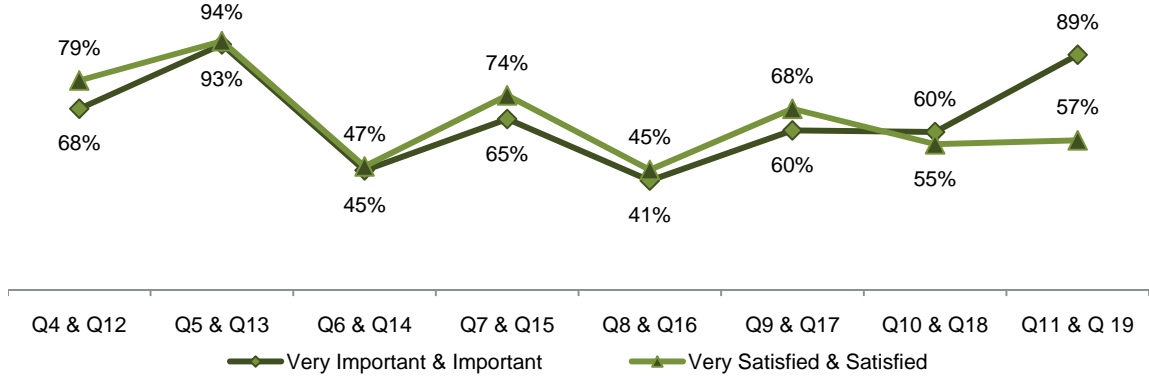


Figure 1.6.2. Student Services – West City

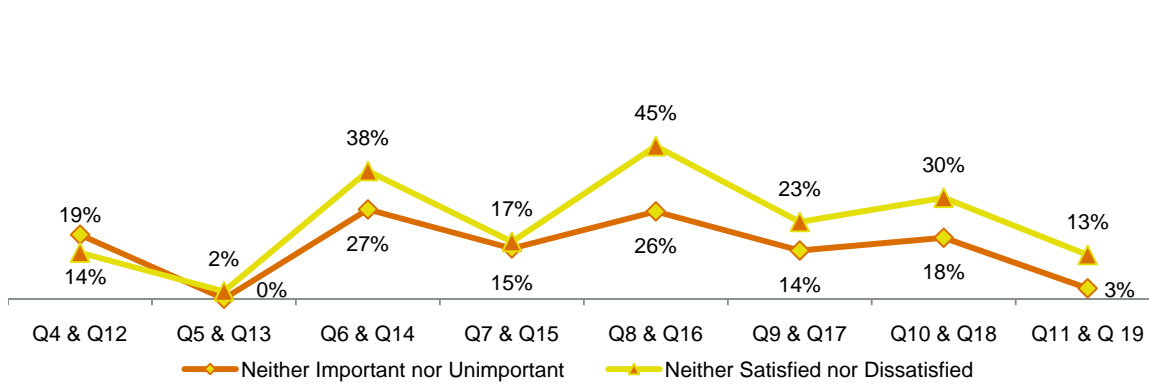
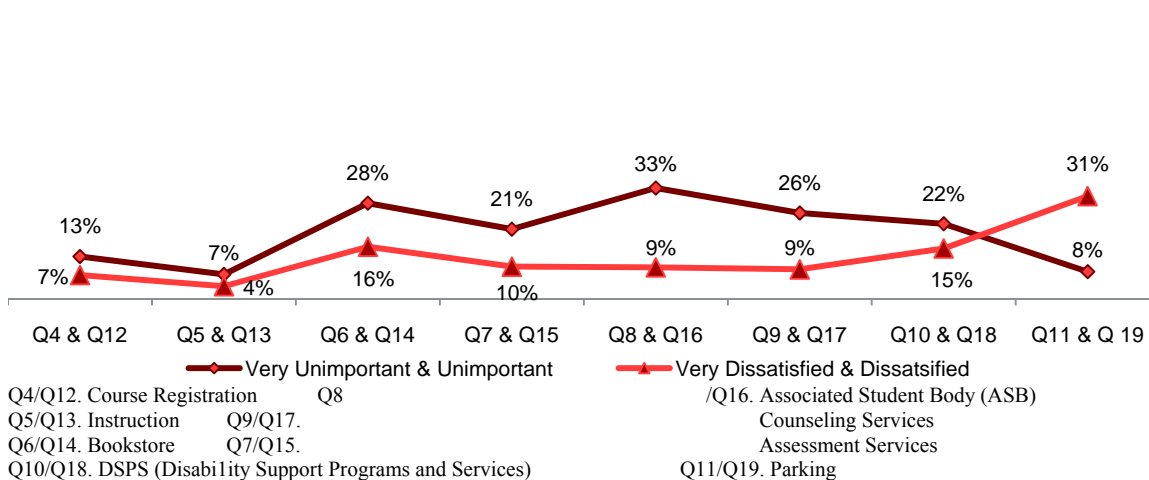


Figure 1.6.3. Student Services – West City



Enrollment and Course Registration

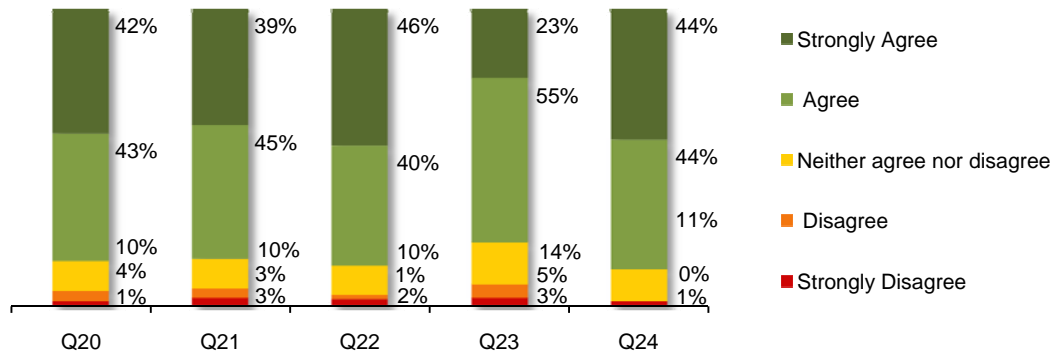
The survey items that comprised the Enrollment and Course Registration section assessed the extent to which it was easy for students to register for classes, staff were helpful during the enrollment process, information was easy to understand that was presented in either the class schedule or website and overall satisfaction with the enrollment process. Students rated their level of agreement with each item on a scale that ranged from 1 (Strongly Disagree) to 5 (Strongly Agree), as well as 6 (I have not used this service/resource).

Centre City

The Enrollment and Course Registration survey items that received the highest mean scores (1= strongly disagree, 5= strongly agree) among students were: overall satisfaction with enrollment (4.3), understanding information presented in the class schedule (4.3), the ease of registration process (4.2), and the helpfulness of staff with enrollment (4.2). The survey item that received the lowest mean score was the ease of understanding website information (3.9).

The following Enrollment and Course Registration survey items received high ratings from students (strongly agree and agree): overall satisfaction with enrollment (88%), understanding information presented in the class schedule (86%), the ease of registration process (85%), the helpfulness of staff with enrollment (84%) and the ease of understanding website information (78%). The ease of understanding website information received a relatively high percentage of responses to the “I have not used this service/resource” category (36%).

Figure 2.1. Enrollment and Course Registration - Centre City



- Q20. It was easy to register for classes.
- Q21. Staff was helpful throughout the enrollment process.
- Q22. The information presented in the class schedule was easy to understand.
- Q23. The information on the website was easy to understand.
- Q24. Overall, I was satisfied with the enrollment process.

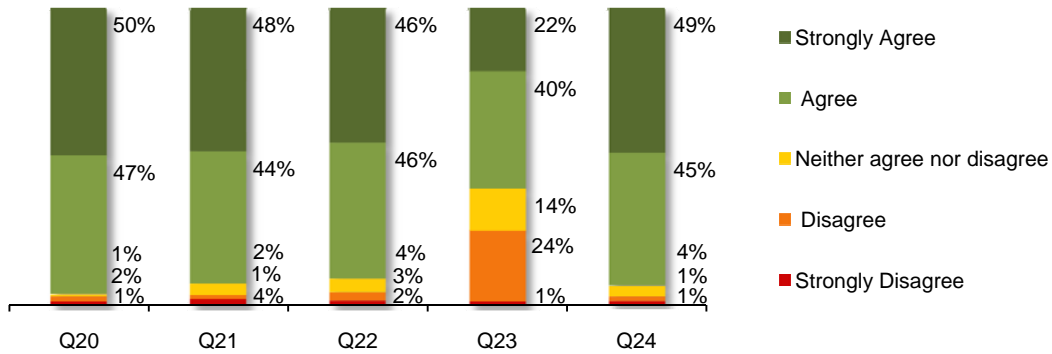
Cesar Chavez

The Enrollment and Course Registration survey items that received the highest mean scores (1= strongly disagree, 5= strongly agree) among students were: the ease of registration process (4.4), the helpfulness of staff with enrollment (4.4), overall satisfaction with enrollment (4.4) and understanding information presented in the class schedule (4.3). The survey item that received the lowest mean score was the ease of understanding website information (3.6).

The following Enrollment and Course Registration survey items received high ratings from students (strongly agree and agree): the ease of registration process (97%), the helpfulness of staff with enrollment (92%), overall satisfaction with enrollment (94%) and understanding information presented in the class schedule (92%). The survey item that received a somewhat high rating was the ease of understanding website information (62%). The ease of understanding website information

received a relatively high percentage of responses to the “I have not used this service/resource” category (49%).

Figure 2.2. Enrollment and Course Registration - Cesar Chavez

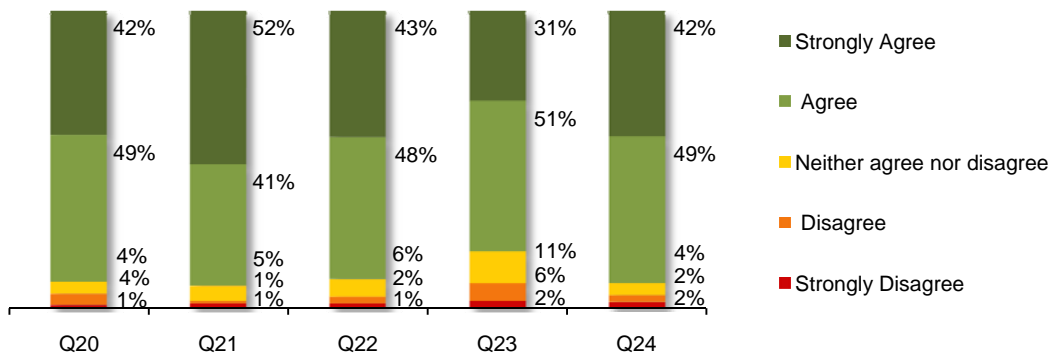


ECC

The Enrollment and Course Registration survey items that received the highest mean scores (1= strongly disagree, 5= strongly agree) among students were: the helpfulness of staff with enrollment (4.4), the ease of registration process (4.3), overall satisfaction with enrollment (4.3), understanding information presented in the class schedule (4.3) and the ease of understanding website information (4.0).

The following Enrollment and Course Registration survey items received high ratings from students (strongly agree and agree): the helpfulness of staff with enrollment (93%), overall satisfaction with enrollment (91%), the ease of registration process (91%), understanding information presented in the class schedule (91%) and the ease of understanding website information (82%). The ease of understanding website information received a relatively high percentage of responses to the “I have not used this service/resource” category (44%).

Figure 2.3. Enrollment and Course Registration - ECC



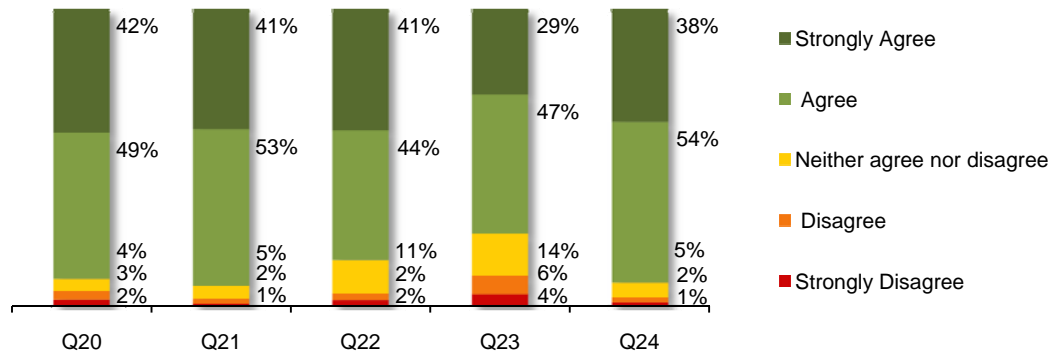
- Q20. It was easy to register for classes.
- Q21. Staff was helpful throughout the enrollment process.
- Q22. The information presented in the class schedule was easy to understand.
- Q23. The information on the website was easy to understand.
- Q24. Overall, I was satisfied with the enrollment process.

Mid-City

The Enrollment and Course Registration survey items that received the highest mean scores (1= strongly disagree, 5= strongly agree) among students were: the helpfulness of staff with enrollment (4.3), overall satisfaction with enrollment (4.3), the ease of registration process (4.3), understanding information presented in the class schedule (4.2) and the ease of understanding website information (3.9).

The following Enrollment and Course Registration survey items received high ratings from students (strongly agree and agree): the helpfulness of staff with enrollment (94%), overall satisfaction with enrollment (92%), the ease of registration process (91%), understanding information presented in the class schedule (85%) and the ease of understanding website information (76%). The ease of understanding website information received a relatively high percentage of responses to the “I have not used this service/resource” category (38%).

Figure 2.4. Enrollment and Course Registration - Mid-City



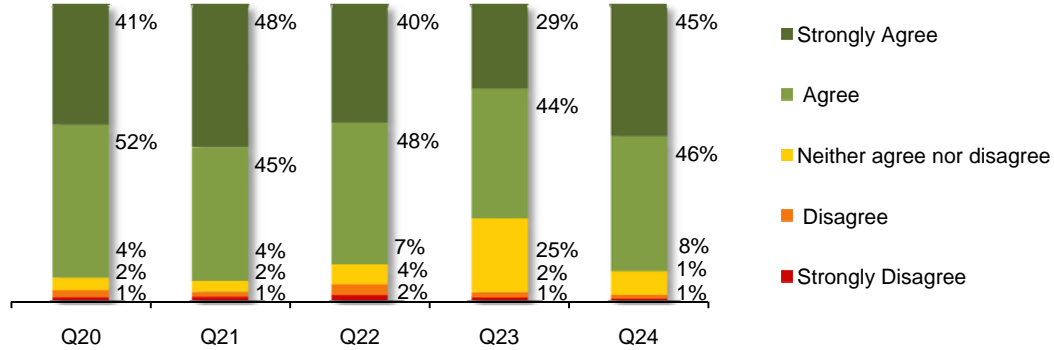
- Q20. It was easy to register for classes.
- Q21. Staff was helpful throughout the enrollment process.
- Q22. The information presented in the class schedule was easy to understand.
- Q23. The information on the website was easy to understand.
- Q24. Overall, I was satisfied with the enrollment process.

North City

The Enrollment and Course Registration survey items that received the highest mean scores (1= strongly disagree, 5= strongly agree) among students were: the helpfulness of staff with enrollment (4.4), overall satisfaction with enrollment (4.3), the ease of registration process (4.3), understanding information presented in the class schedule (4.2) and the ease of understanding website information (4.0).

The following Enrollment and Course Registration survey items received high ratings from students (strongly agree and agree): the helpfulness of staff with enrollment (93%), the ease of registration process (93%), overall satisfaction with enrollment (91%), understanding information presented in the class schedule (88%) and the ease of understanding website information (73%). The ease of understanding website information received a relatively high percentage of responses to the “I have not used this service/resource” category (45%).

Figure 2.5. Enrollment and Course Registration - North City



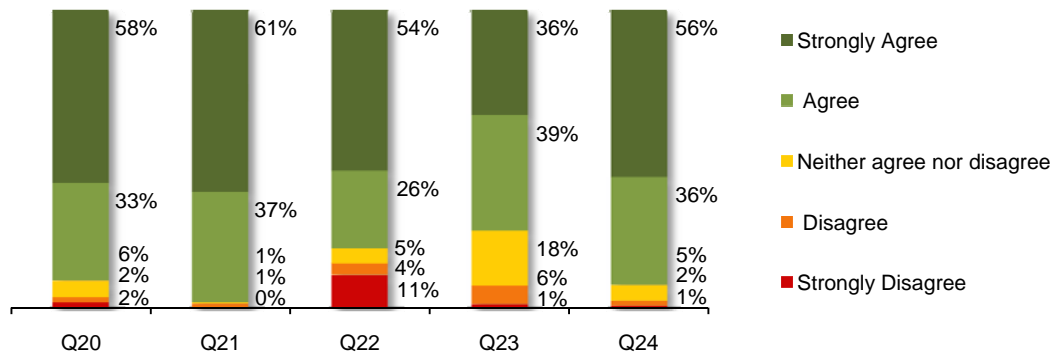
Q20. It was easy to register for classes.
 Q21. Staff was helpful throughout the enrollment process.
 Q22. The information presented in the class schedule was easy to understand.
 Q23. The information on the website was easy to understand.
 Q24. Overall, I was satisfied with the enrollment process.

West City

The Enrollment and Course Registration survey items that received the highest mean scores (1= strongly disagree, 5= strongly agree) among students were: the helpfulness of staff with enrollment (4.6), overall satisfaction with enrollment (4.5), the ease of registration process (4.5), understanding information presented in the class schedule (4.1) and the ease of understanding website information (4.0).

The following Enrollment and Course Registration survey items received high ratings from students (strongly agree and agree): the helpfulness of staff with enrollment (98%), overall satisfaction with enrollment (92%), the ease of registration process (91%), understanding information presented in the class schedule (80%) and the ease of understanding website information (75%). The ease of understanding website information received a relatively high percentage of responses to the “I have not used this service/resource” category (51%).

Figure 2.6. Enrollment and Course Registration - West City



Q20. It was easy to register for classes.
 Q21. Staff was helpful throughout the enrollment process.
 Q22. The information presented in the class schedule was easy to understand.
 Q23. The information on the website was easy to understand.
 Q24. Overall, I was satisfied with the enrollment process.

Orientation

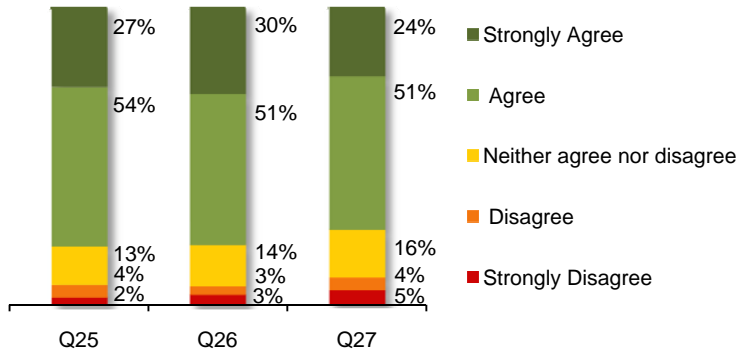
The survey items that comprised the Orientation section assessed the effectiveness of attending a student orientation (i.e., allowing students to adjust to school and becoming more familiar with the programs and services), and how well the orientation was organized. Students rated their level of agreement with each item on a scale that ranged from 1 (Strongly Disagree) to 5 (Strongly Agree), as well as 6 (I have not used this service/resource).

Centre City

The Orientation survey items that received the highest mean scores (1= strongly disagree, 5= strongly agree) among students were: attending an orientation familiarized the student with programs and services (4.0), how well the student orientation was organized (4.0) and the effectiveness of the student orientation for allowing students to adjust to being in school (3.9).

The following Orientation survey items received high ratings from students (strongly agree and agree): attending an orientation familiarized the student with programs and services (81%), how well the student orientation was organized (81%) and the effectiveness of the student orientation for allowing students to adjust to being in school (75%). Approximately one-third of students responded to the “I have not used this service/resource” category for all three items (30%, 31% and 31%, respectively)

Figure 3.1. Orientation - Centre City



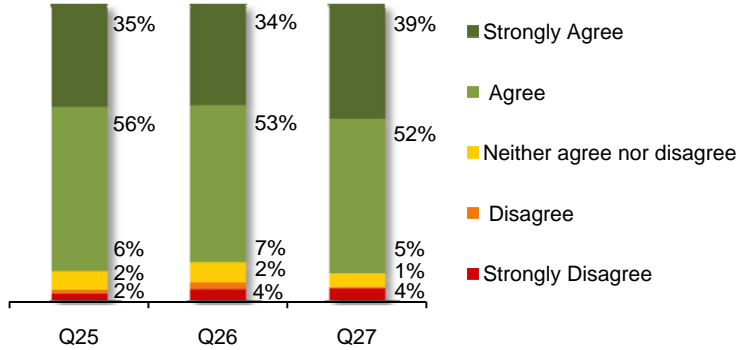
- Q25. By attending a student orientation, I became more familiar with Continuing Education’s programs and services.
- Q26. The student orientation I attended was well organized.
- Q27. Student orientation was effective in helping me adjust to being in school.

Cesar Chavez

The Orientation survey items that received the highest mean scores (1= strongly disagree, 5= strongly agree) among students were: the effectiveness of the student orientation for allowing students to adjust to being in school (4.2), attending an orientation familiarized the student with programs and services (4.2) and how well the student orientation was organized (4.1).

The following Orientation survey items received high ratings from students (strongly agree and agree): the effectiveness of the student orientation for allowing students to adjust to being in school (91%), attending an orientation familiarized the student with programs and services (91%) and how well the student orientation was organized (87%). Approximately half of students responded to the “I have not used this service/resource” category for all three items (48%, 50% and 47%, respectively)

Figure 3.2. Orientation - Cesar Chavez



Q25. By attending a student orientation, I became more familiar with Continuing Education’s programs and services.

Q26. The student orientation I attended was well organized.

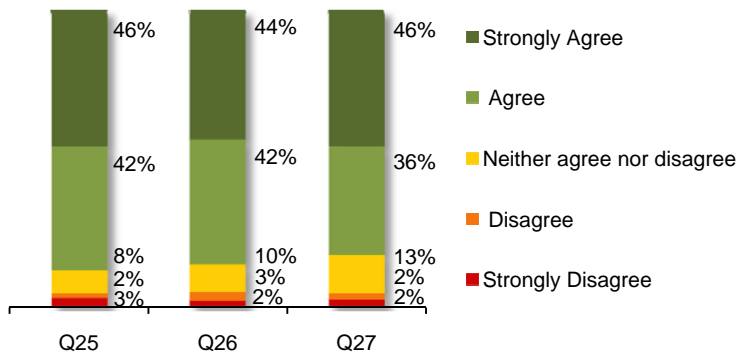
Q27. Student orientation was effective in helping me adjust to being in school.

ECC

The Orientation survey items that received the highest mean scores (1= strongly disagree, 5= strongly agree) among students were: attending an orientation familiarized the student with programs and services (4.3), the effectiveness of the student orientation for allowing students to adjust to being in school (4.2) and how well the student orientation was organized (4.2).

The following Orientation survey items received high ratings from students (strongly agree and agree): attending an orientation familiarized the student with programs and services (88%), how well the student orientation was organized (86%) and the effectiveness of the student orientation for allowing students to adjust to being in school (82%). Approximately one-quarter of students responded to the “I have not used this service/resource” category for all three items (28%, 26% and 28%, respectively)

Figure 3.3. Orientation - ECC



Q25. By attending a student orientation, I became more familiar with Continuing Education’s programs and services.

Q26. The student orientation I attended was well organized.

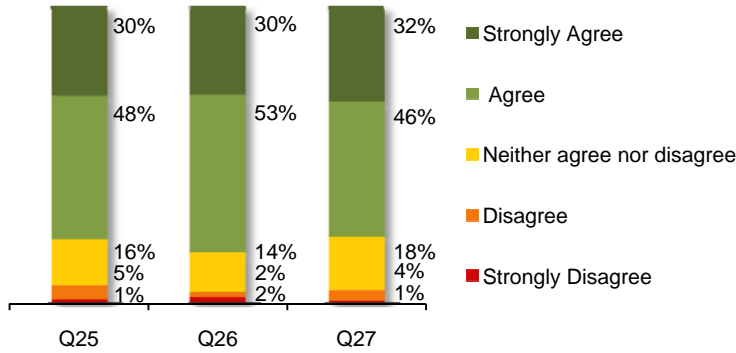
Q27. Student orientation was effective in helping me adjust to being in school.

Mid-City

The Orientation survey items that received the highest mean scores (1= strongly disagree, 5= strongly agree) among students were: how well the student orientation was organized (4.1), the effectiveness of the student orientation for allowing students to adjust to being in school (4.1) and attending an orientation familiarized the student with programs and services (4.0).

The following Orientation survey items received high ratings from students (strongly agree and agree): how well the student orientation was organized (83%), attending an orientation familiarized the student with programs and services (78%) and the effectiveness of the student orientation for allowing students to adjust to being in school (78%). For all three items, a high percentage of students responded to the “I have not used this service/resource” category (43%, 44% and 45%, respectively)

Figure 3.4. Orientation - Mid-City



Q25. By attending a student orientation, I became more familiar with Continuing Education’s programs and services.

Q26. The student orientation I attended was well organized.

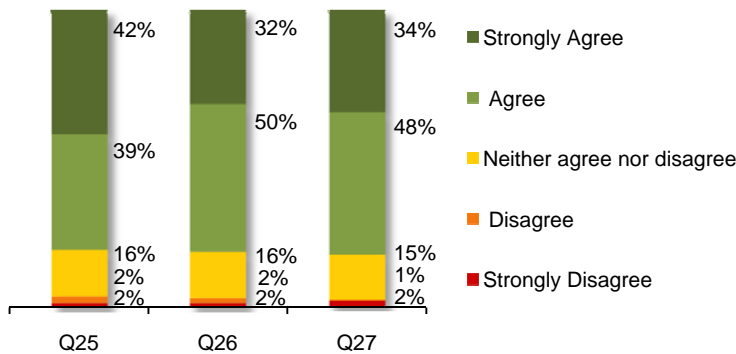
Q27. Student orientation was effective in helping me adjust to being in school.

North City

The Orientation survey items that received the highest mean scores (1= strongly disagree, 5= strongly agree) among students were: attending an orientation familiarized the students with programs and services (4.2), the effectiveness of the student orientation for allowing students to adjust to being in school (4.1) and how well the student orientation was organized (4.1).

The following Orientation survey items received high ratings from students (strongly agree and agree): the effectiveness of the student orientation for allowing students to adjust to being in school (82%), how well the student orientation was organized (82%) and attending an orientation familiarized the student with programs and services (81%). Approximately two-thirds of students responded to the “I have not used this service/resource” category for all three items (61%, 61% and 62%, respectively).

Figure 3.5. Orientation - North City



Q25. By attending a student orientation, I became more familiar with Continuing Education’s programs and services.

Q26. The student orientation I attended was well organized.

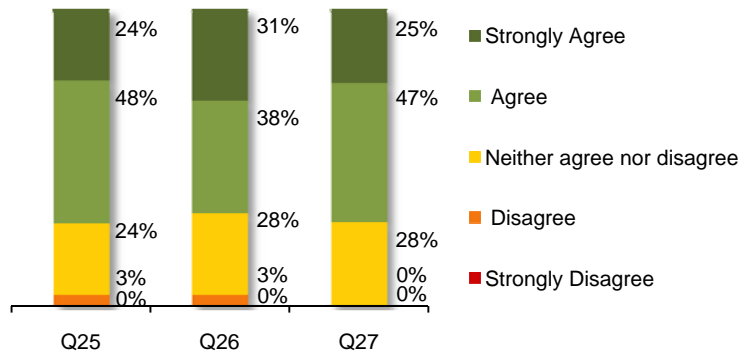
Q27. Student orientation was effective in helping me adjust to being in school.

West City

The Orientation survey items that received the highest mean scores (1= strongly disagree, 5= strongly agree) among students were: the effectiveness of the student orientation for allowing students to adjust to being in school (4.0), how well the student orientation was organized (4.0) and attending an orientation familiarized the student with programs and services (3.9).

The following Orientation survey items received high ratings from students (strongly agree and agree): the effectiveness of the student orientation for allowing students to adjust to being in school (72%) and attending an orientation familiarized the student with programs and services (72%). Students rated how well the student orientation was organized somewhat high (69%). For all three items, over 84% of students surveyed indicated they did not use these services. Furthermore, all three items also had a relatively high percentage of students who responded neutral (24%, 28% and 28%, respectively).

Figure 3.6. Orientation - West City



Q25. By attending a student orientation, I became more familiar with Continuing Education’s programs and services.

Q26. The student orientation I attended was well organized.

Q27. Student orientation was effective in helping me adjust to being in school.

Assessment

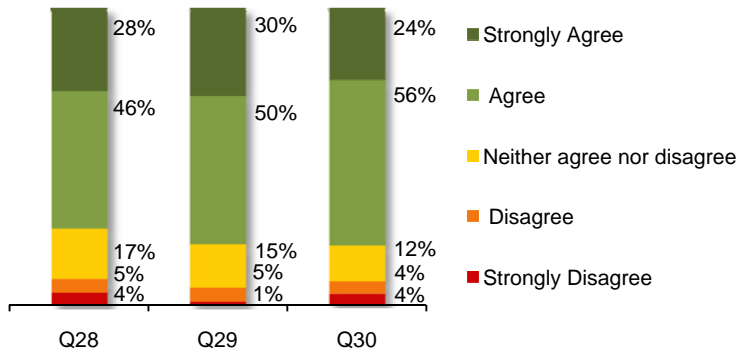
The survey items that comprised the Assessment section assessed the adequacy of assessment/placement tests in placing students in appropriate courses, the effectiveness of counselors/staff explaining the assessment results to students and the relative convenience of assessment/placement test times offered. Students rated their level of agreement with each item on a scale that ranged from 1 (Strongly Disagree) to 5 (Strongly Agree), as well as 6 (I have not used this service/resource).

Centre City

The Assessment survey items that received the highest mean scores (1= strongly disagree, 5= strongly agree) among students were: the assessment results were clearly explained (4.0), the convenience of testing times (3.9) and the assessment placement helped with enrolling in the appropriate class (3.9).

The following Assessment survey items received high ratings from students (strongly agree and agree): the assessment results were clearly explained (80%), the convenience of testing times (80%) and the assessment placement helped with enrolling in the appropriate class (74%). Approximately one-third of students responded to the “I have not used this service/resource” category for all three items (29%, 30% and 29%, respectively).

Figure 4.1. Assessment – Centre City



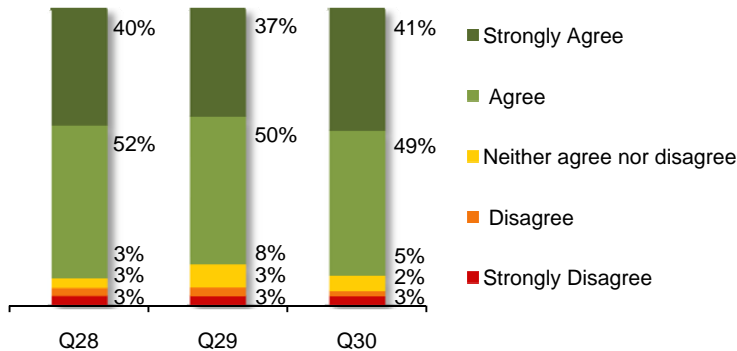
Q28. The assessment/placement test helped me enroll in the appropriate class.
 Q29. Counselors/staff clearly explained the assessment results to me.
 Q30. Assessment/placement tests were offered at times that were convenient for me.

Cesar Chavez

The Assessment survey items that received the highest mean scores (1= strongly disagree, 5= strongly agree) among students were: the assessment placement helped with enrolling in the appropriate class (4.2), the convenience of testing times (4.2) and the assessment results were clearly explained (4.1).

The following Assessment survey items received high ratings from students (strongly agree and agree): the assessment placement helped with enrolling in the appropriate class (92%), the convenience of testing times (90%) and the assessment results were clearly explained (87%). For all three items, a high percentage of students responded to the “I have not used this service/resource” category (38%, 45% and 41%, respectively)

Figure 4.2. Assessment - Cesar Chavez



Q28. The assessment/placement test helped me enroll in the appropriate class.
 Q29. Counselors/staff clearly explained the assessment results to me.
 Q30. Assessment/placement tests were offered at times that were convenient for me.

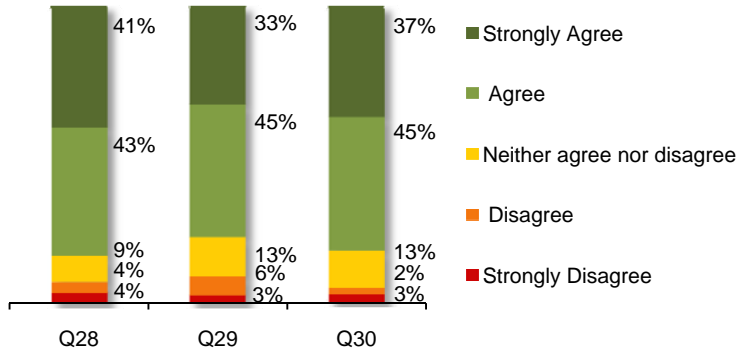
ECC

The Assessment survey items that received the highest mean scores (1= strongly disagree, 5= strongly agree) among students were: the assessment placement helped with enrolling in the appropriate class (4.2), the convenience of testing times (4.1) and assessment results were clearly explained (4.0).

The following Assessment survey items received high ratings from students (strongly agree and agree): the assessment placement helped with enrolling in the appropriate class (84%), the convenience of testing times (82%) and the assessment results were clearly explained (78%).

Approximately one-third of students responded to the “I have not used this service/resource” category for all three items (28%, 35% and 31%, respectively).

Figure 4.3. Assessment - ECC



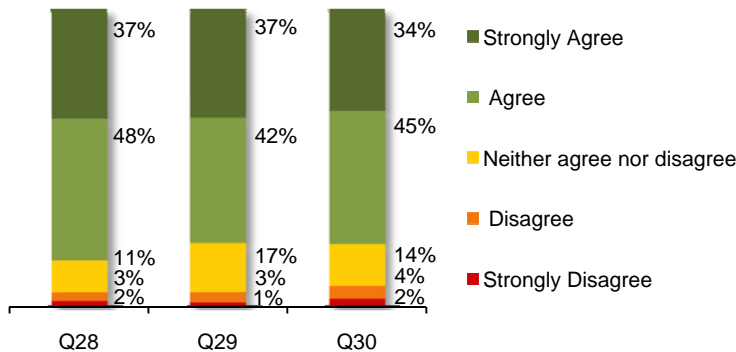
Q28. The assessment/placement test helped me enroll in the appropriate class.
 Q29. Counselors/staff clearly explained the assessment results to me.
 Q30. Assessment/placement tests were offered at times that were convenient for me.

Mid-City

The Assessment survey items that received the highest mean scores (1= strongly disagree, 5= strongly agree) among students were: the assessment placement helped with enrolling in the appropriate class (4.2), the assessment results were clearly explained (4.1) and the convenience of testing times (4.1).

