City College
Student Satisfaction Survey
Spring 2009

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Office of Institutional Research and Planning
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Office of Institutional Research and Planning

Introduction

Overview

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 is 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 each college and Continuing Education.

Sample Design

The 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 provides representativeness which allows 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 provides a 95% confidence level with a +/- 5% confidence interval. For the sample size, there was an expected 60% response rate, therefore, we oversampled by 40%.

Sample Blueprint for Student Survey

	DAY/EVENING STATUS			
	DAY (n) n*		EVENING (n) n*	
CITY	29764 (379) 531		17549 (376) 526	

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 contained 99 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, number of semesters enrolled and number of units), as well as 16 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 primarily 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 by the individual institutions 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**.**

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Respondent Profile

Of the 1085 surveys that were distributed, 622 responded. This is a 57% response rate. Of the 755 students who were targeted to survey in the sampling plan, we reached 82% of the desired sample size. This very strong response sample provides representativeness which allows for generalizing the results to the entire population. Of those who responded, 59% were female and 41% were male. Nearly half (49%) of students were between ages 18 and 24 years old, 19% were between ages 25 and 29, 17% were between ages 30 and 39, 9% were between ages 40 and 49, 5% were age 50 or older and 1% were under age 18. More than one-third (34%) of students were Hispanic/Latino, 29% were White Non-Hispanic, 15% were African American/Black Non Hispanic, a total of 14% reported being Asian/Pacific Islander or Filipino (7% each), 6% were Other Non-White and 2% were American Indian/Alaskan Native. When asked at which institution you usually take the majority of your classes, 92% of students responded City College, 4 % responded Mesa College, and a total of 4% responded Educational Cultural Complex (ECC) or Counting Education Center (2% each). Of those who enrolled at City College, more than one-third of students (36%) enrolled between 2 and 3 semesters, 22% enrolled between 4 and 6 semesters, 27% enrolled for only 1 semester, 9% enrolled between 7 and 9 semesters and 6% enrolled for 10 or more semesters. Nearly one-third of respondents reported taking between 10 and 12 units (29%) and 25% reported taking more than 12 units. The remaining respondents reported taking between 2 and 4 units (17%), 7 and 9 units (16%) and 1 and 3 units (13%). When asked about class modality (on campus, online, or both), an overwhelming majority of students reported taking their courses on campus (79%), 17% reported using both on campus and online and 4% reported using online only.

The Findings

Mission and Policies

The survey items in the Mission and Policies section assessed the student's familiarity with the mission statement of the college and their knowledge of where to attain college policies that affect them as a student.   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).

Out of the two Mission and Policy section survey items, the item which asked students if they were familiar with the mission statement of the college received a mean score of 2.7. The item which asked students if they knew where to find college policies that affect them as a student received a mean score of 3.3.

When students were asked whether they were familiar with the mission statement of the college, approximately half of students responded strongly disagree or disagree (45%), about one-third responded strongly agree or agree (31%), and nearly a quarter were neutral (24% neither agreed nor disagreed). The majority of the students strongly agreed or agreed (54%) when asked whether they knew where to find college policies that affect them as a student, whereas nearly one-third strongly disagreed or disagreed (29%).

Figure 1: Mission and Policies
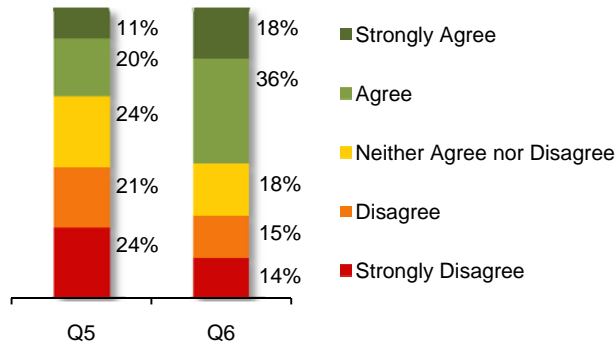
Q5. I am familiar with the mission statement of my college.
Q6. I know where to find college policies that affect me as a student.

Student Support Services

The survey items in the Student Support Services section assessed the quality of the college's instructional programs, student services, library, and learning support services offered to facilitate and enhance students' overall educational experiences. This set of items covered academic counseling, financial aid services, tutoring services, transfer center, library, DSPS, EOPS, student health services, open computer labs, admissions application process, new student orientation, course registration process, child care services, audio-visual services, assessment/testing services, general information on the college website and TRIO services. Students rated their level of satisfaction with each item on a scale that ranged from 1 (Very Dissatisfied) to 5 (Very Satisfied), as well as 6 (I have not used this service/resource).

The services that received the highest mean scores for satisfaction with quality of services (1=very dissatisfied, 5= very satisfied) were: Library (4.2), Open Computer Labs (4.0), and General Information on the College Website (4.0). The services that had the lowest means for satisfaction with

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the quality of services were: Child Care Services (3.4), TRIO (3.5), DSPS (3.6) and Transfer Center (3.6).

The services that rated the highest in terms of satisfaction with the overall quality of services (very satisfied and satisfied) were: Library (80%), General Information on the College Website (76%), Admission Application Process (75%), Course Registration Process (74%), and Open Computer Labs (73%). Other services that rated somewhat high in satisfaction included: Financial Aid Services (65%), Tutoring Services (65%), Student Health Services (64%), Academic Counseling (63%), Assessment/Testing Services (63%), EOPS (62%), New Student Orientation (60%), and Transfer Center (56%). Services that received relatively high neutral ratings (39%-52%) generally also received a relatively high number of responses to the "I have not used this service/resource" category (64%-71%). These services included: DSPS, Child Care Services, Audio-visual Services and TRIO Services.
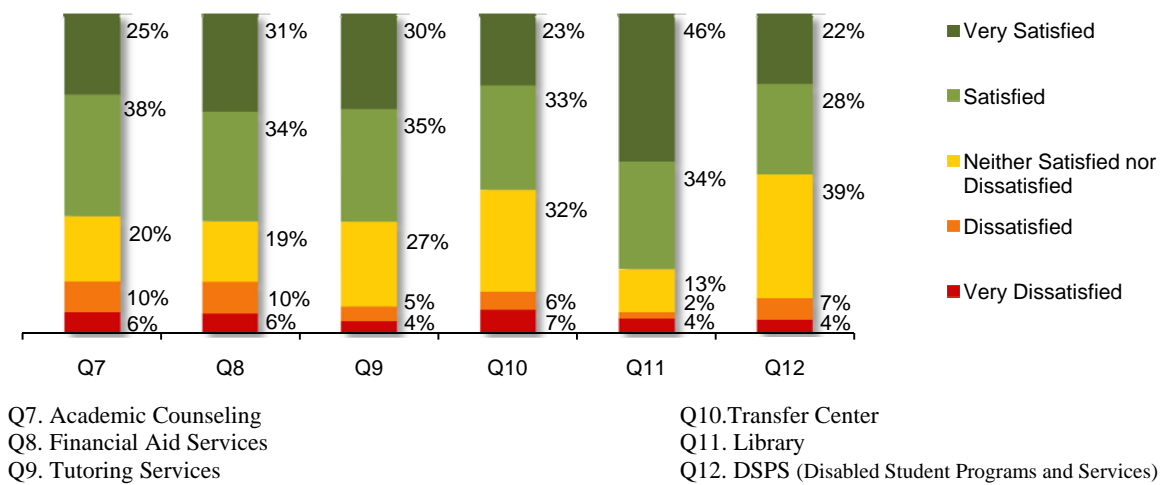
Figure 2.1: Student Support Services

Q7. Academic Counseling		Q10.Transfer Center
Q8. Financial Aid Services		Q11. Library
Q9. Tutoring Services		Q12. DSPS (Disabled Student Programs and Services)

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Figure 2.2: Student Support Services

Q13. EOPS (Educational Opportunities Programs & Services)   Q16. Admissions Application Process
Q14. Student Health Services   Q17. New Student Orientation
Q15. Open Computer Labs   Q18. Course Registration Process

Figure 2.3: Student Support Services

Q19. Child Care Services   Q22. General Information on the College Website
Q20. Audio-visual Services   Q23. TRIO Services
Q21. Assessment/Testing Services
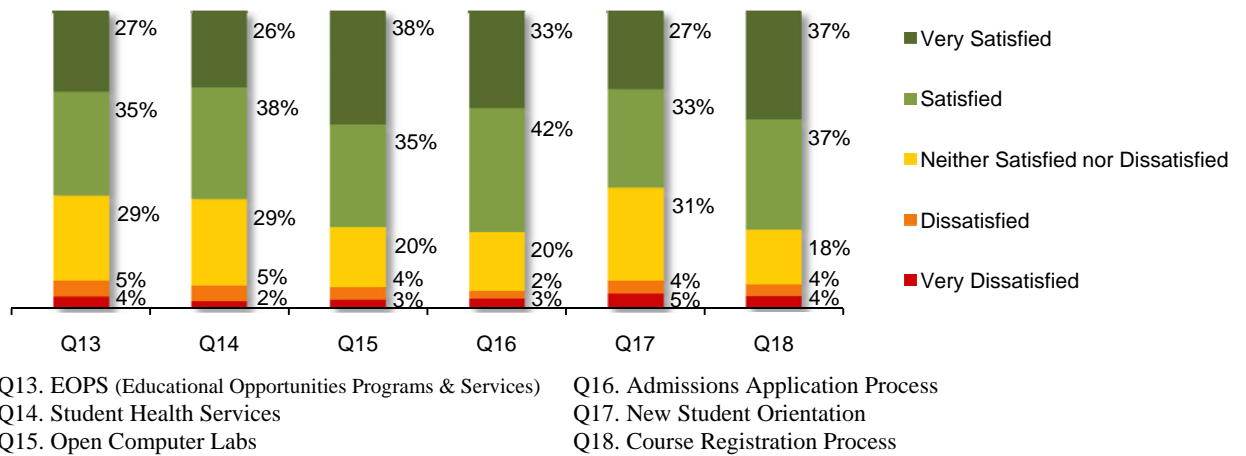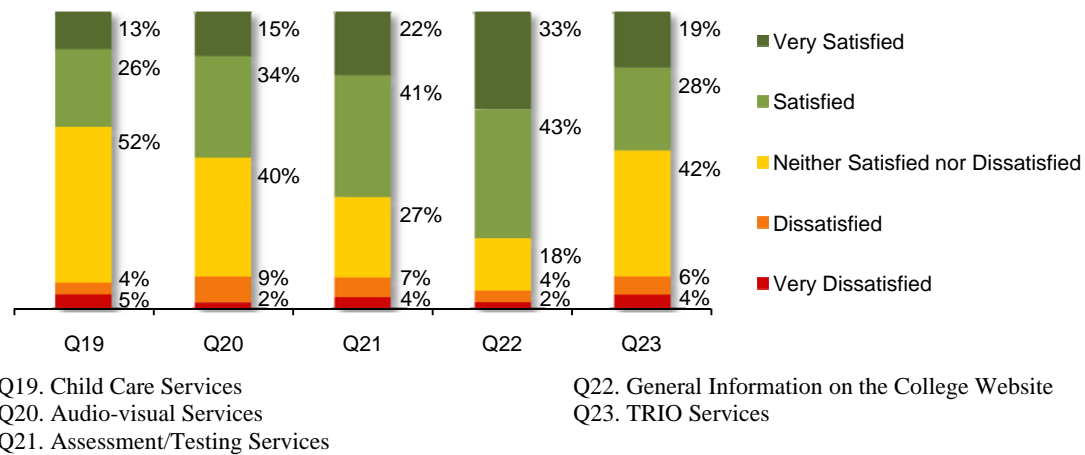
Course Availability

The survey items in the Course Availability section assessed the adequacy and variety of courses offered each semester in order for students to complete their educational goals in a reasonable time period. 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).

Out of the two Course Availability survey items, the item which asked students if there were a sufficient number of General Education courses offered in each semester in order to complete their educational goals within a reasonable period of time received a mean score of 3.6. The item which asked students if there were a variety of courses offered within each major each semester in order to complete their educational goals within a reasonable period of time received a mean score of 3.5.

The majority of students strongly agreed or agreed (64%) when asked if there were a sufficient number of General Education courses offered each semester in order to complete their educational goals within a reasonable period of time. Fewer students agreed that there were a variety of courses offered within each major each semester in order to complete their educational goals within a reasonable period of time (58% strongly agreed or agreed and 20% neither agreed nor disagreed).

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Figure 3: Course Availability
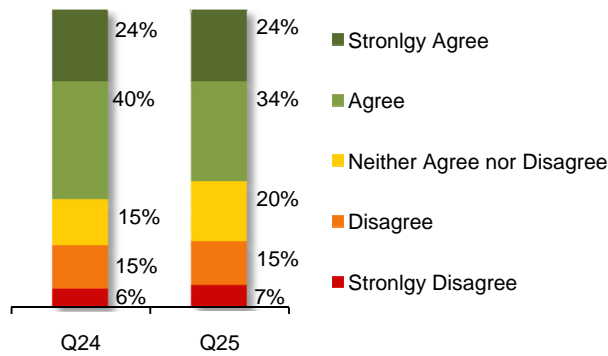
Q24. There are a sufficient number of General Education courses offered in each semester in order for me to complete my educational goal within a reasonable period of time.
Q25. There are a variety of courses offered in my major each semester so that I can complete my educational goal within a reasonable period of time.
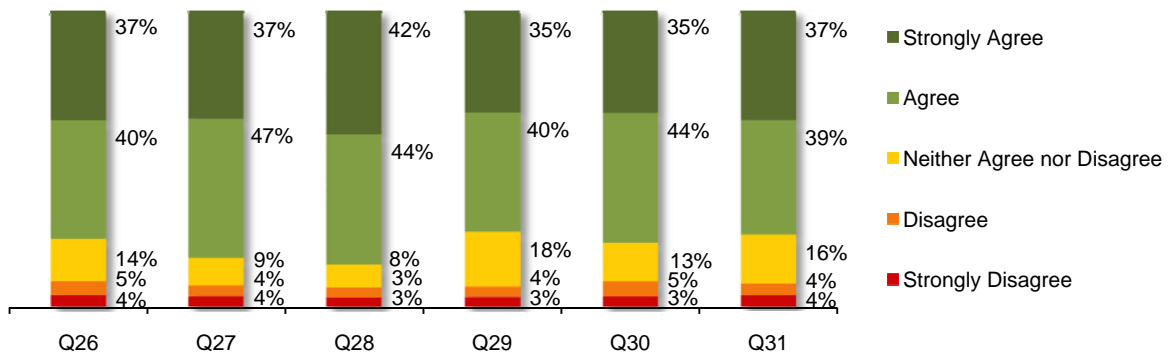
Instruction

The survey items in the Instruction section assessed the students' satisfaction with the availability and ease 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 transfers, the appropriateness with the amount of homework received in most classes, the overall quality of instruction, the instructors' use of technology both in and out of the classroom and overall satisfaction with 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).

