



Mesa College Student Satisfaction Survey Spring 2012

Executive Summary

Prepared by:
Office of Institutional Research and Planning
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Introduction

Overview

Accreditation is the process of evaluating the performance and effectiveness of an institution in order to ensure that the quality of education and student achievement of expected outcomes are being met. The three colleges in the San Diego Community College District (SDCCD), as well as the non-credit institution, SDCCD Continuing Education, completed their self-studies and accreditation site visits in the fall 2010. Each institution collected, reviewed, and incorporated evidence into their self-study reports and was then visited by a site study team. The Accreditation Commission reviewed the recommendations from the site study team and then made commendations and recommendations for improvements. Each of the colleges and CE are scheduled to submit mid-term reports in 2013 to the Accreditation Commission in order to ensure compliance and maintain accredited status.

Purpose

The purpose of this survey was to collect follow-up evidence on student satisfaction, and to track changes since the previous survey, which was administered in 2009. The survey captures levels of satisfaction with programs, services, instruction and facilities, as well as perceptions and opinions regarding institutional effectiveness. The results of the survey may be used to help inform decisions and plans for improvements, as well as to identify key areas of strengths and opportunities.

Sample Design

The Student Satisfaction survey was administered to a random sample of students using a *stratified random cluster sampling* procedure. The sample design is intended to provide representativeness and allow for generalizing the results to the entire student population. The students were stratified by day and evening status and clustered by class sections, and then randomly selected from within the clusters. The sample size was based on a 95% confidence level with a +/- 5% confidence interval.

Instrumentation

The Office of Institutional Research and Planning referenced the previous accreditation survey administered in 2009 and worked primarily with the accreditation coordinating committees, the research committees, and the academic senates to refine the survey instrument. The survey contained profile questions (e.g., semesters attended, age, and ethnicity) in order to help examine the representation of the survey population against the entire student population. The survey also contained open-ended questions and forced choice items representing the Accreditation Standards: Improving Institutional Effectiveness (Standard I); Student Learning Programs and Services, Instructional Programs, Student Support Services, and Library and Learning Support Services (Standard II); Human Resources, Technological Resources, Physical Resources, and Financial Resources (Standard III); Decision-Making Roles and Processes, and College and District Administration (Standard IV).

Face validity and content validity of the survey instrument were ensured using the following criteria: 1) Survey questions are aligned with the Accreditation

Standards; 2) Survey questions are directly related to the purpose of the surveys, which is to elicit perceptions and opinions of students; 3) Survey questions are perceptually-based instead of factually-based; 4) Survey questions avoid addressing complex processes or systems that most survey participants would not be able to answer or are not applicable to them. Surveys were validated (content and face validity) through the feedback from the committees and various constituency groups on campus. Reliability was established through the pilot study.

Methodology

The data collection methodology for the student satisfaction survey was primarily a scannable pencil and paper form, which was administered during one class period. For those online classes that were pulled as part of the random sample, students were sent the survey online to complete. 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 accreditation committees, research committees, academic senates, and planning councils were kept informed and involved in the development and implementation processes through continuous communication and feedback opportunities including: 1) Review of the survey plan; 2) Review and finalization of the survey instrument, and 3) Review and briefing of the survey results.

Administration: Notification emails/letters were sent to faculty whose class(es) were selected. The notifications provided information about the survey, as well as how and when to administer the survey. The student surveys were administered by faculty beginning in the fifth week of the Spring 2012 semester for approximately three weeks. 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. The survey packets were delivered to the faculty mailboxes and then returned to the campus-based researcher. The survey took approximately 40 minutes to complete and was administered during one class period.

Respondent Profile

A total of 744 students were targeted in the sampling plan; 99% of this desired sample size was achieved (n=733), allowing for survey results to generalize to the larger student population.

Of those who responded to the survey, 54% were male, and 46% were female. Just over half (56%) of respondents were between 18 and 24 years old, and another 18% were between 25 and 29 years old; 22% were over 30 years of age, and 3% were under 18 years of age. Just under half of all respondents (45%) were white, 27% were Hispanic/Latino, 12% were Asian/Pacific Islander, 6% were Filipino, 4% were African American, 1% were American Indian/Alaskan Native, and 5% were another ethnicity.