The following Assessment survey items received high ratings from students (strongly agree and agree): the assessment placement helped with enrolling in the appropriate class (85%), the assessment results were clearly explained (79%) and the convenience of testing times (79%). For all three items, a high percentage of students responded to the “I have not used this service/resource” category (41%, 44% and 41%, respectively)

Figure 4.4. Assessment - Mid-City



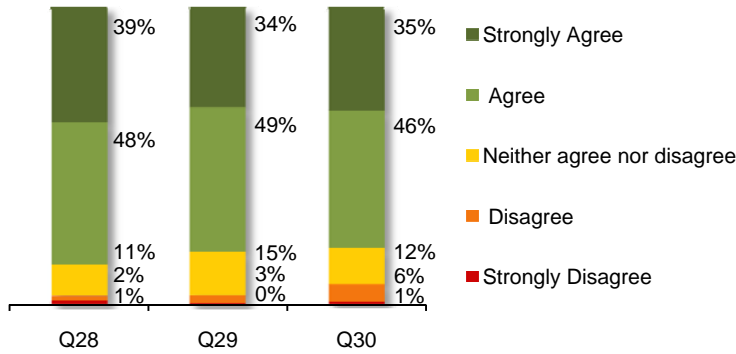
Q28. The assessment/placement test helped me enroll in the appropriate class.
 Q29. Counselors/staff clearly explained the assessment results to me.
 Q30. Assessment/placement tests were offered at times that were convenient for me.

North City

The Assessment survey items that received the highest mean scores (1= strongly disagree, 5= strongly agree) among students were: the assessment placement helped with enrolling in the appropriate class (4.2), the assessment results were clearly explained (4.1) and the convenience of testing times (4.1).

The following Assessment survey items received high ratings from students (strongly agree and agree): the assessment placement helped with enrolling in the appropriate class (87%), the assessment results were clearly explained (83%) and the convenience of testing times (81%). Approximately half of students responded to the “I have not used this service/resource” category for all three items (52%, 55% and 54%, respectively).

Figure 4.5. Assessment - North City



Q28. The assessment/placement test helped me enroll in the appropriate class.

Q29. Counselors/staff clearly explained the assessment results to me.

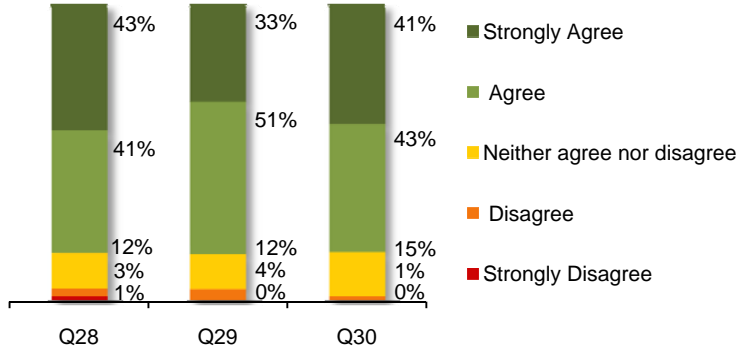
Q30. Assessment/placement tests were offered at times that were convenient for me.

West City

The Assessment survey items that received the highest mean scores (1= strongly disagree, 5= strongly agree) among students were: the convenience of testing times (4.2), the assessment placement helped with enrolling in the appropriate class (4.2) and the assessment results were clearly explained (4.1).

The following Assessment survey items received high ratings from students (strongly agree and agree): convenience of testing times (84%), the assessment placement helped with enrolling in the appropriate class (84%) and assessment results were clearly explained (84%). Approximately two-thirds of students responded to the “I have not used this service/resource” category for all three items (62%, 62% and 63%, respectively).

Figure 4.6. Assessment - West City



Q28. The assessment/placement test helped me enroll in the appropriate class.
 Q29. Counselors/staff clearly explained the assessment results to me.
 Q30. Assessment/placement tests were offered at times that were convenient for me.

Counseling Services

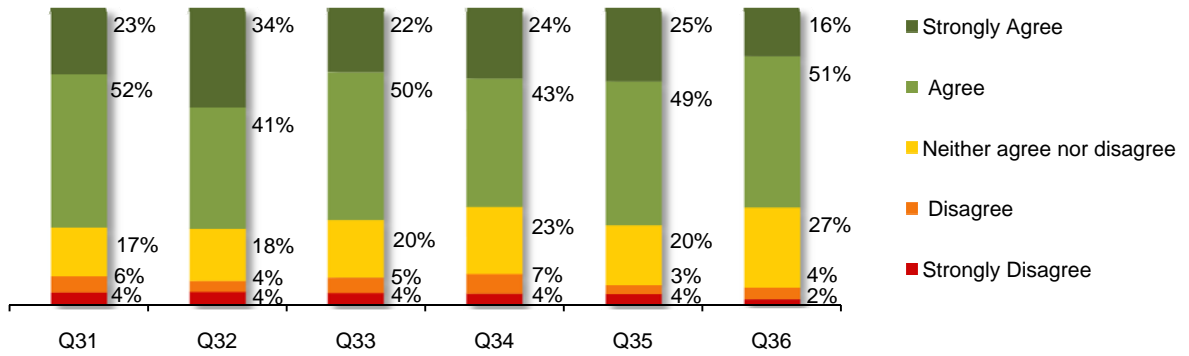
The survey items that comprised the Counseling Services section assessed the counselor’s time availability that was convenient for students, concern for academic student success and caring about students as individuals, helping students clarify and select courses that meet their educational goals and the availability of DSPPS services to fit student need. Students rated their level of agreement with each item on a scale that ranged from 1 (Strongly Disagree) to 5 (Strongly Agree), as well as 6 (I have not used this service/resource).

Centre City

The Counseling Service survey items that received the highest mean scores (1= strongly disagree, 5= strongly agree) among students were: helpfulness of counseling session(s) to clarify educational goals (4.0), counselors care about students as individuals (3.9), availability of counselors (3.8), helpfulness of counseling sessions to select courses to reach educational goals (3.8), counselors concern for student academic success (3.8) and the availability of DSPPS services (3.8).

The following Counseling Service survey items received high ratings from students (strongly agree and agree): helpfulness of counseling session(s) to clarify educational goals (75%), availability of counselors (75%), counselors care about students as individuals (74%) and helpfulness of counseling sessions to select courses to reach educational goals (72%). Students rated the following services somewhat high: counselors concern for student academic success (67%) and the availability of DSPPS services (67%). For DSPPS services, approximately two-thirds of students (61%) indicated they never used this service and approximately one-quarter indicated they were neutral (27%). For all other items, approximately one-third of students responded to the “I have not used this service/resource” category (35%-39%) and approximately one in five students were neutral (17%-23%).

Figure 5.1. Counseling Services – Centre City



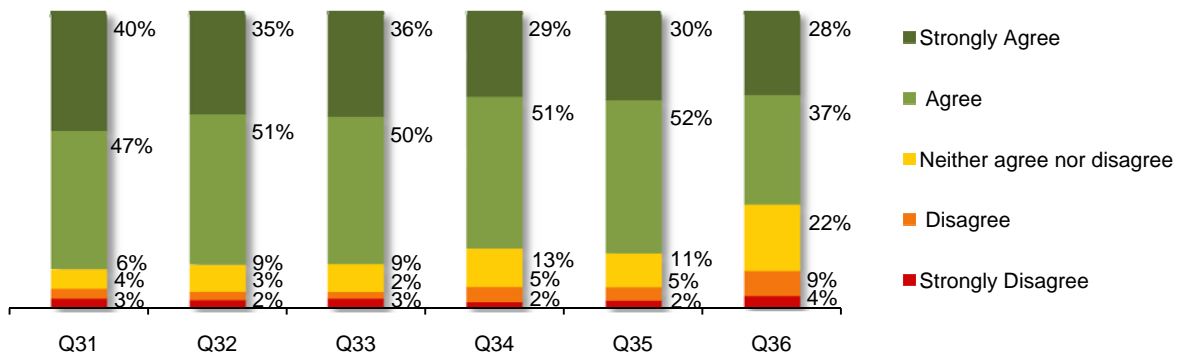
- Q31. Counselors were available at times that were convenient for me.
- Q32. The counseling sessions(s) have helped me clarify my educational goal.
- Q33. The counseling sessions have helped me select the courses I need to reach my educational goal.
- Q34. Counselors have been concerned about my academic success.
- Q35. In general, counselors care about me as an individual.
- Q36. DSPTS (Disability Support Programs and Services) services have been available when I need them.

Cesar Chavez

The Counseling Service survey items that received the highest mean scores (1= strongly disagree, 5= strongly agree) among students were: availability of counselors (4.2), helpfulness of counseling session(s) to clarify educational goals (4.1), helpfulness of counseling sessions to select courses to reach educational goals (4.1), counselors care about students as individuals (4.0) and counselors concern for student academic success (4.0). The service that received the lowest mean was the availability of DSPTS services (3.8).

The following Counseling Service survey items received high ratings from students (strongly agree and agree): availability of counselors (87%), helpfulness of counseling session(s) to clarify educational goals (86%), helpfulness of counseling sessions to select courses to reach educational goals (86%), counselors care about students as individuals (82%) and counselors concern for student academic success (80%). Students rated the availability of DSPTS services somewhat high at 65%. For DSPTS services, a large percentage (78%) of students surveyed indicated they never used this service and one in five students was neutral (22%). For all other items, approximately half of students responded to the “I have not used this service/resource” category (52%-55%).

Figure 5.2. Counseling Services – Cesar Chavez



- Q31. Counselors were available at times that were convenient for me.
- Q32. The counseling sessions(s) have helped me clarify my educational goal.
- Q33. The counseling sessions have helped me select the courses I need to reach my educational goal.
- Q34. Counselors have been concerned about my academic success.

Q35. In general, counselors care about me as an individual.

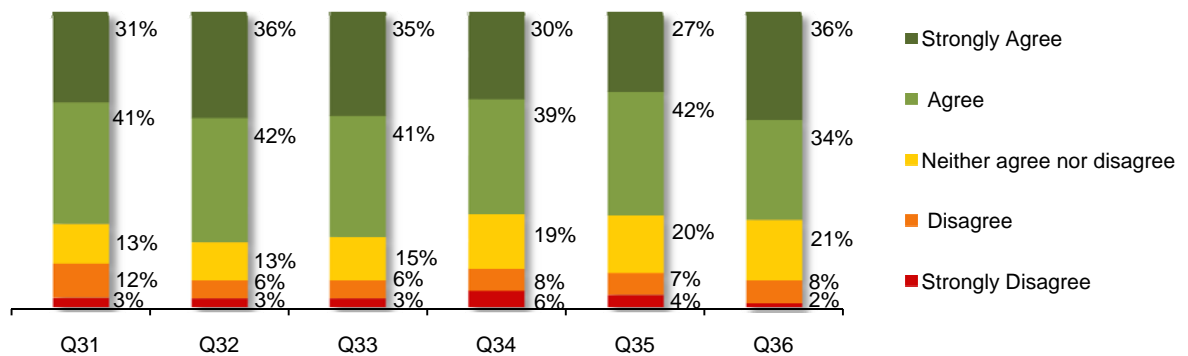
Q36. DSPTS (Disability Support Programs and Services) services have been available when I need them.

ECC

The Counseling Service survey items that received the highest mean scores (1= strongly disagree, 5= strongly agree) among students were: helpfulness of counseling session(s) to clarify educational goals (4.0), helpfulness of counseling sessions to select courses to reach educational goals (4.0) and the availability of DSPTS services (4.0). The Counseling Services that received the lowest means were: availability of counselors (3.8), counselors care about students as individuals (3.8) and counselors concern for student academic success (3.8).

The following Counseling Service survey items received high ratings from students (strongly agree and agree): helpfulness of counseling session(s) to clarify educational goals (78%), helpfulness of counseling sessions to select courses to reach educational goals (76%), availability of counselors (72%) and the availability of DSPTS services (70%). Students rated the following services somewhat high: counselors care about students as individuals (69%) and counselors concern for student academic success (69%). For DSPTS services, a large percentage (67%) of students surveyed indicated they never used this service and one in five students was neutral (21%). For all other items, approximately half of students responded to the “I have not used this service/resource” category (46%-50%).

Figure 5.3. Counseling Services - ECC



Q31. Counselors were available at times that were convenient for me.

Q32. The counseling sessions(s) have helped me clarify my educational goal.

Q33. The counseling sessions have helped me select the courses I need to reach my educational goal.

Q34. Counselors have been concerned about my academic success.

Q35. In general, counselors care about me as an individual.

Q36. DSPTS (Disability Support Programs and Services) services have been available when I need them.

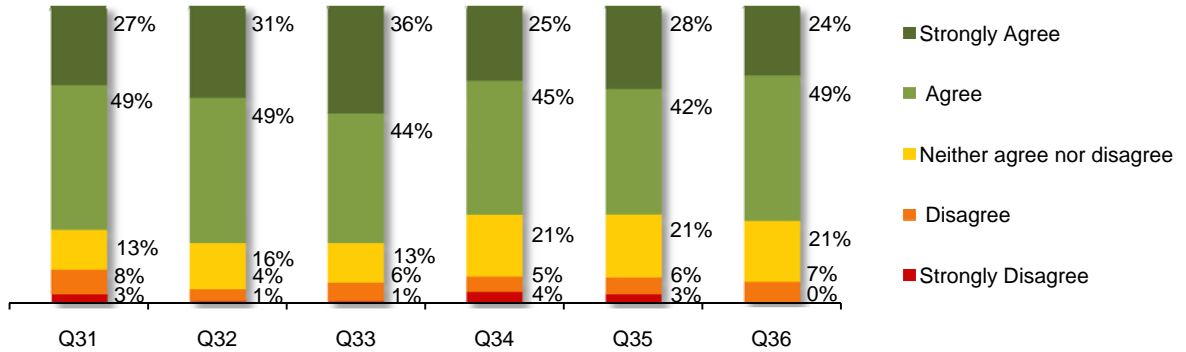
Mid-City

The Counseling Service survey items that received the highest mean scores (1= strongly disagree, 5= strongly agree) among students were: helpfulness of counseling sessions to select courses to reach educational goals (4.1) and helpfulness of counseling session(s) to clarify educational goals (4.1). The Counseling Services that received the lowest means among students were: the availability of DSPTS services (3.9), availability of counselors (3.9), counselors care about students as individuals (3.9) and counselors concern for student academic success (3.8).

The following Counseling Service survey items received high ratings from students (strongly agree and agree): helpfulness of counseling session(s) to clarify educational goals (80%), helpfulness of counseling sessions to select courses to reach educational goals (80%), availability of counselors (76%), the availability of DSPTS services (73%), counselors care about students as individuals (70%) and counselors concern for student academic success (70%). For DSPTS services, a large percentage (59%) of students surveyed indicated they never used this service and one in five students was neutral

(21%). For all other items, a high percentage of students responded to the “I have not used this service/resource” category (42%-46%).

Figure 5.4. Counseling Services - Mid-City



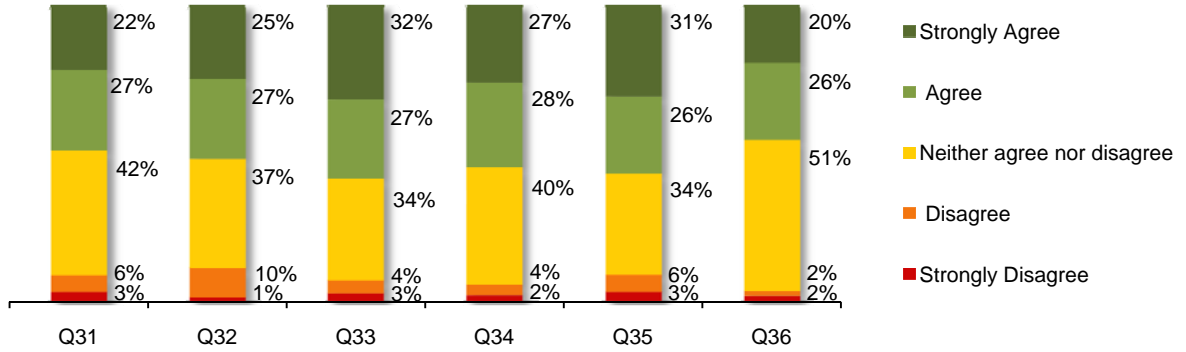
- Q31. Counselors were available at times that were convenient for me.
- Q32. The counseling sessions(s) have helped me clarify my educational goal.
- Q33. The counseling sessions have helped me select the courses I need to reach my educational goal.
- Q34. Counselors have been concerned about my academic success.
- Q35. In general, counselors care about me as an individual.
- Q36. DSPP (Disability Support Programs and Services) services have been available when I need them.

North City

The Counseling Service survey items that received the highest mean scores (1= strongly disagree, 5= strongly agree) among students were: helpfulness of counseling sessions to select courses to reach educational goals (3.8), counselors concern for student academic success (3.8) and counselors care about students as individuals (3.8). The Counseling Services that received the lowest means were: helpfulness of counseling session(s) to clarify educational goals (3.7), the availability of DSPP services (3.6) and the availability of counselors (3.6).

The following Counseling Service survey items received somewhat high ratings from students (strongly agree and agree): helpfulness of counseling sessions to select courses to reach educational goals (59%), counselors care about students as individuals (57%), counselors concern for student academic success (55% and helpfulness of counseling session(s) to clarify educational goals (52%). Both the availability of counselors (49%) and the availability of DSPP services (46%) were rated somewhat low among students. A majority of students surveyed indicated they have not used any of the counseling services (66%-76%). Furthermore, there were a high percentage of students who were neutral about using the counseling services (34%-51%).

Figure 5.5. Counseling Services - North City



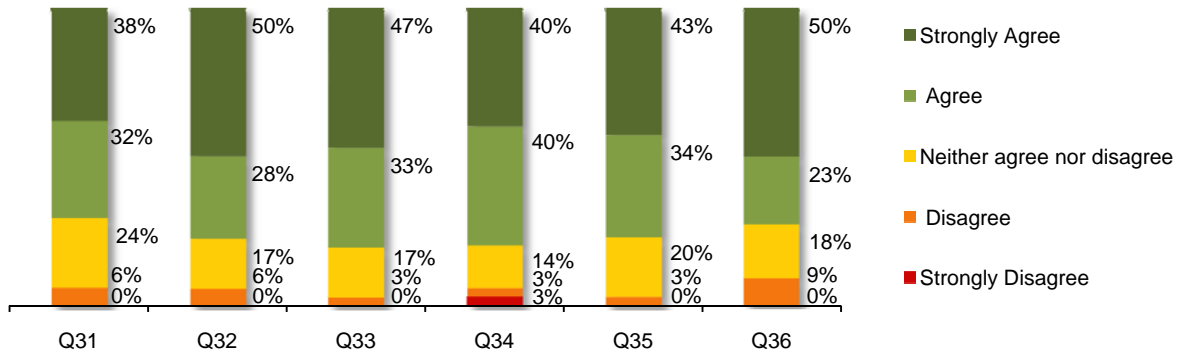
- Q31. Counselors were available at times that were convenient for me.
- Q32. The counseling sessions(s) have helped me clarify my educational goal.
- Q33. The counseling sessions have helped me select the courses I need to reach my educational goal.
- Q34. Counselors have been concerned about my academic success.
- Q35. In general, counselors care about me as an individual.
- Q36. DSPS (Disability Support Programs and Services) services have been available when I need them.

West City

The Counseling Service survey items that received the highest mean scores (1= strongly disagree, 5= strongly agree) among students were: helpfulness of counseling sessions to select courses to reach educational goals (4.3), helpfulness of counseling session(s) to clarify educational goals (4.2) and counselors care about students as individuals (4.2). The Counseling Services that received the lowest means among students were: counselors concern for student academic success (4.1), the availability of DSPS services (4.1) and the availability of counselors (4.0).

The following Counseling Service survey items received somewhat high ratings from students (strongly agree and agree): helpfulness of counseling sessions to select courses to reach educational goals (80%), counselors concern for student academic success (80%), helpfulness of counseling session(s) to clarify educational goals (78%), counselors care about students as individuals (77%), the availability of DSPS services (73%) and availability of counselors (70%). Over 80% of students surveyed indicated they have not used any of the counseling services (82%-89%).

Figure 5.6. Counseling Services - West City



- Q31. Counselors were available at times that were convenient for me.
- Q32. The counseling sessions(s) have helped me clarify my educational goal.
- Q33. The counseling sessions have helped me select the courses I need to reach my educational goal.
- Q34. Counselors have been concerned about my academic success.
- Q35. In general, counselors care about me as an individual.
- Q36. DSPS (Disability Support Programs and Services) services have been available when I need them.

Follow-up of Student Educational Progress

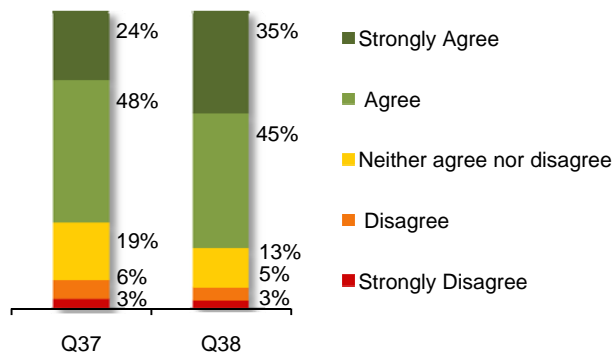
The survey items that comprised the Follow-up of Student Educational Progress section assessed the extent to which students were made aware of their academic standing and responsiveness for improving student academic performance. Students rated their level of agreement with each item on a scale that ranged from 1 (Strongly Disagree) to 5 (Strongly Agree), as well as 6 (I have not used this service/resource).

Centre City

The Follow-up of Student Educational Progress survey items received the following mean scores (1= strongly disagree, 5= strongly agree) among students: responsiveness for improving student academic performance (4.1) and being informed of student academic status (3.8).

Students gave high ratings to both of the Follow-up of Student Educational Progress survey items (strongly agree and agree): responsiveness for improving student academic performance (80%) and being informed of student academic status (72%). Both items received a relatively high percentage of students who responded to the “I have not used this service/resource” category (22% and 25%, respectively).

Figure 6.1. Follow-up of Student Educational Progress - Centre City



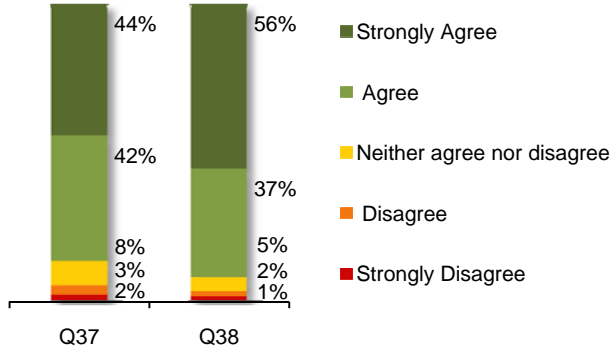
Q37. I have been adequately informed about my academic status.
 Q38. My school has helped me improve my academic performance.

Cesar Chavez

The Follow-up of Student Educational Progress survey items received the following mean scores (1= strongly disagree, 5= strongly agree) among students: responsiveness for improving student academic performance (4.4) and being informed of student academic status (4.2).

Students gave high ratings to the Follow-up of Student Educational Progress survey items (strongly agree and agree): responsiveness for improving student academic performance (93%) and being informed of student academic status (86%). Both items received a relatively high percentage of students who responded to the “I have not used this service/resource” category (29% and 22%, respectively)

Figure 6.2. Follow-up of Student Educational Progress - Cesar Chavez



Q37. I have been adequately informed about my academic status.

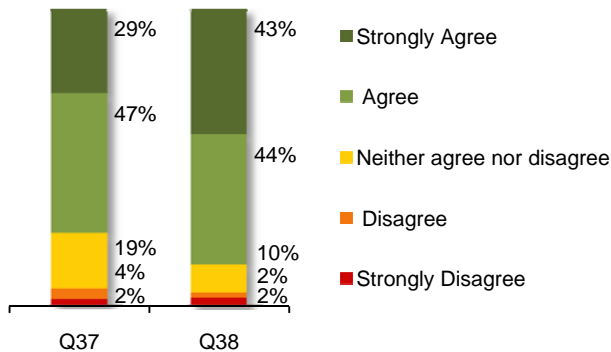
Q38. My school has helped me improve my academic performance.

ECC

The Follow-up of Student Educational Progress survey items received the following mean scores (1= strongly disagree, 5= strongly agree) among students: responsiveness for improving student academic performance (4.2) and being informed of student academic status (4.0).

Students gave high ratings to the Follow-up of Student Educational Progress survey items (strongly agree and agree) among students: responsiveness for improving student academic performance (87%) and being informed of student academic status (76%). Being informed of student academic status received a relatively high percentage of students who responded to the “I have not used this service/resource” category (18%) and neutral responses (19%).

Figure 6.3. Follow-up of Student Educational Progress - ECC



Q37. I have been adequately informed about my academic status.

Q38. My school has helped me improve my academic performance.

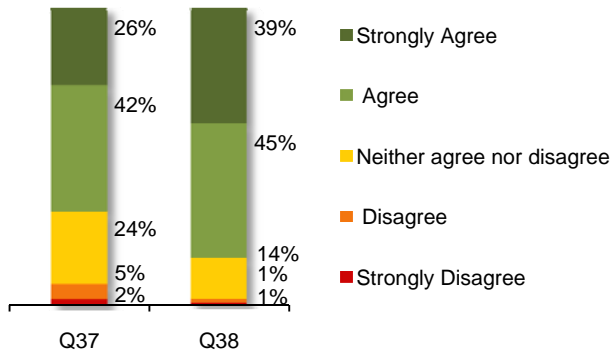
Mid-City

The Follow-up of Student Educational Progress survey items received the following mean scores (1= strongly disagree, 5= strongly agree) among students: responsiveness for improving student academic performance (4.2) and being informed of student academic status (3.9).

Students gave high ratings to the Follow-up of Student Educational Progress survey item (strongly agree and agree) responsiveness for improving student academic performance (84%). Students gave somewhat high ratings for being informed of student academic status (68%). Both items received a relatively high percentage of students who responded to the “I have not used this service/resource”

category (27% and 33%, respectively). Approximately, one-quarter of students rated being informed about their status as neutral.

Figure 6.4. Follow-up of Student Educational Progress - Mid-City



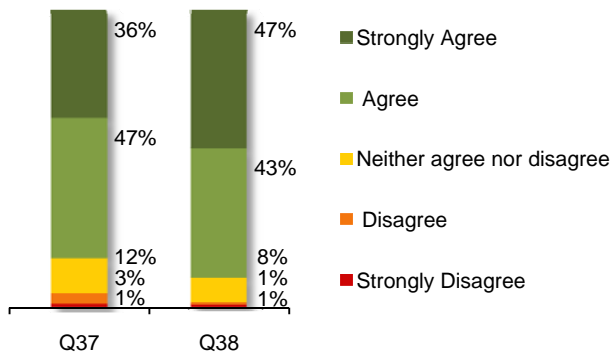
Q37. I have been adequately informed about my academic status.
 Q38. My school has helped me improve my academic performance.

North City

The Follow-up of Student Educational Progress survey items received the following mean scores (1= strongly disagree, 5= strongly agree) among students: responsiveness for improving student academic performance (4.3) and being informed of student academic status (4.1).

Students gave high ratings to the Follow-up of Student Educational Progress survey items (strongly agree and agree): responsiveness for improving student academic performance (90%) and being informed of student academic status (83%). Both items received a relatively high percentage of students who responded to the “I have not used this service/resource” category (24% and 36%, respectively).

Figure 6.5. Follow-up of Student Educational Progress - North City



Q37. I have been adequately informed about my academic status.
 Q38. My school has helped me improve my academic performance.

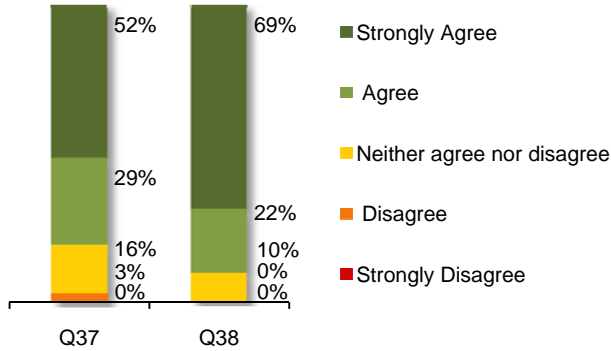
West City

The Follow-up of Student Educational Progress survey items received the following mean scores (1= strongly disagree, 5= strongly agree) among students: responsiveness for improving student academic performance (4.6) and being informed of student academic status (4.3).

Students gave high ratings to the Follow-up of Student Educational Progress survey items (strongly agree and agree): responsiveness for improving student academic performance (91%) and being

informed of student academic status (81%). Both items received a relatively high percentage of students who responded to the “I have not used this service/resource” category (38% and 49%, respectively).

Figure 6.6. Follow-up of Student Educational Progress - West City



Q37. I have been adequately informed about my academic status.
 Q38. My school has helped me improve my academic performance.

Curriculum and Instruction

The survey items that comprised the Curriculum and Instruction section assessed the students’ satisfaction with the availability and comfort of talking to instructors outside of the classroom, the instructors attempt to be fair and objective in presenting course material, and how instructors define grading parameters and care about students’ success. This section also covered the students’ satisfaction with the course preparation received for future employment or additional education, the overall quality of instruction and overall satisfaction of course content in each class. Students rated their level of agreement with each item on a scale that ranged from 1 (Strongly Disagree) to 5 (Strongly Agree), as well as 6 (I have not used this service/resource).

Centre City

The following Curriculum and Instruction survey items received the highest mean scores (1= strongly disagree, 5= strongly agree) among students: comfort talking with instructors (4.5), instructors care about student success (4.5), satisfaction with course content (4.4) and satisfaction with the quality of instruction (4.4). The Curriculum and Instruction survey items with the lowest mean scores among students were: the objectiveness of instructors presenting course material (4.3), availability of instructors outside of class (4.2), courses have prepared students for future employment or education (4.2) and clarity of instructor’s grading policy (4.2).

Students gave high ratings to the following Curriculum and Instruction survey items (strongly agree and agree): comfort talking with instructors (96%), satisfaction with course content (93%), satisfaction with the quality of instruction (92%), the objectiveness of instructors presenting course material (90%), instructors care about student success (91%), clarity of instructor’s grading policy (85%), courses have prepared students for future employment or education (85%) and availability of instructors outside of class (83%). The last two items received a relatively high percentage of students who responded to the “I have not used this service/resource” category (20% and 18%, respectively).

Figure 7.1.1. Curriculum and Instruction - Centre City

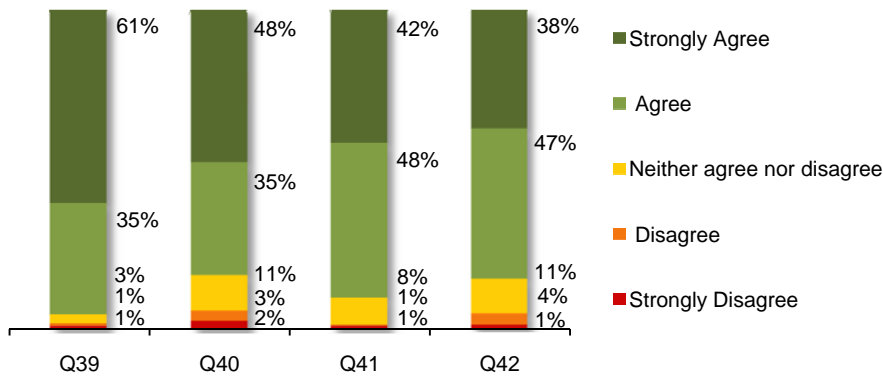
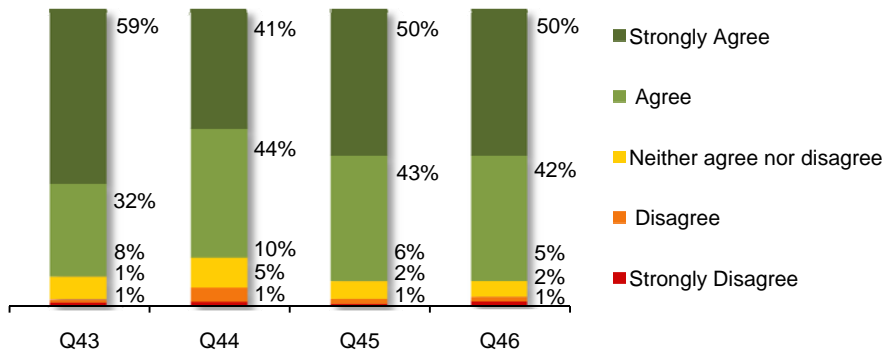


Figure 7.1.2. Curriculum and Instruction - Centre City



- Q39. I felt comfortable talking with my instructor(s).
- Q40. Instructors have been available for help outside of class.
- Q41. In general, instructors have been objective in their presentation of course materials.
- Q42. In general, instructors clearly explained how I would be graded.
- Q43. In general, instructors care about their students' success.
- Q44. I believe my courses have prepared me well for future employment or additional education.
- Q45. Overall, I am satisfied with the course content in most of my classes.
- Q46. I am satisfied with the overall quality of instruction.

Cesar Chavez

The following Curriculum and Instruction survey items received the highest mean scores (1= strongly disagree, 5= strongly agree) among students: comfort talking with instructors (4.6), instructors care about student success (4.6), courses have prepared students for future employment or education (4.6), satisfaction with the quality of instruction (4.6) and satisfaction with course content (4.6). The Curriculum and Instruction survey items with the lowest mean scores among students were: the objectiveness of instructors presenting course material (4.5), clarity of instructor's grading policy (4.5) and availability of instructors outside of class (4.2).

Students gave high ratings to the following Curriculum and Instruction survey items (strongly agree and agree): satisfaction with course content (96%), satisfaction with the quality of instruction (95%), comfort talking with instructors (93%), courses have prepared students for future employment or education (94%), instructors care about student success (94%), the objectiveness of instructors presenting course material (92%), clarity of instructor's grading policy (92%) and availability of instructors outside of class (84%). The last item received a relatively high percentage of students who responded to the "I have not used this service/resource" category (34%).

Figure 7.2.1. Curriculum and Instruction - Cesar Chavez

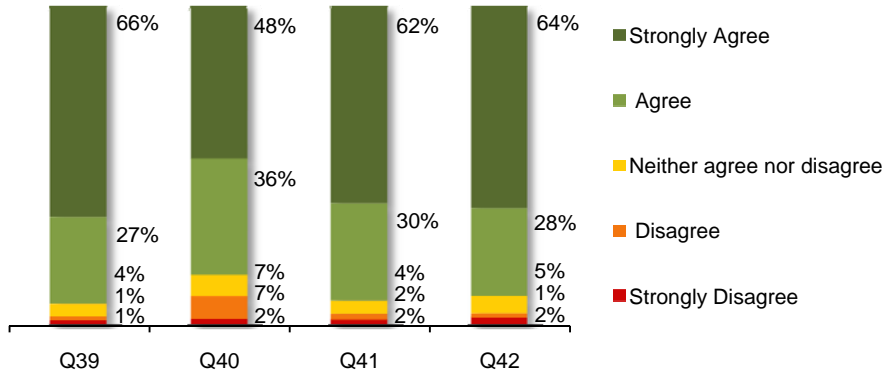
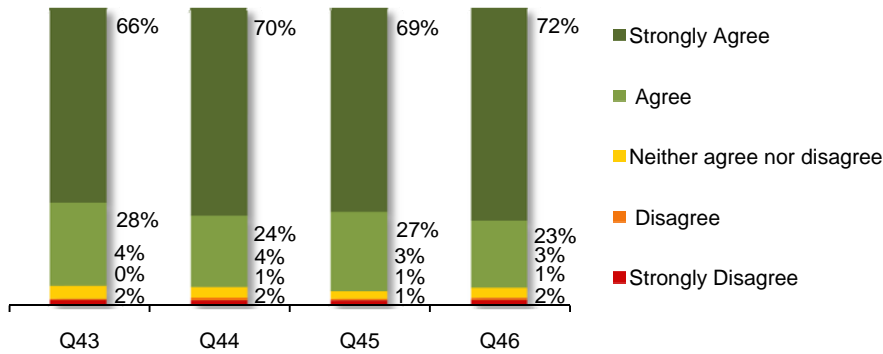


Figure 7.2.2. Curriculum and Instruction - Cesar Chavez



- Q39. I felt comfortable talking with my instructor(s).
- Q40. Instructors have been available for help outside of class.
- Q41. In general, instructors have been objective in their presentation of course materials.
- Q42. In general, instructors clearly explained how I would be graded.
- Q43. In general, instructors care about their students' success.
- Q44. I believe my courses have prepared me well for future employment or additional education.
- Q45. Overall, I am satisfied with the course content in most of my classes.
- Q46. I am satisfied with the overall quality of instruction.