The Instruction survey items that received the highest mean scores were: Clearly defined grading parameters (4.2), fair and objectivity in the presentation of course materials (4.1) and overall satisfaction with course content (4.1). The Instruction survey items that received the lowest mean scores were: Satisfaction with instructor's use of technology (3.9), appropriateness with the amount of class homework (4.0), and satisfaction with the overall quality of instruction (4.0).

The majority of students strongly agreed or agreed (77%) that they felt at ease talking to the instructor outside of the classroom. When asked about the instructors attempt to be fair and objective in their presentation of course materials and establishing clearly defined grading parameters, most students strongly agreed or agreed (84% and 86%, respectively) that instructors met these criteria. A lesser majority, though still a majority strongly agreed or agreed (75% and 79%, respectively) that instructors cared about student success and were available to help students outside of class. Similarly, students strongly agreed or agreed that the courses they took would help prepare them for future employment or transfer to a 4-year university (76% each). The majority of students strongly agreed or agreed (78%) the amount of homework in most of their classes was appropriate. When asked about the satisfaction with both the overall quality of instruction and the instructor's use of technology in and out of the classroom, most students strongly agreed or agreed (79% and 75%, respectively). The majority of students were satisfied with the course content in most of their classes (83% strongly agreed or agreed).

Figure 4.1: Instruction

Q26. I feel at ease talking with my instructor(s) outside of the classroom.
Q27. In general, instructors attempt to be fair and objective in their presentation of course materials.
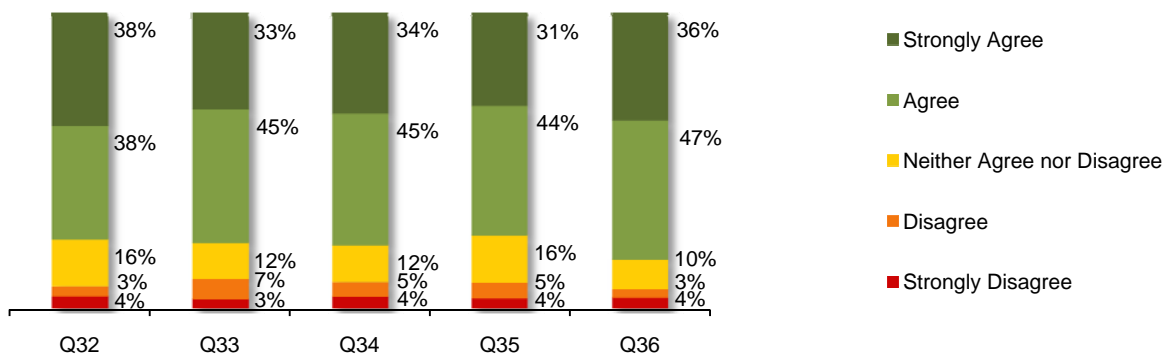Q28. In general, instructors clearly define how I will be graded.
Q29. Instructors care about their students' success.
Q30. Instructors are available to help me outside of class.
Q31. I believe my courses will prepare me well for future employment.

Figure 4.2: Instruction

Q32. I believe my courses will prepare me well for transfer to a 4-year university.
Q33. The amount of homework in most of my classes is appropriate.
Q34. I am satisfied with the overall quality of instruction.
Q35. I am satisfied with the instructor's use of technology in and out of the classroom.
Q36. Overall, I am satisfied with the course content in most of my classes.

Course Scheduling

The survey items in the Course Scheduling section assessed flexibility and convenience offered in course scheduling to meet student needs, the effectiveness and availability of online courses and instructor communication of skills as well as communication of expected learning outcomes and assessment. 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).

The Course Scheduling survey items that received the highest mean scores were: Instructors informed students about the types of skills they were expected to master (4.0) and instructors informed students about assessment standards prior to starting an assignment (3.9). The Course Scheduling survey items that received the lowest mean scores were: The availability of online courses to fit student need (3.6) and the effectiveness of online courses for completing educational objectives (3.7).

The majority of students were satisfied with the flexibility of the course scheduling offered (73% strongly agrees or agreed). A lesser majority (70%) strongly agreed or agreed that courses were

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offered at days and times convenient to students. Fewer students agreed with the effectiveness of online courses for completing educational objectives and the availability of online courses to fit student need (63% and 55%, respectively strongly agreed or agreed and 23% and 27%, respectively neither agreed nor disagreed). Both items also received a relatively high number of responses in the "I have not used this service/resource" category (34% and 36% respectively of total responses). When asked whether instructors informed students about the types of skills and learning outcomes they were expected to master, the majority of students either strongly agreed or agreed (80%). The majority of students agreed that their instructors informed them how they will be assessed prior to beginning an assignment or test (75% strongly agreed or agreed).

Figure 5: Course Scheduling
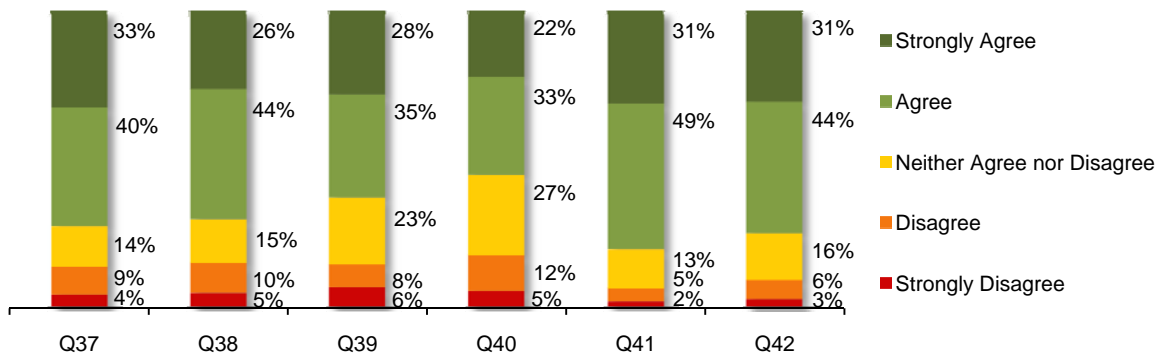
Q37. I am satisfied with the flexible course scheduling offered (8 week courses, short-term courses, weekend courses).
Q38. Courses are offered at days and times that are convenient for me.
Q39. Online courses provide an effective way for me to complete my educational objectives.
Q40. The availability of online courses is sufficient for my needs.
Q41. My instructors inform me about the types of skills or learning outcomes I am expected to master through my classroom activities and assignments.
Q42. My instructors tell me how I will be assessed before beginning an assignment or test.

Admission and Course Registration (Matriculation)

The survey items in the Admissions and Course Registration section assessed the college's ability to matriculate students in an effective manner and provide excellent academic counseling services. This section covered registration, academic assessment, new student orientation and counseling services. 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).

The Admission and Course Registration (Matriculation) survey items that received the highest mean scores were: User friendliness of the Reg-e registration process (4.2), informative and helpful counseling sessions, helpful admissions staff through the application and registration process, and convenient times assessment tests offered to students (3.7 each). The Admission and Course Registration (Matriculation) survey items that received the lowest mean scores were: Counselors/assessment staff clearly explained the assessment results to me, counselors were available at times that were convenient for students, and counselors care about students as individuals (3.5 each).

The majority of students strongly agreed or agreed (65%) that the admissions staff was helpful throughout the application and registration processes. A larger majority (84%) strongly agreed or agreed that the Reg-e registration process was user friendly. Fewer students agreed that the new student orientation was well-organized and with the effectiveness of the student orientation in helping students adapt to the college environment (57% and 58%, respectively strongly agreed or agreed and 31% and 30%, respectively neither agreed nor disagreed). Both items also received a relatively high

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number of responses in the "I have not used this service/resource" category (43% and 40%, respectively of total responses). Slightly more responded that they were informed about the importance of the assessment tests prior to taking them (64% strongly agreed or agreed). However, a relatively high percentage of students were neutral (20%). When asked about how the reading/writing and math assessment tests helped students enroll in the appropriate English and math class levels, approximately two-thirds of students strongly agreed or agreed (63% and 64%, respectively). Both items also received a relatively high number of neutral responses (20% each) and responses in the "I have not used this service/resource" category (22% and 24%, respectively of total responses). More than half of respondents (56%) strongly agreed or agreed that the counselors clearly explained the assessment results to them, whereas nearly a quarter strongly disagreed or disagreed (24%). A larger majority of respondents strongly agreed or agreed that assessment tests were offered at times convenient to students (64%). Both items also received a relatively high number of neutral responses (19% and 22%, respectively) and responses in the "I have not used this service/resource" category (22% and 21%, respectively of total responses). Fewer students strongly agreed or agreed (58%) that counselors were available at times convenient to them. When asked whether the counseling sessions helped to clarify and select courses pertinent to students' educational goals, 61% of students strongly agreed or agreed. Slightly more responded that counselors helped them understand course prerequisites and that the counseling sessions were informative and helpful (62% and 64%, respectively strongly agreed or agreed). These previous four items also received a relatively high number of neutral responses (20%-21%). A lesser majority strongly agreed or agreed that counselors care about students as individuals and was concerned about student academic success (54% and 55%, respectively). Both these items received a relatively high number of neutral responses (28% and 27%, respectively).

Figure 6.1: Admission and Course Registration (Matriculation)
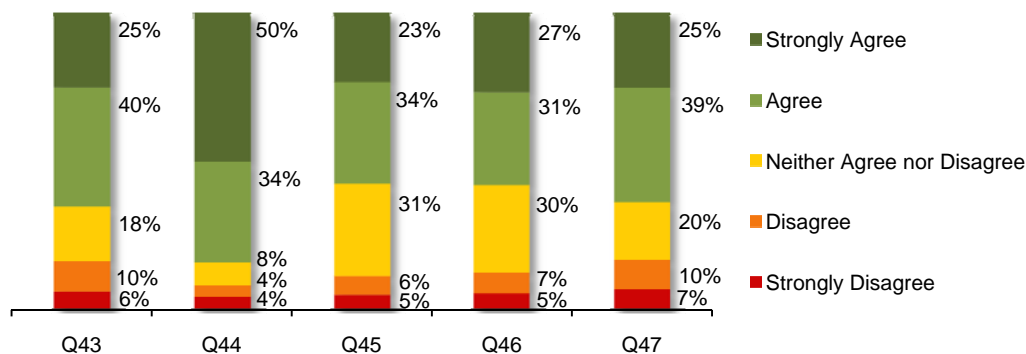
Q43. Admissions staff were helpful throughout the application and registration processes.
Q44. The Reg-e registration process is easy to use.
Q45. The new student orientation I attended was well organized.
Q46. The student orientation is effective in helping new students adjust and become familiar with the college.
Q47. I was informed about the importance of the assessment tests prior to taking them.

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Figure 6.2: Admission and Course Registration (Matriculation)
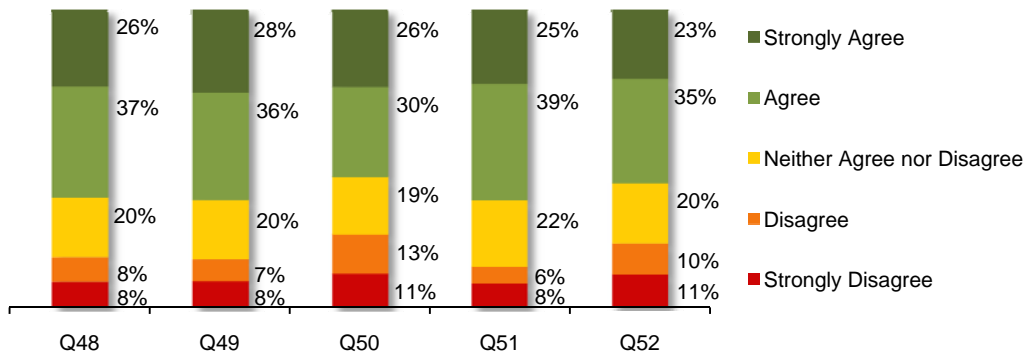
Q48. The reading and writing assessment test helped me enroll in the appropriate English class level.
Q49. The math assessment test helped me enroll in the appropriate math class level.
Q50. Counselors/assessment staff clearly explained the assessment results to me.
Q51. Assessment tests were offered at times that were convenient for me.
Q52. Counselors were available at times that were convenient for me.