The vast majority of students (85%) said they usually took their classes at Mesa

College; 10% usually took their classes at multiple colleges, 3% usually took their classes at City College, and 2% usually took their classes at Miramar College. A large percentage of respondents (40%) said they had been enrolled at the College for two to three semesters, 28% had been enrolled for four to six semesters, and 18% had been enrolled for just one semester; 10% had been enrolled for seven to nine semesters, and 4% had been enrolled for 10 or more semesters. Eighty percent of respondents indicated they took their classes on campus; 17% took both online and on-campus classes, and 2% took their classes online only. When asked about their unit load, 31% of respondents said they were taking over 12 units, and the same percentage said they were taking 10 to 12 units; 17% were taking seven to nine units, 13% were taking four to six units, and 8% said they were taking one to three units. Nearly half of all respondents said they were attending Mesa College in order to transfer; 12% were attending in order to obtain an associate degree, and 23% were attending for multiple reasons. The remaining 16% were attending Mesa College for another reason.

Key Findings

Instruction

On the whole, student satisfaction with instructional programs remained high. However, student satisfaction with course availability, variety, and scheduling decreased substantially since 2009. Still, the majority of students were satisfied with other learning support services, such as library online services and tutoring services. Improvement in satisfaction ratings was greatest for instructor availability and student awareness of learning outcomes.

Student Services

The majority of students indicated they were satisfied with most student services at the College. However, it should be noted that ratings for many services decreased from 2009 to 2012, perhaps most notably for orientation services. Ratings for drop-in counseling services were also relatively low, with less than half of the students indicating they were satisfied with these services. Satisfaction with other services remained relatively stable, and the majority of students were satisfied with assessment services, financial aid, and the Reg-e registration system.

Personal Development

On the whole, students provided favorable ratings of their personal and academic development. However, satisfaction with information regarding academic progress declined slightly since 2009. Learning of computer skills and learning about world cultures saw the greatest increase in satisfaction ratings. Satisfaction remained high for student self-understanding and knowledge gained in different subject areas.

Resources

For the most part, students provided favorable ratings of the College's technology and physical resources. However, parking and wireless connectivity received comparatively low satisfaction ratings. Still, key physical resources such as classroom facilities and building maintenance continued to receive high satisfaction ratings. Satisfaction with campus safety saw the greatest improvement since 2009.

College Leadership

A large proportion of students provided neutral ratings for items pertaining to college leadership and decision making, indicating a potential lack of awareness or knowledge of these areas. While the majority of students indicated they knew where to find college policies, a large percentage was unsure about student roles in college decision-making. Still, satisfaction with the student government presence on campus improved slightly since 2009.

Overall Experience

The majority of students rated their overall experience at the College favorably, and, compared to 2009, a larger percentage of students felt a sense of belonging at the College.

Appendix A

Survey Instrument



Student Satisfaction Survey – Mesa College

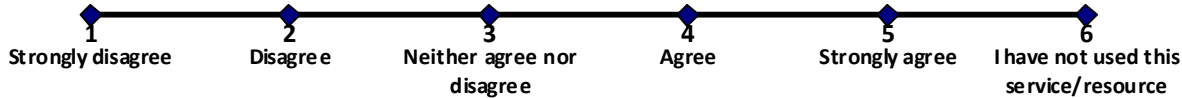
Thank you for taking our survey. Your feedback is important to us. This survey is designed to measure your level of satisfaction with the quality of programs and services provided by the colleges in the San Diego Community College District (City/ECC, Mesa and Miramar). Please select answers based on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

Directions:

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

- At which institution do you usually take your classes? (Please select all that apply.)
 - 1) City College
 - 2) Mesa College
 - 3) Miramar College
 - 4) Continuing Education
- How many semesters have you been enrolled at this college? (Include summer semesters & this semester.)
 - 1) One semester
 - 2) Two to three semesters
 - 3) Four to six semesters
 - 4) Seven to nine semesters
 - 5) Ten or more semesters
- 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
- Where do you currently take your classes at this college?
 - 1) On campus
 - 2) Online
 - 3) Both on campus and online
- What is your reason for attending this college right now? (Choose up to 2 answers.)
 - 1) Career Technical Education
 - 2) Transfer
 - 3) Associate Degree
 - 4) Basic Skills Courses
 - 5) Updating Skills
 - 6) Career Exploration
 - 7) Personal Interest
 - 8) Other

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



- I am familiar with the mission statement of my college.
- I know where to find college policies that affect me as a student.