ECC

The following Curriculum and Instruction survey items received the highest mean scores (1= strongly disagree, 5= strongly agree) among students: instructors care about student success (4.5), comfort talking with instructors (4.4), courses have prepared students for future employment or education (4.4), satisfaction with the quality of instruction (4.4), satisfaction with course content (4.4) and the objectiveness of instructors presenting course material (4.4). The Curriculum and Instruction survey items with the lowest mean scores among students were: clarity of instructor's grading policy (4.2) and the availability of instructors outside of class (4.1).

Students gave high ratings to the following Curriculum and Instruction survey items (strongly agree and agree): satisfaction with course content (93%), comfort talking with instructors (93%), instructors care about student success (92%), courses have prepared students for future employment or education (91%), satisfaction with the quality of instruction (90%), the objectiveness of instructors presenting course material (90%), clarity of instructor's grading policy (86%) and the availability of instructors outside of class (78%). The last item received a relatively high percentage of students who responded to the "I have not used this service/resource" category (27%).

Figure 7.3.1. Curriculum and Instruction - ECC

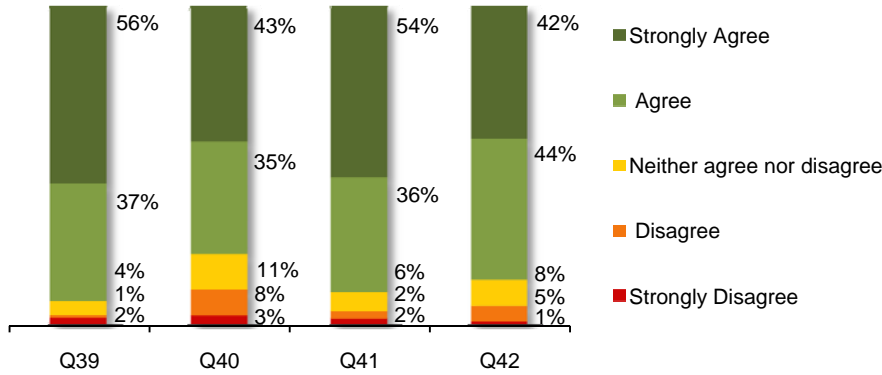
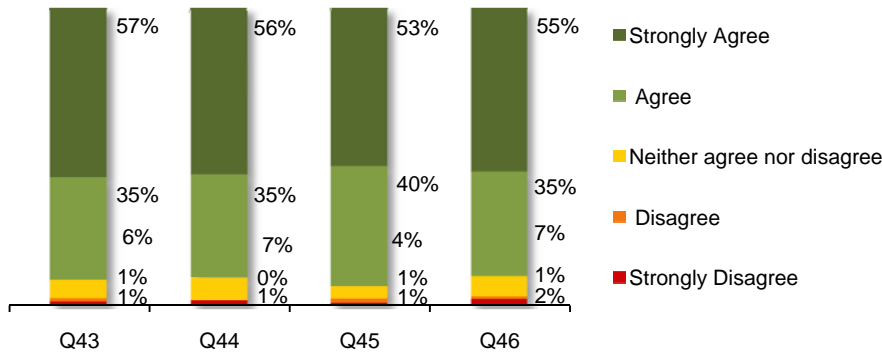


Figure 7.3.2. Curriculum and Instruction - ECC



- Q39. I felt comfortable talking with my instructor(s).
- Q40. Instructors have been available for help outside of class.
- Q41. In general, instructors have been objective in their presentation of course materials.
- Q42. In general, instructors clearly explained how I would be graded.
- Q43. In general, instructors care about their students' success.
- Q44. I believe my courses have prepared me well for future employment or additional education.
- Q45. Overall, I am satisfied with the course content in most of my classes.
- Q46. I am satisfied with the overall quality of instruction.

Mid-City

The following Curriculum and Instruction survey items received the highest mean scores (1= strongly disagree, 5= strongly agree) among students: comfort talking with instructors (4.5), satisfaction with the quality of instruction (4.4), satisfaction with course content (4.4), instructors care about student success (4.4), courses have prepared students for future employment or education (4.4) and the objectiveness of instructors presenting course material (4.3). The Curriculum and Instruction survey items with the lowest mean scores were: clarity of instructor's grading policy (4.1) and the availability of instructors outside of class (3.8).

Students gave high ratings to the following Curriculum and Instruction survey items (strongly agree and agree): satisfaction with course content (92%), comfort talking with instructors (92%), satisfaction with the quality of instruction (91%), instructors care about student success (88%), courses have prepared students for future employment or education (87%), the objectiveness of instructors presenting course material (86%) and clarity of instructor's grading policy (80%). Students gave somewhat high ratings for the availability of instructors outside of class (69%). Approximately one-third of students who responded to the availability of instructors outside of class indicated they had

not used this service (32%) and approximately one in five students responded neutral to this item (18%).

Figure 7.4.1. Curriculum and Instruction - Mid-City

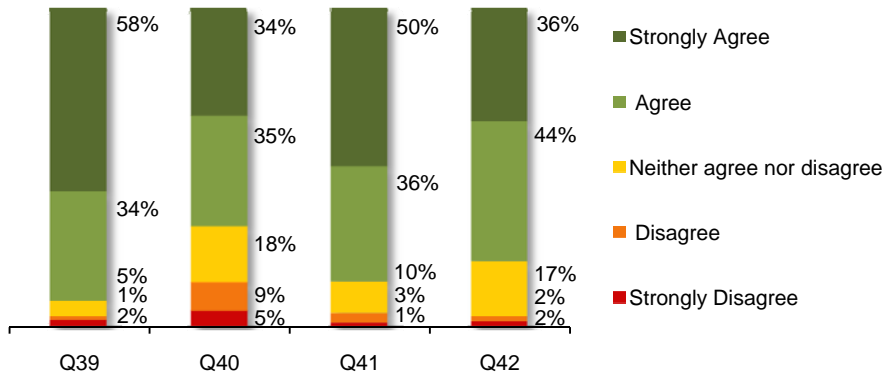
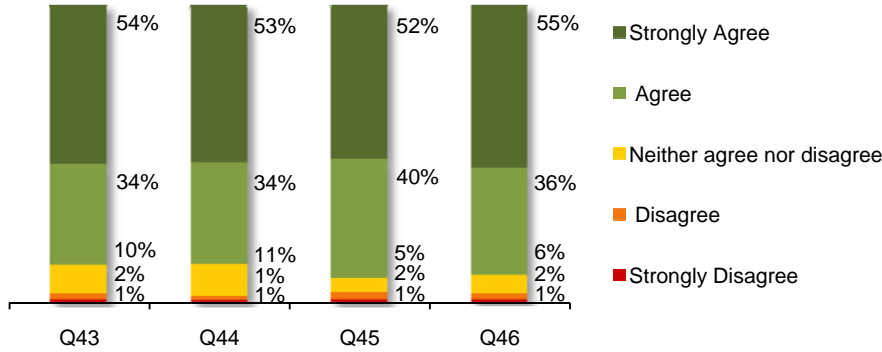


Figure 7.4.2. Curriculum and Instruction - Mid-City



- Q39. I felt comfortable talking with my instructor(s).
- Q40. Instructors have been available for help outside of class.
- Q41. In general, instructors have been objective in their presentation of course materials.
- Q42. In general, instructors clearly explained how I would be graded.
- Q43. In general, instructors care about their students' success.
- Q44. I believe my courses have prepared me well for future employment or additional education.
- Q45. Overall, I am satisfied with the course content in most of my classes.
- Q46. I am satisfied with the overall quality of instruction.

North City

The following Curriculum and Instruction survey items received the highest mean scores (1= strongly disagree, 5= strongly agree) among students: satisfaction with the quality of instruction (4.7), satisfaction with course content (4.7), comfort talking with instructors (4.6), instructors care about student success (4.6), courses have prepared students for future employment or education (4.6) and the objectiveness of instructors presenting course material (4.6). The Curriculum and Instruction survey items with the lowest mean scores among students were: clarity of instructor's grading policy (4.5) and availability of instructors outside of class (4.4).

Students gave high ratings to the following Curriculum and Instruction survey items (strongly agree and agree): satisfaction with course content (98%), satisfaction with the quality of instruction (98%), comfort talking with instructors (96%), the objectiveness of instructors presenting course material (96%), instructors care about student success (95%), courses have prepared students for future employment or education (94%), clarity of instructor's grading policy (94%) and the availability of instructors outside of class (88%). Approximately one-quarter of students who responded to the

availability of instructors outside of class item and one-third who responded to the clarity of the instructor’s grading policy item indicated they had not used these services (26% and 32%, respectively).

Figure 7.5.1. Curriculum and Instruction - North City

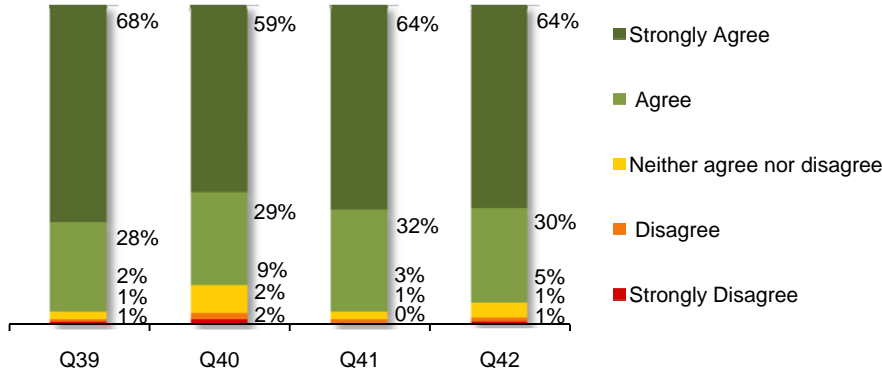
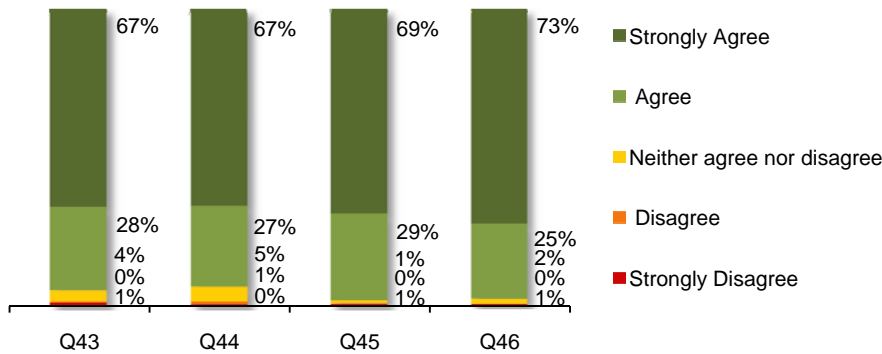


Figure 7.5.2. Curriculum and Instruction - North City



- Q39. I felt comfortable talking with my instructor(s).
- Q40. Instructors have been available for help outside of class.
- Q41. In general, instructors have been objective in their presentation of course materials.
- Q42. In general, instructors clearly explained how I would be graded.
- Q43. In general, instructors care about their students’ success.
- Q44. I believe my courses have prepared me well for future employment or additional education.
- Q45. Overall, I am satisfied with the course content in most of my classes.
- Q46. I am satisfied with the overall quality of instruction.

West City

The following Curriculum and Instruction survey items received the highest mean scores (1= strongly disagree, 5= strongly agree) among students: satisfaction with the quality of instruction (4.7), satisfaction with course content (4.7), comfort talking with instructors (4.7), instructors care about student success (4.7) and the objectiveness of instructors presenting course material (4.6). The Curriculum and Instruction survey items with the lowest mean scores among students were: clarity of instructor’s grading policy (4.5), availability of instructors outside of class (4.5) and courses have prepared students for future employment or education (4.5).

Students gave high ratings to the following Curriculum and Instruction survey items (strongly agree and agree): satisfaction with course content (96%), instructors care about student success (96%), comfort talking with instructors (96%), satisfaction with the quality of instruction (95%), the objectiveness of instructors presenting course material (93%), courses have prepared students for future employment or education (91%), clarity of instructor’s grading policy (86%) and the

availability of instructors outside of class (85%). Approximately one-third of students who responded to the availability of instructors outside of class item and the clarity of the instructor’s grading policy item indicated they had not used these services (34% and 35%, respectively).

Figure 7.6.1. Curriculum and Instruction - West City

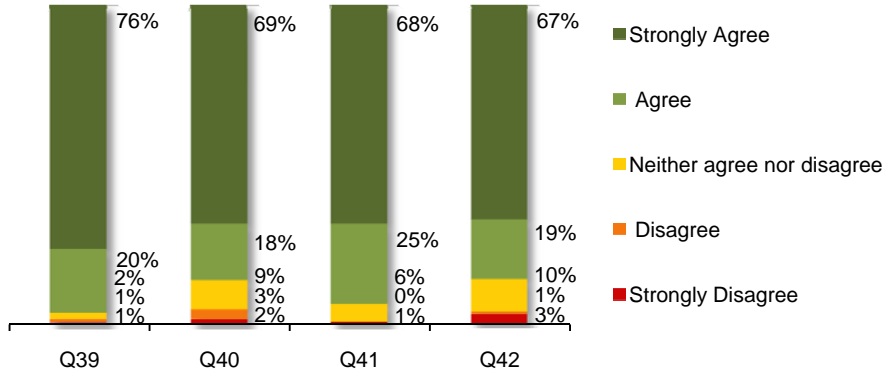
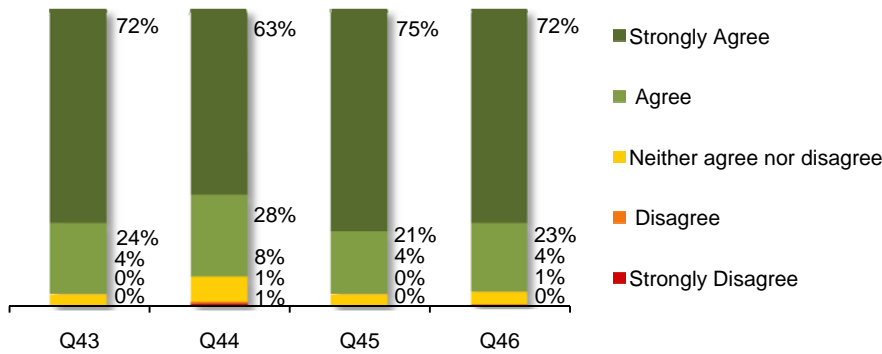


Figure 7.6.2. Curriculum and Instruction - West City



- Q39. I felt comfortable talking with my instructor(s).
- Q40. Instructors have been available for help outside of class.
- Q41. In general, instructors have been objective in their presentation of course materials.
- Q42. In general, instructors clearly explained how I would be graded.
- Q43. In general, instructors care about their students’ success.
- Q44. I believe my courses have prepared me well for future employment or additional education.
- Q45. Overall, I am satisfied with the course content in most of my classes.
- Q46. I am satisfied with the overall quality of instruction.

Academic Development

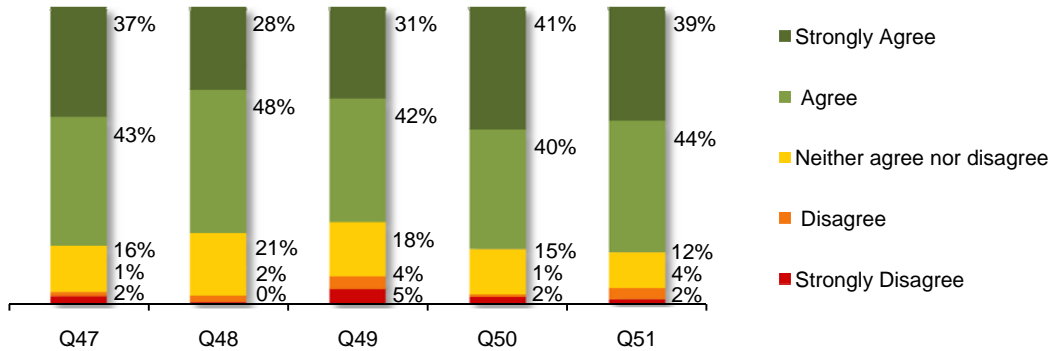
The survey items that comprised the Academic Development section assessed students’ perceptions of how their classes helped them develop written and oral communication skills, critical thinking skills, academic math abilities, workplace skills and the expected types of skills to be learned in the class. Students rated their level of agreement with each item on a scale that ranged from 1 (Strongly Disagree) to 5 (Strongly Agree), as well as 6 (I have not used this service/resource).

Centre City

The following Academic Development survey items received the highest mean scores (1= strongly disagree, 5= strongly agree) among students: the development of workplace skills (4.2), informed about the type of skills expected to be learned (4.2) and the development of written and oral skills (4.1). The Academic Development survey items with the lowest mean scores among students were: the development of critical thinking skills (4.0) and the development of academic math skills (3.9).

Students gave high ratings to the following Academic Development survey items (strongly agree and agree): informed about the type of skills expected to be learned (83%), the development of workplace skills (81%), the development of written and oral skills (80%), the development of critical thinking skills (76%) and the development of academic math skills (73%). The development of written and oral, math and workplace skills received a high percentage of students who responded to the “I have not used this service/resource” category (31%, 40% and 28%, respectively).

Figure 8.1. Academic Development - Centre City



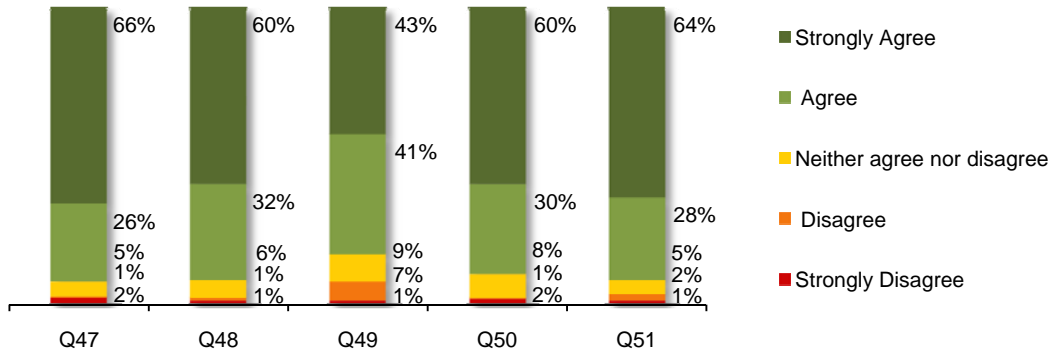
- Q47. My classes (i.e., English, math, etc.) have helped me develop my academic skills in written and oral communications.
- Q48. My classes have helped me develop my critical thinking skills.
- Q49. My classes have developed my academic abilities in math.
- Q50. My classes have helped me develop my workplace skills.
- Q51. My instructors have informed me about the types of skills I am expected to learn in my class.

Cesar Chavez

The following Academic Development survey items received the highest mean scores (1= strongly disagree, 5= strongly agree) among students: the development of workplace skills (4.5), informed about the type of skills expected to be learned (4.5), the development of written and oral skills (4.5) and the development of critical thinking skills (4.5). The Academic Development survey item with the lowest mean score among students was the development of academic math skills (4.2).

Students gave high ratings to the following Academic Development survey items (strongly agree and agree): the development of written and oral skills (92%), informed about the type of skills expected to be learned (92%), the development of critical thinking skills (92%), the development of workplace skills (90%) and the development of academic math skills (84%). The last item received a high percentage of students who responded to the “I have not used this service/resource” category (40%).

Figure 8.2. Academic Development - Cesar Chavez



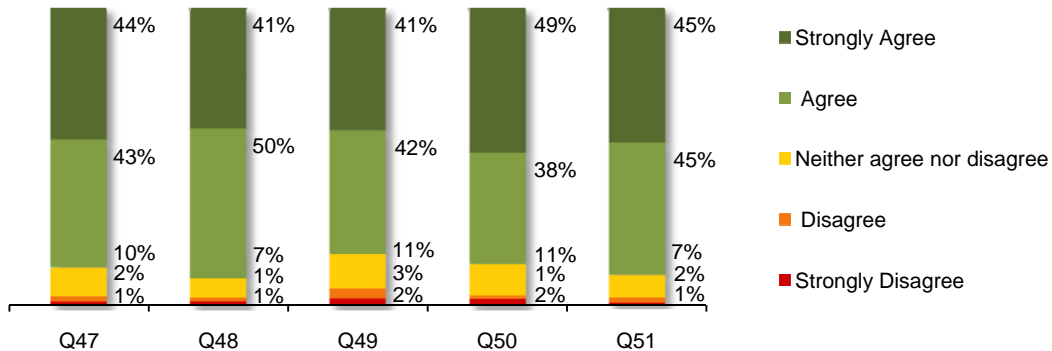
Q47. My classes (i.e., English, math, etc.) have helped me develop my academic skills in written and oral communications.
 Q48. My classes have helped me develop my critical thinking skills.
 Q49. My classes have developed my academic abilities in math.
 Q50. My classes have helped me develop my workplace skills.
 Q51. My instructors have informed me about the types of skills I am expected to learn in my class.

ECC

The following Academic Development survey items received the highest mean scores (1= strongly disagree, 5= strongly agree) among students: the development of workplace skills (4.3), informed about the type of skills expected to be learned (4.3), the development of written and oral skills (4.3) and the development of critical thinking skills (4.3). The Academic Development survey item with the lowest mean score among students was the development of academic math skills (4.2).

Students gave high ratings to the following Academic Development survey items (strongly agree and agree): the development of critical thinking skills (91%), informed about the type of skills expected to be learned (90%), the development of written and oral skills (87%), the development of workplace skills (87%) and the development of academic math skills (83%). The development of math and workplace skills received a high percentage of students who responded to the “I have not used this service/resource” category (33% and 22%, respectively).

Figure 8.3. Academic Development - ECC



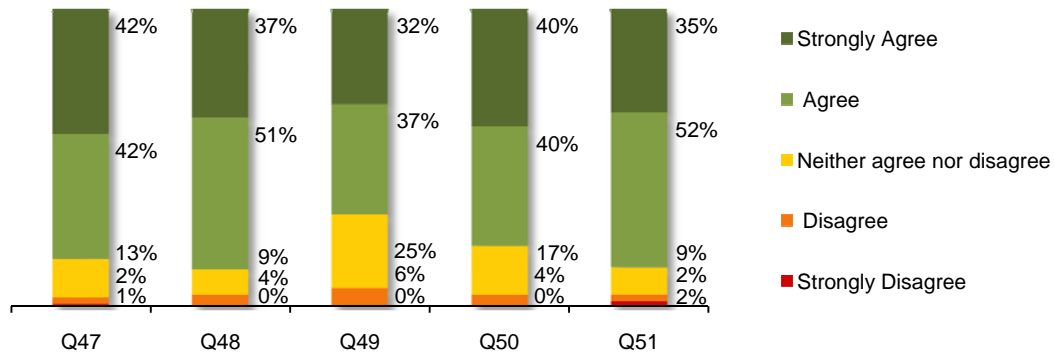
Q47. My classes (i.e., English, math, etc.) have helped me develop my academic skills in written and oral communications.
 Q48. My classes have helped me develop my critical thinking skills.
 Q49. My classes have developed my academic abilities in math.
 Q50. My classes have helped me develop my workplace skills.
 Q51. My instructors have informed me about the types of skills I am expected to learn in my class.

Mid-City

The following Academic Development survey items received the highest mean scores (1= strongly disagree, 5= strongly agree) among students: the development of workplace skills (4.2), informed about the type of skills expected to be learned (4.2), the development of written and oral skills (4.2), and the development of critical thinking skills (4.2). The Academic Development survey item with the lowest mean score among students was the development of academic math skills (4.0).

Students gave high ratings to the following Academic Development survey items (strongly agree and agree): the development of critical thinking skills (88%), informed about the type of skills expected to be learned (87%), the development of written and oral skills (84%) and the development of workplace skills (80%). Students gave somewhat high ratings to the development of academic math skills (69%). Approximately 46% of students surveyed indicated they have not used this service when responding to the development of academic math skills. This item also received a high percent of neutral responses (25%).

Figure 8.4. Academic Development - Mid-City



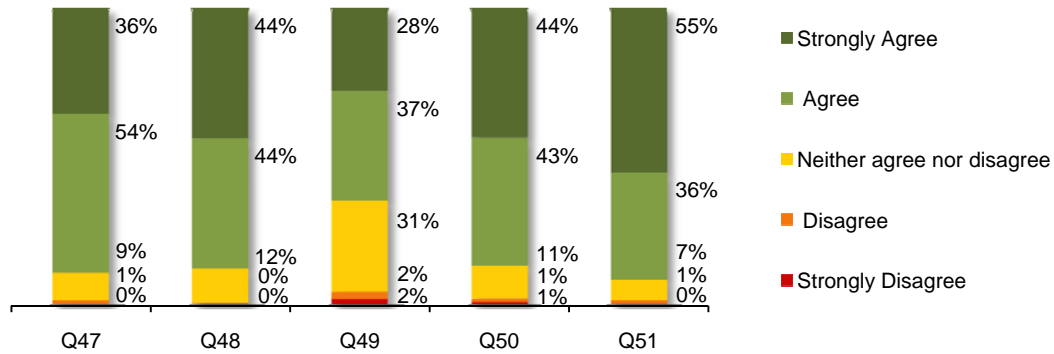
- Q47. My classes (i.e., English, math, etc.) have helped me develop my academic skills in written and oral communications.
- Q48. My classes have helped me develop my critical thinking skills.
- Q49. My classes have developed my academic abilities in math.
- Q50. My classes have helped me develop my workplace skills.
- Q51. My instructors have informed me about the types of skills I am expected to learn in my class.

North City

The following Academic Development survey items received the highest mean scores (1= strongly disagree, 5= strongly agree) among students: informed about the type of skills expected to be learned (4.5), the development of critical thinking skills (4.3), the development of workplace skills (4.3) and the development of written and oral skills (4.2). The Academic Development survey item with the lowest mean scores among students was the development of academic math skills (3.9).

Students gave high ratings to the following Academic Development survey items (strongly agree and agree): informed about the type of skills expected to be learned (91%), the development of written and oral skills (90%), the development of critical thinking skills (88%) and the development of workplace skills (87%). Students gave somewhat high ratings to the development of academic math skills (65%). Approximately 48% of students surveyed indicated they have not used this service when responding to the development of academic math skills. This item also received a high percent of neutral responses (31%). Furthermore, the development of written and oral, critical thinking and workplace skills received a high percentage of students who responded to the “I have not used this service/resource” category (32%, 19% and 31%, respectively).

Figure 8.5. Academic Development - North City



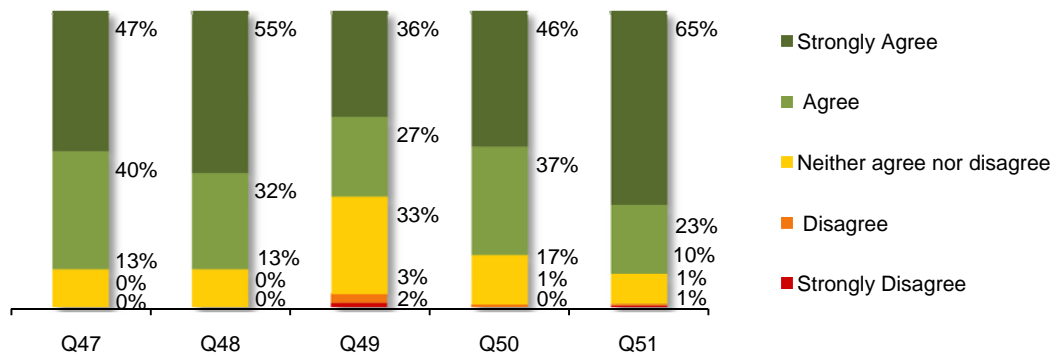
Q47. My classes (i.e., English, math, etc.) have helped me develop my academic skills in written and oral communications.
 Q48. My classes have helped me develop my critical thinking skills.
 Q49. My classes have developed my academic abilities in math.
 Q50. My classes have helped me develop my workplace skills.
 Q51. My instructors have informed me about the types of skills I am expected to learn in my class.

West City

The following Academic Development survey items received the highest mean scores (1= strongly disagree, 5= strongly agree) among students: informed about the type of skills expected to be learned (4.5), the development of critical thinking skills (4.4), the development of workplace skills (4.3) and the development of written and oral skills (4.3). The Academic Development survey item with the lowest mean score among students was the development of academic math skills (3.9).

Students gave high ratings to the following Academic Development survey items (strongly agree and agree): informed about the type of skills expected to be learned (88%), the development of written and oral skills (87%), the development of critical thinking skills (87%) and the development of workplace skills (83%). Students gave somewhat high ratings to the development of academic math skills (63%). Approximately 66% of students surveyed indicated they have not used this service when responding to the development of academic math skills. This item also received a high percent of neutral responses (33%). Furthermore, the development of written and oral, critical thinking and workplace skills received a high percentage of students who responded to the “I have not used this service/resource” category (41%, 29% and 50%, respectively).

Figure 8.6. Academic Development - West City



Q47. My classes (i.e., English, math, etc.) have helped me develop my academic skills in written and oral communications.
 Q48. My classes have helped me develop my critical thinking skills.
 Q49. My classes have developed my academic abilities in math.
 Q50. My classes have helped me develop my workplace skills.

Q51. My instructors have informed me about the types of skills I am expected to learn in my class.

Personal Development

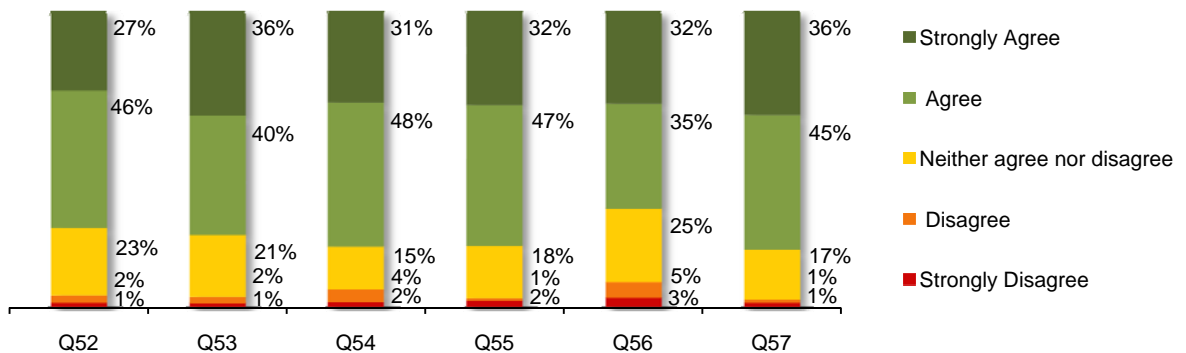
The survey items that comprised the Personal Development section assessed students’ perceptions of their overall personal development based upon their college experiences. This section covered having a better understanding and appreciation for human differences and other cultures, building communication skills, having a better understanding of the self and how classes have contributed towards improving and maintaining one’s health and thinking. Students rated their level of agreement with each item on a scale that ranged from 1 (Strongly Disagree) to 5 (Strongly Agree), as well as 6 (I have not used this service/resource).

Centre City

The following Personal Development survey items received the highest mean scores (1= strongly disagree, 5= strongly agree) among students: classes have helped improve one’s thinking (4.1), education has helped with the understanding of the self (4.1), classes helped develop communication skills (4.1), learning about other parts of the world and cultures (4.0) and an increased appreciation of human differences (4.0). The Academic Development survey item with the lowest mean score among students was classes have helped improve and/or maintain student general health (3.9).

Students gave high ratings to the following Personal Development survey items (strongly agree and agree): classes have helped improve one’s thinking (81%), learning about other parts of the world and cultures (80%), classes helped develop communication skills (79%), education has helped with the understanding of the self (76%) and an increased appreciation of human differences (73%). Students gave somewhat high ratings to classes have helped improve and/or maintain student general health (67%). Students that responded to having an increased appreciation of human differences, education has helped with the understanding of the self and classes have helped improve and/or maintain student general health received a relatively high percentage of neutral responses (23%, 21% and 25%, respectively)

Figure 9.1. Personal Development - Centre City



- Q52. After attending this school, I have a greater appreciation of human differences.
- Q53. My education has helped me to understand myself better.
- Q54. I have learned about other parts of the world and cultures.
- Q55. My classes have helped me develop my communication skills.
- Q56. My classes have helped me improve and/or maintain my health.
- Q57. My classes have helped improve my thinking.

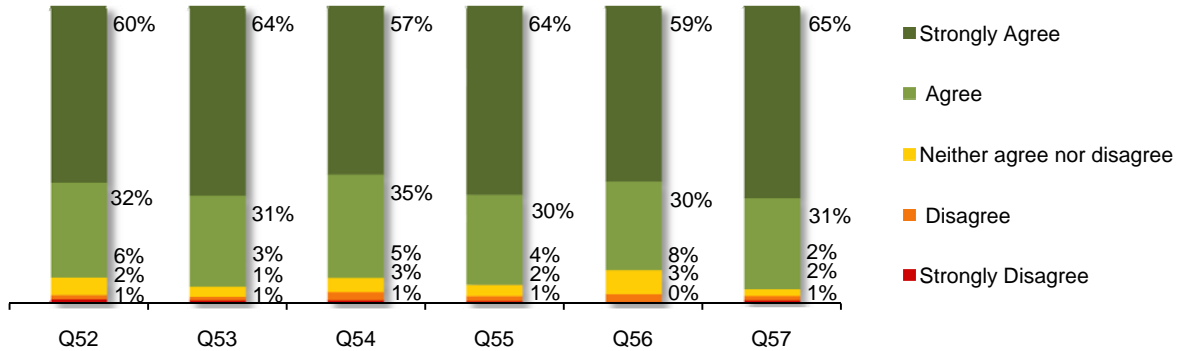
Cesar Chavez

The following Personal Development survey items received the highest mean scores (1= strongly disagree, 5= strongly agree) among students: classes have helped improve one’s thinking (4.6), education has helped with the understanding of the self (4.6), classes helped develop communication

skills (4.6), an increased appreciation of human differences (4.5) and classes have helped improve and/or maintain student general health (4.5). The Academic Development survey item with the lowest mean score among students was learning about other parts of the world and cultures (4.4).