Figure 6.3: Admission and Course Registration (Matriculation)
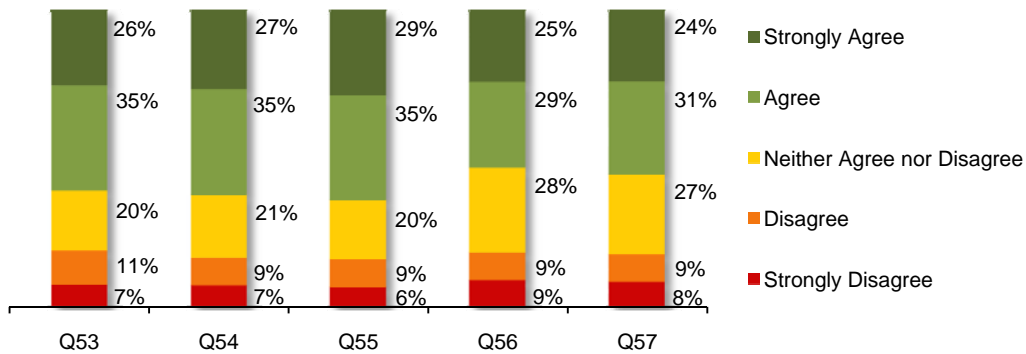
Q53. The counseling session(s) helped me clarify my education goal and select courses I need to attain my educational goal.
Q54. The counselor(s) helped me understand course prerequisites.
Q55. Counseling session(s) are informative and helpful.
Q56. Counselors care about me as an individual.
Q57. Counselors are concerned about my academic success.

Financial Aid and Fees

The survey items in the Financial Aid and Fees section assessed the extent to which financial aid information is readily available and fee refund policies were reasonable. 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).

Out of the two Financial Aid and Fees survey items, the item which asked if financial aid information was available to students when needed received a mean score of 3.8. The item which asked if fee refund policies were reasonable received a mean score of 3.6.

The majority of students strongly agreed or agreed (70%) when asked if financial aid information was available to them when needed. Fewer students agreed that the fee refund policies were reasonable (63% strongly agreed or agreed and 22% neither agreed nor disagreed). This item also received a relatively high number of responses in the "I have not used this service/resource" category (20% of total responses).

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Figure 7: Financial Aid and Fees
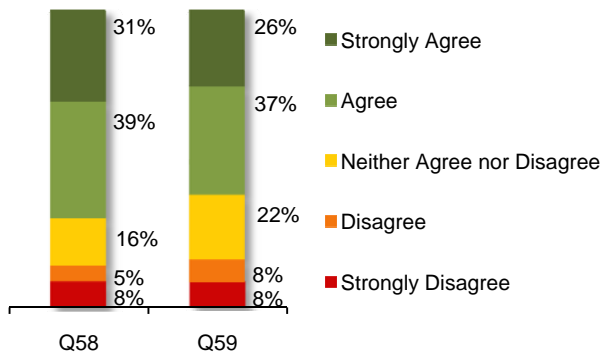
Q58. Financial aid information is available to me when I need it.
Q59. Fee refund policies are reasonable.

Follow-up of Student Academic Status

The survey items in the Follow-up of Student Academic Status section assessed the extent to which students were made aware of their academic standing and the colleges' responsiveness in 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).

In the Follow-up of Student Academic Status section, the items which asked if students were adequately informed about their academic progress and if the college was responsive in helping students improve academic performance both received a mean score of 3.6.

The majority of students strongly agreed or agreed (61%) when asked if students were adequately informed about their academic progress. Fewer students agreed that the college was responsive in helping students improve academic performance (60% strongly agreed or agreed). Both items received a relatively high number of neutral responses (23% and 27%, respectively).

Figure 8: Follow-up of Student Academic Status
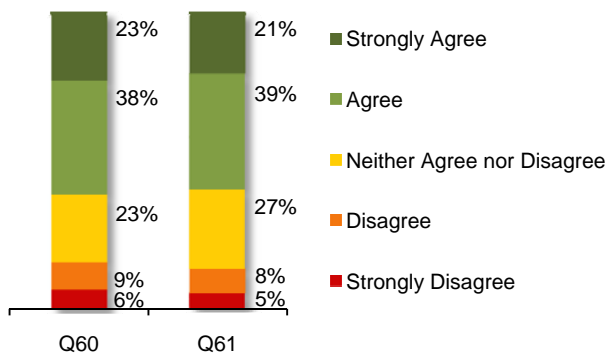
Q60. I am adequately informed about my academic progress.
Q61. My college is responsive in helping students improve academic performance.

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Personal Development

The survey items in 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 diversity and other cultures, skill building, gaining knowledge in different subject areas, one's level of comfort in the college environment, having a better understanding of the self and being treated with respect. 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).

The Personal Development survey items that received the highest mean scores were: Gaining knowledge in different subject areas (4.1) and feeling comfortable in the college environment (4.0). The Personal Development survey items that received the lowest mean scores were: Gaining computer skills (3.6) and learning about other parts of the world and other cultures (3.8).

The majority of students strongly agreed or agreed (74%) that their college experience has contributed to a better understanding and appreciation of diversity. Similarly, 75% of students strongly agreed or agreed that their college education helped them understand themselves better. More students agreed that they have gained knowledge in different subject areas (81% strongly agreed or agreed). When asked about gaining computer knowledge, a little more than half (55%) of students strongly agreed or agreed. This item also received a relatively high number of neutral responses (27%). More students responded that they had learned about other parts of the world and other cultures (66% strongly agreed or agreed). However, a relatively high percentage of students were neutral (21%). More respondents (70%) strongly agreed or agreed that they had improved their interpersonal skills by interacting with people on campus. This item also received a relatively high number of neutral responses (21%). A larger majority of students strongly agreed or agreed (79%) that they felt comfortable in the college environment. Similarly, 78% of respondents strongly agreed or agreed (78%) that they were treated with respect at the college.

Figure 9.1: Personal Development
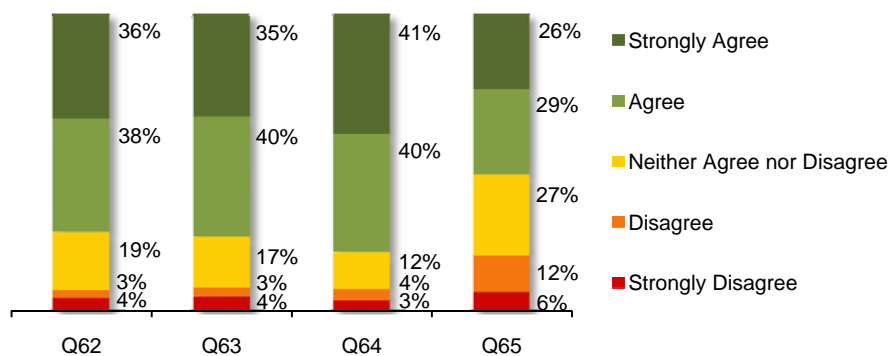
Q62. My experience at this college has given me a better understanding and appreciation of diversity.
Q63. My college education has helped me to understand myself better.
Q64. I have gained knowledge in different subject areas.
Q65. I have gained computer skills.

Figure 9.2: Personal Development
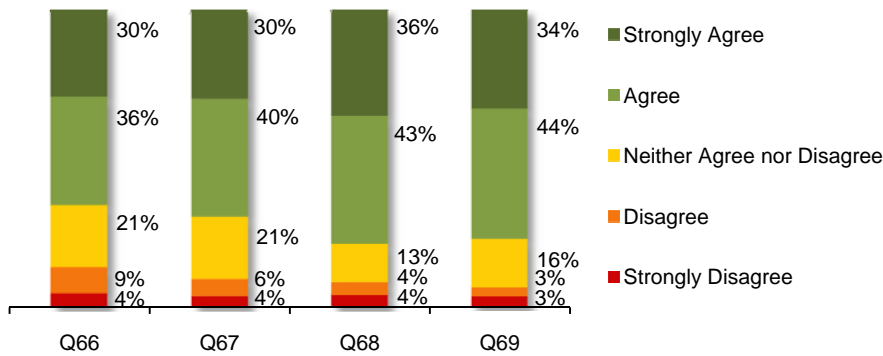
Q66. I have learned about other parts of the world and other cultures.
Q67. I have improved my interpersonal skills by interacting with people on campus.
Q68. I feel comfortable in this college environment.
Q69. I am treated with respect at this college.

Library and Learning Support Services

This single item in the Library and Learning Support Services section assessed the adequacy of the library 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).

The majority of students strongly agreed or agreed (69%) that the campus library has an adequate selection of books, periodicals, and other resource material to fit student need. This single survey item had a mean score of 3.9. Furthermore, this single survey item also received a relatively high number of neutral responses (19%) and responses in the "I have not used this service/resource" category (20% of total responses).

Figure 10: Library and Learning Support Services
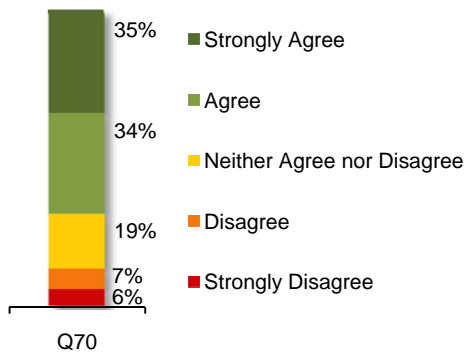
Q70. The campus library has an adequate selection of books, periodicals, and other resource materials for my needs.

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Facilities and Organizations

The survey items in the Facilities and Organizations section assessed students' level of importance and satisfaction with facilities and organizations such as parking availability, cafeteria services, campus bookstore services, student clubs and activities, and student government organization (Associated Students). Students rated their level of satisfaction and importance with each item on two separate scales that ranged from 1 (Very Dissatisfied/Unimportant) to 5 (Very Satisfied/Important), as well as 6 (I have not used this service/resource).

The Facilities and Organizations item that received the highest mean score for level of importance with quality of services (1=very unimportant, 5= very important) was the campus bookstore services (4.1). The Facilities and Organizations item that received the lowest mean score for level of importance with the quality of services was student clubs and activities (3.5). The Facilities and Organizations item that received the highest mean score for satisfaction with quality of services (1=very dissatisfied, 5= very satisfied) was student government organization (3.6). The Facilities and Organizations item that received the lowest mean score for satisfaction with the quality of services was parking availability (2.4). Overall, parking availability received the second highest mean score in terms of level of importance and received the lowest mean score in terms of satisfaction with the overall quality of services, indicating that many students perceive parking availability as an important issue and were dissatisfied with the overall quality of this service on campus.

The Facilities and Organizations items that rated the highest in terms of level of importance with the overall quality of services (very important and important) were: Campus Bookstore Services (78%), Parking Availability (75%), and Cafeteria Services (67%). Services that received relatively high neutral ratings were student clubs and activities (28%) and student government organization (27%). These services also received a relatively high number of responses to the "I have not used this service/resource" category (25% and 26%, respectively). The Facilities and Organizations items that rated highest in terms of satisfaction with the overall quality of services (very satisfied and satisfied) were campus bookstore (61%) and cafeteria (55%) services. Services that received relatively high neutral ratings (36%-37%) generally also received a relatively high number of responses to the "I have not used this service/resource" category (43%-45%). These services included student clubs and activities as well as student government organization. The one service that received the highest rating in terms of dissatisfaction with the overall quality of services was parking availability (61% very dissatisfied and dissatisfied). Overall, parking availability was rated highest in dissatisfaction and the second highest in the level of importance with the overall quality of service on campus. The campus bookstore and cafeteria services were rated highest in both level of importance and satisfaction. The rest of the services were comparable to one another in terms of level of importance and satisfaction with the overall quality of services on campus.

Figure 11.1: Facilities and Organizations

| | Q71 & Q76 | Q72 & Q77 | Q73 & Q78 | Q74 & Q79 | Q75 & Q80 |

Very Important & Important: 75%, 78%, 54%, 55%, 67%
Very Satisfied & Satisfied: 28%, 61%, 53%, 54%, 55%

— Very Important & Important   — Very Satisfied & Satisfied
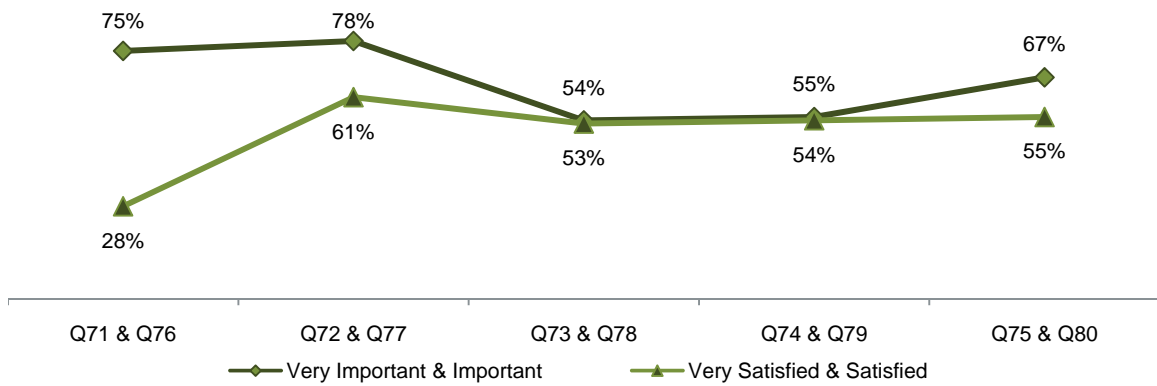
Figure 11.2: Facilities and Organizations

Neither Satisfied nor Dissatisfied: 11%, 21%, 37%, 36%, 23%
Neither Important nor Unimportant: 9%, 14%, 28%, 27%, 18%