Students gave high ratings to the following Personal Development survey items (strongly agree and agree): classes have helped improve one’s thinking (96%), education has helped with the understanding of the self (95%), classes helped develop communication skills (94%), learning about other parts of the world and cultures (92%), an increased appreciation of human differences (92%) and classes have helped improve and/or maintain student general health (89%).

Figure 9.2. Personal Development - Cesar Chavez



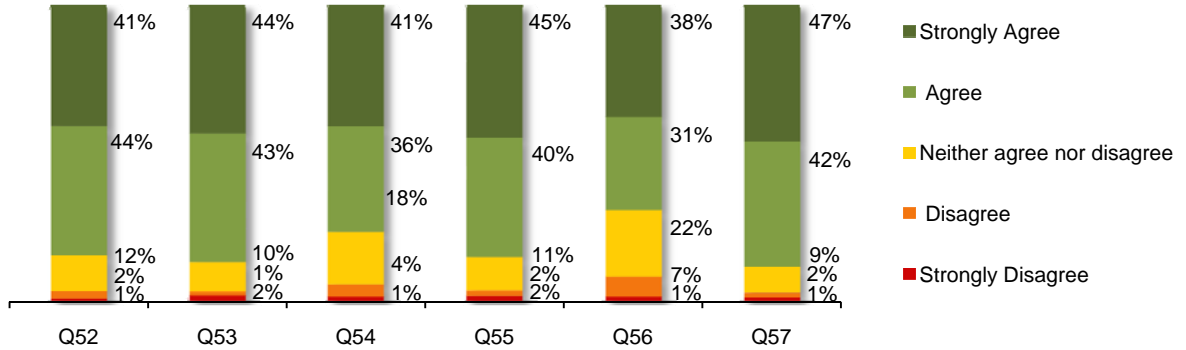
- Q52. After attending this school, I have a greater appreciation of human differences.
- Q53. My education has helped me to understand myself better.
- Q54. I have learned about other parts of the world and cultures.
- Q55. My classes have helped me develop my communication skills.
- Q56. My classes have helped me improve and/or maintain my health.
- Q57. My classes have helped improve my thinking.

ECC

The following Personal Development survey items received the highest mean scores (1= strongly disagree, 5= strongly agree) among students: classes have helped improve one’s thinking (4.3), education has helped with the understanding of the self (4.3), classes helped develop communication skills (4.3), an increased appreciation of human differences (4.2) and learning about other parts of the world and cultures (4.1). The Academic Development survey item with the lowest mean score among students was classes have helped improve and/or maintain student general health (4.0).

Students gave high ratings to the following Personal Development survey items (strongly agree and agree): classes have helped improve one’s thinking (89%), education has helped with the understanding of the self (87%), classes helped develop communication skills (85%), an increased appreciation of human differences (85%), learning about other parts of the world and cultures (77%) and classes have helped improve and/or maintain student general health (69%). Students who responded to learning about other parts of the world and cultures and classes have helped improve and/or maintain student general health received a relatively high percentage of neutral ratings (18% and 22%, respectively).

Figure 9.3. Personal Development - ECC



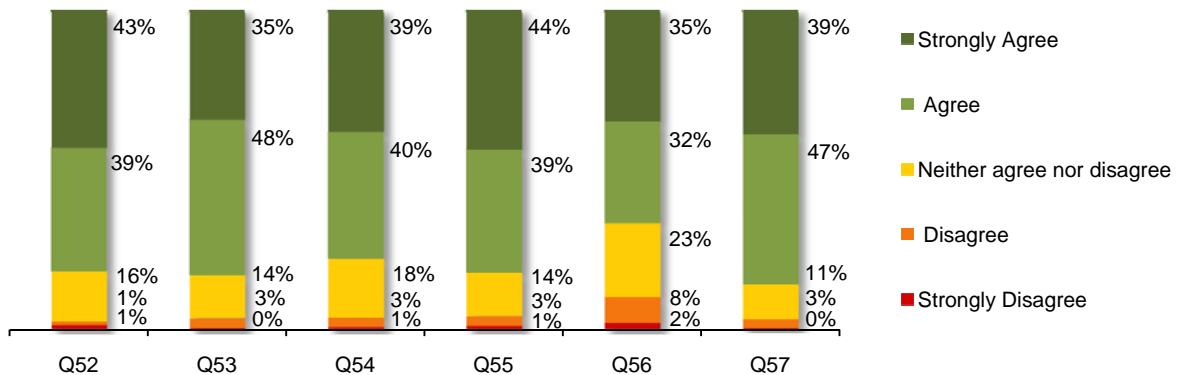
- Q52. After attending this school, I have a greater appreciation of human differences.
- Q53. My education has helped me to understand myself better.
- Q54. I have learned about other parts of the world and cultures.
- Q55. My classes have helped me develop my communication skills.
- Q56. My classes have helped me improve and/or maintain my health.
- Q57. My classes have helped improve my thinking.

Mid-City

The following Personal Development survey items received the highest mean scores (1= strongly disagree, 5= strongly agree) among students: classes have helped improve one’s thinking (4.2), classes helped develop communication skills (4.2), an increased appreciation of human differences (4.2), education has helped with the understanding of the self (4.1) and learning about other parts of the world and cultures (4.1). The Academic Development survey item with the lowest mean score among students was classes have helped improve and/or maintain student general health (3.9).

Students gave high ratings to the following Personal Development survey items (strongly agree and agree): classes have helped improve one’s thinking (86%), education has helped with the understanding of the self (83%), classes helped develop communication skills (83%), an increased appreciation of human differences (82%) and learning and about other parts of the world and cultures (79%). Students gave somewhat high ratings to classes have helped improve and/or maintain student general health (67%). This survey item received a high percentage of neutral responses (23%).

Figure 9.4. Personal Development - Mid-City



- Q52. After attending this school, I have a greater appreciation of human differences.
- Q53. My education has helped me to understand myself better.
- Q54. I have learned about other parts of the world and cultures.
- Q55. My classes have helped me develop my communication skills.
- Q56. My classes have helped me improve and/or maintain my health.

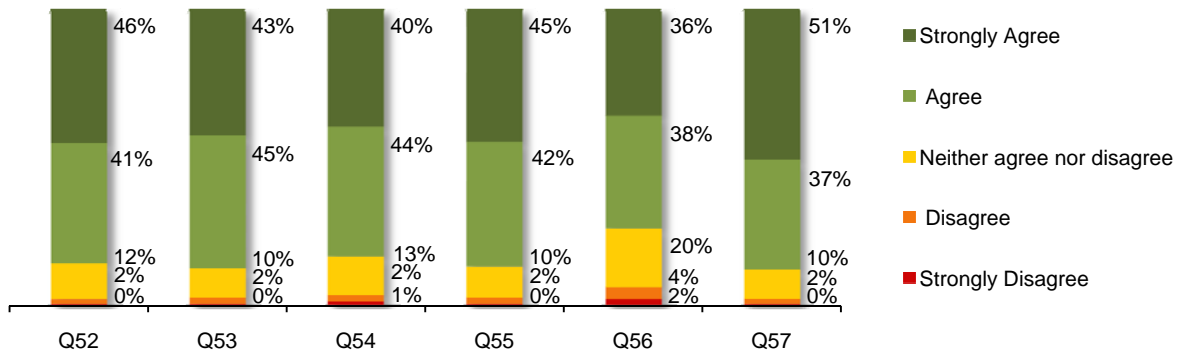
Q57. My classes have helped improve my thinking.

North City

The following Personal Development survey items received the highest mean scores (1= strongly disagree, 5= strongly agree) among students: classes have helped improve one’s thinking (4.4), classes helped develop communication skills (4.3), an increased appreciation of human differences (4.3), education has helped with the understanding of the self (4.3) and learning about other parts of the world and cultures (4.2). The Academic Development survey item with the lowest mean score among students was classes have helped improve and/or maintain student general health (4.0).

Students gave high ratings to the following Personal Development survey items (strongly agree and agree): classes have helped improve one’s thinking (88%), education has helped with the understanding of the self (88%), classes helped develop communication skills (87%), an increased appreciation of human differences (87%), learning about other parts of the world and cultures (84%) and classes have helped improve and/or maintain student general health (74%). This survey item received a high percentage of neutral responses (20%).

Figure 9.5. Personal Development - North City



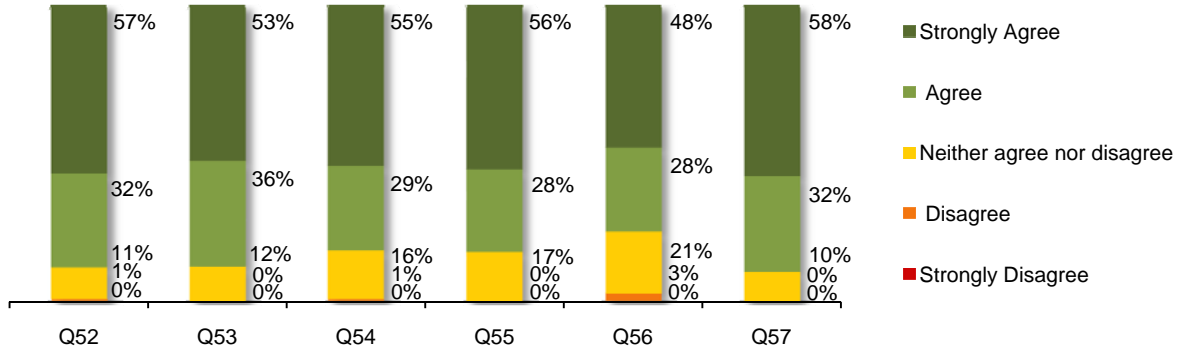
- Q52. After attending this school, I have a greater appreciation of human differences.
- Q53. My education has helped me to understand myself better.
- Q54. I have learned about other parts of the world and cultures.
- Q55. My classes have helped me develop my communication skills.
- Q56. My classes have helped me improve and/or maintain my health.
- Q57. My classes have helped improve my thinking.

West City

The following Personal Development survey items received the highest mean scores (1= strongly disagree, 5= strongly agree) among students: classes have helped improve one’s thinking (4.5), an increased appreciation of human differences (4.5), education has helped with the understanding of the self (4.4), classes helped develop communication skills (4.4) and learning about other parts of the world and cultures (4.4). The Academic Development survey item with the lowest mean score among students was classes have helped improve and/or maintain student general health (4.2).

Students gave high ratings to the following Personal Development survey items (strongly agree and agree): classes have helped improve one’s thinking (90%), an increased appreciation of human differences (89%), education has helped with the understanding of the self (89%), classes helped develop communication skills (84%), learning about other parts of the world and cultures (84%) and classes have helped improve and/or maintain student general health (76%). This survey item received a high percentage of neutral responses (21%).

Figure 9.6. Personal Development - West City



- Q52. After attending this school, I have a greater appreciation of human differences.
- Q53. My education has helped me to understand myself better.
- Q54. I have learned about other parts of the world and cultures.
- Q55. My classes have helped me develop my communication skills.
- Q56. My classes have helped me improve and/or maintain my health.
- Q57. My classes have helped improve my thinking.

Physical Facilities

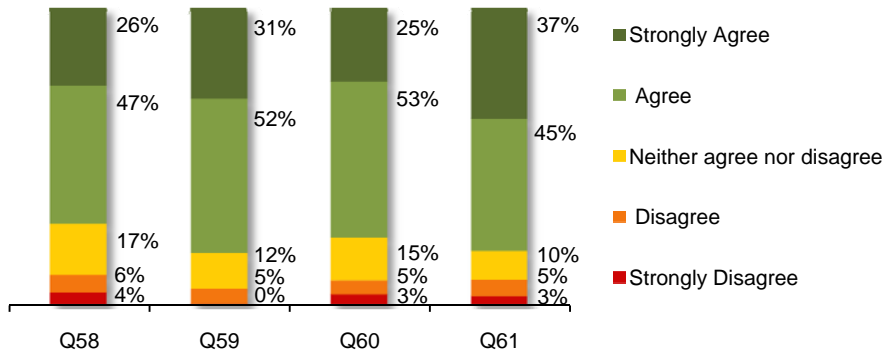
The survey items that comprised the Physical Facilities section assessed the adequacy of maintaining the college grounds, the sufficiency of available open computer labs to meet student educational needs, the ease of getting around campus facilities and the adequacy of the classroom facilities for learning purposes. Students rated their level of agreement with each item on a scale that ranged from 1 (Strongly Disagree) to 5 (Strongly Agree), as well as 6 (I have not used this service/resource).

Centre City

The following Physical Facilities survey items received the highest mean scores (1= strongly disagree, 5= strongly agree) among students: classroom facilities are adequate for learning (4.1) and accessibility of campus facilities (4.1). The Physical Facilities survey items with the lowest mean scores among students were: the adequate maintenance of the grounds (3.9) and the availability of computer labs (3.9).

Students gave high ratings to the following Physical Facilities survey items (strongly agree and agree): accessibility of campus facilities (83%), classroom facilities are adequate for learning (82%), the adequate maintenance of the grounds (78%) and the availability of computer labs (73%). All four items received a high percentage of students who responded to the “I have not used this service/resource” category (23%-45%).

Figure 10.1. Physical Facilities - Centre City



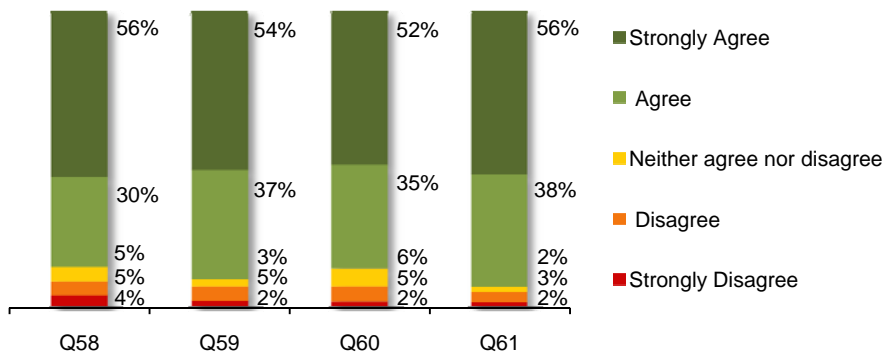
Q58. The availability of computer labs is sufficient to meet my educational needs.
 Q59. It is easy to get in and out of campus buildings, classrooms and restrooms.
 Q60. The grounds are adequately maintained.
 Q61. In general, classroom facilities are adequate for learning.

Cesar Chavez

The following Physical Facilities survey items received high mean scores (1= strongly disagree, 5= strongly agree) among students: classroom facilities are adequate for learning (4.4), accessibility of campus facilities (4.4), the adequate maintenance of the grounds (4.3) and the availability of computer labs (4.3).

Students gave high ratings to the following Physical Facilities survey items (strongly agree and agree): classroom facilities are adequate for learning (94%), accessibility of campus facilities (91%), the adequate maintenance of the grounds (87%) and the availability of computer labs (86%). Approximately one-third of students (32%) responded to the “I have not used this service/resource” category for the availability of computer labs item.

Figure 10.2. Physical Facilities - Cesar Chavez



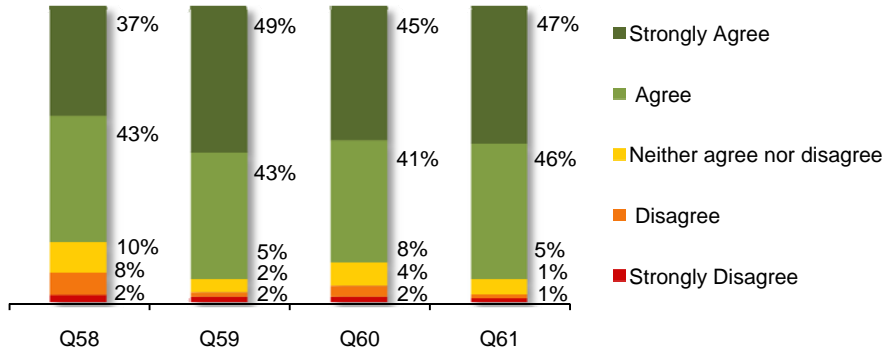
Q58. The availability of computer labs is sufficient to meet my educational needs.
 Q59. It is easy to get in and out of campus buildings, classrooms and restrooms.
 Q60. The grounds are adequately maintained.
 Q61. In general, classroom facilities are adequate for learning.

ECC

The following Physical Facilities survey items received the highest mean scores (1= strongly disagree, 5= strongly agree) among students: classroom facilities are adequate for learning (4.4), accessibility of campus facilities (4.4) and the adequate maintenance of the grounds (4.3). The Physical Facilities survey item with the lowest mean score among students was the availability of computer labs (4.1).

Students gave high ratings to the following Physical Facilities survey items (strongly agree and agree): classroom facilities are adequate for learning (93%), accessibility of campus facilities (92%), the adequate maintenance of the grounds (86%) and the availability of computer labs (80%). Approximately one-third of students (35%) responded to the “I have not used this service/resource” category for the availability of computer labs item.

Figure 10.3. Physical Facilities - ECC



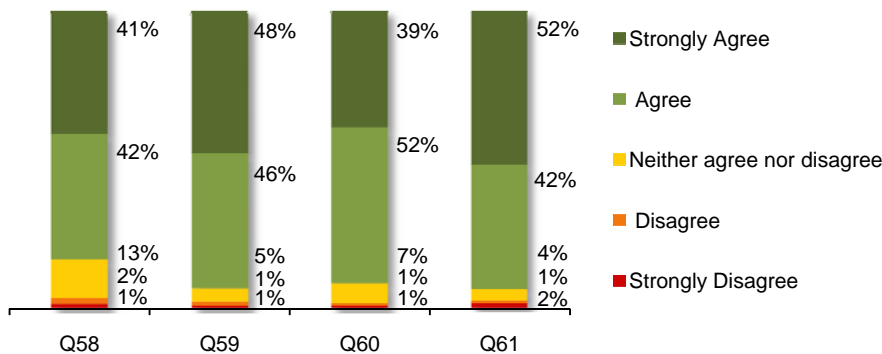
Q58. The availability of computer labs is sufficient to meet my educational needs.
 Q59. It is easy to get in and out of campus buildings, classrooms and restrooms.
 Q60. The grounds are adequately maintained.
 Q61. In general, classroom facilities are adequate for learning.

Mid-City

The following Physical Facilities survey items received the highest mean scores (1= strongly disagree, 5= strongly agree) among students: classroom facilities are adequate for learning (4.4), accessibility of campus facilities (4.4) and the adequate maintenance of the grounds (4.3). The Physical Facilities survey item with the lowest mean score among students was the availability of computer labs (4.2).

Students gave high ratings to the following Physical Facilities survey items (strongly agree and agree): classroom facilities are adequate for learning (94%), accessibility of campus facilities (94%), the adequate maintenance of the grounds (91%) and the availability of computer labs (83%). Approximately one-third of students (35%) responded to the “I have not used this service/resource” category for the availability of computer labs item.

Figure 10.4. Physical Facilities - Mid-City



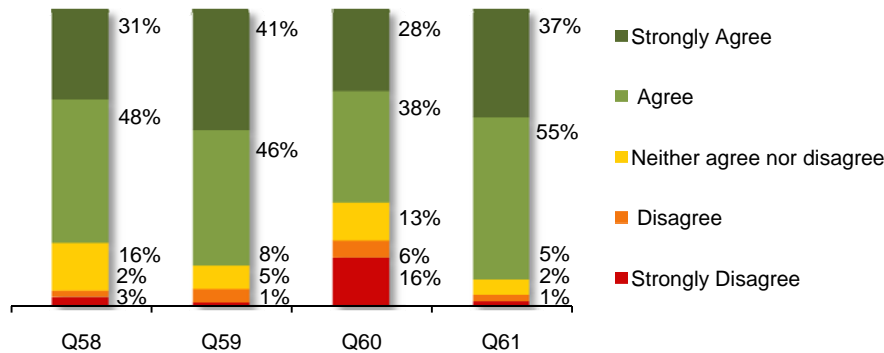
Q58. The availability of computer labs is sufficient to meet my educational needs.
 Q59. It is easy to get in and out of campus buildings, classrooms and restrooms.
 Q60. The grounds are adequately maintained.
 Q61. In general, classroom facilities are adequate for learning.

North City

The following Physical Facilities survey items received the highest mean scores (1= strongly disagree, 5= strongly agree) among students: classroom facilities are adequate for learning (4.2), accessibility of campus facilities (4.2) and the availability of computer labs (4.0). The Physical Facilities survey item with the lowest mean score among students was the adequate maintenance of the grounds (3.6).

Students gave high ratings to the following Physical Facilities survey items (strongly agree and agree): classroom facilities are adequate for learning (91%), accessibility of campus facilities (87%) and the availability of computer labs (79%). The Physical Facilities survey item that received somewhat high ratings among students was the adequate maintenance of the grounds (66%). Furthermore, a substantial percentage of respondents also (22%) disagreed (strongly disagree and disagree) that the grounds were adequately maintained. Approximately half of the students (45%) responded to the “I have not used this service/resource” category for the availability of computer labs item.

Figure 10.5. Physical Facilities - North City



Q58. The availability of computer labs is sufficient to meet my educational needs.

Q59. It is easy to get in and out of campus buildings, classrooms and restrooms.

Q60. The grounds are adequately maintained.

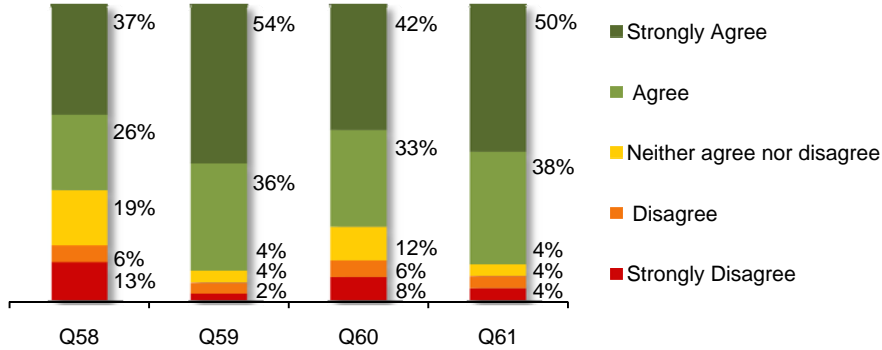
Q61. In general, classroom facilities are adequate for learning.

West City

The following Physical Facilities survey items received the highest mean scores (1= strongly disagree, 5= strongly agree) among students: accessibility of campus facilities (4.4) and classroom facilities are adequate for learning (4.3) The Physical Facilities survey items with the lowest mean scores among students were: the adequate maintenance of the grounds (4.0) and the availability of computer labs (3.7).

Students gave high ratings to the following Physical Facilities survey items (strongly agree and agree): accessibility of campus facilities (90%), classroom facilities are adequate for learning (88%) and the adequate maintenance of the grounds (75%). The Physical Facilities survey item that received somewhat high ratings was the availability of computer labs (63%). This survey item also had 19% of students who disagreed (strongly disagree and disagree), 19% of students who responded neutral to the statement and 56% of students who responded to the “I have not used this service/resource” category.

Figure 10.6. Physical Facilities - West City



Q58. The availability of computer labs is sufficient to meet my educational needs.

Q59. It is easy to get in and out of campus buildings, classrooms and restrooms.

Q60. The grounds are adequately maintained.

Q61. In general, classroom facilities are adequate for learning.

Decision-making Roles and Processes

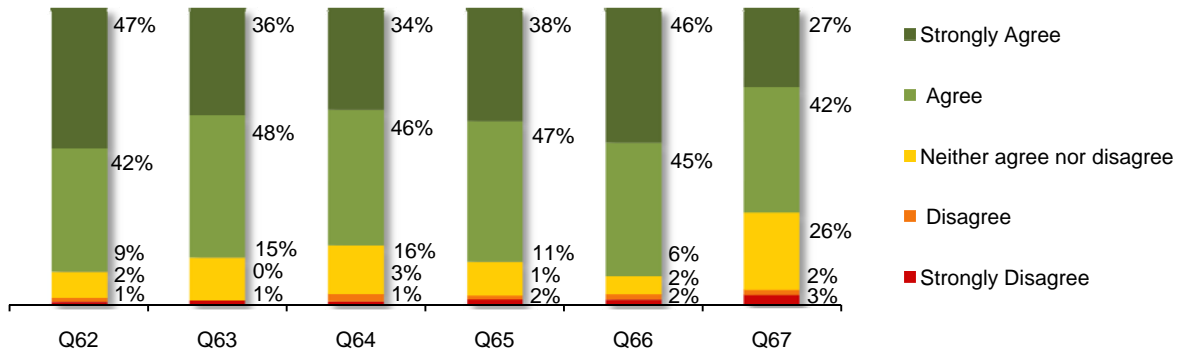
The survey items that comprised the Decision-making Roles and Processes section assessed the extent to which staff members have been helpful towards students and whether students feel valued, a sense of belonging and safe on campus. This section also covered whether students are being treated with respect and have a voice in the matters associated with programs and services offered at the campus. Students rated their level of agreement with each item on a scale that ranged from 1 (Strongly Disagree) to 5 (Strongly Agree), as well as 6 (I have not used this service/resource).

Centre City

The following Decision-making Roles and Processes survey items received the highest mean scores (1= strongly disagree, 5= strongly agree) among students: helpfulness of staff (4.3), being treated with respect (4.3), feeling safe on campus (4.2), feeling valued as a student (4.2) and a sense of belonging to the school (4.1). The Decision-making Roles and Processes survey item with the lowest mean score among students was students having a voice in matters related to programs and services (3.9).

Students gave high ratings to the following Decision-making Roles and Processes survey items (strongly agree and agree): being treated with respect (91%), helpfulness of staff (89%), feeling safe on campus (85%), feeling valued as a student (84%) and a sense of belonging to the school (80%). The Decision-making Roles and Processes survey item that received somewhat high ratings was students having a voice in matters related to programs and services (69%). A large percentage of students (26%) rated this item as neutral.

Figure 11.1. Decision-making Roles and Processes - Centre City



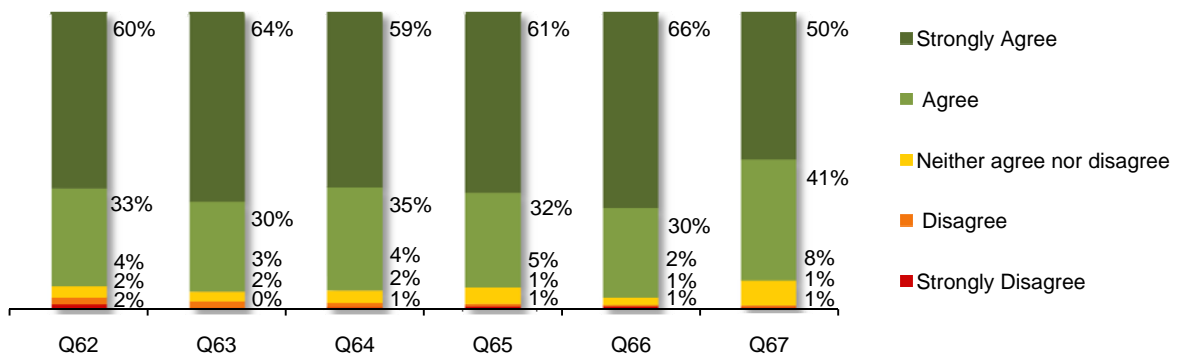
- Q62. Staff members have been helpful.
- Q63. I feel valued as a student.
- Q64. I feel a sense of belonging in this school.
- Q65. I feel safe on campus.
- Q66. I am treated with respect.
- Q67. Students have a voice in matters related to programs and services.

Cesar Chavez

The following Decision-making Roles and Processes survey items received the highest mean scores (1= strongly disagree, 5= strongly agree) among students: being treated with respect (4.6), feeling valued as a student (4.6), feeling safe on campus (4.5), helpfulness of staff (4.5) and a sense of belonging to the school (4.5). The Decision-making Roles and Processes survey item with the lowest mean score among students was students having a voice in matters related to programs and services (4.4).

Students gave high ratings to the following Decision-making Roles and Processes survey items (strongly agree and agree): being treated with respect (96%), feeling valued as a student (94%), a sense of belonging to the school (94%), feeling safe on campus (93%), helpfulness of staff (93%) and students having a voice in matters related to programs and services (91%).

Figure 11.2. Decision-making Roles and Processes - Cesar Chavez



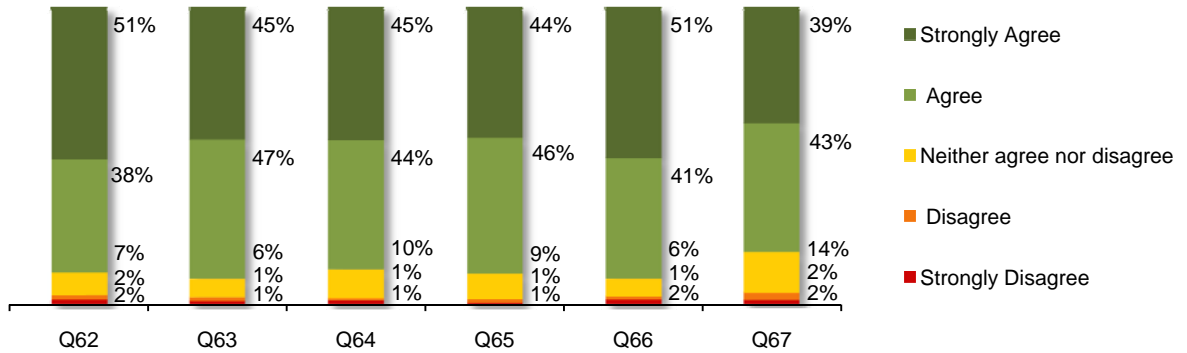
- Q62. Staff members have been helpful.
- Q63. I feel valued as a student.
- Q64. I feel a sense of belonging in this school.
- Q65. I feel safe on campus.
- Q66. I am treated with respect.
- Q67. Students have a voice in matters related to programs and services.

ECC

The following Decision-making Roles and Processes survey items received the highest mean scores (1= strongly disagree, 5= strongly agree) among students: being treated with respect (4.4), helpfulness of staff (4.4), feeling valued as a student (4.3), feeling safe on campus (4.3) and a sense of belonging to the school (4.3). The Decision-making Roles and Processes survey item with the lowest mean score among students was students having a voice in matters related to programs and services (4.2).

Students gave high ratings to the following Decision-making Roles and Processes survey items (strongly agree and agree): being treated with respect (92%), feeling valued as a student (92%), feeling safe on campus (90%), helpfulness of staff (89%), a sense of belonging to the school (89%) and students having a voice in matters related to programs and services (82%).

Figure 11.3. Decision-making Roles and Processes - ECC



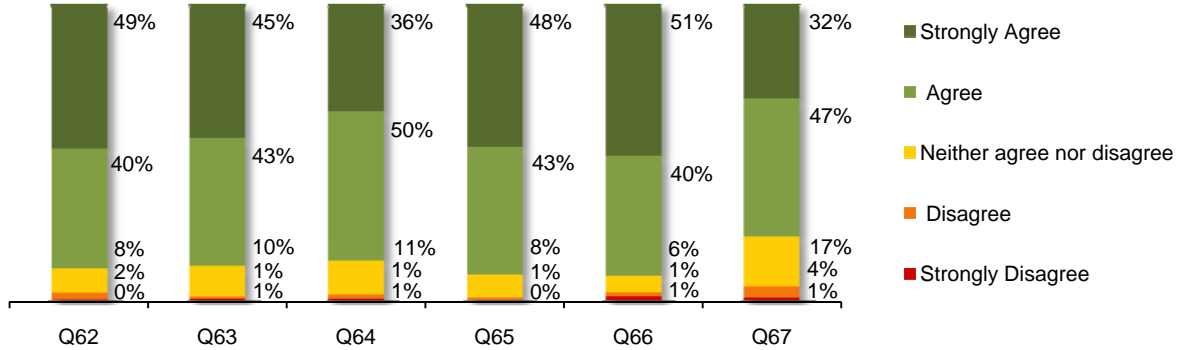
- Q62. Staff members have been helpful.
- Q63. I feel valued as a student.
- Q64. I feel a sense of belonging in this school.
- Q65. I feel safe on campus.
- Q66. I am treated with respect.
- Q67. Students have a voice in matters related to programs and services.

Mid-City

The following Decision-making Roles and Processes survey items received the highest mean scores (1= strongly disagree, 5= strongly agree) among students: being treated with respect (4.4), feeling safe on campus (4.4), helpfulness of staff (4.4), feeling valued as a student (4.3) and a sense of belonging to the school (4.2). The Decision-making Roles and Processes survey item with the lowest mean score among students was students having a voice in matters related to programs and services (4.0).

Students gave high ratings to the following Decision-making Roles and Processes survey items (strongly agree and agree): being treated with respect (91%), feeling safe on campus (91%), helpfulness of staff (89%), feeling valued as a student (88%), a sense of belonging to the school (86%) and students having a voice in matters related to programs and services (79%).

Figure 11.4. Decision-making Roles and Processes - Mid-City



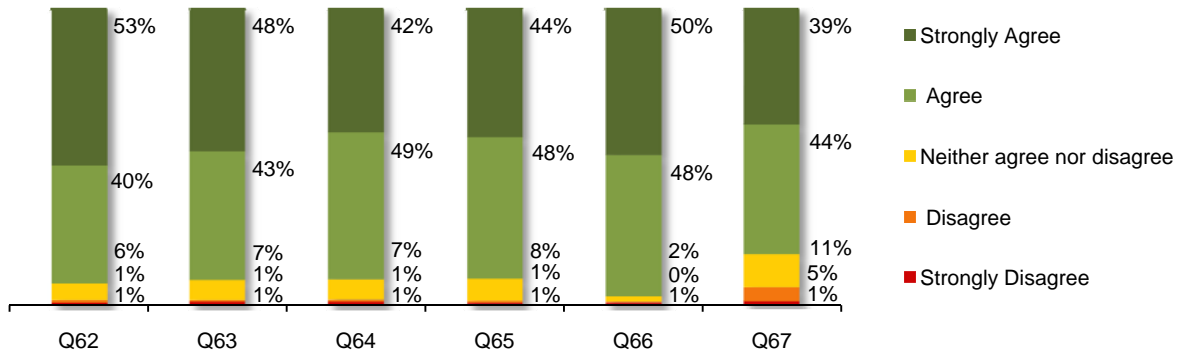
- Q62. Staff members have been helpful.
- Q63. I feel valued as a student.
- Q64. I feel a sense of belonging in this school.
- Q65. I feel safe on campus.
- Q66. I am treated with respect.
- Q67. Students have a voice in matters related to programs and services.

North City

The following Decision-making Roles and Processes survey items received the highest mean scores (1= strongly disagree, 5= strongly agree) among students: being treated with respect (4.5), helpfulness of staff (4.4), feeling valued as a student (4.4), feeling safe on campus (4.3) and a sense of belonging to the school (4.3). The Decision-making Roles and Processes survey item with the lowest mean score among student was students having a voice in matters related to programs and services (4.2).

Students gave high ratings to the following Decision-making Roles and Processes survey items (strongly agree and agree): being treated with respect (98%), helpfulness of staff (93%), feeling valued as a student (91%), feeling safe on campus (92%), a sense of belonging to the school (91%) and students having a voice in matters related to programs and services (83%).