— Neither Important nor Unimportant   — Neither Satisfied nor Dissatisfied
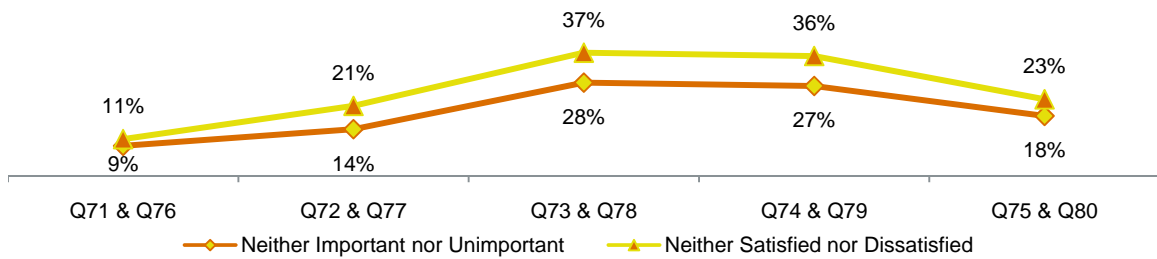
Figure 11.3: Facilities and Organizations

Very Dissatisfied & Dissatisfied: 61%, 18%, 9%, 9%, 22%
Very Unimportant & Unimportant: 15%, 9%, 18%, 18%, 15%

— Very Unimportant & Unimportant   — Very Dissatisfied & Dissatsified
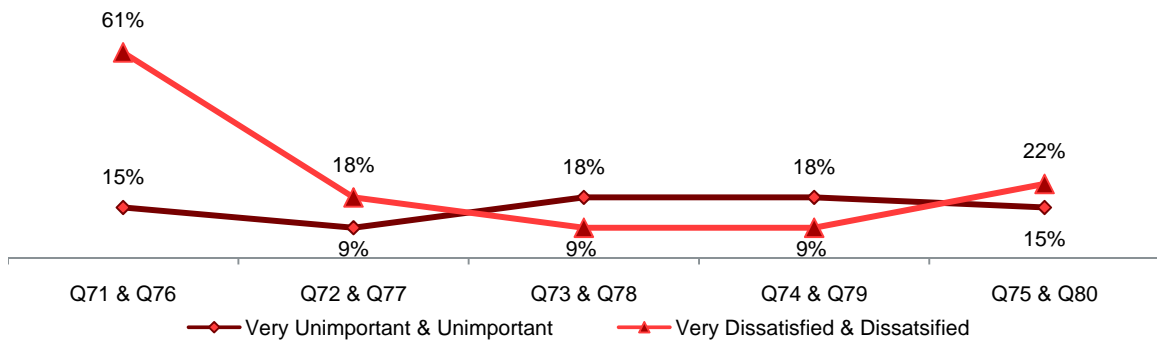
Q71 & Q76. Parking Availability
Q72 & Q77. Campus Bookstore Services
Q73 & Q78. Student Clubs and Activities

Q74 & Q79. Student Government Organization
Q75 & Q80. Cafeteria Services

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Technology Resources

The survey items in the Technology Resources section assessed the availability and currency of equipment in the computer labs on campus and the sufficiency of available open computer labs to meet student educational needs. 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).

Out of the two Technology Resources survey items, the item which asked students if the classrooms were equipped with updated computers and software received a mean score of 3.8. The item which asked if the availability of open computer labs were sufficient to meet student's educational needs also received a mean score of 3.8.

The majority of students strongly agreed or agreed (69%) when asked if the classrooms were equipped with updated computers and software. Similarly, the majority of students agreed that the availability of open computer labs were sufficient to meet student's educational needs (70% strongly agreed or agreed). Both items also received relatively high neutral ratings (21% and 19%, respectively) and a relatively high number of responses to the "I have not used this service/resource" category (31% and 27%, respectively).

Figure 12: Technology Resources
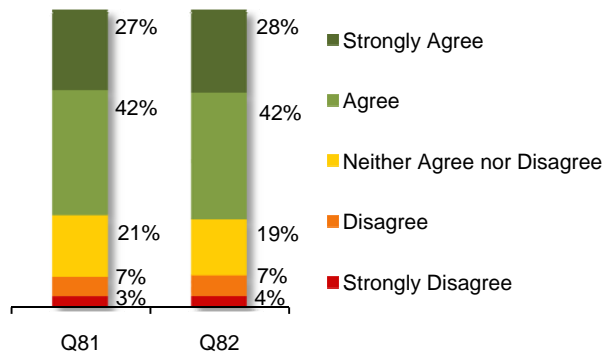
Q81. The classroom computer labs are equipped with updated computers and software.
Q82. The availability of open computer labs is sufficient to meet my educational needs.

Physical Resources

The survey items in the Physical Resources section assessed the adequacy and maintenance of the college's physical facilities. Facilities included classrooms, study space, grounds, lighting and interior/exterior features of the college as well as safety on 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).

The Physical Resources survey items that received the highest mean scores were: The grounds were adequately maintained (3.9), having adequate study space on campus (3.8) and the exterior features of the campus buildings were adequately maintained (3.8). The Physical Resources survey items that received the lowest mean scores were the adequacy of the exterior lighting of the campus (3.6) and the interior of the offices and buildings were adequately maintained (3.7).

The majority of students strongly agreed or agreed (73%) that the college facilities were adequate for instruction. When asked whether there was adequate study space on campus, 74% of students strongly agreed or agreed. Students also agreed that the grounds were adequately maintained (74%

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strongly agreed or agreed). Slightly fewer respondents (72%) strongly agreed or agreed that the exterior features of the campus buildings were adequately maintained. Even fewer students responded that the interior of the offices and buildings were adequately maintained (66% strongly agreed or agreed). When asked about the adequacy of the exterior lighting of the campus, 62% of students strongly agreed or agreed. The majority of students strongly agreed or agreed (69%) that they felt safe on campus. However, these three items also received high neutral ratings (21%, 20%, and 19%, respectively).

Figure 13.1: Physical Resources
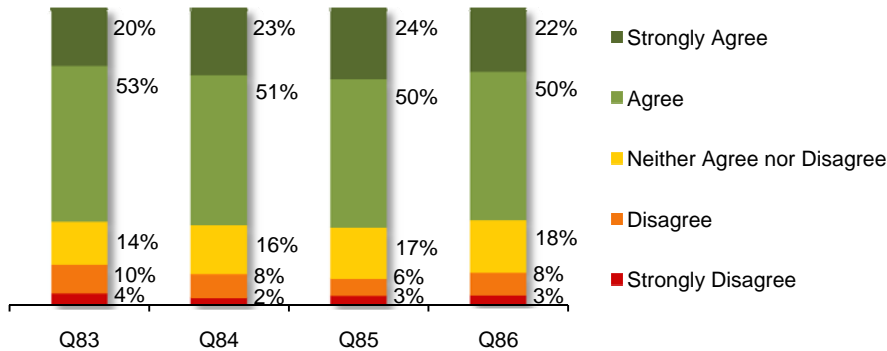
Q83. In general, classroom facilities are adequate for instruction.
Q84. There is adequate study space on campus.
Q85. The grounds are adequately maintained.
Q86. The exterior features of the campus buildings are adequately maintained.

Figure 13.2: Physical Resources
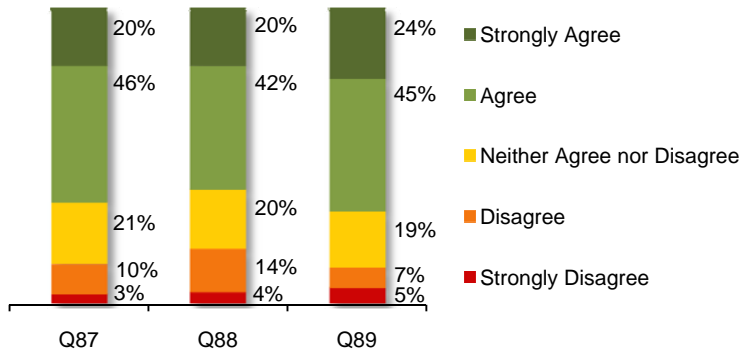
Q87. The interior of the offices and buildings are adequately maintained.
Q88. The exterior lighting of the college is adequate.
Q89. I feel safe on campus.

Decision-making Roles and Processes

The survey items in the Decision-making Roles and Processes section assessed the extent to which students have a voice and presence in the decision-making process and matters associated with programs and services offered at the college. 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).

Out of the three Decision-making Roles and Processes survey items, the item which asked if students had a substantial voice in matters related to programs and services received a mean score of 3.4. The item which asked if students were a valued part of the decision-making process on campus received a

mean score of 3.3. The item which asked if student government had a strong presence on campus received a mean score of 3.2.

Approximately half of students agreed when asked if they had a substantial voice in matters related to programs and services (44% strongly agreed or agreed and 41% neither agreed nor disagreed). Similarly, 44% of students strongly agreed or agreed when asked if they were a valued part of the decision-making process on campus. This item also received a relatively high number of neutral responses (40%). When asked if student government had a strong presence on campus, only 38% strongly agreed or agreed, 41% were neutral (neither agreed nor disagreed), and nearly one-fifth strongly disagreed or disagreed (21%). This item also received a relatively high number of responses in the "I have not used this service/resource" category (22% of total responses).

Figure 14: Decision-making Roles and Processes
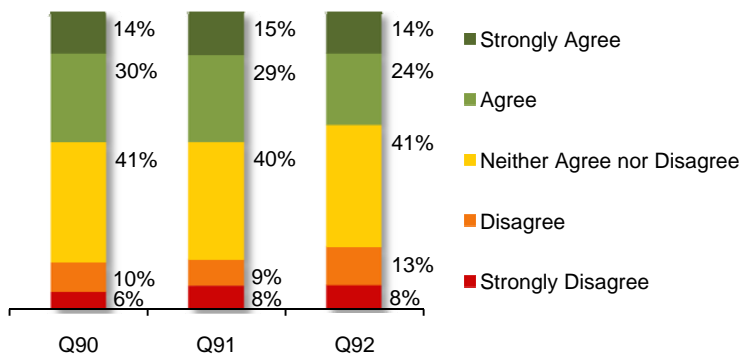
Q90. Students have a substantial voice in matters related to programs and services.
Q91. Students are a valued part of the decision-making process at this campus.
Q92. Student government has a strong presence on campus.

Board and Administrative Organization

The survey items in the Board and Administrative Organization section assessed the college president's effectiveness as a leader and his/her ability to communicate with the students. 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).

Out of the two Board and Administrative Organization survey items, the item which asked students if the college president provides effective leadership received a mean score of 3.2. The item which asked if the college president communicates effectively with the students received a mean score of 3.1.

Approximately half of students neither agreed nor disagreed (48%) when asked if the college president provides effective leadership. Similarly, nearly half of the students neither agreed nor disagreed (45%) when asked if the college president communicates effectively with the students. Both items also received a relatively high number of responses in the "I have not used this service/resource" category (25% and 23%, respectively of total responses).

Figure 15: Board and Administrative Organization
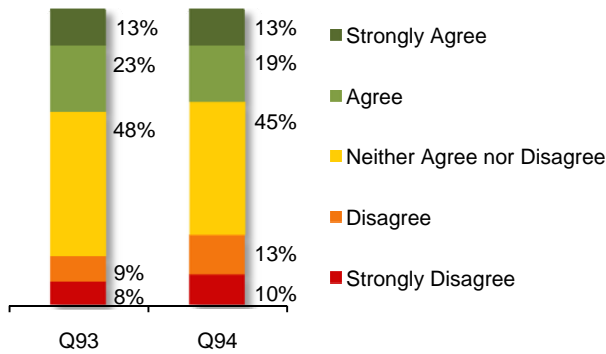
Q93. The college president provides effective leadership.
Q94. The college president communicates effectively with the students.

Overall Questions

The survey items in the Overall Questions section assessed feelings of belonging to the campus community and an overall sense of satisfaction with their college experience. 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).

Out of the two Overall Questions survey items, the item which asked if students felt satisfied with their overall college experience received a score of 3.6. The item which asked if students felt a sense of belonging to the campus received a mean score of 4.0.

More than half of students felt a sense of belonging to the campus (58% strongly agreed or agreed and 27% neither agreed nor disagreed). A large majority of respondents felt satisfied with their overall college experience (76% strongly agreed or agreed).

Figure 16: Overall Questions
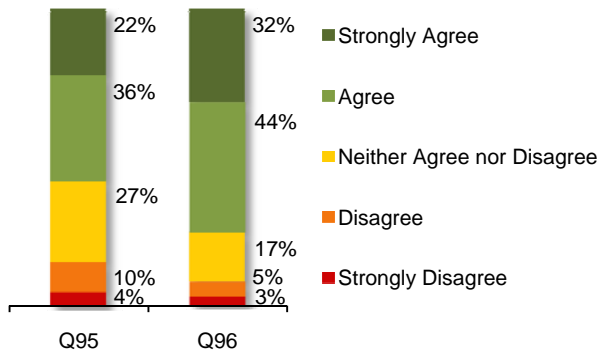
Q95. I feel a sense of belonging to this campus.
Q96. Overall, I am satisfied with my experience with this college.

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Conclusions

1) Approximately one-third of students were familiar with the mission statement of the college (31% strongly agreed or agreed), while nearly half of students were not familiar with it (45% strongly disagreed or disagreed). However, a little more than half of the students knew where to find college policies that affect them as a student (54% strongly agreed or agreed) and approximately one-third of students did not know (29% strongly disagreed or disagreed).

2) When asked about the satisfaction with the quality of services, all of the following services received 70% or greater (very satisfied or satisfied): Library, General Information on the College Website, Admission Application Process, Course Registration Process, and Open Computer Labs. All other services (Financial Aid Services, Tutoring Services, Student Health Services, Academic Counseling, Assessment/Testing Services, EOPS, New Student Orientation, and Transfer Center) received 65% or less on very satisfied or satisfied. DSPS, Child Care Services, Audio-visual Services and TRIO Services had the highest neutral ratings and the highest percentage of those who reported "I have not used this service/resource."

3) The majority of students believed that there was a sufficient number and a variety of General Education courses offered each semester in order to complete their educational goals within a reasonable time period (64% and 58%, respectively strongly agreed or agreed).

4) All of the questions in the Instruction section of the survey rated high overall. The majority of students felt at ease talking to the instructor outside of the classroom (77% strongly agreed or agreed). A larger majority believed that the instructors attempted to be fair and objective in their presentation of course materials and established clearly defined grading parameters (84% and 86%, respectively strongly agreed or agreed). A lesser majority believed that instructors cared about student success and were available to help students outside of class (75% and 79%, respectively strongly agreed or agreed).

5) In regards to instruction, the majority of students believed that the courses they took would help prepare them for future employment or transfer to a 4-year university (76% each strongly agreed or agreed). Similarly, the majority of students strongly agreed or agreed (78%) the amount of homework in most of their classes was appropriate. In addition, the majority of students were satisfied with the course content in most of their classes, the overall quality of instruction, and the instructor's use of technology in and out of the classroom (83%, 79%, and 75%, respectively strongly agreed or agreed).

6) Several questions were asked regarding course scheduling. The majority of students were satisfied with the flexibility of the course scheduling offered (73% strongly agreed or agreed) and the days and times the courses were offered (70% strongly agreed or agreed).

7) The majority of students strongly agreed or agreed that instructors informed them about the types of skills and learning outcomes they were expected to master, as well as how they will be assessed prior to beginning an assignment or test (80% and 75%, respectively).

8) When asked about course scheduling of online courses, the majority of students agreed with the effectiveness of online courses for completing educational objectives and the availability of online courses to fit student need (63% and 55%, respectively strongly agreed or agreed). However, there were a relatively large number of students who were neutral or responded that they have not used this resource, indicating that many students may not be engaged in using online courses to formulate an opinion on this topic.

9) Most students believed that the admissions staff was helpful throughout the application and registration processes and that the Reg-e registration process was user friendly (65% and 84%,

respectively). In regards to the assessment tests, about two-thirds of students believed that they were informed about the importance of the assessment tests prior to taking them, that the reading/writing and math assessment tests helped them enroll in the appropriate English and math class level, and the assessment test were offered at times convenient to them (63%-64%, respectively). A little more than half (56%) of respondents believed that the counselors clearly explained the assessment results to them, whereas nearly a quarter (24%) did not believe so.

10) A little more than half of the students believed that the new student orientation was well-organized and provided an effective student orientation that helped them adapt to the college environment (57% and 58%, respectively strongly agreed or agreed). There were also a relatively large number of students who were neutral or responded that they have not used this resource, indicating that many students may not be engaged in the new student orientation to formulate an opinion on this topic.

11) The majority of students believed that counselors were available at times convenient to them and the counseling sessions helped to clarify and select courses pertinent to students' educational goals, (58% and 61%, respectively strongly agreed or agreed). Slightly more students believed that counselors helped them understand course prerequisites and that the counseling sessions were informative and helpful (62% and 64%, respectively). A lesser majority strongly agreed or agreed that counselors cared about students as individuals and was concerned about student academic success (54% and 55%, respectively).

12) The majority of students believed that financial aid information was available to them when needed (70% strongly agreed or agreed). When asked about whether the fee refund policies were reasonable, a relatively lesser majority (63%) strongly agreed or agree and more than one-fifth were neutral (22%).

13) Many students believed that they were adequately informed about their academic progress (61% strongly agreed or agreed). Similarly, the majority of students believed that the college was responsive in helping them improve their academic performance (60% strongly agreed or agreed).

14) When asked about personal development, which assessed students perceptions of their overall personal development based upon their college experiences, most students believed that their college experience has contributed to a better understanding and appreciation of diversity, that their college education helped them understand themselves better and that they have gained knowledge in different subject areas (74%, 75%, and 81%, respectively strongly agreed or agreed).

15) In regards to personal development, a little more than half of the students believed that they gained computer knowledge (55% strongly agreed or agreed). More students believed that they had learned about other parts of the world and other cultures (66% strongly agreed or agreed). Even more respondents strongly agreed or agreed (70%) that they had improved their interpersonal skills by interacting with people on campus. These three items also received a relatively high number of neutral responses (21-27%). The majority of students felt comfortable in the college environment and believed that they were treated with respect at the college (79% and 78%, respectively strongly agreed or agreed).

16) Most students believed that the library's collection of materials and resources were adequate (69% strongly agree or agree) and one-fifth of students indicated that they had not used this resource (20%).

17) The campus bookstore and cafeteria services were rated highest in both level of importance and satisfaction. The rest of the services were comparable to one another in terms of level of importance and satisfaction with the overall quality of services on campus. Parking availability was rated highest in dissatisfaction and the second highest in the level of importance with the overall quality of service on campus.

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18) The majority of students believed that the classrooms were equipped with updated computers and software and the availability of open computer labs were sufficient to meet student's educational needs (69% and 70%, respectively strongly agreed or agreed). However, both items also received high neutral ratings (21% and 19%, respectively), and a relatively high number of students responded that they have not used this service/resource (31% and 27%, respectively).

19) The majority of students believed that the college facilities were adequate for instruction and there was adequate study space (73% and 74%, respectively). Most students believed that the grounds, the exterior features of the campus buildings and the interior of the offices and buildings were adequately maintained (74%, 72% and 66%, respectively strongly agreed or agreed). The majority of students also felt there was adequate exterior lighting of the campus and felt safe on campus (62% and 69%, respectively).

20) All of the questions in the Decision-making Roles and Processes section of the survey, which assessed the extent to which students have a voice and presence in the decision-making process and matters associated with programs and services offered at the college, rated low compared to all of the other items in the survey with the exception of the Board and Administrative Organization section. Most of the services received 44% or less on agreement (strongly agree and agree) and had relatively high neutral ratings (40%-41%, respectively).

21) Similar to the Decision-making roles and Processes section, all of the questions in the Board and Administrative Organization section of the survey, which assessed the college president's effectiveness as a leader and his/her ability to communicate with the students, rated low compared to all of the other items in the survey. About half the students provided neutral responses to the two survey items in this section (48% and 45%, respectively). Both items also received a relatively high number of responses to the "I have not used this service/resource" category (25% and 23%, respectively of total responses).

22) More than half of students felt a sense of belonging to the campus (58% strongly agreed or agreed and 27% neither agreed nor disagreed). A large majority of respondents felt satisfied with their overall college experience (76% strongly agreed or agreed).

APPENDIX A
Survey Instrument

Student Feedback Survey
San Diego Community College District

Thank you for taking our survey. Your feedback is important to us. This survey is designed to measure your satisfaction with the quality of programs and services provided by the colleges in the San Diego Community College District (City/ECC, Mesa and Miramar). Please select answers based on your college experience. Your input will help the college strengthen future educational programs and services. All information will be collected and processed by our District Institutional Research Office. The information you share with us will be used for research purposes only and will remain strictly confidential.

Directions:
For each question, please completely fill in the appropriate circle on the response form provided. Please select only one answer per question.

1. At which institution do you usually take the majority of your classes? (Please select all that apply.)
   1) City College   4) ECC
   2) Mesa College   5) Continuing Education Center
   3) Miramar College

2. How many semesters have you been enrolled at this college? (Include summer semesters & this semester)
   1) One semester   4) Seven to nine semesters
   2) Two to three semesters   5) Ten or more semesters
   3) Four to six semesters

3. How many units are you currently taking at this college?
   1) 1-3 units   2) 4-6 units   3) 7-9 units   4) 10-12 units   5) More than 12 units

4. Where do you currently take your classes at this college?
   1) On campus   2) Online   3) Both on campus and online

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

1	2	3	4	5	6
Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	I have not used this service/resource
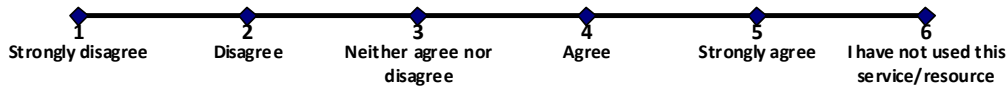
5. I am familiar with the mission statement of my college.

6. I know where to find college policies that affect me as a student.

The College offers instructional programs, student services, library and learning support services, and all other resources that facilitate and enhance teaching and learning. Based on your experience with this college, please mark the level of SATISFACTION with the overall quality of the areas listed below:

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

1	2	3	4	5	6
Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	I have not used this service/resource
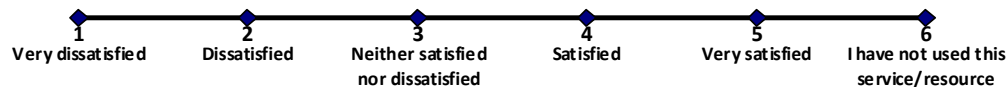
7. Academic Counseling

8. Financial Aid Services

9. Tutoring Services

10. Transfer Center

11. Library

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

1	2	3	4	5	6
Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	I have not used this service/resource

12. DSPS (Disabled Student Programs and Services)

13. EOPS (Educational Opportunities Programs & Services)

14. Student Health Services

15. Open Computer Labs

16. Admissions Application Process

17. New Student Orientation

18. Course Registration Process

19. Child Care Services

20. Audio-visual Services

21. Assessment/Testing Services

22. General Information on the College Website

23. TRIO Services

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

1	2	3	4	5	6
Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	I have not used this service/resource
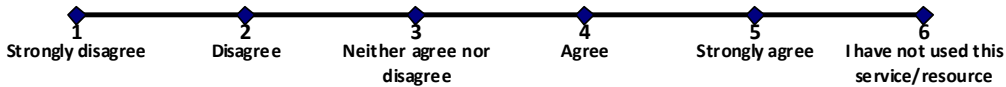
Course Availability

24. There are a sufficient number of General Education courses offered in each semester in order for me to complete my educational goal within a reasonable period of time.

25. There are a variety of courses offered in my major each semester so that I can complete my educational goal within a reasonable period of time.

Instruction

26. I feel at ease talking with my instructor(s) outside of the classroom.

27. In general, instructors attempt to be fair and objective in their presentation of course materials.

28. In general, instructors clearly define how I will be graded.

29. Instructors care about their students' success.

30. Instructors are available to help me outside of class.

31. I believe my courses will prepare me well for future employment.

32. I believe my courses will prepare me well for transfer to a 4-year university.

33. The amount of homework in most of my classes is appropriate.

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

35. I am satisfied with the instructor's use of technology in and out of the classroom.

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

1	2	3	4	5	6
Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	I have not used this service/resource
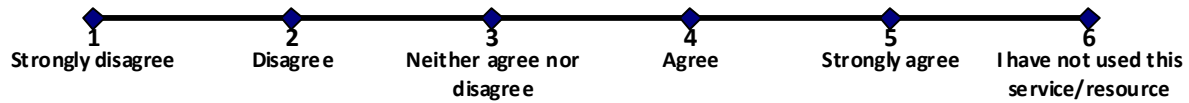
Course Scheduling

37. I am satisfied with the flexible course scheduling offered (8 week courses, short-term courses, weekend courses).

38. Courses are offered at days and times that are convenient for me.

39. Online courses provide an effective way for me to complete my educational objectives.

40. The availability of online courses is sufficient for my needs.

41. My instructors inform me about the types of skills or learning outcomes I am expected to master through my classroom activities and assignments.

42. My instructors tell me how I will be assessed before beginning an assignment or test.

Admission and Course Registration

43. Admissions staff were helpful throughout the application and registration processes.

44. The Reg-e registration process is easy to use.

45. The new student orientation I attended was well organized.

46. The student orientation is effective in helping new students adjust and become familiar with the college.

47. I was informed about the importance of the assessment tests prior to taking them.

48. The reading and writing assessment test helped me enroll in the appropriate English class level.

49. The math assessment test helped me enroll in the appropriate math class level.

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

51. Assessment tests were offered at times that were convenient for me.

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

53. The counseling session(s) helped me clarify my education goal and select courses I need to attain my educational goal.

54. The counselor(s) helped me understand course prerequisites.

55. Counseling session(s) are informative and helpful.

56. Counselors care about me as an individual.

57. Counselors are concerned about my academic success.

Financial Aid and Fees

58. Financial aid information is available to me when I need it.

59. Fee refund policies are reasonable.

Follow-up of Student Academic Status

60. I am adequately informed about my academic progress.

61. My college is responsive in helping students improve academic performance.

Personal Development

62. My experience at this college has given me a better understanding and appreciation of diversity.

63. My college education has helped me to understand myself better.

64. I have gained knowledge in different subject areas.

65. I have gained computer skills.

1	2	3	4	5	6
Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	I have not used this service/resource
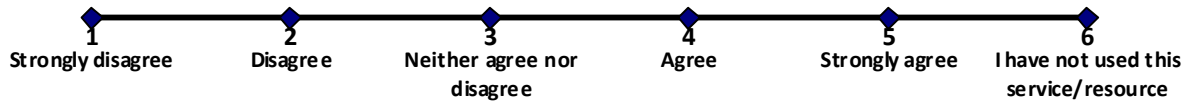
66. I have learned about other parts of the world and other cultures.