Figure 11.5. Decision-making Roles and Processes - North City



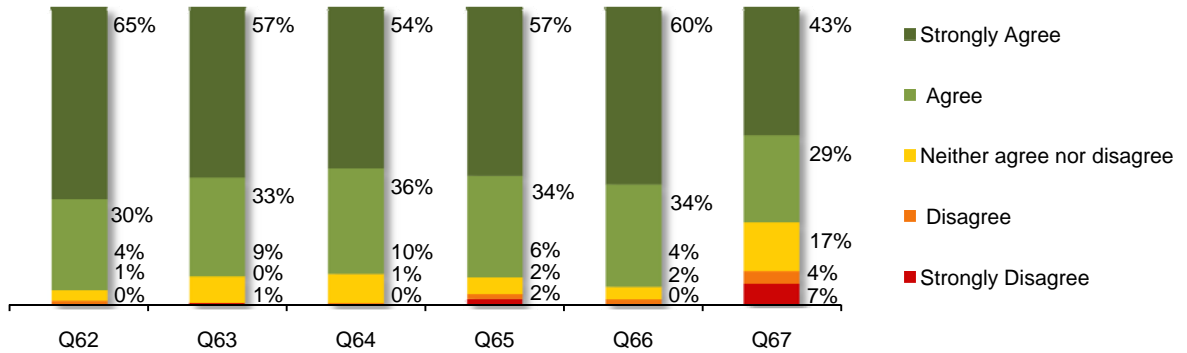
- Q62. Staff members have been helpful.
- Q63. I feel valued as a student.
- Q64. I feel a sense of belonging in this school.
- Q65. I feel safe on campus.
- Q66. I am treated with respect.
- Q67. Students have a voice in matters related to programs and services.

West City

The following Decision-making Roles and Processes survey items received the highest mean scores (1= strongly disagree, 5= strongly agree) among students: helpfulness of staff (4.6), being treated with respect (4.5), feeling valued as a student (4.5), feeling safe on campus (4.4) and a sense of belonging to the school (4.4). The Decision-making Roles and Processes survey item with the lowest mean score among students was students having a voice in matters related to programs and services (4.0).

Students gave high ratings to the following Decision-making Roles and Processes survey items (strongly agree and agree): helpfulness of staff (95%), being treated with respect (94%), feeling valued as a student (90%), feeling safe on campus (91%), a sense of belonging to the school (90%) and students having a voice in matters related to programs and services (72%).

Figure 11.6. Decision-making Roles and Processes - West City



- Q62. Staff members have been helpful.
- Q63. I feel valued as a student.
- Q64. I feel a sense of belonging in this school.
- Q65. I feel safe on campus.
- Q66. I am treated with respect.
- Q67. Students have a voice in matters related to programs and services.

Appendix A

Survey Instrument



Continuing Education Feedback Survey San Diego Community College District

This survey is designed to measure your satisfaction with the quality of various services provided in Continuing Education. Please select answers based on your Continuing Education experience. Your input will help Continuing Education strengthen future educational programs and services. **All information you share with us will be used for research purposes only and will be completely anonymous. Please only participate once. Thanks!**

Directions:

- 1) Fill in the circle completely, like this: ● ○ ○ ○ ○
 Do not mark your answer like this: ○ ○ ○ ○ ○
 2) Use black/blue pen or #2 pencil.

1. Which school do you primarily attend?

- | | |
|---------------------------------------|--|
| 1) Cesar Chavez | 4) Mid-City |
| 2) Centre City (Skills Center) | 5) North City (Aero, LVPC, Miramar) |
| 3) Educational Cultural Complex (ECC) | 6) West City (Midway, Clairemont, Mission Bay) |

2. When do you primarily attend classes?

- | | | |
|-------------------|-------------------|-----------------------------|
| 1) In the daytime | 2) In the evening | 3) Both daytime and evening |
|-------------------|-------------------|-----------------------------|

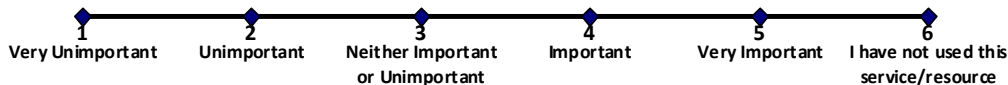
3. What type of classes do you primarily attend?

- | | |
|---|---|
| 1) ESL | 5) DSPTS (Disability Support Programs and Services) |
| 2) HS Diploma/GED/ABE/Basic Skills | 6) Business Information Technology (computers) |
| 3) Vocational (Certificate Programs) | 7) Parenting |
| 4) Citizenship | 9) Older Adult |
| 5) Consumer Sciences (clothing and textiles, foods and nutrition) | |

Part I: Student Services

Based on your experience with this college, please mark the level of **IMPORTANCE** and your level of **SATISFACTION** with the **overall quality** of the areas listed below:

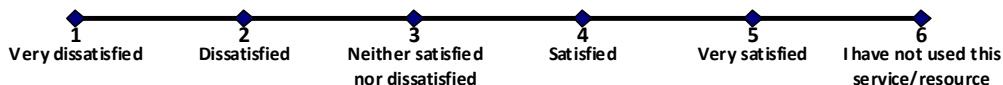
Please rate the level of importance of the quality of the following services/resources using the scale below:



4. Course Registration
5. Instruction
6. Bookstore
7. Assessment Services
8. Associated Student Body (ASB)
9. Counseling Services
10. DSPTS (Disability Support Programs and Services)
11. Parking



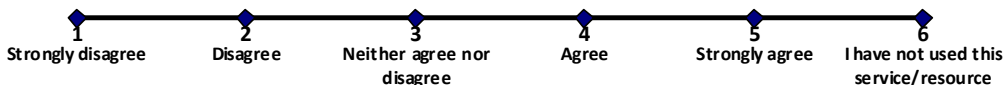
Please rate your level of satisfaction with the following statements using the scale below:



- 12. Course Registration
- 13. Instruction
- 14. Bookstore
- 15. Assessment Services
- 16. Associated Student Body (ASB)
- 17. Counseling Services
- 18. DSPS (Disability Support Programs and Services)
- 19. Parking

Part II: Student Experiences

Please rate your level of agreement with the following statements using the scale below:



Enrollment and Course Registration

- 20. It was easy to register for classes.
- 21. Staff was helpful throughout the enrollment process.
- 22. The information presented in the class schedule was easy to understand.
- 23. The information on the website was easy to understand.
- 24. Overall, I was satisfied with the enrollment process.

Orientation

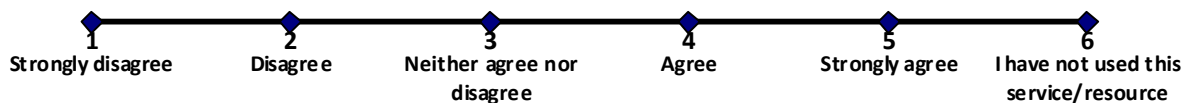
- 25. By attending a student orientation, I became more familiar with Continuing Education's programs and services.
- 26. The student orientation I attended was well organized.
- 27. Student orientation was effective in helping me adjust to being in school.

Assessment

- 28. The assessment/placement test helped me enroll in the appropriate class.
- 29. Counselors/staff clearly explained the assessment results to me.
- 30. Assessment/placement tests were offered at times that were convenient for me.

Counseling Services

- 31. Counselors were available at times that were convenient for me.
- 32. The counseling sessions(s) have helped me clarify my educational goal.
- 33. The counseling sessions have helped me select the courses I need to reach my educational goal.
- 34. Counselors have been concerned about my academic success.
- 35. In general, counselors care about me as an individual.



36. DSPS (Disability Support Programs and Services) services have been available when I need them.

Follow-up of Student Educational Progress

37. I have been adequately informed about my academic status.

38. My school has helped me improve my academic performance.

Curriculum and Instruction

39. I felt comfortable talking with my instructor(s).

40. Instructors have been available for help outside of class.

41. In general, instructors have been objective in their presentation of course materials.

42. In general, instructors clearly explained how I would be graded.

43. In general, instructors care about their students' success.

44. I believe my courses have prepared me well for future employment or additional education.

45. Overall, I am satisfied with the course content in most of my classes.

46. I am satisfied with the overall quality of instruction.

Academic Development

47. My classes (i.e., English, math, etc.) have helped me develop my academic skills in written and oral communications.

48. My classes have helped me develop my critical thinking skills.

49. My classes have developed my academic abilities in math.

50. My classes have helped me develop my workplace skills.

51. My instructors have informed me about the types of skills I am expected to learn in my class.

Personal Development

52. After attending this school, I have a greater appreciation of human differences.

53. My education has helped me to understand myself better.

54. I have learned about other parts of the world and cultures.

55. My classes have helped me develop my communication skills.

56. My classes have helped me improve and/or maintain my health.

57. My classes have helped improve my thinking.

Physical Facilities

58. The availability of computer labs is sufficient to meet my educational needs.

59. It is easy to get in and out of campus buildings, classrooms and restrooms.

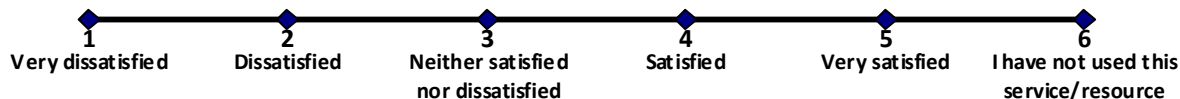
60. The grounds are adequately maintained.

61. In general, classroom facilities are adequate for learning.

Decision-making Roles and Processes

62. Staff members have been helpful.





- 63. I feel valued as a student.
- 64. I feel a sense of belonging in this school.
- 65. I feel safe on campus.
- 66. I am treated with respect.
- 67. Students have a voice in matters related to programs and services.

Part III: Tell Us About Yourself

The following questions are for categorization purposes only.

- 68. How many hours do you spend at school in a typical week?
 - 1) 1-5 hours
 - 2) 6-10 hours
 - 3) 11-15 hours
 - 4) 16-25 hours
 - 5) More than 25 hours

- 69. What is the highest level of formal education you have completed?
 - 1) 8th Grade or Below
 - 2) Some High School
 - 3) High School Graduate/GED
 - 4) Some College
 - 5) AA Degree
 - 6) BA Degree
 - 7) Graduate Degree

- 70. How long have you been attending San Diego Continuing Education classes?
 - 1) 1-5 months
 - 2) 6-12 months
 - 3) 1-2 years
 - 4) 2-5 years
 - 5) More than 5 years

- 71. What is your gender?
 - 1) Female
 - 2) Male

- 72. What is your age group?
 - 1) Under 18
 - 2) 18-24
 - 3) 25-29
 - 4) 30-39
 - 5) 40-49
 - 6) 50 or more

- 73. What is your ethnicity?
 - 1) African American/Black Non-Hispanic
 - 2) American Indian/Alaskan Native
 - 3) Asian/Pacific Islander
 - 4) Filipino
 - 5) Hispanic/Latino
 - 6) White Non-Hispanic
 - 7) Other Non-White

Comments:

Please record your comments on the right side of the response form.

1. Please add other comments or suggestions related to Instruction, Instructional support services, and/or Instructional facilities at the college.
2. Please add other comments or suggestions related to Student Services and student support programs, and/or Student Services facilities at the college.
3. Please add other comments or suggestions related to your overall experience at this college.

Thank you for taking the survey!

Appendix B

Item Analysis

2009 Continuing Education Student Satisfaction Survey

Centre City

Q1		
	Count	Percent
Cesar Chavez	5	2%
Centre City (Skills Center)	272	90%
Educational Cultural Complex (ECC)	18	6%
Mid-City	7	2%
North City	1	0%
West City	1	0%
Total	304	100%

Q2		
	Count	Percent
In the daytime	157	49%
In the evening	139	43%
Both daytime and evening	27	8%
Total	323	100%

Q3		
	Count	Percent
ESL	67	21%
HS Diploma/GED/ABE/Basic Skills	12	4%
Vocational (Certificate Programs)	126	40%
Citizenship	0	0%
Consumer Sciences	2	1%
Business Information Technology	14	5%
Parenting	0	0%
Older Adult	65	21%
DSPS	27	9%
Total	313	100%

Q68		
	Count	Percent
1-5 hours	82	26%
6-10 hours	49	15%
11-15 hours	70	22%
16-25 hours	89	28%
More than 25 hours	28	9%
Total	318	100%

Q69		
	Count	Percent
8th grade or below	13	4%
Some high school	21	7%
High school graduate/GED	88	27%
Some College	85	27%
AA degree	20	6%
BA degree	66	21%
Graduate degree	28	9%
Total	321	100%

Q70		
	Count	Percent
1-5 months	106	34%
6-12 months	58	18%
1-2 years	34	11%
2-5 years	57	18%
More than 5 years	60	19%
Total	315	100%

Q71		
	Count	Percent
Female	121	39%
Male	190	61%
Total	311	100%

2009 Continuing Education Student Satisfaction Survey

Q72		
	Count	Percent
Under 18	2	1%
18-24	39	12%
25-29	33	10%
30-39	53	17%
40-49	47	15%
50 or more	146	46%
Total	320	100%

Q73		
	Count	Percent
African American/Black Non-Hispanic	30	10%
American Indian/Alaskan Native	6	2%
Asian/Pacific Islander	52	17%
Filipino	39	12%
Hispanic/Latino	57	18%
White Non-Hispanic	122	39%
Other Non-White	8	3%
Total	314	100%

Student Services (Importance)

Please rate your level of importance with the following statements using the scale below

						Mean Response	I have not used this service/resource	Total
	Very Unimportant	Unimportant	Neither Important nor Unimportant	Important	Very Important			
Q4	11	15	24	115	87	4.00	58	310
	4%	6%	10%	46%	35%			
Q5	14	3	6	87	148	4.36	55	313
	5%	1%	2%	34%	57%			
Q6	7	18	34	87	32	3.67	136	314
	4%	10%	19%	49%	18%			
Q7	11	7	33	113	48	3.85	99	311
	5%	3%	16%	53%	23%			
Q8	12	15	41	62	20	3.42	157	307
	8%	10%	27%	41%	13%			
Q9	13	8	21	86	66	3.95	117	311
	7%	4%	11%	44%	34%			
Q10	10	7	20	53	57	3.95	163	310
	7%	5%	14%	36%	39%			
Q11	16	8	21	73	91	4.03	103	312
	8%	4%	10%	35%	44%			

2009 Continuing Education Student Satisfaction Survey

Student Services (Satisfaction)

Please rate your level of satisfaction with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Mean Response	I have not used this service/resource	Total
Q12	3 1%	7 3%	38 15%	139 56%	63 25%	4.01	62 20%	312 100%
Q13	4 2%	5 2%	15 6%	112 44%	120 47%	4.32	58 19%	314 100%
Q14	6 4%	14 8%	41 24%	85 50%	25 15%	3.64	143 46%	314 100%
Q15	9 4%	4 2%	38 18%	117 56%	41 20%	3.85	104 33%	313 100%
Q16	9 6%	10 7%	38 27%	50 36%	34 24%	3.64	170 55%	311 100%
Q17	8 5%	5 3%	26 15%	89 50%	51 29%	3.95	134 43%	313 100%
Q18	4 3%	3 2%	29 22%	49 37%	48 36%	4.01	182 58%	315 100%
Q19	25 12%	22 11%	27 13%	78 39%	49 24%	3.52	111 36%	312 100%

Enrollment and Course Registration

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q20	4 1%	11 4%	31 10%	132 43%	129 42%	4.21	7 2%	314 100%
Q21	7 3%	9 3%	28 10%	127 45%	110 39%	4.15	32 10%	313 100%
Q22	6 2%	4 1%	28 10%	114 40%	130 46%	4.27	31 10%	313 100%
Q23	5 3%	9 5%	28 14%	109 55%	46 23%	3.92	110 36%	307 100%
Q24	4 1%	1 0%	33 11%	135 44%	136 44%	4.29	6 2%	315 100%

2009 Continuing Education Student Satisfaction Survey

Orientation

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q25	5 2%	9 4%	28 13%	117 54%	59 27%	3.99	95 30%	313 100%
Q26	7 3%	6 3%	30 14%	109 51%	64 30%	4.00	96 31%	312 100%
Q27	10 5%	9 4%	35 16%	111 51%	51 24%	3.85	98 31%	314 100%

Assessment

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q28	9 4%	10 5%	38 17%	104 46%	63 28%	3.90	91 29%	315 100%
Q29	2 1%	10 5%	32 15%	108 50%	64 30%	4.03	94 30%	310 100%
Q30	8 4%	9 4%	27 12%	123 56%	54 24%	3.93	91 29%	312 100%

2009 Continuing Education Student Satisfaction Survey

Counseling Services

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q31	8 4%	11 6%	33 17%	103 52%	45 23%	3.83	113 36%	313 100%
Q32	8 4%	7 4%	34 18%	78 41%	64 34%	3.96	123 39%	314 100%
Q33	7 4%	10 5%	37 20%	94 50%	41 22%	3.80	123 39%	312 100%
Q34	7 4%	13 7%	45 23%	85 43%	47 24%	3.77	115 37%	312 100%
Q35	7 4%	6 3%	41 20%	98 49%	50 25%	3.88	110 35%	312 100%
Q36	2 2%	5 4%	33 27%	62 51%	20 16%	3.76	190 61%	312 100%

Follow-up of Student Educational Progress

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q37	7 3%	15 6%	45 19%	112 48%	55 24%	3.82	79 25%	313 100%
Q38	6 3%	11 5%	32 13%	110 45%	84 35%	4.05	70 22%	313 100%

2009 Continuing Education Student Satisfaction Survey

Curriculum and Instruction

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q39	2 1%	3 1%	10 3%	111 35%	194 61%	4.54	4 1%	324 100%
Q40	6 2%	9 3%	30 11%	95 35%	129 48%	4.23	57 18%	326 100%
Q41	2 1%	2 1%	26 8%	150 48%	130 42%	4.30	12 4%	322 100%
Q42	3 1%	10 4%	31 11%	133 47%	106 38%	4.16	42 13%	325 100%
Q43	3 1%	3 1%	24 8%	99 32%	185 59%	4.46	12 4%	326 100%
Q44	3 1%	12 5%	26 10%	112 44%	104 41%	4.18	63 20%	320 100%
Q45	2 1%	5 2%	18 6%	133 43%	155 50%	4.39	11 3%	324 100%
Q46	4 1%	5 2%	17 5%	135 42%	158 50%	4.37	3 1%	322 100%

Academic Development

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q47	5 2%	3 1%	33 16%	92 43%	79 37%	4.12	97 31%	309 100%
Q48	1 0%	6 2%	54 21%	124 48%	72 28%	4.01	52 17%	309 100%
Q49	9 5%	8 4%	34 18%	78 42%	58 31%	3.90	124 40%	311 100%
Q50	5 2%	2 1%	34 15%	90 40%	92 41%	4.17	88 28%	311 100%
Q51	4 2%	10 4%	32 12%	120 44%	104 39%	4.15	31 10%	301 100%

2009 Continuing Education Student Satisfaction Survey

Personal Development

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q52	4 1%	7 2%	67 23%	135 46%	80 27%	3.96	26 8%	319 100%
Q53	4 1%	6 2%	63 21%	121 40%	107 36%	4.07	20 6%	321 100%
Q54	4 2%	12 4%	40 15%	133 48%	86 31%	4.04	46 14%	321 100%
Q55	6 2%	2 1%	51 18%	136 47%	92 32%	4.07	30 10%	317 100%
Q56	9 3%	15 5%	73 25%	104 35%	93 32%	3.87	26 8%	320 100%
Q57	4 1%	3 1%	47 17%	128 45%	100 36%	4.12	17 6%	299 100%

Physical Facilities

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q58	7 4%	10 6%	30 17%	80 47%	45 26%	3.85	140 45%	312 100%
Q59	1 0%	11 5%	28 12%	119 52%	70 31%	4.07	83 27%	312 100%
Q60	8 3%	11 5%	34 15%	123 53%	58 25%	3.91	80 26%	314 100%
Q61	7 3%	13 5%	24 10%	108 45%	90 37%	4.08	72 23%	314 100%

2009 Continuing Education Student Satisfaction Survey

Decision-Making Roles and Processes

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q62	2 1%	4 2%	23 9%	110 42%	125 47%	4.33	60 19%	324 100%
Q63	4 1%	0 0%	46 15%	152 48%	115 36%	4.18	5 2%	322 100%
Q64	3 1%	8 3%	49 16%	138 46%	104 34%	4.10	18 6%	320 100%
Q65	5 2%	4 1%	33 11%	139 47%	112 38%	4.19	26 8%	319 100%
Q66	5 2%	6 2%	19 6%	140 45%	142 46%	4.31	7 2%	319 100%
Q67	9 3%	5 2%	73 26%	119 42%	76 27%	3.88	36 11%	318 100%

2009 Continuing Education Student Satisfaction Survey

Cesar Chavez

Q1		
	Count	Percent
Cesar Chavez	367	99%
Centre City (Skills Center)	1	0%
Educational Cultural Complex (ECC)	1	0%
Mid-City	0	0%
North City	0	0%
West City	2	1%
Total	371	100%

Q2		
	Count	Percent
In the daytime	236	64%
In the evening	119	32%
Both daytime and evening	13	4%
Total	368	100%

Q3		
	Count	Percent
ESL	127	36%
HS Diploma/GED/ABE/Basic Skills	33	9%
Vocational (Certificate Programs)	72	20%
Citizenship	57	16%
Consumer Sciences	5	1%
Business Information Technology	41	12%
Parenting	0	0%
Older Adult	19	5%
DSPS	0	0%
Total	354	100%

Q68		
	Count	Percent
1-5 hours	83	24%
6-10 hours	44	13%
11-15 hours	136	39%
16-25 hours	57	17%
More than 25 hours	26	8%
Total	346	100%

Q69		
	Count	Percent
8th grade or below	93	28%
Some high school	106	32%
High school graduate/GED	58	17%
Some College	44	13%
AA degree	22	7%
BA degree	8	2%
Graduate degree	6	2%
Total	337	100%

Q70		
	Count	Percent
1-5 months	140	40%
6-12 months	67	19%
1-2 years	54	16%
2-5 years	52	15%
More than 5 years	36	10%
Total	349	100%

Q71		
	Count	Percent
Female	224	67%
Male	111	33%
Total	335	100%

2009 Continuing Education Student Satisfaction Survey

Q72		
	Count	Percent
Under 18	4	1%
18-24	40	11%
25-29	38	11%
30-39	82	23%
40-49	100	28%
50 or more	88	25%
Total	352	100%

Q73		
	Count	Percent
African American/Black Non-Hispanic	22	6%
American Indian/Alaskan Native	3	1%
Asian/Pacific Islander	6	2%
Filipino	4	1%
Hispanic/Latino	303	87%
White Non-Hispanic	9	3%
Other Non-White	1	0%
Total	348	100%

Student Services (Importance)

Please rate your level of importance with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Very Unimportant	Unimportant	Neither Important nor Unimportant	Important	Very Important	Mean Response	I have not used this service/resource	Total
	Q4	10 3%	6 2%	6 2%	69 19%	265 74%	4.61	4 1%
Q5	16 5%	4 1%	6 2%	64 19%	253 74%	4.56	14 4%	357 100%
Q6	3 1%	5 2%	7 3%	120 51%	100 43%	4.31	121 34%	356 100%
Q7	5 2%	4 2%	7 3%	104 40%	138 54%	4.42	104 29%	362 100%
Q8	1 1%	9 5%	14 7%	81 41%	94 47%	4.30	154 44%	353 100%
Q9	6 3%	3 1%	8 4%	53 23%	158 69%	4.55	131 37%	359 100%
Q10	1 1%	3 2%	10 7%	56 37%	83 54%	4.42	208 58%	361 100%
Q11	6 2%	7 2%	8 3%	67 23%	208 70%	4.57	57 16%	353 100%

2009 Continuing Education Student Satisfaction Survey

Student Services (Satisfaction)

Please rate your level of satisfaction with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Mean Response	I have not used this service/resource	Total
Q12	4 1%	10 3%	9 3%	108 31%	215 62%	4.50	13 4%	359 100%
Q13	3 1%	4 1%	7 2%	98 28%	233 68%	4.61	17 5%	362 100%
Q14	22 9%	17 7%	16 7%	102 43%	81 34%	3.85	121 34%	359 100%
Q15	3 1%	3 1%	14 6%	97 43%	110 49%	4.36	127 36%	354 100%
Q16	5 3%	17 9%	17 9%	76 41%	69 38%	4.02	170 48%	354 100%
Q17	3 2%	5 3%	6 3%	82 41%	104 52%	4.39	154 44%	354 100%
Q18	3 3%	4 4%	9 8%	42 39%	51 47%	4.23	247 69%	356 100%
Q19	14 5%	30 10%	18 6%	72 25%	154 54%	4.12	64 18%	352 100%

Enrollment and Course Registration

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q20	4 1%	6 2%	3 1%	168 47%	180 50%	4.42	6 2%	367 100%
Q21	7 2%	5 1%	13 4%	155 44%	169 48%	4.36	9 3%	358 100%
Q22	5 2%	10 3%	15 4%	155 46%	155 46%	4.31	19 5%	359 100%
Q23	2 1%	44 24%	26 14%	73 40%	40 22%	3.57	174 49%	359 100%
Q24	5 1%	5 1%	13 4%	155 45%	170 49%	4.38	15 4%	363 100%

2009 Continuing Education Student Satisfaction Survey

Orientation

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q25	4 2%	3 2%	12 6%	106 56%	66 35%	4.19	176 48%	367 100%
Q26	7 4%	4 2%	13 7%	98 53%	63 34%	4.11	184 50%	369 100%
Q27	8 4%	1 1%	9 5%	101 52%	75 39%	4.21	170 47%	364 100%

Assessment

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q28	7 3%	6 3%	7 3%	118 52%	91 40%	4.22	139 38%	368 100%
Q29	6 3%	6 3%	16 8%	101 50%	75 37%	4.14	164 45%	368 100%
Q30	6 3%	4 2%	11 5%	105 49%	89 41%	4.24	152 41%	367 100%

2009 Continuing Education Student Satisfaction Survey

Counseling Services

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q31	5 3%	6 4%	11 6%	80 47%	69 40%	4.18	194 53%	365 100%
Q32	4 2%	5 3%	15 9%	84 51%	58 35%	4.13	201 55%	367 100%
Q33	5 3%	4 2%	16 9%	85 50%	61 36%	4.13	193 53%	364 100%
Q34	3 2%	9 5%	22 13%	88 51%	50 29%	4.01	192 53%	364 100%
Q35	4 2%	8 5%	20 11%	91 52%	53 30%	4.03	187 52%	363 100%
Q36	3 4%	7 9%	18 22%	30 37%	23 28%	3.78	281 78%	362 100%

Follow-up of Student Educational Progress

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q37	5 2%	8 3%	21 8%	108 42%	113 44%	4.24	105 29%	360 100%
Q38	4 1%	5 2%	13 5%	104 37%	158 56%	4.43	78 22%	362 100%

2009 Continuing Education Student Satisfaction Survey

Curriculum and Instruction

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q39	4 1%	5 1%	13 4%	94 27%	229 66%	4.56	15 4%	360 100%
Q40	4 2%	17 7%	16 7%	87 36%	115 48%	4.22	123 34%	362 100%
Q41	5 2%	6 2%	14 4%	101 30%	206 62%	4.50	29 8%	361 100%
Q42	7 2%	4 1%	17 5%	87 28%	201 64%	4.49	49 13%	365 100%
Q43	6 2%	1 0%	15 4%	98 28%	229 66%	4.56	15 4%	364 100%
Q44	5 2%	3 1%	12 4%	82 24%	239 70%	4.60	19 5%	360 100%
Q45	5 1%	2 1%	9 3%	92 27%	238 69%	4.61	16 4%	362 100%
Q46	6 2%	2 1%	12 3%	80 23%	256 72%	4.62	9 3%	365 100%

Academic Development

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q47	6 2%	2 1%	15 5%	81 26%	204 66%	4.54	54 15%	362 100%
Q48	3 1%	4 1%	19 6%	105 32%	193 60%	4.48	36 10%	360 100%
Q49	2 1%	14 7%	20 9%	88 41%	93 43%	4.18	146 40%	363 100%
Q50	5 2%	2 1%	24 8%	95 30%	186 60%	4.46	49 14%	361 100%
Q51	3 1%	8 2%	16 5%	94 28%	216 64%	4.52	13 4%	350 100%

2009 Continuing Education Student Satisfaction Survey

Personal Development

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q52	4 1%	5 2%	20 6%	109 32%	204 60%	4.47	15 4%	357 100%
Q53	3 1%	4 1%	12 3%	107 31%	223 64%	4.56	3 1%	352 100%
Q54	3 1%	9 3%	16 5%	118 35%	193 57%	4.44	17 5%	356 100%
Q55	2 1%	6 2%	13 4%	104 30%	219 64%	4.55	11 3%	355 100%
Q56	1 0%	9 3%	26 8%	98 30%	194 59%	4.45	27 8%	355 100%
Q57	3 1%	5 2%	8 2%	105 31%	222 65%	4.57	10 3%	353 100%

Physical Facilities

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q58	9 4%	11 5%	12 5%	73 30%	136 56%	4.31	113 32%	354 100%
Q59	6 2%	15 5%	8 3%	116 37%	169 54%	4.36	44 12%	358 100%
Q60	5 2%	16 5%	19 6%	109 35%	162 52%	4.31	46 13%	357 100%
Q61	5 2%	11 3%	7 2%	130 38%	191 56%	4.43	8 2%	352 100%

2009 Continuing Education Student Satisfaction Survey

Decision-Making Roles and Processes

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q62	5 2%	8 2%	13 4%	113 33%	204 60%	4.47	10 3%	353 100%
Q63	1 0%	8 2%	11 3%	105 30%	221 64%	4.55	5 1%	351 100%
Q64	2 1%	5 2%	14 4%	119 35%	203 59%	4.50	7 2%	350 100%
Q65	3 1%	3 1%	18 5%	107 32%	205 61%	4.51	7 2%	343 100%
Q66	3 1%	2 1%	8 2%	102 30%	225 66%	4.60	5 1%	345 100%
Q67	2 1%	2 1%	26 8%	128 41%	157 50%	4.38	24 7%	339 100%

2009 Continuing Education Student Satisfaction Survey

ECC

Q1		
	Count	Percent
Cesar Chavez	3	1%
Centre City (Skills Center)	8	2%
Educational Cultural Complex (ECC)	380	96%
Mid-City	3	1%
North City	3	1%
West City	1	0%
Total	398	100%

Q2		
	Count	Percent
In the daytime	186	47%
In the evening	176	44%
Both daytime and evening	35	9%
Total	397	100%

Q3		
	Count	Percent
ESL	118	31%
HS Diploma/GED/ABE/Basic Skills	44	11%
Vocational (Certificate Programs)	86	22%
Citizenship	15	4%
Consumer Sciences	4	1%
Business Information Technology	41	11%
Parenting	0	0%
Older Adult	51	13%
DSPS	28	7%
Total	387	100%

Q68		
	Count	Percent
1-5 hours	58	15%
6-10 hours	93	25%
11-15 hours	94	25%
16-25 hours	69	18%
More than 25 hours	66	17%
Total	380	100%

Q69		
	Count	Percent
8th grade or below	69	18%
Some high school	90	24%
High school graduate/GED	86	23%
Some College	63	17%
AA degree	27	7%
BA degree	21	6%
Graduate degree	22	6%
Total	378	100%

Q70		
	Count	Percent
1-5 months	123	33%
6-12 months	87	23%
1-2 years	74	20%
2-5 years	62	17%
More than 5 years	30	8%
Total	376	100%

Q71		
	Count	Percent
Female	208	57%
Male	157	43%
Total	365	100%

2009 Continuing Education Student Satisfaction Survey

Q72		
	Count	Percent
Under 18	4	1%
18-24	53	14%
25-29	55	14%
30-39	110	29%
40-49	82	21%
50 or more	79	21%
Total	383	100%

Q73		
	Count	Percent
African American/Black Non-Hispanic	58	16%
American Indian/Alaskan Native	4	1%
Asian/Pacific Islander	15	4%
Filipino	16	4%
Hispanic/Latino	212	58%
White Non-Hispanic	53	14%
Other Non-White	10	3%
Total	368	100%

Student Services (Importance)

Please rate your level of importance with the following statements using the scale below

	Please rate your level of importance with the following statements using the scale below						Mean Response	I have not used this service/resource	Total
	Very Unimportant	Unimportant	Neither Important nor Unimportant	Important	Very Important				
Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.									
Q4	17 5%	9 3%	25 7%	135 37%	177 49%	4.23	32 8%	395 100%	
Q5	11 3%	6 2%	14 4%	125 33%	229 60%	4.44	11 3%	396 100%	
Q6	10 3%	15 5%	34 11%	147 47%	105 34%	4.04	86 22%	397 100%	
Q7	21 7%	11 4%	25 9%	112 38%	126 43%	4.05	94 24%	389 100%	
Q8	25 11%	18 8%	38 16%	83 36%	69 30%	3.66	166 42%	399 100%	
Q9	14 5%	8 3%	19 7%	102 37%	136 49%	4.21	114 29%	393 100%	
Q10	12 5%	9 4%	23 10%	80 35%	106 46%	4.13	167 42%	397 100%	
Q11	28 9%	15 5%	30 10%	73 24%	162 53%	4.06	93 23%	401 100%	

2009 Continuing Education Student Satisfaction Survey

Student Services (Satisfaction)

Please rate your level of satisfaction with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Mean Response	I have not used this service/resource	Total
Q12	6 2%	12 3%	32 9%	182 49%	139 38%	4.18	31 8%	402 100%
Q13	4 1%	15 4%	17 5%	150 40%	192 51%	4.35	22 6%	400 100%
Q14	5 2%	10 3%	49 17%	143 48%	90 30%	4.02	104 26%	401 100%
Q15	5 2%	5 2%	37 14%	123 45%	105 38%	4.16	119 30%	394 100%
Q16	7 4%	7 4%	48 28%	66 39%	42 25%	3.76	229 57%	399 100%
Q17	6 3%	8 4%	39 17%	77 34%	98 43%	4.11	167 42%	395 100%
Q18	4 2%	2 1%	40 24%	62 37%	58 35%	4.01	233 58%	399 100%
Q19	24 9%	33 12%	52 19%	84 31%	77 29%	3.58	122 31%	392 100%

Enrollment and Course Registration

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q20	3 1%	15 4%	16 4%	194 49%	165 42%	4.28	5 1%	398 100%
Q21	5 1%	4 1%	19 5%	160 41%	201 52%	4.41	8 2%	397 100%
Q22	5 1%	9 2%	22 6%	181 48%	161 43%	4.28	22 6%	400 100%
Q23	5 2%	13 6%	24 11%	113 51%	68 31%	4.01	175 44%	398 100%
Q24	7 2%	9 2%	16 4%	191 49%	164 42%	4.28	12 3%	399 100%

2009 Continuing Education Student Satisfaction Survey

Orientation

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q25	8 3%	5 2%	22 8%	121 42%	133 46%	4.27	111 28%	400 100%
Q26	6 2%	8 3%	28 10%	124 42%	129 44%	4.23	104 26%	399 100%
Q27	7 2%	6 2%	37 13%	104 36%	132 46%	4.22	112 28%	398 100%