67. I have improved my interpersonal skills by interacting with people on campus.

68. I feel comfortable in this college environment.

69. I am treated with respect at this college.

Library and Learning Support Services

70. The campus library has an adequate selection of books, periodicals, and other resource materials for my needs.

The college offers instructional programs, student services, library and learning support services, and all other resources that facilitate and enhance teaching and learning. Based on your experience with this college, please rate the level of IMPORTANCE of the overall quality of the areas listed using the scale below.
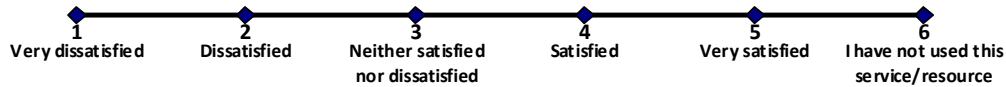
Please rate the level of importance of the quality of the following services/resources using the scale below:

1	2	3	4	5	6
Very Unimportant	Unimportant	Neither Important or Unimportant	Important	Very Important	I have not used this service/resource
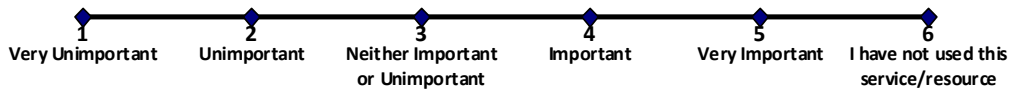
71. Parking Availability

72. Campus Bookstore Services

73. Student Clubs and Activities

74. Student Government Organization (Associated Students)

75. Cafeteria Services

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

1	2	3	4	5	6
Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	I have not used this service/resource
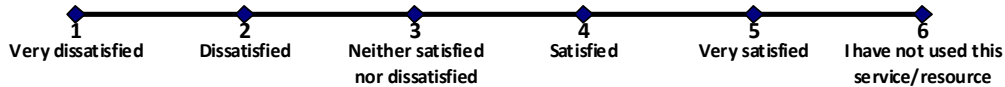
76. Parking Availability

77. Campus Bookstore Services

78. Student Clubs and Activities

79. Student Government Organization (Associated Students)

80. Cafeteria Services

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

1	2	3	4	5	6
Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	I have not used this service/resource
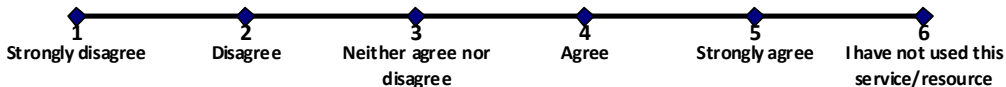
Technology Resources

81. The classroom computer labs are equipped with updated computers and software.

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

1	2	3	4	5	6
Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	I have not used this service/resource
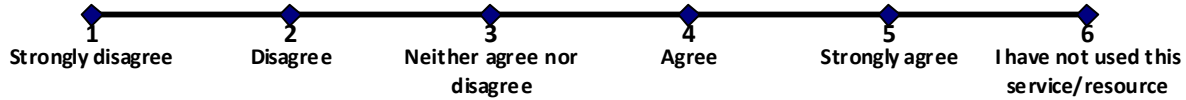
Physical Resources

83. In general, classroom facilities are adequate for instruction.

84. There is adequate study space on campus.

85. The grounds are adequately maintained.

86. The exterior features of the campus buildings are adequately maintained.

87. The interior of the offices and buildings are adequately maintained.

88. The exterior lighting of the college is adequate.

89. I feel safe on campus.

Decision-making Roles and Processes

90. Students have a substantial voice in matters related to programs and services.

91. Students are a valued part of the decision-making process at this campus.

92. Student government has a strong presence on campus.

Board and Administrative Organization

93. The college president provides effective leadership.

94. The college president communicates effectively with the students.

Overall Questions

95. I feel a sense of belonging to this campus.

96. Overall, I am satisfied with my experience with this college.

Demographics

97. What is your gender?
   1) Female   2) Male

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

99. 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

Q1		
	Count	Percent
City College	545	92%
Mesa College	22	4%
Miramar College	11	2%
ECC (Educational Cultural Complex)	14	2%
Continuing Education Center	2	0%
Total	594	100%

Q2		
	Count	Percent
1 semester	169	27%
2 to 3 semesters	222	36%
4 to 6 semesters	134	22%
7 to 10 semesters	58	9%
10 or more semesters	36	6%
Total	619	100%

Q3		
	Count	Percent
1-3 units	79	13%
2-4 units	103	17%
7-9 units	100	16%
10-12 units	177	29%
More than 12 units	152	25%
Total	611	100%

Q4		
	Count	Percent
On campus	467	79%
Online	22	4%
Both on campus and online	102	17%
Total	591	100%

Q97		
	Count	Percent
Female	320	59%
Male	219	41%
Total	539	100%

Q98		
	Count	Percent
Under 18	7	1%
18-24	281	49%
25-29	110	19%
30-39	97	17%
40-49	51	9%
50 or more	29	5%
Total	575	100%

Q99		
	Count	Percent
African American/Black Non-Hispanic	83	15%
American Indian/Alaskan Native	12	2%
Asian/Pacific Islander	37	7%
Filipino	38	7%
Hispanic/Latino	183	34%
White Non-Hispanic	156	29%
Other Non-White	31	6%
Total	540	100%

Mission and Policies							

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
Q5	129	112	132	108	58	2.73	72	611
	24%	21%	24%	20%	11%		12%	100%
Q6	75	80	98	200	97	3.30	615	615
	14%	15%	18%	36%	18%		11%	100%

Student Support Services							

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
Q7	33	50	106	198	132	3.67	90	609
	6%	10%	20%	38%	25%		15%	100%
Q8	28	49	92	167	149	3.74	130	615
	6%	10%	19%	34%	31%		21%	100%
Q9	14	18	104	139	117	3.83	219	611
	4%	5%	27%	35%	30%		36%	100%
Q10	25	21	114	118	81	3.58	252	611
	7%	6%	32%	33%	23%		41%	100%
Q11	21	11	66	167	230	4.16	118	613
	4%	2%	13%	34%	46%		19%	100%
Q12	8	15	82	60	47	3.58	389	601
	4%	7%	39%	28%	22%		65%	100%
Q13	10	15	79	97	76	3.77	330	607
	4%	5%	29%	35%	27%		54%	100%
Q14	6	16	87	113	78	3.80	302	602
	2%	5%	29%	38%	26%		50%	100%
Q15	11	17	83	144	158	4.02	193	606
	3%	4%	20%	35%	38%		32%	100%
Q16	15	12	101	210	166	3.99	103	607
	3%	2%	20%	42%	33%		17%	100%
Q17	16	15	108	115	92	3.73	256	602
	5%	4%	31%	33%	27%		43%	100%
Q18	20	20	95	192	190	3.99	90	607
	4%	4%	18%	37%	37%		15%	100%
Q19	8	7	92	46	23	3.39	430	606
	5%	4%	52%	26%	13%		71%	100%
Q20	4	19	88	75	34	3.53	386	606
	2%	9%	40%	34%	15%		64%	100%
Q21	14	27	108	163	87	3.71	203	602
	4%	7%	27%	41%	22%		34%	100%
Q22	10	20	94	228	175	4.02	81	608
	2%	4%	18%	43%	33%		13%	100%
Q23	9	13	88	58	40	3.51	395	603
	4%	6%	42%	28%	19%		66%	100%

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Course Availability							

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
Q24	35	84	89	230	140	3.62	33	611
	6%	15%	15%	40%	24%		5%	100%
Q25	41	86	115	193	139	3.53	34	608
	7%	15%	20%	34%	24%		6%	100%

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
Q26	22	27	82	228	213	4.02	38	610
	4%	5%	14%	40%	37%		6%	100%
Q27	21	22	56	281	220	4.10	11	611
	4%	4%	9%	47%	37%		2%	100%
Q28	18	20	46	263	250	4.18	14	611
	3%	3%	8%	44%	42%		2%	100%
Q29	19	21	110	239	206	3.99	13	608
	3%	4%	18%	40%	35%		2%	100%
Q30	19	29	73	246	196	4.01	45	608
	3%	5%	13%	44%	35%		7%	100%
Q31	22	23	96	225	216	4.01	24	606
	4%	4%	16%	39%	37%		4%	100%
Q32	24	19	89	217	215	4.03	47	611
	4%	3%	16%	38%	38%		8%	100%
Q33	20	40	73	269	195	3.97	12	609
	3%	7%	12%	45%	33%		2%	100%
Q34	24	30	75	268	205	4.00	7	609
	4%	5%	12%	45%	34%		1%	100%
Q35	21	31	95	260	187	3.94	13	607
	4%	5%	16%	44%	31%		2%	100%
Q36	23	16	61	281	218	4.09	10	609
	4%	3%	10%	47%	36%		2%	100%

| Course Scheduling | | | | | | | |

| 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	23	54	78	229	187	3.88	30	601
	4%	9%	14%	40%	33%		5%	100%
Q38	27	60	86	258	155	3.77	21	607
	5%	10%	15%	44%	26%		3%	100%
Q39	25	30	87	134	109	3.71	219	604
	6%	8%	23%	35%	28%		36%	100%
Q40	21	49	109	133	90	3.55	203	605
	5%	12%	27%	33%	22%		34%	100%
Q41	10	27	77	289	184	4.04	19	606
	2%	5%	13%	49%	31%		3%	100%
Q42	15	38	93	260	180	3.94	19	605
	3%	6%	16%	44%	31%		3%	100%

Office of Institutional Research and Planning

	Admission and Course Registration (Matriculation)						
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**
Q43	32	56	101	219	138	3.69	55	601
	6%	10%	18%	40%	25%		9%	100%
Q44	23	23	47	197	294	4.23	20	604
	4%	4%	8%	34%	50%		3%	100%
Q45	16	22	106	117	80	3.65	261	602
	5%	6%	31%	34%	23%		43%	100%
Q46	19	25	107	113	97	3.68	243	604
	5%	7%	30%	31%	27%		40%	100%
Q47	32	48	95	187	123	3.66	116	601
	7%	10%	20%	39%	25%		19%	100%
Q48	39	39	94	176	123	3.65	131	602
	8%	8%	20%	37%	26%		22%	100%
Q49	38	33	90	162	127	3.68	145	595
	8%	7%	20%	36%	28%		24%	100%
Q50	51	62	91	142	123	3.48	129	598
	11%	13%	19%	30%	26%		22%	100%
Q51	35	27	102	181	116	3.69	122	583
	8%	6%	22%	39%	25%		21%	100%
Q52	55	53	104	180	120	3.50	86	598
	11%	10%	20%	35%	23%		14%	100%
Q53	37	58	102	178	131	3.61	89	595
	7%	11%	20%	35%	26%		15%	100%
Q54	35	46	106	177	135	3.66	96	595
	7%	9%	21%	35%	27%		16%	100%
Q55	33	48	101	178	149	3.71	90	599
	6%	9%	20%	35%	29%		15%	100%
Q56	45	48	146	148	126	3.51	87	600
	9%	9%	28%	29%	25%		15%	100%
Q57	43	48	139	162	127	3.54	81	600
	8%	9%	27%	31%	24%		14%	100%

Financial Aid and Fees							

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	41	27	78	193	152	3.79	108	599
	8%	5%	16%	39%	31%		18%	100%
Q59	39	37	104	175	124	3.64	121	600
	8%	8%	22%	37%	26%		20%	100%

Follow-up of Student Academic Status							

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**
Q60	35	50	125	208	128	3.63	53	599
	6%	9%	23%	38%	23%		9%	100%
Q61	29	44	145	212	114	3.62	57	601
	5%	8%	27%	39%	21%		9%	100%

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**
Q62	23	17	113	223	207	3.98	16	599
	4%	3%	19%	38%	36%		3%	100%
Q63	26	18	99	235	203	3.98	16	597
	4%	3%	17%	40%	35%		3%	100%
Q64	19	22	73	234	238	4.11	12	598
	3%	4%	12%	40%	41%		2%	100%
Q65	32	66	145	153	138	3.56	61	595
	6%	12%	27%	29%	26%		10%	100%
Q66	24	47	114	197	160	3.78	48	590
	4%	9%	21%	36%	30%		8%	100%
Q67	20	32	119	224	171	3.87	24	590
	4%	6%	21%	40%	30%		4%	100%
Q68	23	24	75	250	208	4.03	9	589
	4%	4%	13%	43%	36%		2%	100%
Q69	19	18	94	252	193	4.01	13	589
	3%	3%	16%	44%	34%		2%	100%

Library and Learning Support 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**
Q70	26	33	87	158	164	3.86	117	585
	6%	7%	19%	34%	35%		20%	100%

Facilities and Organizations (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**
Q71	43	30	45	94	274	4.08	93	579
	9%	6%	9%	19%	56%		16%	100%
Q72	25	23	75	176	254	4.10	33	586
	5%	4%	14%	32%	46%		6%	100%
Q73	37	44	123	134	101	3.50	148	587
	8%	10%	28%	31%	23%		25%	100%
Q74	40	39	117	132	107	3.52	150	585
	9%	9%	27%	30%	25%		26%	100%
Q75	48	31	96	181	165	3.74	63	584
	9%	6%	18%	35%	32%		11%	100%

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Facilities and Organizations (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
Q76	176	122	55	97	40	2.39	89	579
	36%	25%	11%	20%	8%		15%	100%
Q77	37	57	114	234	100	3.56	38	580
	7%	11%	21%	43%	18%		7%	100%
Q78	11	20	122	125	50	3.56	251	579
	3%	6%	37%	38%	15%		43%	100%
Q79	13	15	115	122	52	3.58	263	580
	4%	5%	36%	38%	16%		45%	100%
Q80	53	57	117	192	79	3.38	84	582
	11%	11%	23%	39%	16%		14%	100%

Technology Resources

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
Q81	14	27	83	169	108	3.82	181	582
	3%	7%	21%	42%	27%		31%	100%
Q82	15	30	80	179	118	3.84	160	582
	4%	7%	19%	42%	28%		27%	100%