Assessment

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q28	10 4%	10 4%	25 9%	124 43%	117 41%	4.15	110 28%	396 100%
Q29	7 3%	16 6%	34 13%	115 45%	86 33%	4.00	141 35%	399 100%
Q30	8 3%	6 2%	34 13%	123 45%	102 37%	4.12	123 31%	396 100%

2009 Continuing Education Student Satisfaction Survey

Counseling Services

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q31	7 3%	24 12%	28 13%	86 41%	64 31%	3.84	183 47%	392 100%
Q32	6 3%	12 6%	26 13%	85 42%	72 36%	4.02	196 49%	397 100%
Q33	6 3%	12 6%	29 15%	81 41%	69 35%	3.99	198 50%	395 100%
Q34	11 6%	15 8%	37 19%	78 39%	59 30%	3.79	198 50%	398 100%
Q35	9 4%	16 7%	42 20%	90 42%	58 27%	3.80	182 46%	397 100%
Q36	2 2%	10 8%	27 21%	45 34%	48 36%	3.96	263 67%	395 100%

Follow-up of Student Educational Progress

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q37	6 2%	12 4%	61 19%	153 47%	93 29%	3.97	71 18%	396 100%
Q38	8 2%	6 2%	34 10%	152 44%	148 43%	4.22	46 12%	394 100%

2009 Continuing Education Student Satisfaction Survey

Curriculum and Instruction

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q39	8 2%	4 1%	16 4%	141 37%	214 56%	4.43	11 3%	394 100%
Q40	8 3%	23 8%	32 11%	101 35%	122 43%	4.07	104 27%	390 100%
Q41	7 2%	9 2%	22 6%	132 36%	199 54%	4.37	26 7%	395 100%
Q42	3 1%	16 5%	26 8%	142 44%	135 42%	4.21	72 18%	394 100%
Q43	4 1%	5 1%	23 6%	133 35%	220 57%	4.45	10 3%	395 100%
Q44	5 1%	1 0%	26 7%	122 35%	197 56%	4.44	45 11%	396 100%
Q45	3 1%	5 1%	16 4%	154 40%	204 53%	4.44	12 3%	394 100%
Q46	7 2%	4 1%	25 7%	134 35%	209 55%	4.41	16 4%	395 100%

Academic Development

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q47	4 1%	6 2%	32 10%	144 43%	148 44%	4.28	57 15%	391 100%
Q48	5 1%	4 1%	23 7%	178 50%	144 41%	4.28	39 10%	393 100%
Q49	6 2%	9 3%	30 11%	110 42%	109 41%	4.16	127 33%	391 100%
Q50	6 2%	4 1%	32 11%	115 38%	149 49%	4.30	84 22%	390 100%
Q51	3 1%	7 2%	27 7%	162 45%	165 45%	4.32	20 5%	384 100%

2009 Continuing Education Student Satisfaction Survey

Personal Development

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q52	3 1%	9 2%	45 12%	162 44%	153 41%	4.22	20 5%	392 100%
Q53	7 2%	5 1%	38 10%	166 43%	167 44%	4.26	10 3%	393 100%
Q54	5 1%	15 4%	64 18%	129 36%	149 41%	4.11	30 8%	392 100%
Q55	6 2%	7 2%	42 11%	150 40%	169 45%	4.25	15 4%	389 100%
Q56	5 1%	24 7%	80 22%	112 31%	136 38%	3.98	35 9%	392 100%
Q57	4 1%	6 2%	33 9%	158 42%	175 47%	4.31	13 3%	389 100%

Physical Facilities

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q58	6 2%	19 8%	26 10%	108 43%	94 37%	4.05	138 35%	391 100%
Q59	6 2%	5 2%	15 5%	139 43%	161 49%	4.36	63 16%	389 100%
Q60	6 2%	12 4%	26 8%	135 41%	149 45%	4.25	62 16%	390 100%
Q61	5 1%	4 1%	19 5%	168 46%	171 47%	4.35	23 6%	390 100%

2009 Continuing Education Student Satisfaction Survey

Decision-Making Roles and Processes

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q62	6 2%	6 2%	28 7%	143 38%	193 51%	4.36	14 4%	390 100%
Q63	4 1%	5 1%	23 6%	177 47%	168 45%	4.33	7 2%	384 100%
Q64	5 1%	3 1%	36 10%	163 44%	168 45%	4.30	9 2%	384 100%
Q65	2 1%	4 1%	30 9%	159 46%	153 44%	4.31	34 9%	382 100%
Q66	6 2%	4 1%	22 6%	153 41%	191 51%	4.38	7 2%	383 100%
Q67	5 2%	8 2%	46 14%	147 43%	133 39%	4.17	39 10%	378 100%

2009 Continuing Education Student Satisfaction Survey

Mid-City

Q1		
	Count	Percent
Cesar Chavez	4	1%
Centre City (Skills Center)	9	3%
Educational Cultural Complex (ECC)	5	2%
Mid-City	293	93%
North City	1	0%
West City	2	1%
Total	314	100%

Q2		
	Count	Percent
In the daytime	121	38%
In the evening	151	48%
Both daytime and evening	46	15%
Total	318	100%

Q3		
	Count	Percent
ESL	53	17%
HS Diploma/GED/ABE/Basic Skills	47	15%
Vocational (Certificate Programs)	28	9%
Citizenship	28	9%
Consumer Sciences	1	0%
Business Information Technology	55	18%
Parenting	39	13%
Older Adult	58	19%
DSPS	1	0%
Total	310	100%

Q68		
	Count	Percent
1-5 hours	76	25%
6-10 hours	66	22%
11-15 hours	73	24%
16-25 hours	66	22%
More than 25 hours	22	7%
Total	303	100%

Q69		
	Count	Percent
8th grade or below	25	8%
Some high school	57	19%
High school graduate/GED	59	20%
Some College	64	21%
AA degree	23	8%
BA degree	40	13%
Graduate degree	32	11%
Total	300	100%

Q70		
	Count	Percent
1-5 months	103	34%
6-12 months	53	17%
1-2 years	52	17%
2-5 years	62	20%
More than 5 years	34	11%
Total	304	100%

Q71		
	Count	Percent
Female	188	64%
Male	108	37%
Total	296	100%

2009 Continuing Education Student Satisfaction Survey

Q72		
	Count	Percent
Under 18	2	1%
18-24	36	12%
25-29	43	14%
30-39	55	18%
40-49	55	18%
50 or more	114	37%
Total	305	100%

Q73		
	Count	Percent
African American/Black Non-Hispanic	41	14%
American Indian/Alaskan Native	4	1%
Asian/Pacific Islander	44	15%
Filipino	12	4%
Hispanic/Latino	101	34%
White Non-Hispanic	84	28%
Other Non-White	14	5%
Total	300	100%

Student Services (Importance)

Please rate your level of importance with the following statements using the scale below

	Please rate your level of importance with the following statements using the scale below						Mean Response	I have not used this service/resource	Total
	Very Unimportant	Unimportant	Neither Important nor Unimportant	Important	Very Important				
Q4	15	7	25	140	114	4.10	14	315	
	5%	2%	8%	47%	38%				4%
Q5	10	6	12	79	193	4.46	15	315	
	3%	2%	4%	26%	64%				5%
Q6	5	11	30	84	58	3.95	129	317	
	3%	6%	16%	45%	31%				41%
Q7	8	6	19	79	81	4.13	120	313	
	4%	3%	10%	41%	42%				38%
Q8	8	16	39	76	36	3.66	135	310	
	5%	9%	22%	43%	21%				44%
Q9	12	6	22	54	118	4.23	98	310	
	6%	3%	10%	26%	56%				32%
Q10	9	8	15	56	63	4.03	161	312	
	6%	5%	10%	37%	42%				52%
Q11	16	17	12	59	119	4.11	95	318	
	7%	8%	5%	27%	53%				30%

2009 Continuing Education Student Satisfaction Survey

Student Services (Satisfaction)

Please rate your level of satisfaction with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Mean Response	I have not used this service/resource	Total
Q12	6 2%	11 4%	48 16%	137 45%	100 33%	4.04	17 5%	319 100%
Q13	3 1%	5 2%	15 5%	89 30%	187 63%	4.51	20 6%	319 100%
Q14	1 1%	3 2%	40 24%	78 46%	48 28%	3.99	144 46%	314 100%
Q15	0 0%	6 3%	27 14%	88 45%	75 38%	4.18	116 37%	312 100%
Q16	1 1%	4 3%	46 29%	65 41%	44 28%	3.92	155 49%	315 100%
Q17	1 1%	7 3%	28 13%	78 37%	95 46%	4.24	105 33%	314 100%
Q18	3 2%	5 4%	31 25%	37 30%	49 39%	3.99	188 60%	313 100%
Q19	14 7%	25 12%	30 14%	71 33%	74 35%	3.78	98 31%	312 100%

Enrollment and Course Registration

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q20	6 2%	9 3%	13 4%	154 49%	131 42%	4.26	4 1%	317 100%
Q21	2 1%	5 2%	14 5%	162 53%	125 41%	4.31	8 3%	316 100%
Q22	5 2%	7 2%	34 11%	131 44%	123 41%	4.20	16 5%	316 100%
Q23	7 4%	12 6%	27 14%	89 47%	55 29%	3.91	115 38%	305 100%
Q24	3 1%	5 2%	15 5%	162 54%	114 38%	4.27	15 5%	314 100%

2009 Continuing Education Student Satisfaction Survey

Orientation

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q25	2 1%	8 5%	28 16%	86 48%	54 30%	4.02	133 43%	311 100%
Q26	3 2%	3 2%	24 14%	94 53%	53 30%	4.08	136 44%	313 100%
Q27	1 1%	6 4%	31 18%	78 46%	55 32%	4.05	137 45%	308 100%

Assessment

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q28	3 2%	5 3%	20 11%	89 48%	68 37%	4.16	129 41%	314 100%
Q29	2 1%	6 3%	29 17%	74 42%	64 37%	4.10	135 44%	310 100%
Q30	4 2%	8 4%	26 14%	83 45%	63 34%	4.05	128 41%	312 100%

2009 Continuing Education Student Satisfaction Survey

Counseling Services

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q31	5 3%	15 8%	24 13%	87 49%	48 27%	3.88	131 42%	310 100%
Q32	1 1%	7 4%	27 16%	85 49%	54 31%	4.06	139 44%	313 100%
Q33	1 1%	11 6%	23 13%	76 44%	63 36%	4.09	139 44%	313 100%
Q34	6 4%	9 5%	35 21%	76 45%	43 25%	3.83	143 46%	312 100%
Q35	5 3%	10 6%	37 21%	74 42%	49 28%	3.87	133 43%	308 100%
Q36	0 0%	9 7%	26 21%	62 49%	30 24%	3.89	179 59%	306 100%

Follow-up of Student Educational Progress

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q37	4 2%	11 5%	51 24%	89 42%	55 26%	3.86	103 33%	313 100%
Q38	2 1%	3 1%	31 14%	103 45%	89 39%	4.20	86 27%	314 100%

2009 Continuing Education Student Satisfaction Survey

Curriculum and Instruction

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q39	6 2%	3 1%	15 5%	105 34%	177 58%	4.45	10 3%	316 100%
Q40	10 5%	19 9%	37 18%	74 35%	72 34%	3.84	101 32%	313 100%
Q41	3 1%	9 3%	29 10%	107 36%	147 50%	4.31	15 5%	310 100%
Q42	4 2%	4 2%	47 17%	120 44%	97 36%	4.11	39 13%	311 100%
Q43	3 1%	6 2%	29 10%	101 34%	160 54%	4.37	15 5%	314 100%
Q44	2 1%	4 1%	30 11%	96 34%	149 53%	4.37	30 10%	311 100%
Q45	3 1%	7 2%	15 5%	120 40%	157 52%	4.39	9 3%	311 100%
Q46	3 1%	6 2%	19 6%	108 36%	165 55%	4.42	11 4%	312 100%

Academic Development

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q47	1 1%	4 2%	25 13%	80 42%	80 42%	4.23	120 39%	310 100%
Q48	0 0%	9 4%	22 9%	129 51%	92 37%	4.21	56 18%	308 100%
Q49	0 0%	10 6%	42 25%	63 37%	54 32%	3.95	141 46%	310 100%
Q50	0 0%	8 4%	37 17%	90 40%	88 40%	4.16	89 29%	312 100%
Q51	4 2%	6 2%	25 9%	143 52%	95 35%	4.17	28 9%	301 100%

2009 Continuing Education Student Satisfaction Survey

Personal Development

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q52	4 1%	3 1%	45 16%	110 39%	124 43%	4.21	19 6%	305 100%
Q53	1 0%	9 3%	39 14%	140 48%	100 35%	4.14	17 6%	306 100%
Q54	2 1%	8 3%	50 18%	108 40%	105 39%	4.12	36 12%	309 100%
Q55	3 1%	9 3%	39 14%	111 39%	126 44%	4.21	19 6%	307 100%
Q56	5 2%	22 8%	62 23%	86 32%	95 35%	3.90	38 12%	308 100%
Q57	1 0%	8 3%	31 11%	135 47%	113 39%	4.22	19 6%	307 100%

Physical Facilities

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q58	3 1%	4 2%	27 13%	88 42%	86 41%	4.20	100 33%	308 100%
Q59	2 1%	4 1%	13 5%	133 46%	140 48%	4.39	16 5%	308 100%
Q60	2 1%	3 1%	19 7%	150 52%	112 39%	4.28	23 7%	309 100%
Q61	5 2%	2 1%	12 4%	122 42%	151 52%	4.41	15 5%	307 100%

2009 Continuing Education Student Satisfaction Survey

Decision-Making Roles and Processes

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q62	1 0%	6 2%	22 8%	107 40%	129 49%	4.35	41 13%	306 100%
Q63	2 1%	2 1%	30 10%	124 43%	130 45%	4.31	11 4%	299 100%
Q64	2 1%	4 1%	33 11%	146 50%	105 36%	4.20	13 4%	303 100%
Q65	1 0%	2 1%	23 8%	125 43%	140 48%	4.38	12 4%	303 100%
Q66	4 1%	4 1%	17 6%	117 40%	149 51%	4.38	9 3%	300 100%
Q67	3 1%	10 4%	45 17%	125 47%	85 32%	4.04	31 10%	299 100%

2009 Continuing Education Student Satisfaction Survey

North City

Q1		
	Count	Percent
Cesar Chavez	2	0%
Centre City (Skills Center)	2	0%
Educational Cultural Complex (ECC)	3	1%
Mid-City	9	2%
North City	485	93%
West City	18	4%
Total	519	100%

Q2		
	Count	Percent
In the daytime	211	41%
In the evening	259	50%
Both daytime and evening	45	9%
Total	515	100%

Q3		
	Count	Percent
ESL	172	34%
HS Diploma/GED/ABE/Basic Skills	35	7%
Vocational (Certificate Programs)	23	5%
Citizenship	26	5%
Consumer Sciences	63	12%
Business Information Technology	32	6%
Parenting	17	3%
Older Adult	120	23%
DSPS	24	5%
Total	512	100%

Q68		
	Count	Percent
1-5 hours	156	34%
6-10 hours	95	21%
11-15 hours	137	30%
16-25 hours	42	9%
More than 25 hours	31	7%
Total	461	100%

Q69		
	Count	Percent
8th grade or below	63	14%
Some high school	70	15%
High school graduate/GED	54	12%
Some College	77	17%
AA degree	42	9%
BA degree	83	18%
Graduate degree	68	15%
Total	457	100%

Q70		
	Count	Percent
1-5 months	154	33%
6-12 months	87	19%
1-2 years	72	15%
2-5 years	99	21%
More than 5 years	58	12%
Total	470	100%

Q71		
	Count	Percent
Female	289	62%
Male	174	38%
Total	463	100%

2009 Continuing Education Student Satisfaction Survey

Q72		
	Count	Percent
Under 18	2	0%
18-24	46	10%
25-29	47	10%
30-39	102	22%
40-49	78	17%
50 or more	198	42%
Total	473	100%

Q73		
	Count	Percent
African American/Black Non-Hispanic	14	3%
American Indian/Alaskan Native	9	2%
Asian/Pacific Islander	131	28%
Filipino	15	3%
Hispanic/Latino	122	26%
White Non-Hispanic	146	32%
Other Non-White	25	5%
Total	462	100%

Student Services (Importance)

Please rate your level of importance with the following statements using the scale below

	Please rate your level of importance with the following statements using the scale below						Mean Response	I have not used this service/resource	Total
	Very Unimportant	Unimportant	Neither Important nor Unimportant	Important	Very Important				
Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.									
Q4	21 5%	10 2%	80 17%	194 41%	165 35%	4.00	37 7%	507 100%	
Q5	18 4%	2 0%	8 2%	108 22%	355 72%	4.59	16 3%	507 100%	
Q6	12 5%	23 9%	52 21%	93 38%	68 27%	3.73	266 52%	514 100%	
Q7	13 4%	22 7%	71 22%	113 35%	104 32%	3.85	186 37%	509 100%	
Q8	19 12%	29 18%	58 37%	32 20%	20 13%	3.03	345 69%	503 100%	
Q9	12 5%	55 21%	58 22%	55 21%	81 31%	3.53	240 48%	501 100%	
Q10	12 6%	14 7%	31 14%	65 30%	95 44%	4.00	292 57%	509 100%	
Q11	18 4%	3 1%	15 4%	104 25%	285 67%	4.49	78 16%	503 100%	

2009 Continuing Education Student Satisfaction Survey

Student Services (Satisfaction)

Please rate your level of satisfaction with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Mean Response	I have not used this service/resource	Total
Q12	8 2%	12 3%	39 8%	201 42%	224 46%	4.28	33 6%	517 100%
Q13	8 2%	4 1%	15 3%	114 23%	349 71%	4.62	13 3%	503 100%
Q14	3 1%	4 2%	56 27%	88 42%	60 28%	3.94	297 59%	508 100%
Q15	5 2%	4 2%	50 19%	105 39%	106 39%	4.12	244 48%	514 100%
Q16	6 5%	3 2%	74 58%	29 23%	15 12%	3.35	378 75%	505 100%
Q17	7 3%	8 4%	68 31%	53 24%	81 37%	3.89	286 57%	503 100%
Q18	8 5%	5 3%	37 25%	64 43%	35 24%	3.76	359 71%	508 100%
Q19	56 13%	57 14%	25 6%	134 32%	148 35%	3.62	91 18%	511 100%

Enrollment and Course Registration

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q20	6 1%	12 2%	22 4%	265 52%	209 41%	4.28	4 1%	518 100%
Q21	6 1%	8 2%	18 4%	212 45%	227 48%	4.37	42 8%	513 100%
Q22	8 2%	16 4%	30 7%	207 48%	174 40%	4.20	76 15%	511 100%
Q23	3 1%	5 2%	69 25%	121 44%	79 29%	3.97	222 45%	499 100%
Q24	4 1%	6 1%	40 8%	228 46%	223 45%	4.32	16 3%	517 100%

2009 Continuing Education Student Satisfaction Survey

Orientation

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q25	3 2%	4 2%	31 16%	77 39%	82 42%	4.17	312 61%	509 100%
Q26	3 2%	3 2%	31 16%	99 50%	63 32%	4.09	317 61%	516 100%
Q27	4 2%	1 1%	29 15%	92 48%	66 34%	4.12	318 62%	510 100%

Assessment

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q28	3 1%	4 2%	26 11%	117 48%	96 39%	4.22	270 52%	516 100%
Q29	1 0%	6 3%	34 15%	113 49%	79 34%	4.13	280 55%	513 100%
Q30	2 1%	14 6%	29 12%	109 46%	83 35%	4.08	276 54%	513 100%

2009 Continuing Education Student Satisfaction Survey

Counseling Services

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q31	5 3%	10 6%	73 42%	47 27%	39 22%	3.60	335 66%	509 100%
Q32	2 1%	16 10%	60 37%	44 27%	41 25%	3.65	351 68%	514 100%
Q33	4 3%	7 4%	54 34%	42 27%	51 32%	3.82	355 69%	513 100%
Q34	3 2%	6 4%	67 40%	48 28%	45 27%	3.75	347 67%	516 100%
Q35	5 3%	10 6%	59 34%	45 26%	54 31%	3.77	337 66%	510 100%
Q36	2 2%	2 2%	61 51%	31 26%	24 20%	3.61	381 76%	501 100%

Follow-up of Student Educational Progress

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q37	4 1%	11 3%	39 12%	152 47%	118 36%	4.14	181 36%	505 100%
Q38	4 1%	3 1%	32 8%	167 43%	179 47%	4.34	121 24%	506 100%

2009 Continuing Education Student Satisfaction Survey

Curriculum and Instruction

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q39	4 1%	3 1%	12 2%	143 28%	343 68%	4.62	7 1%	512 100%
Q40	6 2%	7 2%	33 9%	111 29%	222 59%	4.41	131 26%	510 100%
Q41	2 0%	5 1%	12 3%	155 32%	310 64%	4.58	20 4%	504 100%
Q42	3 1%	4 1%	16 5%	103 30%	220 64%	4.54	159 32%	505 100%
Q43	5 1%	1 0%	19 4%	140 28%	332 67%	4.60	11 2%	508 100%
Q44	2 0%	4 1%	22 5%	123 27%	301 67%	4.59	58 11%	510 100%
Q45	3 1%	1 0%	5 1%	142 29%	339 69%	4.66	17 3%	507 100%
Q46	3 1%	0 0%	8 2%	124 25%	357 73%	4.69	19 4%	511 100%

Academic Development

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q47	1 0%	4 1%	32 9%	185 54%	123 36%	4.23	161 32%	506 100%
Q48	1 0%	1 0%	48 12%	179 44%	179 44%	4.31	95 19%	503 100%
Q49	5 2%	6 2%	81 31%	97 37%	73 28%	3.87	242 48%	504 100%
Q50	3 1%	4 1%	39 11%	150 43%	152 44%	4.28	155 31%	503 100%
Q51	2 0%	5 1%	31 7%	161 36%	247 55%	4.45	53 11%	499 100%

2009 Continuing Education Student Satisfaction Survey

Personal Development

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q52	2 0%	7 2%	58 12%	194 41%	218 46%	4.29	30 6%	509 100%
Q53	2 0%	10 2%	47 10%	211 45%	203 43%	4.27	29 6%	502 100%
Q54	5 1%	10 2%	58 13%	194 44%	178 40%	4.19	62 12%	507 100%
Q55	2 0%	10 2%	49 10%	197 42%	212 45%	4.29	33 7%	503 100%
Q56	8 2%	17 4%	82 20%	158 38%	151 36%	4.03	82 17%	498 100%
Q57	2 0%	8 2%	45 10%	172 37%	238 51%	4.37	37 7%	502 100%

Physical Facilities

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q58	8 3%	6 2%	44 16%	133 48%	84 31%	4.01	224 45%	499 100%
Q59	5 1%	21 5%	37 8%	213 46%	191 41%	4.21	29 6%	496 100%
Q60	74 16%	27 6%	59 13%	174 38%	128 28%	3.55	41 8%	503 100%
Q61	7 1%	10 2%	26 5%	265 55%	177 37%	4.23	21 4%	506 100%

2009 Continuing Education Student Satisfaction Survey

Decision-Making Roles and Processes

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q62	3 1%	4 1%	25 6%	177 40%	238 53%	4.44	56 11%	503 100%
Q63	5 1%	3 1%	33 7%	208 43%	233 48%	4.37	12 2%	494 100%
Q64	5 1%	4 1%	33 7%	236 49%	201 42%	4.30	18 4%	497 100%
Q65	3 1%	4 1%	36 8%	228 48%	209 44%	4.33	13 3%	493 100%
Q66	3 1%	2 0%	9 2%	226 48%	235 50%	4.45	19 4%	494 100%
Q67	5 1%	18 5%	44 11%	172 44%	155 39%	4.15	92 19%	486 100%

2009 Continuing Education Student Satisfaction Survey

West City

Q1		
	Count	Percent
Cesar Chavez	1	1%
Centre City (Skills Center)	2	1%
Educational Cultural Complex (ECC)	0	0%
Mid-City	10	5%
North City	2	1%
West City	189	93%
Total	204	100%

Q2		
	Count	Percent
In the daytime	111	53%
In the evening	74	35%
Both daytime and evening	24	12%
Total	209	100%

Q3		
	Count	Percent
ESL	48	24%
HS Diploma/GED/ABE/Basic Skills	17	8%
Vocational (Certificate Programs)	10	5%
Citizenship	0	0%
Consumer Sciences	12	6%
Business Information Technology	28	14%
Parenting	0	0%
Older Adult	89	44%
DSPS	0	0%
Total	204	100%

Q68		
	Count	Percent
1-5 hours	81	41%
6-10 hours	53	27%
11-15 hours	29	15%
16-25 hours	23	12%
More than 25 hours	14	7%
Total	200	100%

Q69		
	Count	Percent
8th grade or below	2	1%
Some high school	13	7%
High school graduate/GED	22	11%
Some College	49	25%
AA degree	34	17%
BA degree	39	20%
Graduate degree	40	20%
Total	199	100%

Q70		
	Count	Percent
1-5 months	59	30%
6-12 months	25	13%
1-2 years	29	15%
2-5 years	53	27%
More than 5 years	34	17%
Total	200	100%

Q71		
	Count	Percent
Female	129	67%
Male	65	34%
Total	194	100%

2009 Continuing Education Student Satisfaction Survey

Q72		
	Count	Percent
Under 18	2	1%
18-24	19	10%
25-29	22	11%
30-39	29	15%
40-49	24	12%
50 or more	104	52%
Total	200	100%

Q73		
	Count	Percent
African American/Black Non-Hispanic	6	3%
American Indian/Alaskan Native	1	1%
Asian/Pacific Islander	29	15%
Filipino	18	10%
Hispanic/Latino	28	15%
White Non-Hispanic	102	54%
Other Non-White	5	3%
Total	189	100%

Student Services (Importance)

Please rate your level of importance with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Very Unimportant	Unimportant	Neither Important nor Unimportant	Important	Very Important	Mean Response	I have not used this service/resource	Total
	Q4	12 7%	10 6%	33 19%	52 30%	67 39%	3.87	27 13%
Q5	10 5%	4 2%	0 0%	30 16%	149 77%	4.58	6 3%	199 100%
Q6	14 14%	15 15%	27 27%	23 23%	23 23%	3.25	99 49%	201 100%
Q7	11 9%	14 12%	18 15%	32 26%	46 38%	3.73	78 39%	199 100%
Q8	11 13%	17 20%	22 26%	20 24%	15 18%	3.13	113 57%	198 100%
Q9	11 11%	14 14%	14 14%	22 22%	37 38%	3.61	101 51%	199 100%
Q10	11 12%	10 11%	17 18%	16 17%	40 43%	3.68	103 52%	197 100%
Q11	11 7%	2 1%	5 3%	28 18%	114 71%	4.45	38 19%	198 100%

2009 Continuing Education Student Satisfaction Survey

Student Services (Satisfaction)

Please rate your level of satisfaction with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Mean Response	I have not used this service/resource	Total
Q12	7 4%	6 3%	25 14%	69 38%	75 41%	4.09	19 10%	201 100%
Q13	6 3%	1 1%	4 2%	36 20%	137 75%	4.61	12 6%	196 100%
Q14	7 12%	2 3%	22 38%	15 26%	12 21%	3.40	143 71%	201 100%
Q15	6 7%	2 2%	14 17%	30 36%	31 37%	3.94	113 58%	196 100%
Q16	3 6%	2 4%	24 45%	12 23%	12 23%	3.53	144 73%	197 100%
Q17	2 4%	3 5%	13 23%	14 25%	25 44%	4.00	143 72%	200 100%
Q18	5 13%	1 3%	12 30%	9 23%	13 33%	3.60	159 80%	199 100%
Q19	16 10%	31 20%	20 13%	39 25%	48 31%	3.47	42 21%	196 100%

Enrollment and Course Registration

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q20	3 2%	3 2%	10 6%	60 33%	106 58%	4.45	15 8%	197 100%
Q21	0 0%	2 1%	1 1%	68 37%	113 61%	4.59	12 6%	196 100%
Q22	19 11%	7 4%	9 5%	47 26%	97 54%	4.09	19 10%	198 100%
Q23	1 1%	6 6%	18 18%	38 39%	35 36%	4.02	101 51%	199 100%
Q24	1 1%	3 2%	10 5%	69 36%	107 56%	4.46	7 4%	197 100%

2009 Continuing Education Student Satisfaction Survey

Orientation

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q25	0 0%	1 3%	7 24%	14 48%	7 24%	3.93	169 85%	198 100%
Q26	0 0%	1 3%	8 28%	11 38%	9 31%	3.97	170 85%	199 100%
Q27	0 0%	0 0%	9 28%	15 47%	8 25%	3.97	167 84%	199 100%

Assessment

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q28	1 1%	2 3%	9 12%	31 41%	32 43%	4.21	124 62%	199 100%
Q29	0 0%	3 4%	9 12%	39 51%	25 33%	4.13	123 62%	199 100%
Q30	0 0%	1 1%	11 15%	32 43%	30 41%	4.23	125 63%	199 100%

2009 Continuing Education Student Satisfaction Survey

Counseling Services

Please rate your level of agreement with the following statements using the scale below

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.								
Q31	0 0%	2 6%	8 24%	11 32%	13 38%	4.03	163 83%	197 100%
Q32	0 0%	2 6%	6 17%	10 28%	18 50%	4.22	162 82%	198 100%
Q33	0 0%	1 3%	6 17%	12 33%	17 47%	4.25	162 82%	198 100%
Q34	1 3%	1 3%	5 14%	14 40%	14 40%	4.11	163 82%	198 100%
Q35	0 0%	1 3%	7 20%	12 34%	15 43%	4.17	162 82%	197 100%
Q36	0 0%	2 9%	4 18%	5 23%	11 50%	4.14	176 89%	198 100%

Follow-up of Student Educational Progress

Please rate your level of agreement with the following statements using the scale below

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.								
Q37	0 0%	3 3%	16 16%	29 29%	51 52%	4.29	95 49%	194 100%
Q38	0 0%	0 0%	12 10%	26 22%	83 69%	4.59	74 38%	195 100%

2009 Continuing Education Student Satisfaction Survey

Curriculum and Instruction

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q39	1 1%	2 1%	4 2%	38 20%	145 76%	4.71	8 4%	198 100%
Q40	2 2%	4 3%	12 9%	23 18%	89 69%	4.48	68 34%	198 100%
Q41	1 1%	0 0%	10 6%	43 25%	117 68%	4.61	24 12%	195 100%
Q42	4 3%	1 1%	13 10%	24 19%	86 67%	4.46	68 35%	196 100%
Q43	0 0%	0 0%	7 4%	45 24%	135 72%	4.68	10 5%	197 100%
Q44	1 1%	1 1%	14 8%	46 28%	104 63%	4.51	34 17%	200 100%
Q45	0 0%	0 0%	7 4%	40 21%	140 75%	4.71	11 6%	198 100%
Q46	0 0%	1 1%	8 4%	45 23%	140 72%	4.67	5 3%	199 100%

Academic Development

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q47	0 0%	0 0%	15 13%	46 40%	55 47%	4.34	79 41%	195 100%
Q48	0 0%	0 0%	18 13%	45 32%	76 55%	4.42	58 29%	197 100%
Q49	1 2%	2 3%	22 33%	18 27%	24 36%	3.93	128 66%	195 100%
Q50	0 0%	1 1%	16 17%	35 37%	44 46%	4.27	97 50%	193 100%
Q51	1 1%	1 1%	16 10%	37 23%	104 65%	4.52	30 16%	189 100%

2009 Continuing Education Student Satisfaction Survey

Personal Development

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q52	0 0%	1 1%	18 11%	53 32%	96 57%	4.45	27 14%	195 100%
Q53	0 0%	0 0%	20 12%	61 36%	91 53%	4.41	22 11%	194 100%
Q54	0 0%	1 1%	27 16%	47 29%	90 55%	4.37	30 15%	195 100%
Q55	0 0%	0 0%	29 17%	49 28%	98 56%	4.39	21 11%	197 100%
Q56	0 0%	4 3%	33 21%	45 28%	77 48%	4.23	35 18%	194 100%
Q57	0 0%	0 0%	18 10%	58 32%	105 58%	4.48	15 8%	196 100%

Physical Facilities

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q58	11 13%	5 6%	16 19%	22 26%	32 37%	3.69	108 56%	194 100%
Q59	4 2%	6 4%	7 4%	61 36%	90 54%	4.35	30 15%	198 100%
Q60	13 8%	9 6%	19 12%	54 33%	70 42%	3.96	33 17%	198 100%
Q61	7 4%	7 4%	7 4%	64 38%	84 50%	4.25	29 15%	198 100%

2009 Continuing Education Student Satisfaction Survey

Decision-Making Roles and Processes

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q62	0 0%	2 1%	7 4%	56 30%	119 65%	4.59	15 8%	199 100%
Q63	1 1%	0 0%	17 9%	63 33%	109 57%	4.47	5 3%	195 100%
Q64	0 0%	1 1%	18 10%	66 36%	101 54%	4.44	8 4%	194 100%
Q65	3 2%	3 2%	10 6%	60 34%	100 57%	4.43	17 9%	193 100%
Q66	0 0%	3 2%	8 4%	64 34%	111 60%	4.52	8 4%	194 100%
Q67	11 7%	7 4%	27 17%	48 29%	71 43%	3.98	28 15%	192 100%

2009 Continuing Education Student Satisfaction Survey

Continuing Education

Q1		
	Count	Percent
Cesar Chavez	382	18%
Centre City (Skills Center)	294	14%
Educational Cultural Complex (ECC)	407	19%
Mid-City	322	15%
North City	492	23%
West City	213	10%
Total	2,110	100%

Q2		
	Count	Percent
In the daytime	1,022	48%
In the evening	918	43%
Both daytime and evening	190	9%
Total	2,130	100%

Q3		
	Count	Percent
ESL	585	28%
HS Diploma/GED/ABE/Basic Skills	188	9%
Vocational (Certificate Programs)	345	17%
Citizenship	126	6%
Consumer Sciences	87	4%
Business Information Technology	211	10%
Parenting	56	3%
Older Adult	402	19%
DSPS	80	4%
Total	2,080	100%

Q68		
	Count	Percent
1-5 hours	536	27%
6-10 hours	400	20%
11-15 hours	539	27%
16-25 hours	346	17%
More than 25 hours	187	9%
Total	2,008	100%

Q69		
	Count	Percent
8th grade or below	265	13%
Some high school	357	18%
High school graduate/GED	367	18%
Some College	382	19%
AA degree	168	8%
BA degree	257	13%
Graduate degree	196	10%
Total	1,992	100%

Q70		
	Count	Percent
1-5 months	685	34%
6-12 months	377	19%
1-2 years	315	16%
2-5 years	385	19%
More than 5 years	252	13%
Total	2,014	100%

2009 Continuing Education Student Satisfaction Survey

Q71		
	Count	Percent
Female	1,159	59%
Male	805	41%
Total	1,964	100%

Q72		
	Count	Percent
Under 18	16	1%
18-24	233	12%
25-29	238	12%
30-39	431	21%
40-49	386	19%
50 or more	729	36%
Total	2,033	100%

Q73		
	Count	Percent
African American/Black Non-Hispanic	171	9%
American Indian/Alaskan Native	27	1%
Asian/Pacific Islander	277	14%
Filipino	104	5%
Hispanic/Latino	823	42%
White Non-Hispanic	516	26%
Other Non-White	63	3%
Total	1,981	100%

Student Services (Importance)

Please rate your level of importance with the following statements using the scale below