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Physical Resources							

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**
Q83	21	54	80	293	109	3.75	23	580
	4%	10%	14%	53%	20%		4%	100%
Q84	13	43	89	275	123	3.83	37	580
	2%	8%	16%	51%	23%		6%	100%
Q85	17	32	95	277	134	3.86	22	577
	3%	6%	17%	50%	24%		4%	100%
Q86	18	43	99	282	122	3.79	17	581
	3%	8%	18%	50%	22%		3%	100%
Q87	19	57	117	261	111	3.69	13	578
	3%	10%	21%	46%	20%		2%	100%
Q88	22	80	111	231	109	3.59	24	577
	4%	14%	20%	42%	20%		4%	100%
Q89	30	38	107	252	136	3.76	15	578
	5%	7%	19%	45%	24%		3%	100%

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**
Q90	27	46	192	142	67	3.37	103	577
	6%	10%	41%	30%	14%		18%	100%
Q91	36	42	187	138	69	3.34	106	578
	8%	9%	40%	29%	15%		18%	100%
Q92	35	57	183	107	63	3.24	129	574
	8%	13%	41%	24%	14%		22%	100%

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Board and Administrative Organization

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
Q93	34	37	209	97	54	3.23	142	573
	8%	9%	48%	23%	13%		25%	100%
Q94	45	58	197	83	56	3.11	132	571
	10%	13%	45%	19%	13%		23%	100%

Overall Questions

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
Q95	25	57	153	200	126	3.61	14	575
	4%	10%	27%	36%	22%		2%	100%
Q96	17	28	94	246	178	3.96	9	572
	3%	5%	17%	44%	32%		2%	100%

APPENDIX C
Accreditation Matrix

San Diego Community College District
Student Satisfaction Survey 2009

Accreditation Standards Matrix	Student Survey Items
I.A.1	5
I.B.4	90 - 92
II.A.1.a	7- 25, 30 - 32, 36 - 42
II.A.1.b	31, 32, 34, 35, 39, 40, 41, 65, 81 - 83
II.A.1.c	33, 34, 41, 42
II.A.2.a	28, 42
II.A.2.b	
II.A.2.c	24 - 25, 26, 28 - 34, 37 - 40, 42
II.A.2.d	35, 39, 40, 65
II.A.2.e	24, 25, 36 - 40
II.A.2.f	
II.A.2.g	
II.A.2.h	28, 41, 42
II.A.2.i	
II.A.3.a	36, 41, 62, 63, 64, 66
II.A.3.b	31, 32, 35, 36, 62 - 67
II.A.3.c	36, 62 - 64, 66 - 69
II.A.4	31, 32, 64, 65
II.A.5	31, 64, 65
II.A.6.a	6, 22
II.A.6.b	6, 22
II.A.6.c	6, 22
II.A.7.a	6, 22
II.A.7.b	6, 22
II.A.7.c	6, 22
II.B.1	7 - 23, 43 - 57, 71 - 80
II.B.2.a	6, 22, 58
II.B.2.b	6, 22
II.B.2.c	6, 22
II.B.2.d	6, 22
II.B.3.a	7 - 23, 43 - 57, 71 - 80
II.B.3.b	62, 63, 66 - 69
II.B.3.c	7, 10, 12, 13
II.B.3.d	62, 63, 66 - 69
II.B.3.e	16, 21

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Accreditation Standards Matrix	Student Survey Items
II.B.3.f	
II.B.4	7 - 23, 43 - 57
II.C.1.a	11, 15, 35, 39, 40, 70, 81, 82
II.C.1.b	11, 39, 40
II.C.1.c	11, 15, 39, 40, 70, 81
II.C.1.d	11, 15, 39, 40, 70, 82, 89
II.C.1.e	11, 70
II.C.2	11, 70
III.B.1.a	71, 72, 75 - 77, 80, 83 - 89
III.B.1.b	71, 72, 75 - 77, 80, 83 - 89
III.C.1.a	35, 70, 81, 82
III.C.1.b	35, 65
III.C.1.c	81, 82
III.C.1.d	81, 82
IV.A.1	73, 74, 78, 79, 90 - 92, 95
IV.A.2.a	73, 74, 78, 79
IV.A.2.b	
IV.A.3	73, 74, 78, 79, 90 - 92, 94
IV.B.2.a	93
IV.B.2.b	93
IV.B.2.c	93
IV.B.2.d	93
IV.B.2.e	93, 94

APPENDIX D
Verbatim Comments

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

1) Intergrate Reg-e and E-grades into one application. This way we can click on e-grades and it will show us our grades. Also have a online ed-plan feature that tells us where we are at with our major based on the course we have took and if they meet major or general ed requirements. This can help us for transfer and keep us focused.
2) Counseling dept. needs to be more informative of the colleges resources, academic requirements. If I have seen a counselor I still leave feeling confused, rushed, and frustrated.
3) My insruction encouge me all the time and help me alot how I successful my future my education.
4) The instructor is very good. I am suffering from the parking as a disable man.
5) I never talked to a counselor & the day I did the counselor gave me no helpful information.
6) Very good.
7) Make the teachers more fun. And make them easier to understand.
8) I turned in my transcripts over 5 months ago. Everytime I called they have no response about my credits. I need to see someone in order to get help. They should let a counselor talk to students over the phone.
9) Out of all the semesters here this semester has been the most challenging, mainly because there are not as many classes offered as in the past.
10) More access to instructors. More free events @ Saville. More World Cultures events in afternoons (late)
11) Free parking and more spaces available!
12) Transfering of transcripts takes to long.
13) Add more Labor Studies classes so those of us on track to get a certificate in the program don't have to drag our time out here.
14) I think that instructional facilities should be more advertised to students.
15) All the instructors are very nice, but sometimes their speeds when they are lecture is very fast. If their letures are more slowly, that the students will have time to understand the lesson easily.
16) Instructors provide outstanding counsling time outside of class time. Anytime I have any questions, they are there to help.
17) An increase in funding to improve the classroom desks, chalkboards, and other learning essential equipment would be nice.
18) More tutoring for classes other than math/english. I needed a tutor for physical geography and there wasn't one available.
19) Some teachers need to focus more on what they are actually supposed to be teaching.
20) I love teachers that are inspiring and gives out adequate information that are useful, then again not all are the same.
21) Students need to be informed more.
22) The flyers & info they post around school help alot.
23) Instructors should use the projectors
24) We need more courses offerred during a semester.
25) Classrooms must be updated and kept up to date with technology. Much like the facilities in the TM and LRC classrooms.
26) Make counseling more accessible!!
27) Need more parking!!!
28) Teachers are extremely informed, helpful, approachable, knowledgeable, and passionate about their subjects.

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29) I am a political science major & there's only 4 classes offered here. We don't even have a fulltime poli-sci professor.
30) Has much better teachers than Mesa
31) Thank you!
32) Pay closer attention to instructor/professor ratings found online/on websites such as "rate my professor.com" or use professor evaluations at the end of each course. Public schools do not have enough funding to waste on professors who do not add value to their student's education. Student feedback should be taken seriously & tenure should have little consideration – just because a bad teacher has slipped through the cracks several years does not mean they should be awarded continued employment. Focus on retaining talent & dismissing those who hurt the name of the school & classes they teach.
33) The cosmetology parking lot should be for cosmetology students only!!
34) There should be more recently updated books on cosmetology in the library for reading & studying purposes. FYI: The most recent book was published in the 1940's?
35) Loose the negitive teacher's. Ger orginization skills. Get a new receptionist.
36) *I would like to know where the open computer labs are. *It is also a difficult task to access internet access from my laptop (inconvenient).
37) In general teachers seem caring, available & that they do their best in presenting material & ensuring that students learn.
38) They need to be more patient and be nicer. They're depressing.
39) Please fix the student parking issue. I hate being late to class!!!
40) I haven't been here long so maybe I'll have more opinions later.
41) I really love my instructor. She is very nice, and helpful!
42) Great
43) I think I feel ok about this.
44) We need better materials for science labs! Also, the clocks throughout the campus are either not working or are innaccurate.
45) Make the bathrooms more clean. And don't hire creepy janitors. Thanks you.
46) Maintained well
47) Some of the classrooms need to be technologically updated.
48) More funding please!! Thank you
49) More interactive lecture – less power point medium
50) Give more money to well deserving teachers.
51) More tutoring service
52) I fell that the math center should be open on Mondays!!! And more math tutors needed.
53) No comments
54) I hate African American   I am Black
55) Instructional support services are really helpful.
56) Haven't used any.
57) The library is closed to often. The success rate at City College is low and is in great due it's lack of funding. Furthermore there needs to be a better grading sytem .   No pluses and minus only help the fairly student.
58) This is a very good collage one of the best community collages in California
59) ***** the City counselor helped me a lot in my SDSU application. Hes a great counselor
60) Create available needed technology for semi blind or blind students in the classroom.
61) Well we need more help for the ones that need help with there homework and more support.
62) Very good comm. college Great price Great teacher

63) The ceramic studio is too small. The instruction is very good, but we've just lost our lab techs so our ability to have studio time outside of class really limits our ability to complete our assignments timely. ***** does great, informative demos, but additional studio time is essential. (We want Al back!)

64) We like survey at college. Sometime maybe clean everything.

65) I need financial aid to support myself to go school.

66) *More knowledge *Don't be late *prepare a material * finish on time *more information for education. *be professional

67) We need more parking and more library

68) I have neve used this services

69) We need more instructional because we don't have enogh right now.

70) *No comment

71) I'm in Math 116 in Rm 203 on T-Th @ 5:20 The room is not good for taking tests. During my last test I might as well have been in the next class because there is no sound barrier.

72) Please do not let the budget cut affect the type of calculus teachers you hire.

73) The support services such as tutoring have greatly helped my success.

74) The classrooms could be updated to provide a better learning experience.

75) Course counseling was a disappointing experience. Felt very rushed when I got to speak w/one. Finding time was hard because they aren't available at night. Im taking classes but not sure I need them.

76) Knowledgable, friendly instructors

77) *Better free parking availability

78) Overall good experience

79) The quad areas need more trees & plants

80) None the instructors are not the problem

81) Have a better computer lab

82) – On campus class and online access to web-assign. Choose only one, either use book in the classroom for homework or use online book. There is no point of purchase two book for just one class.

83) Better prices in the café.

84) The teachers here are better than at Mesa, but I wish they would be available for help outside of class.

85) Bathrooms suck   not enough, to far apart.

86) Garbage cans always stink up outside buildings.

87) More off campus employment services

88) Ya should pay for market research like everyone else.

89) Larger desktops or tables would help.

90) More classes are needed.

91) Instruction overall is excellent. Class availability is sometimes troublesome. Online classes are a great option for us, the only problem is the offerings.

92) class rooms need working clocks, clean windows and working heat and a/c

93) Each classroom should have a computer, and it shouldn't have to be such an effort to acquire one. The theatre scene shop should be bigger, but the stage is very nice.

94) More parking... but I know you're working on it!

95) I graduated with a B.A. at USD, and I feel my professors here at City exceed most at my 4-year college. All the teachers I have had are well-versed in their subjects, care about their students and are willing to offer any help needed. I truly feel that SDCC is a major asset to the San Diego

community by offering affordable classes with top-notch teachers for students with all types of educational aspirations.

96) Various departments are not fully utilizing the seats available in some of their courses. Empty seats (especially in science labs) should always be filled, rather than maxing out enrollment at some arbitrary number. Too many students are getting turned away and there are not enough sections in science classes, and students are being forced to compete with one another for who can enroll quickest.

97) It is important to remember that the relationship between teachers and students is a mutual exchange of knowledge.

98) There should be access to the caffiteria for the late night classes as well as much better lighting throughout the campus while classes are in session for safety reasons

99) Have not been on campus enough to give insight to other improvements.

100)   Techincal support needs a more qualified staff

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

1) Have shorter surveys! Food prices are too high.
2) My ed-plan that was created by a counselor was so sloppy handwritten, and worse than my writting. I still to this day am not sure what classes to take to transfer. And, the worst thing is that I've seen more than one counselor. They are always rushing you out!!!
3) Student get support from their teacher and tutoring, and English center that helping the student.
4) They should reach out more
5) Very good!
6) The food in the cafeteria could be better and maybe more of a varitey.
7) There should be more classes available during days in the week.
8) Health fee – should not be an option! Waived. Also I fell the reg-e online service should be available Mon-Sun. I understand availability of this service Mon-Sat; but for those who work should have access to service on Sundays.
9) Cafeteria needs better selections!
10) Have a bigger student lange.
11) Students should be more informed about specific workshops that can benefit them
12) More involvement of AS. More opportunities for involvement of night time students
13) Reg-e is a wonderful resource. Can we get Wi/Fi all over campus please?
14) Offer more classes
15) The Labor Studies program is great and there is great faculty teaching it Support it!
16) Suggestion for dance classes in room C-120- Please sweep the dance floor at least 1-2 times daily!
17) I think that student services here are satisfactory, although I feel that the counseling office wasn't exactly helpful as to what courses I should take. I felt rushed sometimes also.
18) The counselors are always full in order to make appointment with them. If they are available more day, it may help student a lot.
19) I'm glad there is financial aid! I can afford to pay my classes, books, food, and rent thanks to financial aid.
20) Improve the time to wait to see a councelor for an hour meeting.
21) The english, math and computer labs are very helpful.
22) I really like the different support services like tutorial centers, english & math.
23) I am having an issue with parking this semester. It is so hard to find parking in the morning that I have to park all the way to Balboa Park. I have purchased a parking permit but is useless. Every Tuesday and Thursday my class ends at 2;10. There is no shuttle to take me back from the "R" building to the Balboa Park.
24) Students should be informed more about these facilities.
25) I think the campus needs to be updated to make it easier for disabled students to attend classes.
26) The services are very helpful & guiding us towards the right direction of success.
27) We need help with book prices and starting book programs.
28) Library needs wkend hours.
29) One of my friends was kicked out of Trio, which she desperately needed because she has to take classes at Southwestern before she can transfer. City doesn't offer enough science classes. They told her since she was transferring to a 2yr first that she couldn't get help from Trio anymore.