	Please rate your level of importance with the following statements using the scale below						Mean Response	I have not used this service/resource	Total
	Very Unimportant	Unimportant	Neither Important nor Unimportant	Important	Very Important				
Q4	86	57	193	705	875	4.16	172	2,088	
	5%	3%	10%	37%	46%				8%
Q5	79	25	46	493	1,327	4.50	117	2,087	
	4%	1%	2%	25%	67%				6%
Q6	51	87	184	554	386	3.90	837	2,099	
	4%	7%	15%	44%	31%				40%
Q7	69	64	173	553	543	4.02	681	2,083	
	5%	5%	12%	39%	39%				33%
Q8	76	104	212	354	254	3.61	1,070	2,070	
	8%	10%	21%	35%	25%				52%
Q9	68	94	142	372	596	4.05	801	2,073	
	5%	7%	11%	29%	47%				39%
Q10	55	51	116	326	444	4.06	1,094	2,086	
	6%	5%	12%	33%	45%				52%
Q11	95	52	91	404	979	4.31	464	2,085	
	6%	3%	6%	25%	60%				22%

2009 Continuing Education Student Satisfaction Survey

Student Services (Satisfaction)

Please rate your level of satisfaction with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Mean Response	I have not used this service/resource	Total
Q12	34 2%	58 3%	191 10%	836 43%	816 42%	4.21	175 8%	2,110 100%
Q13	28 1%	34 2%	73 4%	599 31%	1,218 62%	4.51	142 7%	2,094 100%
Q14	44 4%	50 4%	224 20%	511 45%	316 28%	3.88	952 45%	2,097 100%
Q15	28 2%	24 2%	180 14%	560 44%	468 37%	4.12	823 40%	2,083 100%
Q16	31 4%	43 5%	247 30%	298 36%	216 26%	3.75	1,246 60%	2,081 100%
Q17	27 3%	36 3%	180 17%	393 36%	454 42%	4.11	989 48%	2,079 100%
Q18	27 4%	20 3%	158 22%	263 36%	254 35%	3.97	1,368 66%	2,090 100%
Q19	149 10%	198 13%	172 11%	478 31%	550 36%	3.70	528 25%	2,075 100%

Enrollment and Course Registration

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q20	26 1%	56 3%	95 5%	973 47%	920 44%	4.31	41 2%	2,111 100%
Q21	27 1%	33 2%	93 5%	884 45%	945 48%	4.36	111 5%	2,093 100%
Q22	48 3%	53 3%	138 7%	835 44%	840 44%	4.24	183 9%	2,097 100%
Q23	23 2%	89 8%	192 16%	543 46%	323 28%	3.90	897 43%	2,067 100%
Q24	24 1%	29 1%	127 6%	940 46%	914 45%	4.32	71 3%	2,105 100%

2009 Continuing Education Student Satisfaction Survey

Orientation

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q25	22	30	128	521	401	4.13	996	2,098
	2%	3%	12%	47%	36%		48%	100%
Q26	26	25	134	535	381	4.11	1,007	2,108
	2%	2%	12%	49%	35%		48%	100%
Q27	30	23	150	501	387	4.09	1,002	2,093
	3%	2%	14%	46%	36%		48%	100%

Assessment

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q28	33	37	125	583	467	4.14	863	2,108
	3%	3%	10%	47%	38%		41%	100%
Q29	18	47	154	550	393	4.08	937	2,099
	2%	4%	13%	47%	34%		45%	100%
Q30	28	42	138	575	421	4.10	895	2,099
	2%	4%	12%	48%	35%		43%	100%

2009 Continuing Education Student Satisfaction Survey

Counseling Services

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q31	30 3%	68 7%	177 18%	414 43%	278 29%	3.87	1,119 54%	2,086 100%
Q32	21 2%	49 5%	168 18%	386 42%	307 33%	3.98	1,172 56%	2,103 100%
Q33	23 3%	45 5%	165 18%	390 42%	302 33%	3.98	1,170 56%	2,095 100%
Q34	31 3%	53 6%	211 22%	389 41%	258 27%	3.84	1,158 55%	2,100 100%
Q35	30 3%	51 5%	206 21%	410 42%	279 29%	3.88	1,111 53%	2,087 100%
Q36	9 2%	35 6%	169 28%	235 39%	156 26%	3.82	1,470 71%	2,074 100%

Follow-up of Student Educational Progress

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q37	26 2%	60 4%	233 16%	643 44%	485 34%	4.04	634 31%	2,081 100%
Q38	24 2%	28 2%	154 10%	662 41%	741 46%	4.29	475 23%	2,084 100%

2009 Continuing Education Student Satisfaction Survey

Curriculum and Instruction

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q39	25 1%	20 1%	70 3%	632 31%	1,302 64%	4.55	55 3%	2,104 100%
Q40	36 2%	79 5%	160 11%	491 32%	749 49%	4.21	584 28%	2,099 100%
Q41	20 1%	31 2%	113 6%	688 35%	1109 57%	4.45	126 6%	2,087 100%
Q42	24 1%	39 2%	150 9%	609 37%	845 51%	4.33	429 21%	2,096 100%
Q43	21 1%	16 1%	117 6%	616 30%	1,261 62%	4.52	73 4%	2,104 100%
Q44	18 1%	25 1%	130 7%	581 31%	1,094 59%	4.47	249 12%	2,097 100%
Q45	16 1%	20 1%	70 4%	681 34%	1233 61%	4.53	76 4%	2,096 100%
Q46	23 1%	18 1%	89 4%	626 31%	1285 63%	4.53	63 3%	2,104 100%

Academic Development

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q47	17 1%	19 1%	152 10%	628 42%	689 46%	4.30	568 27%	2,073 100%
Q48	10 1%	24 1%	184 11%	760 44%	756 44%	4.28	336 16%	2,070 100%
Q49	23 2%	49 4%	229 20%	454 39%	411 35%	4.01	908 44%	2,074 100%
Q50	19 1%	21 1%	182 12%	575 38%	711 47%	4.29	562 27%	2,070 100%
Q51	17 1%	37 2%	147 8%	717 39%	931 50%	4.36	175 9%	2,024 100%

2009 Continuing Education Student Satisfaction Survey

Personal Development

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q52	17 1%	32 2%	253 13%	763 39%	875 45%	4.26	137 7%	2,077 100%
Q53	17 1%	34 2%	219 11%	806 41%	891 45%	4.28	101 5%	2,068 100%
Q54	19 1%	55 3%	255 14%	729 39%	801 43%	4.20	221 11%	2,080 100%
Q55	19 1%	34 2%	223 12%	747 39%	916 47%	4.29	129 6%	2,068 100%
Q56	28 2%	91 5%	356 20%	603 33%	746 41%	4.07	243 12%	2,067 100%
Q57	14 1%	30 2%	182 9%	756 39%	953 49%	4.35	111 5%	2,046 100%

Physical Facilities

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q58	44 4%	55 5%	155 13%	504 41%	477 39%	4.06	823 40%	2,058 100%
Q59	24 1%	62 4%	108 6%	781 44%	821 46%	4.29	265 13%	2,061 100%
Q60	108 6%	78 4%	176 10%	745 42%	679 38%	4.01	285 14%	2,071 100%
Q61	36 2%	47 3%	95 5%	857 45%	864 46%	4.30	168 8%	2,067 100%

2009 Continuing Education Student Satisfaction Survey

Decision-Making Roles and Processes

Please rate your level of agreement with the following statements using the scale below

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q62	17 1%	30 2%	118 6%	706 38%	1,008 54%	4.41	196 9%	2,075 100%
Q63	17 1%	18 1%	160 8%	829 42%	976 49%	4.36	45 2%	2,045 100%
Q64	17 1%	25 1%	183 9%	868 44%	882 45%	4.30	73 4%	2,048 100%
Q65	17 1%	20 1%	150 8%	818 43%	919 48%	4.35	109 5%	2,033 100%
Q66	21 1%	21 1%	83 4%	802 41%	1,053 53%	4.44	55 3%	2,035 100%
Q67	35 2%	50 3%	261 15%	739 42%	677 38%	4.12	250 12%	2,012 100%

Appendix C

Verbatim Comments

CENTRE CITY

Q1. Please add other comments or suggestions related to Instruction, Instructional support services, and/or Instructional facilities at the college.

- 1) I would like the shop section of class to follow the classroom instruction in order to learn hands-on as I read the material.
- 2) Good
- 3) ***** is very knowledgeable & a good instructor. I would be interested in an advanced upholstery course, like the sewing courses have been fleshed out, it would be good to have more upholstering options after this certificate is done.
- 4) "Please rate the level of importance of the quality of the following services/resources". Not only are the instructors confusing; but the scale is meager to say the least.
- 5) My instructor knows a lot about what he teaches. He has taught me all kinds of things that will help me in my new profession.
- 6) With a large influx of students this semester, there are more students than sewing machines available. Hours are wasted or changes in the machine adjustments have caused problems with my projects.
- 7) Facilities are in need of more money for more equipment and/or materials.
- 8) Instructor knows is business.
- 9) Instructor is very knowledgeable & helpful.
- 10) School is not supporting an accompanist.
- 11) We need our piano accompanist paid for.
- 12) I was so excited about the new building & the new all purpose room. I have to say how disappointed I am with the new room - it is NOT conducive to performing & is too much like a classroom. We had been told you were going to build a newer & better auditorium & we got an enlarged classroom with a high ceiling! There's no way we can perform there!
- 13) Im satisfied
- 14) I would like a smaller groups of students in the class.
- 15) I have not used much of the services or resources. So I can't comment about it.
- 16) I would like to have the opportunity to take accounting classes at the evening in this campus.
- 17) I believe my instructor ***** is a very good one. The education she use the materal it helps me & developed by communication skill
- 18) In my opinion the classes that I have been attending (Level 6,7 and Pronuntiation) the instructors are well prepare and available to suppor me whole the time.
- 19) Thank you! U guys are doing a great job helping to increase our skills.
- 20) N/A
- 21) I enjoy all the instructors they teach well
- 22) We work on safe ground at this skills center.
- 23) Computer lab could be open all day on Saturdays
- 24) Video instruction or simply links to online Mos Core instructional videos would be helpful
- 25) I would like to suggest a post board of all educational classes that we can attend for us to be easily refer & see the updates.
- 26) A more defined program needs to be developed that supports students in developing needed skills that are current in our industry. Industry is changing rapidly & we should be interacting with the leading research & companies processes in automotive services. I

- would like to see more lectures from product & research reps. The school should be a coordinator between auto body companies & students to ensure the curriculum is current & relevant for students graduating to be able to be journeymen level & be more successful in seeking a job.
- 27) The class starts too early (0645 am) Most of the students are so sleepy during the lecture and not paying attention. I thing changing the class hours around 0800 am–2pm would be better.
 - 28) Better equipment
 - 29) Very professional. Thank you very much
 - 30) Laboratory equipment outdated, needs upgrade. Computers both hardware & software needs upgrade also
 - 31) In general, instructors have been objective in their presentation of course materials.
 - 32) Passing out certificates in class with recognition is motivating
 - 33) I'd like the Tai Chi to be 3-5 days per week
 - 34) Great teacher – has led me to better moving of my arthritic limbs
 - 35) Nice that the instructor got keys to Senior Center after 8 years of trying. Center works well. I'm often cold with doors open.
 - 36) The Best Instructor
 - 37) I do not have any comment or suggestion that I think would improve what you guys have done already.
 - 38) Some people in registration look down upon students, give wrong information and seem to not care if they help.
 - 39) Will you inform me what is this survey good for.
 - 40) Instructors are always helpful and very patient w/students.
 - 41) Excellent overall

Q2. Please add other comments or suggestions related to Student Services and student support programs, and/or Student Services facilities at the college.

- 1) Good
- 2) Suggestion: Parking is not adequate. I paid for a parking sticker w/campus police, but have to pay \$3.00 a day on top of that. See above.
- 3) The secretaries in the office to see the counselors, need to be trained in how to interact with people in a professional manner. They don't have to be professional, they just have to have some common courtesy. The few times I went to sign in to see a counselor I was treated rudely by the staff. I signed in and a Black lady in her late 30's asked me "What", after I had sat down. I asked her "what", and then she acted like a complete *****. She was rude, condescending, and arrogant, and she made me feel like leaving. Please ask your staff to approach people with a "Can I help you." By the way, if they don't like the stress of the job tell them to quit, or fire them.
- 4) The New Horizons/Gender Equity program has helped me a lot. ***** is a wonderful lady.
- 5) Parking enforcement does not ticket or remove illegally parked cars. I don't park in student parking lots because I get blocked in or cannot leave the lot until students make their way to the lot. Should be first come first serve basis, not squeeze your car in no matter what.
- 6) Chorus classes must have accompanists to play for the groups. It seems obvious that a pianist would be provided & paid for by the college. It's simply part of the requirements to put on a chorus class.
- 7) Parking Please
- 8) I'm very dissatisfied with parking facilities. I paid \$30 for my student parking permit and I still never got to get a parking spot close to the building!
- 9) Vending machine
- 10) More parking available
- 11) More availability of the computer lab
- 12) I have one comment on parking I pay \$30 but I don't get a service. The parking lot was full and occupied by I don't know the cars the parking lot authorized you know the # of parking lot and sold the parking permit according to the # of parking # Thanks.
- 13) N/A
- 14) Services are very good
- 15) Support programs are there we need them.
- 16) I would greatly appreciate both the CCNA & web server maintenance courses being offered at the Centre City location.
- 17) Financial aid to short programs
- 18) No comments, except for the ones in my class, they are very helpful to me. Thank you
- 19) I have learned about other parts of the world and cultures.
- 20) Need job internship with real companies
- 21) I did not use student services
- 22) Taught me how to properly exercise without harming my body
- 23) Instructor is the best. He's big enough to see details in his movement.
- 24) Why is there mandatory assessment for persons with higher education certs & degrees?
- 25) Parking is difficult even after paying \$30. for a parking permit!
- 26) If you need feedback what or when will your feedback be?
- 27) Hard to find parking spot at times in the evening. Some parking spots are usually taken by students with no parking permit.
- 28) Snack Bar?

Q3. Please add other comments or suggestions related to your overall experience at this college.

- 1) Good
- 2) It is a good experience overall.
- 3) See # 1.
- 4) Continuing Education has given me a chance to learn a new skill/trade for free. Thank you for giving me that opportunity.
- 5) My enrollment is in Auto Upholstery but I said and want to learn marine sewing as well. With your disclaimers when the hours allotted for the course are up or you achieve a certificate a student must leave the school & stop projects in progress. Unfortunately, to learn the skills in the handout there are not enough hours allotted for the course to learn both auto & marine sewing but I must enter auto upholstery in order to train in marine sewing.
- 6) Neither satisfied or dissatisfied. One suggestion I have is our equipment is getting worn out and it would be more efficient to upgrade now before it's too late.
- 7) Parking is a problem – I pay the meter every day & spend around \$2.50. I hope the new location will have adequate parking.
- 8) I really appreciate the college providing courses designed for older students. The social & educational outlet they give to us is so important. Since many of us are on fixed incomes, it would be nice if the District could help pay for the services of our accompanist. She is so important to the success of our group. If the District was able to help pay for her salary it would be the frosting on our cake of a wonderful musical experience.
- 9) A very enjoyable learning experience of music.
- 10) More TOEFL/GRE program
- 11) I like the college the only bad experience is finding a space for parking.
- 12) I have great experience in this campus. I have nothing to add.
- 13) The instructor give me all the skill to improve my English in my daily life
- 14) Fun
- 15) My experience at this school is a very memorable experience
- 16) I know we have hands on schooling and its great that way. I still need a lot of hands on.
- 17) I was surprised to see ***** credentials & speaking with her afforded me insight in developing my career. ***** is in my opinion a consummate professional, she knows how to cut through the red tape. I couldn't be here w/o her.
- 18) More money has to be spent on modernizing our curriculum. I feel like I'm learning in a "junk yard environment". This course is behind the technology to adequately prepare me for employment in the auto body industry.
- 19) Good for learning.
- 20) I am learning a lot about electronics. Thank you
- 21) By attending a student orientation, I became more familiar with Continuing Education's programs and services.
- 22) Overall a good experience.
- 23) Thank-you for all of the Tai Chi & Qi Gong classes!
- 24) Very satisfied with my Tai Chi class.
- 25) Parking may be difficult w/o a disability placard.
- 26) Very good
- 27) Counseling services were very good. Instructor services were also very good
- 28) More parking would be nice.

- 29) The bathroom stinks. The instructor – ***** is great. He is most knowledgeable, informative, humorous, helpful and wants us to learn
- 30) Good learning atmosphere.

Cesar Chavez

Q1. Please add other comments or suggestions related to Instruction, Instructional support services, and/or Instructional facilities at the college.

- 1) Me gustaria teueruna. Cafefera en la reception.
- 2) Computer instructor is very thorough and explains very well.
- 3) The teachers is viry nice for the studenst.
- 4) Excelente maestro de clases
- 5) We will have to have bigger classroom and tables, computer
- 6) We need more stove mixes fridge. We need more class
- 7) We will love to have mixers computer for edible pictures
- 8) Necesitamos un lugar mas graude y tener mas estufo y refrigerador
- 9) Excellent, very helpful but we need a bigger class-room with more equipment.
- 10) We will love to have stove computer for edidle
- 11) We would like to have more space and extra tools like sto9ve, mixers, tables and if is possible to get childcare.
- 12) We will love to have bigger classroom. We need a computer for adible pictures, stove. Mixers
- 13) We will love to have mixers, computer for edible pictures
- 14) We will love to have tables & chair computer for edible pictures
- 15) We will love to have more stove and fredge and childcare.
- 16) I will love to have extra bigger classroom tables, computer for edible pictures
- 17) We will love to have fridge. We need mixers, stove. We need computer edible pictures
- 18) We will love to have fridge. Computer for edible pictures
- 19) We will love mixers and stove and child care and more hours.
- 20) I will be more than happy if the class can be move to Cesar Chavez Campus
- 21) It's very good instruction and clearly explanation about the class. We need more supplies like, stove, mixers
- 22) Yo me siento contenta con las clases. Pero me gustaria que ubiera mas equipo de cosine y mas espacio. (un salon mas grande)
- 23) It would be better if they provided our class with another stove. As well as other materials. It would be appreciated if our class got a bigger classroom with more chairs & tables. Overall satisfied.
- 24) Me dan muy excelentes instrucciones. Y nos gustavio tener una computadora. Tener estufa y horno
- 25) Yo me siento feliz en la clase. Pero me gustaria que pusieram mas equipo de cosina.
- 26) I think is very excellent the class but a think they need to probay more stove and a big class room for more student's. 1. More tools 2. More class hours 3. Computer for edible pictures.
- 27) We will love to have stove
- 28) We will love to have we need more computer, fridge
- 29) I will love to have more hour class. And computer for edivil pictures.
- 30) I will like it we can get more stoves. And more mixers in our class. More class hours in Friday. Computer for edible picture
- 31) I strongly suggest that every individual who want to attend classes in Continuing Education must start in Course Registration and must be interviewed or pass assessment as to their level of interest.
- 32) Esta bien

- 33) If possible, it would be nice to have more evening classes in this area of study
- 34) Bigger room?
- 35) Larger classroom or smaller class.
- 36) The staff is incredible good. All of them.
- 37) For me if we have a teacher for the others classes for example from desk assistant will be great and more helpful
- 38) More instruccional support services
- 39) The teachers work more with the students one by one so they can success on their studies.
- 40) More public safety security personnel in campus parking and facilities.
- 41) Me gusta la forma enque enseran y todo depende del esfuerzo de cada uno.
- 42) Es bueno tener este tipo de aplico-ciones para pder tener un buen conocimiento de lo escuela en donde estamos.
- 43) Instructional facilities I agree with them by helping others.
- 44) Teachers have been great. ***** has been a great asset to me and everyone else.

Q2. Please add other comments or suggestions related to Student Services and student support programs, and/or Student Services facilities at the college.

- 1) We need an ASB on our campus.
- 2) Exetentes estudiantes porque me ayudan
- 3) Child care for moms with children
- 4) We need more: CHILD CARE
- 5) Necesitamos cuidado de ninos
- 6) Child care for moms with children
- 7) We need more
- 8) We need more days of classes and childcare.
- 9) We need chilcare. More schedule
- 10) Childrens care
- 11) We need security of policy
- 12) We need childcare.
- 13) Childcare
- 14) Childcare
- 15) Child care
- 16) Childcare service
- 17) Child car, computer for edible pictures.
- 18) I like to have childcare
- 19) Cuidado de ninos
- 20) I think adding a childcare service for students with children.
- 21) Me gustaria tener cuidado de ninos
- 22) Que haya cuidado de nonos y mas parking
- 23) No comments.
- 24) We need more computer
- 25) I like to have childcare.
- 26) No comments.
- 27) I strongly believed that every student accepted in class must undergo orientation.
- 28) Todo esta bien pero senecesita mas material
- 29) Have not used them.
- 30) They are really good.
- 31) If we have a carrier planner here in campus it will work fantastic
- 32) More detailed presentation of class course materials.
- 33) Que bueno que den esta clase de ensenanza para la gente que quiera aprender mas.
- 34) Student Services programs are important to the student college.
- 35) They should have a counselor from colleges to really help explain about college courses.

Q3. Please add other comments or suggestions related to your overall experience at this college.

- 1) It has been a great experience.
- 2) Office personelle are great. Very friendly and helpful.. Computer assistant is very polite and helpful when you need her.
- 3) Meciento seguro en la clase y en la escuela.
- 4) Es el primer dra de clases hoy y estoy muy contenta.
- 5) I feel thank you for my class
- 6) I appreciate a lot this class because after I took this class I got better job
- 7) I feel thank you to my class because now I can make money from my home, selling cakes & desserts.
- 8) I feel thank you to my class because now I can make money from my home, selling my cakes & desserts.
- 9) I am very happy with this class I appreciate all my teacher help during class and after class.
- 10) I feel thank you to my class because now I can made money from my home selling my cakes & desserts
- 11) I'm very happy with my class because I learn a lot things, now I do things from my home and sell with my friends.
- 12) I feel thank you. To my class because now I can make money from my home, sellin my cakes & desserts.
- 13) I feel thank you fo my class because now I can make money from my home selling my cakes and desserts.
- 14) I am happy for this class because I can help to my church
- 15) For me is very import because the teacher help me. And I learing a new things for me and my family.
- 16) I feel thank you to my class because now I can make money from my home selling my cakes
- 17) I feel thank you to my class because now I can make money from my home selling my cakes
- 18) I feel thank you to my class because now I can make money from my home, selling my cakes desserts.
- 19) I feel thank you to my class because now I can make money from my home selling my cake dessert.
- 20) I feel thank you to my class because now. I can make money from my home. Make a cake.
- 21) I feel thank you to my class. Exelent teacher. Is friens.
- 22) I feel happy to take this class because I learned a lot and I can earn mony from my house
- 23) Yo ne suebti cibtebta oirque con lo que he aprendido trabajo desde casa y puedo tener mi propio negocio
- 24) I'm very satisfied with the class as well with the instructor. Now I can earn money from my home and learn new material.
- 25) Yo estoy muy contenta proque yo e aprendido a aser muchas cosas y he podido bender cosas desde mi casa.
- 26) Yo me siento muy feliz en mi clase porque e aprendido muchas cosas y e podido hacer mi propio negocio.
- 27) I'm really happy with this class the instructore teach realy profeciana. She's always answering are questions.
- 28) I love the class realy much.
- 29) I very happy with this class. I feel thank you to my class because now I can make money from my home.

- 30) Im really happy to get in this class room. We have a really good teacher. I really appreciate this. I make money from my home, selling my cakes.
- 31) In Professional Bake Shop Skills course, I strongly believe the teacher was very professional in handling her students. Based on my experience, I learned a lot of ways and techniques and learning is very fruitful one.
- 32) Es algo muy importante para mi estar aqui en esta escuela aprendiendo.
- 33) The parking lot is very uneven and is a mess during the raining time. Some indigent persons are drinking liqor close to the main dor.
We have no fence for this facility
- 34) Perhaps having a course materials list available online before class will help students get started sooner
- 35) I don't always understand. Too much Spanish spoken, not enough English.
- 36) Good
- 37) None besides being extremely helpful and satisfying
- 38) Overall experience is good.
- 39) Me gusta porque las horas son flexible y de acuerdo a tu horario de trabajo.
- 40) Is a good experience and a goon Continuing Education.
- 41) Teachers need to focus more on English because it will greatly help students with English skills.

ECC

Q1. Please add other comments or suggestions related to Instruction, Instructional support services, and/or Instructional facilities at the college.

- 1) Thank you for your help.
- 2) The time to get a certificate should be greater for example, accounting clerk should be 900 hours.
- 3) Instructors doing a great job.
- 4) ECC has a fantastic instructional support services. ***** is an example of what teachers should be caring, patient, friendly, and most important – treats everyone with respect – and always has a smile.
- 5) I would like to have a lecture on Excell. I find this course very difficult.
- 6) The computer lab services provided at ECC are very well organized. Staff are very helpful and supportive to students.
- 7) ***** is an excellent instructor, she truly is concerned for her students' goals and meeting those goals.
- 8) The support I have received has been helpful. It is easy to get along with my classes for the help I received.
- 9) Thanks to the instructors and the way they explain I was able to understand many things I did not before.
- 10) I like the installation and the attention that the staff give to us.
- 11) My learning skills and thinking abilities have increased since I've been attending classes here at ECC. My success is my instructor's success. I will succeed in accomplishing all my classes to be an Admin. Assistant
- 12) I'm satisfied with the instructional support service, the staff is helpful.
- 13) Instructional support here at ECC is fantastic. I experienced a great amount of importance in understanding my knowledge on classes/courses I've taken. Instructor for my day class takes time to show methods of learning skills for me to gain knowledge and apply it to my class work.
- 14) Syllabi are not always given to students. Although you can print one out from the computer. Student's are not always told that this is available.
- 15) Computer's are in good condition. However, they are too close together. More table space is needed to work.
- 16) Instructional facilities as well as the teachers are all good.
- 17) Thank you for extending class hours for Beg. Acct. Thank you for changing the format of this course to resemble a normal college course.
- 18) Instructions to cover my need are sufficient.
- 19) Most of the campus are in good condition or under construction or finished. I do appreciate this and any updating of learning materials.
- 20) In sometime the computer machines were fully occupied. I suggest to add ten more computers would be great.
- 21) The instructors from the BSI classes are doing a great job along with their staff.
- 22) The instructors and the classes that I have been afforded to take have helped me compound on my work & job experience. These classes have helped me to make a good career change & move. These classes & instructor have helped me build a strong foundation for my success in a new job field of MY CHOOSING.
- 23) Ceramics studio in excellent learning environment. ***** is great! We miss her.
- 24) Love the professor. She is excellent. Love the facility. Great instruction.

- 25) Outstanding program available to the community – includes instruction & access to equipment and materials.
- 26) Technical help in ceramics has been very helpful in my job placement.
- 27) This class is crucial.
- 28) I have been taking classes at the community colleges since 1987. I cannot express the support, guidance, encouragement I have been given from instructors and people I have met. The impact to my career and life has been tremendous and I owe the quality of my life to our community colleges.
- 29) Motivation
- 30) Parking permit is too expensive
- 31) Facilities do your great work you do. Thank you.
- 32) Need books.
- 33) Need more books & tutors
- 34) Books are needed.
- 35) The class was very good learn a lot and need more books.
- 36) We have a very good instructor & our classes go by smoothly.
- 37) About instructional support, I was very satisfied with everything. They have very good services. I don't have problem about it. I was grateful with everybody. Thank you
- 38) I'm very satisfiel -Thank you -
- 39) Excellent program. We need more college classes.
- 40) Clasroom very bad. No white boards.
- 41) Please no more casas.
- 42) Very satisfied.
- 43) For me ECC is great!
- 44) Great teachers, no good classroom. (144)
- 45) I passed the interview. It was great for me. Thank you!
- 46) Excellent job. Evening teachers at ECC are great!
- 47) Excellent teachers.
- 48) Excellent programs.
- 49) Quality of evening instructors at ECC is outstanding. Good teachers and good students should get more recognition.
- 50) Great teachers in the evening.
- 51) Instructors are very helpful. In many ways very understanding and very respectful. They teach and share there knowlege.
- 52) Excellent class. Help me to become U.S. citizen. I love ECC!
- 53) I think our instructor is great.
- 54) The instructional facilities are great – well ventilated.
- 55) Am a handicap person, I think the college needs, more disabled parking.
- 56) None
- 57) Instruction is great. Facilites are under construction.
- 58) We all think we need more books real fast!!
- 59) The instructors are very helpful. Also, when they explain they make it easier for me to understand.

Q2. Please add other comments or suggestions related to Student Services and student support programs, and/or Student Services facilities at the college.

- 1) In my experience, student support sources have done a good job!
- 2) The orientations should address the potential new students with: various educational levels, economic and ethnic background. Explain 'All' services and programs available such as employment, counseling, workshops, etc.
- 3) The student service and support programs is the best way to use to get along with school and plan your goal better.
- 4) I think this service is very important to help and guide the students.
- 5) We shouldn't have to pay for parking at any college – It's too expensive.
- 6) The books used overall are outdated. Some applications upgrade their features every once in awhile but some books related can't keep up. (i.e., the internet book or Windows XP)
- 7) The student services are very accessible for everyone. I think that it is a very good service.
- 8) Student support services is great and have helped me with my hand disabilities and financial support.
- 9) The individuals that work in admissions have been very helpful. With processing attendance verifications in a timely manner. ASB is non-operational.
- 10) Many low income students need to know about book loan programs. Low income students who do not receive state or federal assistance are at a disadvantage.
- 11) If there is a study room I don't know about it, a library would be nice.
- 12) One thing I notice is that classrooms are in need of new boards and disabled persons desks/chair areas only if it can be accommodated
- 13) Their classes and support made getting a GED a really easy thing to do.
- 14) Financial Aid has been given to too many slackers. People mooching of the tax payers and the system. Needs to be more regulated.
- 15) Use email for class reminders./Cancelled classes updates.
- 16) Instructions in ceramics has been invaluable to higher levels in technical support for industrial uses of ceramics as a medium in the science job placement.
- 17) Although I haven't used the counseling services for a couple decades, I'll forever be grateful for the direction, assistance, encouragement and aid I received when choosing my studies for my career in 1987.
- 18) I'd like access to a piano.
- 19) Please have your D.S.P.S. counseling services too for more care listen, treat, students as you would like to be treated.!
- 20) Need books.
- 21) New book
- 22) The student services is very good, I was grateful with the services. Thank you so much.
- 23) I'm very satisfied -Thank you –
- 24) They should talk more often with every student's and let them know what programs they should take 2 go 2 college.
- 25) We need cafeteria and better classrooms.
- 26) We need more boards and books.
- 27) We need a bookstore and cafeteria.
- 28) Good job, Thank you
- 29) It needs a bookstore, better and bigger. We need a cafeteria. Thank you.
- 30) Counselors should be more competent and more organized. Too many CASAS tests waste instructional time!

- 31) We need better classroom and materials.
- 32) We don't have ASB.
- 33) Some of the word and windows books are missing pages torn ETC
- 34) Bathrooms should be cleaned more often
- 35) None
- 36) It took me nine months to get into class!
- 37) We need more books in the program.

Q3. Please add other comments or suggestions related to your overall experience at this college.

- 1) Would be great to have a work placement for good students.
- 2) Overall experience, is that: I do think that all phases are satisfactory.
- 3) Great place to learn new skills, vocational and non vocational.
- 4) I like the self passed closed classess some are ok to go on your own, but some like Excell needs a lecture from time to time.
- 5) I appreciate very much much beeing able to come to school and learn the skills I need. The classes are free and the school is close to my house.
- 6) Ever since I started school I have gained much knowledge in different workforce environments that exist and different programs needed to be able to work.
- 7) My experience at this college have helped me to complete my personal academic gouls with the help of teachers and consulers.
- 8) I really enjoy all my classes. I learned a lot about computers since I enter this college. When I first came I didn't know anything. Thanks a lot for your help.
- 9) I love it here – Now I have a goal to accomplish – Thanks to ECC's facility and educational support.
- 10) My experience is that through all this time I feel really prepare to work and have a work based on my skills I have learned at ECC.
- 11) I love learning many things. Continuing Education is critical in this day and age. I am very happy to have ECC in my neighborhood.
- 12) The elevator was broken for over a month. There are only two automatic doors at this site. Text books are in poor shape or not available at all.
- 13) I wish I could stay longer each day to get more done @ the computer.
- 14) Keep up the good work. These programs are vital to the workforce and community!
- 15) My over all experience is great. The fact that the education here is free and practical for me, and also it builds my skills.
- 16) The counselors are great and really helpful at all times.
- 17) Instructor*****. Need other equipment to use that would help prepare for employment.
- 18) My overall college experience at their college has been GREAT. I feel very lucky as a disabled veteran to be able to attend this school.
- 19) Love it, great staff, great students, very community oriented environment. Everyone help, everyone wins.
- 20) I appreciate the classes offered
- 21) I have enjoyed the new relationships I am developing here at my classes.
- 22) The ECC has expanded by world view of society, different culture; the friendships I have made while spending my hours at class have truly enriched my life and opened my eyes to the world. I am always learning something.
- 23) Instructors highly qualified & agreeable
- 24) Thank you for having me here in the school for 12 years. I learned all of you that were all the same.
- 25) Thank you.
- 26) Having to long of a waiting list makes other students think, that this place may not have the funds to teach you what we want to do.
- 38) N/Good I'm very satisfiel -Thank you -
- 27) Is been good but sometimes I think that the class are a lil bit slow.
- 28) No parking now. Terrible
- 29) The college needs be clean.

- 30) We need more college classes.
- 31) The college needs more parking. Thank you!
- 32) More college classes, please.
- 33) I'm so glad to be part of the ECC program. Thank you
- 34) Larger vocational program is needed.
- 35) ECC is a great place to learn. I started level 1 to the final level. I was very satisfied.
- 36) It is very important to our community!
- 37) Janitors should work harder and should not smoke in front of the building.
- 38) Very good college
- 39) We should have more parking.
- 40) Could use some more free-parking.
- 41) Not have a class like account be an open lab, better if there is an instructor.
- 42) It's posted as no cost but the materials needed should be made known prior to enrollment so that they may be obtained to get a start on the 1st day. Also explanation for older students on what to expect.
- 43) Please list on web if there will be no instructor for the class.
- 44) None
- 45) I have improved alot in my classes.

Mid-City

Q1. Please add other comments or suggestions related to Instruction, Instructional support services, and/or Instructional facilities at the college.

- 1) Everything is satisfactory. I am glad to be here.
- 2) More classes of college for people who don't speak English well. Thank you for all your help.
- 3) I nere attend college, but, I want I to get my GED.
- 4) My instructors here have been excellent. Highly knowledgeable in the course content. They are caring and supportive to their students and most encouraging when one feels inadequate by making one feel "great" when persistence & improvements occure.
- 5) The instructional support is good but need more effort
- 6) The course material is being explained in such away that is very easy for me as a student to relate to and understand.
- 7) Have the enrollment process easier or clearly explained
- 8) Helpful and supportive.
- 9) I still have not been able to get a parking permit for my motorcycle.
- 10) Very happy w instructor
- 11) Thank you!!
- 12) Tank you
- 13) Best classes Best teacher
- 14) Love all the classes at the senior center
- 15) I greatly appreciate classes offered for older adults at senior center.
- 16) Our instructor is awesome. Very reliable. She is respectful of our needs and keeps the class fun and active. I would travel out of my way to attend one of her classes.
- 17) Very good class
- 18) Great instructor. Give ***** a raise.
- 19) Overall great class!
- 20) I don't understand
- 21) More lecture labs for computer classes needed. A few are provided but are good quality teachers (***** &*****. Labs with text books are not productive and confusing
- 22) I am in total favor of the satellite sites that offer the computer classes. The Navajo site has been the greatest asset to my new career and how I was able to achieve it via the self-paced environment and support from the teacher *****.
- 23) Certain instructors need to treat students like students not like children.
- 24) Some instructors have not been very helpful and others have been very helpful.
- 25) When certificate programs are eliminated, there should be alternatives in place for the students enrolled in those programs –
- 26) The syllabus are outdated causing a setback – I could have taken a typing test to waive the remedial keyboarding hours. Former instructor said I had to begin with beginning keyboarding (90 hrs); then I was not informed to take second part after I was done w/beginning keyboarding. Also need to make up office skills not listed in syllabus after putting in hours last semester.
- 27) All of the instructors are very knowledgeable and are all great instructors.
- 28) Teachers are wonderful
- 29) Overall facilities & instruction are good. Support services via phone help me. Staff could be more informed about the class & curriculum.

- 30) Keep the class open Thank you
- 31) Since the beginning of the Spring semester I have been much more satisfied with the: - Hours that the computer lab is open – Level of instruction – Attitude and helpfulness of instructor. Previously I was very unsatisfied and considered dropping classes.
- 32) I've been attending SD C Education for about 2 to 4 yrs have had surgery on right wrist which sometimes impaired me to continue what I'm doing – 3 surgeries so far. I pray they'll be no more
- 33) As for now, I'm pleased with what is being provided to me. I can not suggest more for you right now.
- 34) I haven't been here long enough to use them.
- 35) Making copys of stuff we go over in class.
- 36) N/A New student
- 37) My courses have prepared me well.
- 38) I like my instructors, because they tells me what I need to know.
- 39) They do a good job
- 40) I have found Continuing Education to be a very good tool. I would have given this resource a try sooner in my educational journey had I been aware of it's availability sooner.
- 41) No comments
- 42) Thank you for being here! Keep the good work up!
- 43) I think instructors are professional and they do a good job.
- 44) I think that you should provide programs that give us more practice for the IBT TOEIF exam. Thx.
- 45) I love this school. Teachers are awesome.
- 46) Instructor is great. Clear. Positive. Knowledgeable. ***** is awesome.
- 47) I really enjoyed the class when I first started, the information is good but the instructors verbal skills are shocking! She says things like "they're mines" I wish I could remember more examples. Regardless, its shocking to hear such a highly educated woman speak like she's totally uneducated!! I've started to tune her out over the weeks + have less interest in listening because its ANNOYING I can't wait to finish this class and that is NOT how I started out. It's a shame really.
- 48) Some information are necessary for better work as parents, this current time
- 49) Parking is inadequate
- 50) I am in ***** pm computer lab. She is an excellent instructor and works well with everyone of her students. Her teacher aide, *****, is very helpful, as well.
- 51) Everything OK
- 52) I need help.
- 53) I think the instructors need to be supervised. The way they work with the students is not very helpful. Some, not all the instructors. Mon and Wed. 6-9
- 54) I appreciated this school for the opportunity that I have to come and learn others skills Thank you,
- 55) I will like to make a comments of the scholarship should take effect of those who have never completed high school in the United States.
- 56) Show the students the difference between this school and other colleges
- 57) Rooms need to be heated for evening classes. Auditorium backstage is cluttered, dangerous and dirty (Patrick Henrys)
- 58) A)The instructor works hard to make all students feel comfortable, and to bring out the best in us. B) The classroom we work in is always dirty, papers, debris left everywhere including wrappers and containers from food and drink. We always walk into a filthy room.

- 59) We need the college to pay for an accompanist. We shouldn't have to constantly raise money to pay for one. This is not why we're here.
- 60) This form is long for disabled.
- 61) Our classroom (Rm 600) at Patrick Henry is always filthy – students' papers, food rappers, etc. AND the P.H. teacher's things are all over in falling piles & stacks.
- 62) Parking lot lights are often turned off. Changing rooms are filthy + dangerous. School is up for getting sued if someone falls. Classroom is filthy. Written words on walls on practice rooms are inappropriate. Where is the pride & respect for the schools.
- 63) Parking at Mid City can be a bear.

Q2. Please add other comments or suggestions related to Student Services and student support programs, and/or Student Services facilities at the college.

- 1) Course catalog is worthless, since it doesn't give the hours of each class. Why even bother with a catalog? Your catalogs used to be OK.
- 2) We are where we need to be. I think God puts us in the right place and time our lives.
- 3) I would like additional parking for disabled students.
- 4) Programs for students transportation public services. like ID student.
- 5) I school is helpful improve my English
- 6) I have found student service more informative and helpful especially when one does not know what path to choose to meet our goals
- 7) The student services facilities are good.
- 8) Everyone seems to be very helpful and kind enough to meet students needs.
- 9) To help better students to enroll class w/truthful info.
- 10) If assessment is not needed for certain classes just help the students not to waste time
- 11) Advisable and willing to help.
- 12) Parking spaces, very important, not enough!! Thanks.
- 13) Regarding # 11 parking is very important although I am not satisfied with the amount of parking spaces available.
- 14) Not attending college – senior center
- 15) *****, Mid-City counselor, was the utmost helpful in directing towards my career in medical office assistant. She was very encouraging.
- 16) I don't know how much input from students is related to student services, programs or the or courses.
- 17) We were not advised of the cancellation of the Medical Office Assistant program – heard about it through word of mouth by other students. Lost time to apply elsewhere (ROP, comm. college, etc.) prior to winter semester.
- 18) Counseling service is awesome!
- 19) The Calworks counselors are great! They have helped me immensely & I love the work study Calworks program
- 20) N/A “
- 21) I am very dissatisfied that the Medical Office Skills course was cancelled and caused me to waste 2-4 nights per week for several months with nothing to show for it, and no way to continue with the course.
- 22) This survey is probably the most ridiculous test I've ever taken. More than half the questions serve no purpose. If you want students opinions “really” – then hand them a piece of paper & ask them to write their thoughts re. education. Who dreams up these surveys! Save tax dollars by dimply asking for our experiences and our expectations.
- 23) I have improved by academic performance
- 24) We the students we help each other, and like each other.
- 25) They are nice
- 26) I have utilized Regional Occupational Program in the past and I feel this program is comparable to it.
- 27) No comments
- 28) We need more student support programs.
- 29) Offer better counseling services
- 30) You are pretty nice.
- 31) Never used them

- 32) More ways that we may help of ourself
- 33) I need help, too.
- 34) Would prepare h. sh level students such as colleges and universities students
- 35) This class is far more than a chorus. More of us are disabled & has become a community of support & really therapy for myself as well as the rest
- 36) To bill out?
- 37) Singing room is to hot & cold Extreme temp. make it difficult to concentrate.
- 38) Tune stage piano.

Q3. Please add other comments or suggestions related to your overall experience at this college.

- 1) I think ***** is the most caring, concerned, and very sweet and knowledgeable of what she does here. Personally I am grateful to God for putting her in my life.
- 2) I do not feel that the 2:15 – 5:15 instructor knows the rules for classroom respect for students. He has made many students leave because of him and his actions.
- 3) Thank you for your help.
- 4) The only thing I need is when I take the test I want to know my progress report, so I also want to get a job. I ask Cidy, I don't know why I still waiting along time.
- 5) Excellent, caring teacher!
- 6) In this time of economy down spiral and at 73 yrs of age I have found this expirience at this college (Mid-City). Hopeful, pleasant, friendly, educational in meeting most interesting people from around the world. It also increased my trust & pride in our country & state for its generacity & caring to all who live here.
- 7) My skills got bitter when I started colleing. The class are well tought.
- 8) It has been a very good experience so far. I fined my instructor to be very qualified, and dedicated to helping students like myself.
- 9) Have a better parking facility.
- 10) Build a cafeteria.
- 11) It's helpful. I'm learning.
- 12) Very happy that you offer these classes
- 13) Very accessible. Thank's
- 14) Please keep all classes. Can we get a gigong class please
- 15) Senior centers – thankful for excellent instructors
- 16) The college Senior Center is a great facility.
- 17) The teachers are excellent!
- 18) The “Medical Office Assistant” program prepared me to pass the AAPC Medical Coder examination. Without this introduction through Mid-City I would never have been privy to this field that I was able to be employed again.
- 19) Not satisfied with new schedule hours.
- 20) Overall I have had more good experiences than bad.
- 21) Purpose of attending Mid City is to get out into the workforce as soon as possible – These setbacks have delayed my progress. Per EDD, one must attend training in an industry that is one of the top five in demand locally – Why cut out the medical courses??? Healthcare is in demand nationwide!!!
- 22) Instructors have not been able to keep students from being disruptive in class – very frustrating to concentrate. However, “new” instructors are making a difference to a degree – kudos to them!!!
- 23) The continuing education program is absolutely amazing. I learn for free what other colleges charge up to \$100,000 for. **Seriously**
- 24) I am very grateful that most of the classes are Free otherwise I would not be in school right now. Thank you sooo much.
- 25) It has been a good experience.
- 26) Great class. Would be helpful to have outlets to help w/watching siblings on days when we work in class.
- 27) I think the surveys could be worded better.
- 28) bk. Price were raised
- 29) So far it has been the great everyone is really nice and offers to help when I need it.

- 30) N/A"
- 31) My overall experience is very good, I'm trying my best, and my instructors are helping me to.
- 32) They take time – to help
- 33) Continuing Education is a quality tool for getting individuals back on track and current with their educational goals. I do appreciate what impact it is having on helping me meet my educational goals.
- 34) No comments
- 35) I would like to thank Mid-City Continuing Education Center for the opportunity to improve my knowledge and the good experience with the instructors and classmates throughout the time I have been here.
- 36) My experience at this college has been great. This is a big opportunity to continue studying.
- 37) Overall experience is good. Comments: The college should have more than 1 day/wk to register for a class. (Now it's only on Monday.)
- 38) It is invaluable the effort made to improve the skills of this wonderful people with multicultural origins.
- 39) Love instructor. She is awesome. I have learned a lot from course.
- 40) So far Good
- 41) It helped me learn more.
- 42) This college is great. You've got my vote!
- 43) I'm great studying at on school. My skill it's very slowly but were – we have a good teacher and polite. Dear *****. I'am from Guatemala.
- 44) I know you doing good job but always try to improve Thanks to my all teachers and all of your.
- 45) There is still a place and much needed social interaction for seniors, students and disabled people. *****I is Fantastic!
- 46) The high school students disregard cleanliness, respect for property and pride in the facilities. They leave trash, food, gum everywhere. They have had racial slurs and Nazi slogans on the walls and mirrors in the restrooms of the school. It is disgusting. They could improve the school by recycling plastic bottles and aluminum cans.

NORTH CITY

Q1. Please add other comments or suggestions related to Instruction, Instructional support services, and/or Instructional facilities at the college.

- 1) I want to get more opportunities and time to develop a speaking skill.
- 2) I'm very satisfied and happy to be in this class at present.
- 3) My instructor is really a professional and I'm satisfied with her.
- 4) Can you make afternoon class at Saturday? I want to attend ESL class during weekend.
- 5) Some information on the website is not updated. Registration time has been changed.
- 6) Please spend some time for presentation to each student. To provide for any classes for improving communication.
- 7) I believe we need more support, relative with the educational programs, as the higher levels the english and other program, mostly in the evening class
- 8) I would like more courses on Saturday.
- 9) All instructors are extremely approachable and inviting. I appreciate my instructors for helping me to improve my English skills.
- 10) I have a problem to find a parking at City College. I paid for it and I need to park my car in Balboa Park faraway from my school and I need to walk there and back because I didn't see a bus there never like they told us to use.
- 11) Don't allow brat kids!
- 12) It is all in good condition. I have nothing to add.
- 13) The women's restrooms are unacceptable. The size of the stalls are too small & there is not enough space to enter the stalls.
- 14) This program is amazing.
- 15) Great instructors Knowledgable Personable
- 16) Very good job
- 17) It's a foundation on rehabilitating socially for brain-injured students
- 18) Excellent class – Hope it can continue.
- 19) Instructor has been very helpful
- 20) This class helps me maintain good health. It adds to overall physical well being
- 21) ***** is an excellent instructor.
- 22) On a scale of 1 to 10, I would rate it a 10
- 23) I like to exercise with this group. It's more fun than doing it alone. The teacher provides fun music & a fun environment.
- 24) This exercise class has provided many hours of information on health & fitness issues. It also provides a friendly social enviornment. Our instructor, ***** is a source of information and inspiration. I take the class for preventative health maintenance.
- 25) The instructor teaches very well
- 26) Excellent instructor.
- 27) Excellent instruction.
- 28) The instructor is outstanding – very skilled, very approachable, goes at pace of class.
- 29) The instructor of this Art Class (*****) is excellent. The class atmosphere is relaxed and friendly, yet at the same time we learn a lot about water color painting.
- 30) The instructor of this class is excellent. My art skills have greatly improved.
- 31) Instructor & instructional facilities are excellent.
- 32) Teacher is excellent

- 33) Great Instructor!
- 34) Instructor is very knowledgeable and vibrant. She is a very experienced instructor.
- 35) The facility is wonderful! Your college offers a great service to mothers with children. The instructors are friendly and supportive of all students.
- 36) I wish there were more parent ed classes closer to Miramar
- 37) –Classes have been great to me as a new parent. I have learned a lot and so has my child – only comment/complaint is that this semester especially class size and interest has risen – open more classes
- 38) A Spanish class for toddler would be great. I think that at this age it's easier for them to learn another language.
- 39) Bery Good
- 40) Very Good
- 41) Carried a bad memory. I believe come to the consumer science class I learn a lot I enjoy my old age, thanks to *****.
- 42) College facility is a pleasant place.
- 43) Come to alteration sewing class I learn more of ne technic which I give back to community in this crisis time.
- 44) Instructional facilities at the college is poor. Need more and better sewing machine.
- 45) Lo que me gusta de esta clase – es que3 puedo hacerle ropa a mis – hijos y tambien hago algunas – alteraciones con los que me hayudan – un poco economicamente.
- 46) I am excited to learn “sewing”
- 47) There is no designated student parking. I would like a safe, secure parking lot.
- 48) Parking is important. There not enough parking. Should have parking lot.
- 49) We want to have conseling service. And we need counselor.
- 50) There is no designated parking. I would like a safe, secure, parking lot (student).
- 51) I would like to have more parking it's difficult to find a space
- 52) Awesome!
- 53) The instructor is amazing. It is a please to attend his class. He is a great person to look up to. Regarding instruction, it is very clear and understandable.
- 54) Excellent instructions
- 55) The use of overhead screen to show step by step how to do certain functions in the computer is very effective. It makes learning computer a lot easier
- 56) Need more instructors of ***** caliber
- 57) Proximity to Miramar should offer more academic courses – (languages, literature, etc)
- 58) Continue Education provides working/no working students great learning opp. To maintain/upgrade skills needed for job force. Instructor taught real life skills to meet the needs of the work market! Thank you!
- 59) Explain satisfactory & very informative instructor is good & very helpful
- 60) Excellent instructor
- 61) Self-study lab
- 62) Some answers relate to previous courses of study I've done here '75-77 Electronics Technology '77-80 Physical Science – Pre Engineering
- 63) Let students recycle on campus.
- 64) V. Good
- 65) As a man to be instructed by sewing teacher ***** she taught me all sewing technic. I now reach my goal what I always to beat woman's world. Congratulation
- 66) I finally discover my goal. I love my sewing teacher *****. I learn a lot.
- 67) La maestro sabe class su instruccian

- 68) ***** is a marvelous teacher who deals with students from many countries. She is kind, knowledgable, patient, and very effective. Her students are all appreciate of her help.
- 69) Its amazing how our teacher could teach her class to students from different part of the world. That's talent!!
- 70) My teacher is very knowlegable of her trade. She has the art of a patient instructor.
- 71) Very talented teacher. Knows her trade!
- 72) Teacher knows her trade very well. Patient to her students in her instruction. Friendly. Generous with her time.
- 73) Sometimes the class is too many students.
- 74) My sewing teacher is very good at teaching proper sewing techniques. She runs her class differently than the other teachers which makes it easier to learn and look forward to coming to class.
- 75) My sewing teacher is very good. She knows what she is doing.
- 76) A good teacher. I learned a lot and keep on learning.
- 77) Very helpful
- 78) ***** is a great teacher. She is well prepared and very clear in her presentation style.
- 79) Everyone at this facility is wonderful. This past year has been very challenging for me personally & my counselor & instructor have been so supportive & have helped me during this time.
- 80) Bring back *****
- 81) Instruction in the IMCP evening class with ***** has been outstanding. My computer skills have really improved. Also, the "presentation" part has been good for improving my real-life presentation skills. The project-based aspect of the class has been very helpful in lesson retention.
- 82) Question #69 – I have a BS degree, but this option was not listed
- 83) Timely delivery of grades on homework could be substantially improved.
- 84) Too bad ***** was transferred. The computer rooms are very dusty. It would be nice if there was an organization that supported the school or solicited funds from outside business.
- 85) Better parking
- 86) A smoking area for the students
- 87) Indoor sitting area.
- 88) More vending machines
- 89) House keeping
- 90) We need a cafeteria
- 91) ****, ***** ,and ***** are cool.
- 92) Survey content/vocab. Too difficult for ESL & ABE level students.

Q2. Please add other comments or suggestions related to Student Services and student support programs, and/or Student Services facilities at the college.

- 1) Additional seminar/training
- 2) The number of student services staff if not enough.
- 3) I want indoor nursery or a nursery with a huge tent for my baby.
- 4) More handouts to increase skills.
- 5) The student services I think is good just I suggest they put more attention in the library because sometimes we don't have enough information about the material we can use.
- 6) I want information about courses or new ad
- 7) Bathrooms need upgrading.
- 8) Better Parking
- 9) Heat/Air working better
- 10) More handicapped parking
- 11) The bathrooms are old and made for small kids
- 12) It has been very good for me these past years.
- 13) ***** is a wonderful part of this program along with all the other instructors
- 14) Would like more one-on-one counseling time
- 15) Referrals to more community services
- 16) The program became my 2nd family, where all female students can be seen as my sisters & male students as my brothers
- 17) Good teacher!
- 18) N/A
- 19) N-A
- 20) I don't use student services.
- 21) More classes at Miramar College child dev. would be great
- 22) Bery Good
- 23) Very Good
- 24) ***** has a deep heart & patience to old student with problems of memory.
- 25) There is a big impact in all student services & programs.
- 26) Nos gustaria tener mas espaciol para trabajar major en – nuestros proyectos
- 27) We have a comfortable learning environment.
- 28) Teacher is great. Classmates are fun.
- 29) I would like a campus book store. Unfortunately, no counselor came to my school in the evenings during the fall 2008 semester and the first month of the Spring 2009 semester.
- 30) No counselor came to my school in the evenings.
- 31) Counseling service: Unfortnately no counselor came to my school in the evenings during the Fall 2008 semester and the first month of the Spring 2009 semester.
- 32) Bookstore: I would like a campus book store.
- 33) Counseling services: unfortunately, no counselor came to my school in the evenings during the fall semester 2008 and the first month of the spring 2009 semester.
- 34) The restrooms in terrible conditions it need more attention
- 35) Awesome!
- 36) Fine
- 37) Very helpful & accommodating
- 38) Counselling useless
- 39) No counselor till now
- 40) V. Good

- 41) I need ***** in sewing class her deep hear & experience bring my spirit up.
- 42) The consumer sciences class is recommended to all students at old age especially with *****
- 43) Facilidade sestan siempre limpias.
- 44) Facilities are alright, clean and bright
- 45) Services offered are appreciated for those who could use it.
- 46) Have learned that there are a lot of services offered at Bayside Community Center which is worth looking into.
- 47) Good to know the services offered.
- 48) Classroom is ok
- 49) I think there is good and effective student services even though I don't relate to the services.
- 50) I have not used these services.
- 51) Not used it
- 52) Very good
- 53) I have not used the services enough to comment.
- 54) Bring back *****
- 55) Bigger bookstore/cashier?

Q3. Please add other comments or suggestions related to your overall experience at this college.

- 1) Im so glad & grateful for having the opportunity of being here.
- 2) It's is good and helpful.
- 3) We foreign workers need more information about classes. Please announce these classes in universities, company and communities.
- 4) Enrollment of the ESL classes need improvement. It's time consuming for the students to keep back & forth in the campus.
- 5) I am very satisfied with the service of this college. The staff is very nice and very helpful.
- 6) ESL services are good.
- 7) My comment is about the continuous programs have to be more defunded a meant they need probably more promotion, and like that, we can work with better information.
- 8) My experience at ESL class is one of the best experience that I had in U.S.A. These classes helped me a lot.
- 9) It's a great place to attend.
- 10) I like what I do here and want to continue as long as the classes are what I want or need.
- 11) Revamp the bathrooms! The stalls should be larger – or at least have the doors open away from the toilet.
- 12) Thank you!
- 13) Good campus
- 14) Great library
- 15) May this program go on forever, so I can remain a student until I'm fully rehabilitated, whenever.
- 16) Instructress A+
- 17) Simplify survey
- 18) Fun
- 19) This class help me overall to improve my health. Thank you .
- 20) OA Fitness should be the highest priority – and not cut!
- 21) My art skills have greatly improved due to excellent instruction.
- 22) All skills improved... constantly upgraded
- 23) It would be beneficial to have a med. Skill program on this same site of Mira Mesa. Very satisfied – Thanks.
- 24) The catalog is impossible to decipher. I hear today from a class mate that the website is much easier.
- 25) Love the variety of classes available.
- 26) Very satisfying-
- 27) Really enjoy this class – Great instructor!
- 28) I like how the teacher give us the calendar for the class every day and we know what we need to do.
- 29) Air conditioner are too cold in classroom.
- 30) It's been great & the program should be continued!
- 31) The number of students in each class is high. Smaller classes would be nice and I feel more benefical to the children
- 32) I enjoy all of these classes and think they are very valuable to new parents
- 33) Class was exactly what I was looking for to fulfill my lack of knowledge,
- 34) Spanish is one of the common language in California. We wish we could have free "Spanish" course. It'll help us about the communication.
- 35) Bery Good

- 36) I liked
- 37) I recommend to all seniors come & attend ***** sewing class, there is no doubt success is coming.
- 38) Each day I attend ***** class with more than 20 years experience I improve my basic skill in sewing.
- 39) I am learning a lot and I am having a good experience.
- 40) Excellent! Thank you a lot!
- 41) The placement test was not enough to access students abilities.
- 42) In summer day I would like running air conditioner.
- 43) Awesome!
- 44) Continuous
- 45) I really wanted to take Western Civ. Surely one more body could have been squeezed in.
Ditto Economics
- 46) All positive. Hopefully these essential program will not be cut under education budget crisis!
- 47) Attitude of cops is **BAD** (especially parking)
- 48) Good
- 49) ***** teaching experience over 20 years. What more student ask but keep ***** for our bright future.
- 50) Outstanding
- 51) Las clases son muy divertidas.
- 52) Classes are a great way to socialize and make new friends
- 53) Our teacher knows how to handle her teacher so to have a good relationship with each a everyone.
- 54) I enjoy attending my class, location is great for me. The room is well maintained, good lighting.
- 55) I enjoy coming to class because of the teacher and classmates from different part of the world.
- 56) Class is a good place to make friends
- 57) The Continuing Education program provides so many opportunities to learn and to extent so lots of knowledge and skills even my meager income. I would like to express great appreciation to the services.
- 58) I have not experienced any other class to comment on them properly.
- 59) Very good
- 60) I liked
- 61) From the beginning, this college has been a great experience.
- 62) I love this place! I would recommend the instructional courses that are offered without hesitation.
- 63) Bring back *****
- 64) ***** is an excellent teacher. Amazingly valueable.
- 65) I think that parking should somehow be expanded.

WEST CITY

Q1. Please add other comments or suggestions related to Instruction, Instructional support services, and/or Instructional facilities at the college.

- 1) Lectured classes are how I learn
- 2) This was my first time as a student in this class and I enjoyed it very much. My husband used to live her and attended the class before he died. He always loved this music class.
- 3) I especially like ***** and ***** instruction methods, patience and understanding. They have been very helpful and are to be respected for their work.
- 4) There needs to be a M-W beginning computer class in the daytime. Beginning computer classes need to be taught in the evening. i.e. Half the people in my evening lab left before the break because they wanted to learn computers and the instructor was only able to teach/work with students on skills they already knew. If a student wants to learn computers & if there is only a skills lab available then he leaves unhappy & never comes back & tells others not to come back.
- 5) Great class. ***** is caring & helpful.
- 6) The Continuing Education brochure/catalog distributed in the mail should more distinctly explain which classes are for "Older Adults" and what is involved/required to attend said classes
- 7) Great class & instruction
- 8) Great instructor
- 9) Parking lot is a disgrace. Parking space is inadequate.
- 10) Finally a new building!
- 11) New facility is excellent
- 12) Instruction fine
- 13) The computer rooms face the afternoon sun – It is very hot in the rooms – poor design for computers & afternoon courses. The sun will be oppressive this summer in these rooms – What was the architect thinking?? The architecture of the building is confusing – It was not designed for the site or the students but for the convenience of the architect – There is no, none, not any external sun protection for west facing windows – The architect should have to sit here for an afternoon once a week.
- 14) The facilities at the Clairemont campus are in dire need of repair. Its obvious that all of the school's money is spent on the new campus.
- 15) Classes are way too full – parking space is small & no lighting at night
- 16) The computer areas are too small and lack desk top room for books and materials. The south facing rooms get too hot in the afternoon. Better sun blocking; blinds are needed. Most of my instructors are good, but not all of them A few do not come prepared for their lecture classes, they just wing it.
- 17) There should be an "open" lab not a class, to support the IT certification programs; at Network+, Security+, CISCO Winx, Vista, Linus, Mac, whatever. Your cert classes prepare students to pass the exam. They do not provide necessary hands on experience to perform the tasks necessary in the workplace. The lab would provide hardware, software, equipment; not a class or instructor. Again, and OPEN lab (with no minimum enrollment requirement). This would NOT be a class.
- 18) The computer labs in the new building are NOT suitable. The seats do not adjust. The monitors do not adjust. Unable to change keyboards for disabled. Only on way in and out

- of row. Nowhere to stow backpacks. Windows cause glare in afternoon on screens, boards and presentation screen. Also not enough space between workstations.
- 19) The instructors are great!! You get one-on-one help and you don't feel rushed to have the problem resolved. As for the computer lab, it needs a lot of issues taken care of: The chairs do not adjust for proper ergonomics when using the keyboard. The tables are to close together – if there were a fire it would take a good 10 minutes or more to empty the room. The stations are so close together there is very little room for personal belongings and keep them out of other students way. The monitors do not adjust to keep the glare off.
 - 20) I always have fun in the class learning about new things about music
 - 21) I always enjoy the new things I learn in the music class. I am also a musician but still learn each week.
 - 22) I like the teacher.
 - 23) I like the teacher.
 - 24) My daughter and I enjoy the class very much. I like answering the music questions the teacher asks.
 - 25) We should have more music. I never had a chance to study it before now.
 - 26) My wife and I attended the music class and enjoyed it very much. I liked the music, history and singing.
 - 27) I have attended the music class very often. I used to just sit in my room. This is better.
 - 28) I don't have any suggestions yet but all my teachers and tutors are awesome.
 - 29) Instructional facilities at the new building are modern and kept strait. The classroom is smaller and a little cramped compared to the old building and I feel that we got less space. It makes me feel more intimidated in the classroom.
 - 30) I believe that it's the school responsibility to provide parking for there students!
 - 31) ***** is an excellent instructor . I do hope you pay her well because she works very hard. ***** is also very good.
 - 32) My instructors are great!
 - 33) #7-19 - I'm retired. I ride the bus.
 - 34) #24-37- I'm retired and knew what courses I wanted without help.
 - 35) My classes at West City Continuing Education are an invaluable part of my life. I look forward to class for the instruction, the class climate and the comraderie. ***** makes me "feel" like an artist.
 - 36) This is my first class. Very good instructor.
 - 37) Overall I believe this is a course that many people benefit from and I think it could have an impact on the obeasity.
 - 38) More room in computer lab
 - 39) I feel the new West City campus is very well done and my instructor, Naomi Hobbs, does a great job explaining the materials to me.
 - 40) ***** is the most generous, devoted, patient instructor I've ever had. The JCC is a fabulous facility.
 - 41) Our Instructor, ***** gives excellent class demos and much individual instruction every time.

Q2. Please add other comments or suggestions related to Student Services and student support programs, and/or Student Services facilities at the college.

- 1) More on-line class, for single parent who work FT. "Computer"
- 2) More lighting in parking lot is needed for women to feel safe returning to their vehicles at night
- 3) Student labs need the programs on the computers in order to be able to practice. i.e. Why aren't the Adobe CS 3-4 programs also installed in the lab at Pt Loma? They are in N. City but because of the bad bus line we can't get to that location.
- 4) Paved parking
- 5) More parking
- 6) Our instructor, *****, has been trying to purchase some test-out software & is being told that there is no funding, yet the new building is state of the art. There needs to be a better balance here, so all students can benefit equally.
- 7) I took time finding what & where the classes were located, etc.
- 8) I am a retired person that did not need assessment testing or counseling.
- 9) My instructor has been extremely helpful, the computers, etc. are great. The only thing in the class Rm. 207 that can be improved on is the heat coming in from the sun, due to too much window space. Possibly caused by poor air conditioning.
- 10) The bookstore should offer affordable books (used if necessary to get the lowest possible price). Their prices have always been way over what the students pay thru alternative sources. If they can't offer affordable price, just SHUT IT DOWN!
- 11) Do not cut these programs. They are vital to success!
- 12) I only have personal contact with my counselor when it is time to re-register at semester change.
- 13) Over half the time at least one of the vending machines don't work, so it is really nice to have the ASB snacks and drinks.
- 14) No comments or suggestions.
- 15) Our old classroom had white grease boards and the new classroom has none, but they sure were faster at tearing down the old building before giving us one board to write on.
- 16) We are senior citizens – form not pertinent to us.
- 17) Waiting in line to enroll for an hour (to ensure a seat) is a drag but done.
- 18) Would be nice to have more parking.
- 19) Need to have a larger class rm for accounting or computer lab during certain days.
- 20) More parking.
- 21) I would like to see more courses offered, not only for this class, i.e., along with piano, but for me, vocals at the level of a mix of classic rock, R&B, rap & pop.
- 22) I found it hard to get a student body card since the bookstore was never open when I came.

Q3. Please add other comments or suggestions related to your overall experience at this college.

- 1) Overall Im 35 and left school at a young age and Im so grateful for the opportunity to get an education. Everyone is kind and supports me.
- 2) College education is very important to me
- 3) It has been great, I just love it
- 4) The Clairemont Campus (Bungalo B-2) neesa to be open for computer labs and instructional classes.
- 5) Many in the Clairemont area have to take 3 buses to get to Pt. Loma.
- 6) Great opportunity for figure drawing. Thank you!
- 7) The bus stop for North City is inaccessible at night and inaccessible for the handicapped. There is no sidewalk – just grass and roadway. I suggest the staff & deans tryout this bus route to see how bad it is.
- 8) Clairemont is on a good bus line.
- 9) Diabled parking – not enough spots!
- 10) Excellent opportunity
- 11) Love my instructor. Class is wonderful.
- 12) Very good experience
- 13) No parking
- 14) ***** is an excellent instructor who really cares about students learning – other instructors I have had were very nice & concerned.
- 15) The enrollment/information catalogue, this year, is inadequate and confusing.
- 16) Very helpful – kind – upbeat. Love the new classrooms
- 17) #39 Most of them.
- 18) #44 I'm retired & going to school for personal benefit.
- 19) I have enjoyed my basic computer class thus far –
- 20) Helpful in self-development
- 21) Give us a fully equipped classroom. I feel I was learning more when the teacher had a board to write on!
- 22) Given the amount of time students spend in the BIT classes the seating/computer layout is not acceptable. Too close/tight. Need aisle on each side of classroom for better access. No leg room because of way computer drops down into.
- 23) Registration form. Students should only be required to register with the school once per semester. Should not have to provide SSN or other personal data.
- 24) School Administration/staff/instructors - * They should actively seek input from the students regarding most school issues. After all, the school is supposed to serve the stuentns not provided jobs for the staff. I feel that the facilities are built, the curriculum is determined, and the students added as an after thought. *They should be required to sit thru some of the classes so they know the environment students contend with.
- 25) Instructor Qualification: *Eliminate “degree” requirements for your instructors. We need motivated people who know the material and can teach, not this nonsense about paper qualifications. You don't need a degree to teach Microsoft Office or even A+. Same goes for the administration. Having degrees does not translate directly to leadership or managerial skills.
- 26) I loved the old building for the room and comfort it had, but this doesn't take away from the great instructors. I feel very welcome here and appreciate the understanding, and patience the instructors have.
- 27) I like you, everything is wonderful. The singing & the guitar.
- 28) I like them all & accept all the things she talks about.

- 29) Resident just nodded her head & gave big smile
- 30) Very good
- 31) I like you very very well. Not much of the guitar but the resources, the knowledge is about the writer in music industry is what I like the best.
- 32) I have come to the class for several years and like it. I always learn something new in the class. I like it!
- 33) I like being part of a class.
- 34) I like learning about the composers and entertainers.
- 35) I like the history of the music taught. I like the guitar & the singing.
- 36) Positive
- 37) ***** knows each person by their names, special needs of each individual. Great program appropriate for the population. Carries herself in a very professional manner.
- 38) Positive
- 39) I like the teacher of the class.
- 40) I do like you. You are great. The history. You're good. I like sing & play the guitar. I don't know how to rate you but your good.
- 41) I like music. We sang Bicycle Built for Two.
- 42) More music!
- 43) I like the guitar and the singing.
- 44) My overall experience at this college is excellent.
- 45) It depends on instructors.
- 46) This is my first time, I have moved here from Chicago and I am having a great time in my choral class.
- 47) Wheelchair bound do not have easy access to bathrooms in new buildings at Midway.
- 48) #60 – Parking lots are terrible & not enough spaces
- 49) Add Wifi to canteen area
- 50) Good value. Appreciate the labs.
- 51) I believe this community college is very well organized and have faith that these necessary courses further my growth and other students in the music field.
- 52) Have only attended 2 different classes – am in open enrollment adult education...
- 53) Irrelevant in Art
- 54) This has been a wonderful experience for me –
- 55) I really appreciate having this opportunity to learn about Sumi-e painting & the Japanese culture. ***** is a wonderful instructor. He is always prepared & always encouraging & motivating his students to do their best work.
- 56) Recently enrolled in the Sumi-e Brush Painting class. I'm enjoying it very much. I think ***** is an exceptional teacher. I respectfully would like to ask that senior citizens taking classes for enjoyment, like Sumi-e, be allowed to complete a less tedious form? Very little on this form applies to us. Thanks in advance for considering this request.
- 57) I love the beautiful new building!
- 58) ***** has added so much at West City as the new manager. He's always ready & willing to help in any way needed! The difference in the atmosphere at the office is amazing. People actually seem to be enjoying themselves!