30) The deadlines for FAFSA applications need to be extended. Some people don't get their tax papers back in time to fill out financial information.

31) I do have an issue with counciling. I had visited two diffrent councelas about an ed-plan. I got two diffrent Ed plans for the same major there were similar classes but no <u>exactly</u> what I needed.

32) I have not been able to enroll in classes that I need because the times classes are scheduled are too conflicting, not actually at the same time, but w/only a 5-min break.

33) Cafeteria need to extend their hours of operation. Need to improve their food choice. Add more healthy food.

34) Computer lab to let student print out their class material w/out charge. Student can purchased a member fee when using this service.

35) More funding needs to be directed to: parking, facilities maintenance & upgrades, better library resources. Cosmetology needs a designated parking!

36) Grounds ARE NOT BEING WELL MAINTAINED!! (Stairs are always filthy!!)

37) Cafeteria should be open later for night-time students, at least untill 8:00 pm

38) I think the prices in the cafeteria should go down

39) Get better sink's and a new dept. chair..

40) *Please make more parking available to students. *Please keep the cafeteria clean.

41) I sent my transcript in to be evaluated over a year & a half ago. I never recieved any communication about them being received or assessed – even once I checkup up on them. At this point Im planning to move & have forgotten about it – but that was really frusturating.

42) Everything is ok

43) I love the resource center. I get a lot of homework done there.

44) It's fine.

45) The library is to be used for San Diego City College students only. There are other people who have access to our services on campus. This issue should be addressed because these people interfere with the students academic success.

46) Great

47) I think that the English center should be open a little earlier because many people need tutoring.

48) The Admission Services feel as if they are in a rush and don't want to take the time to help students with the enrolling process. They all seem to have a bad attitude.

49) Don't let people <u>smoke on campus.</u> This is a college not a morgue.

50) We need more parking!

51) Everything is basically great but there are certain counselors who really show they dont want to be there, so it sorta ruined my first week of this semester which Im very disapointed about.

52) Needs improvement in cafeteria. Food, etc.

53) They're very effective

54) Parking is awful

55) Food is overpriced

56) More funding please!! Thank you

57) More advertisment, brochures, flyers in classroom(s).

58) Get cheaper healthier food in the cafeteria.

59) Make a Tae-Kwan-do class!!

60) None

61) I feel that students not enrolled in self pace math should be able to utilize all the services sush as videos offered in the math center.

62) The cafeteria is pathetic! Where has all the food gone! I'm here 4 days a week and the food situation is horrible.

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63) I dont want the career center here at City.
64) The student services are really helpful.
65) Haven't been to any programs. Student services at the book store is extremely helpful.
66) Disabily services need mor funds and more space. The librey hours are unworkable for a working student!
67) Very good student services. You will always be helped with a smile and a joyful person.
68) The Eops secertry are mean. They should hire someone else. I felt very unfortable that's why I didn't join this semester Eops
69) Provide transportation for the disabled.
70) I don't have anything to say.
71) We like open coffee shop and computer
72) I need child care for mychildren so that I can go to school.
73) Good
74) The student services and programs its me facilities at the college my class is dese
75) We need more help to go to school like EOPS program
76) Open the caffeteria the Friday
77) I have not yet used these services
78) I like to see the cafetiria open late at the afternoon.
79) *Very effective *Quick turnaround * Knowledgable
80) The Trio program has enabled me to succeed in the past semester. The library is also a great help for me in completing my goals. I just wish it was open on Saturdays.
81) The counselor's office was not completely helpful. I had questions little ones and thy just told me to call and make an appointment.
82) The campus needs to be cleaned better especially the restrooms.
83) I am a 4 year grad taking one class so much of this does not apply directly to me.
84) Not of importance
85) I'm very happy with the study areas and the library. There wasn't a question about campus police. I wonder why? They are the absolute worst part of the college experience.
86) Allow payments with credit cards at school, for transcripts.
87) The EOPS staff needs to be more friendly
88) Restrooms are filthy & paper towel dispensers never work
89) Thankx for the prking shuttle to Balboa Hosp. Cafeteria needs pricing. More selection. Restrooms are atrocious – especially cafeteria ones
90) Admissions staff need better customer service skills – bookstore staff too. Bookstore prices are too high.
91) The Admissions office needs a class in customer ser4vice. The Financial Aide personell as well
92) More parking is needed.
93) Once again, there are some classrooms that really need maintenance and upgrade. As an example building "A" really needs help. On the other hand building "R" is great.
94) not all counselors give the same answers when asked the same questions - which is very frustrating
95) there needs to be a more effective way to purchase parking permits. I don't understand why you have to pay at a separate office, which only takes cash or check, and then pick it up elsewhere. Need one place to pay and receive
96) I think the cafeteria and bathrooms could be better maintained.
97) I wish the college police would respond faster to potentially dangerous persons in the library

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

1) It is a good college and the instructors are good.
2) Please add more lights. More security guards.
3) We need more class avail for full time student. We need more classes such as Eng 42/43 Math 95, and more availability. We need more parking space availability. We need to create back to back day classes on the schedule for those who have for example a Mon/Tues or Wed/Thurs off. We need more weekend corses on line corses , etc. etc.
4) I got one experience in this college because I didn't know before anything about GPA but now I have idea what is a GPA is that means if I get good grade your GPA going up
5) We need to resolve the parking and lighting & safety issues. Also cleaner campus, classrooms & rest rooms. Upgrade the campus.
6) Great college!
7) The parking is horrible. Something must be done because it is very frustrating. The cosmetology department should have their own parking at the S building.
8) Have a Botany Program.
9) Cleaner bathrooms. Longer cafeteria hours & food availability. Longer library hours/wknds. More/better books, resources in LRC
10) Cafeteria and coffee services are on par with a correction institution. <u>Some</u> department heads are more interested in FET 3's than quality. Campus is a joke for 2009.
11) I appreciate the support the college & president offers the students. It is a great institution.
12) It's been great but I'd like to see more Labor Studies courses in the semesters to come.
13) My overall experience here at City College was very fun. I really enjoy the diversity, atmosphere, and many of my instructors were excellent teachers.
14) College is a fun place that students can expand their skills before they enter to the real world. Learning new skills and knowledge
15) Parking sucks big time!! Please provide additional parking for students. I have gotten four tickets already due to part in private properties.
16) My experience over the past two years has been a good one.
17) Overall my experience has been good. I have been fortunate to have had some very good professors that have made my college experience a very good one
18) My experience here at City College been great. I feel that staff is excellent very help ful & the student here are very diverse.
19) I like this college and its diversity
20) My experience in this college is somewhat good. I haven't had any big problems with teachers.
21) There needs to be more classes abailable at more times in the day.
22) This college is a well learning environment that makes me feel safe. And the proffessors are nice & inspiring.
23) It was awesome!!
24) More parking spaces
25) Parking situation needs to be addressed immediately. As well as prices at cafeteria.
26) Road work during semester makes no sense
27) I've never used the counseling dept but every person I've talked to has had a bad experience that influenced me not to bother. I've heard of some who recommend classes that students didn't need for their majors or talking students out of schools to transfer to.
28) Overall, City College has helped me toward my long term goals
29) The counselors have given me more wrong than accurate info in my time spent here.
30) Need more parking!

31) Good college (City College)
32) I've had a wonderful experience so far.
33) Honestly, I'd never recomened coming here. All most all the instructers talk bad about each other strangley disorginized and the department chair couldnt be more degrading. I cant believe my taxes pay her to teach. ***** is the only teacher who can relate to us.
34) The students cannot speak their mind to a teach without fear of a 3100 policy, for merely needing more explanation, verification, or just disagreeing.
35) I am a student at SDSU and am taking courses here this semester until return next semester. I am overall satisfied with the diversity of the campus but it is overcrowded and nearly impossible to find parking.
36) I have attended UC schools & other universities. I have enjoyed my experience at City more (in general) than at those schools. City has some great resources – but could stand to develop a better collection in the library, healthier cafeteria selections – and at times more helpful councelers & transcript assessment services.
37) I don't really think I could suggest anything.
38) Better food in cafeteria please! More healthy/less expensive!
39) I have not previously attended this college. This one unit course is my only. So, the main concern of mine, and appropriate critique to offer, is the poor availability and access to campus parking. There are far more students daily, than spaces to place our vehicles.
40) The food sucks balls. Get better food. Better food means happier students + better test scores. Southwest has a good food selection.
41) Everything is very good for me.
42) The buildings are old, and need improvement. The bookstore services are not as good. The bookstore needs to be remodeled because City College has a larger population on campus and needs to be larger so during busy hours the store is not overcrowded.
43) Great
44) My experience at this college has been great but I am getting frusteraded because I've been here for two years and I still don't finish my GED
45) I hate how there is not enough parking. Build some more lots!!!
46) Fairly not good
47) The is some rude hispanic lady that's always is talking to one of her girlfriends on the phone at the Eops. She has a nasty attitude & I can't even ask a question b/c she will get mad. & make it seem that I interupted her from something imp.
48) Good
49) Overall, it is good, of course there is room for improvement
50) Parking is a JOKE!!!! Overall the campus is peaceful and I like it. However, there is SO much smoking.
51) I'm glad some buildings are getting a face lift; some of the buildings looked like prison cells.
52) I feel at home in City College. It's a great place to be
53) I am very happy and satisfied with my experience at SDCC – I will graduate 5/22/09 with AA Histor & will transfer to National University for B.A History.
54) Put more money in educational resorces and more SCHOLARSHIPS!
55) My e
56) I love the people on the library They always have a smile for you!!
57) I feel that my overall experience here has been good.
58) I do not like teacher make comments about my learnning disability.
59) This survey was very monotonous, but it appears to have covered everything.
60) I really enjoy my experience at City College.

61) It's relaxing
62) The more that is cut the lower the schools scores will be. The school need fundraising. Better security and cafeteria services.
63) Just started back to school and getting my life back and this college has help me !00%. Thank you
64) Good college. Love it. Thank you!
65) School has informed me on credibility and significance of a four year degree.
66) I love being here and injoy to leran more in college. And I hope to past.
67) * Let it be known in advance that if a class is at ECC even when enrolled via SDCC that books are only available there. * ECC bookstore; do I get to chose a 'Used' book? Someone going back to retrieve leaves the opportunity to Gouge for only new books! In general; online courses: get the WebCT and blackboard to show only 1 current set of instructions. I am no dummy but the poor state of intro to online confused the hell out of me.
68) Very good so far
69) Open more englis class
70) The parky spaces ar too small for trucks!!
71) Online classes (I took online elementary statistics) are great. I look forward to more, especially in the scients (chem., bio, etc) if possible to accommodate health industry demands & those pursuing nursing, PA, pharmacy, etc.
72) The college _____ parking loud is full is not easy to get parking
73) I need EOPS to buy my books and pens.
74) We need more parking lot
75) The overall is agree experience in the college
76) It needs more study space
77) I am very happy in this college and I will attending until I finish.
78) More financial aid is needed.
79) Vending machine prices are a ripoff!
80) I have enjoyed my stat here at City College
81) Since I started back in college in Jan of 08' I have felt the support and positive feedback on my performance.
82) This institution is overall a good place to grow and learn and develop as a person.
83) More stuff needs to be available for night students. We can't get to the bookstore, to counselors, finicial aide, etc. Most of us work all day & its very discouraging when you have to work & coordinate w/shools. They should attempt to work w/us. Also should have more diverse selection @ night. I will be here forever because I cant go during the day, & I cant get classes I need in a timely manner.
84) Lighting at night is very poor. Please fix this.
85) More green (trees, plants, flowers, etc)
86) Get more afternoon classes
87) This isn't the way to check the pulse of the student body Go talk to us direct you might be surprised… better than wasting time w/stupid surveys
88) Keep loiterers off the campus, make security a bigger issue. Make technology more important.
89) None
90) The parking needs to be more affordable and we need much more PARKING!!!
91) Great campus selection. SDCCD ROCKS! Unbelievable service at reasonable tuition rates. Thanks for the expansions on all campuses.
92) Good
93) Cafeteria services really need to be improved by what they offer and the prices.

94) Bookstore is a nightmare. Prices are skyrocketing and the books are changed continuously which affects us. Most of the students would agree with me!!!
95) I need to take a CISC 181 class but, I don't like online & that's all you offer for evening classes. I would like to take courses on campus for interssesion.
96) City College literally needs to be cleaned. The bathrooms are filthy and consistently out of supplies. The classrooms are just as bad.
97) please fix the items I mentioned in #25 & 26
98) I <3 SDCCD... good job.
99) Overall, I am extremely pleased with my education at San Diego City College. My professors have been amazing, and the classes I have taken compete with those at 4-year colleges.
100)   The school is very safe and clean.
101)   I have met some interesting people from all different parts of the world and we have exchanged life experiences and continue to share a diversified education at City College. One particular experience I had was of an instructor challenging the problems of the world and instead of reading and remembering information for a test and grade, he taught in a way that I could not possibly forget. Him, and many others, see the future of education as a part of our human growth and evolution as a species and as a people. Communication is vital in understanding; understanding is vital in solving.
102)   i'd like to see more summer session courses offered, winter session courses offered and more late night courses during all sessions...but i understand it gets complicated when dealing with the amount of money you have in the budget...i say you should raise the tuition but offer a small very short term payment plan, for example, offer weekly payments for two months so that students can have more time to pay there fees and you still get your fees by the drop date...just an idea
103)   My online instructors have been awesome.