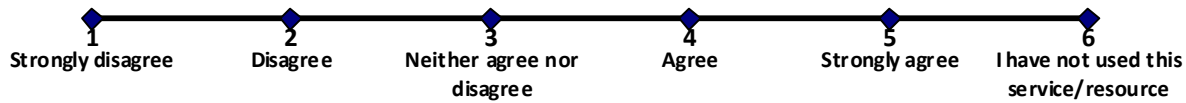
Please rate your level of agreement with the following statements using the scale below:



Course Availability

- 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.
- 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

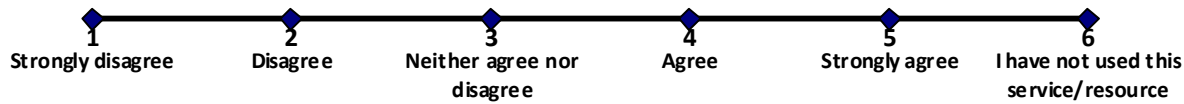
- 10. I feel at ease talking with my instructor(s) outside of the classroom.
- 11. In general, instructors attempt to be fair and objective in their presentation of course materials.
- 12. In general, instructors clearly define how I will be graded.
- 13. Instructors care about their students' success.
- 14. Instructors are available to help me outside of class.
- 15. My instructors inform me about the types of skills or learning outcomes I am expected to master through my classroom activities and assignments.
- 16. My instructors tell me how I will be assessed before I begin an assignment or test.
- 17. I believe my courses will prepare me well for future employment.
- 18. I believe my courses will prepare me well for transfer to a 4-year university.
- 19. The amount of homework in most of my classes is reasonable.
- 20. I am satisfied with the overall quality of instruction.
- 21. I am satisfied with the instructor's use of available technology in and out of the classroom.
- 22. The campus library has an adequate selection of books, periodicals, and other resource materials for my needs.
- 23. The library provides adequate online services including 24/7 reference service, online databases and ebooks, and support materials.
- 24. There are adequate tutoring services provided on this campus.
- 25. Overall, I am satisfied with the course content in most of my classes.

Course Scheduling

- 26. I am satisfied with the flexible course scheduling offered (8 week, short-term, weekend, and summer sessions).
- 27. Courses are offered at days and times that are convenient for me.
- 28. Online courses provide an effective way for me to complete my educational objectives.
- 29. The availability of online courses is sufficient for my needs.

Admissions, Counseling, and Course Registration

- 30. Admissions staff was helpful throughout the application and registration processes.
- 31. The Reg-e registration process is easy to use.
- 32. The new student orientation I attended was well organized.
- 33. The student orientation is effective in helping new students adjust and become familiar with the college.
- 34. I was informed about the importance of the assessment tests prior to taking them.
- 35. The reading and writing assessment test helped me enroll in the appropriate English class level.
- 36. The math assessment test helped me enroll in the appropriate math class level.
- 37. After completing my assessment test, I had a clear understanding of my placement level.



- 38. Assessment tests were offered at times that were convenient for me.
- 39. Availability of counseling appointments is sufficient to meet student needs.
- 40. The wait time to meet with the drop-in counselor is reasonable.
- 41. A drop-in counselor met my immediate needs.

Financial Aid and Fees

- 42. Financial aid information is available to me when I need it.
- 43. Fee refund policies are reasonable.

Follow-up of Student Academic Status

- 44. The college adequately informs me about my academic progress.
- 45. The college is responsive in helping students improve academic performance.

Personal Development

- 46. My experience at this college has given me a better understanding and appreciation of diversity.
- 47. My college education has helped me to understand myself better.
- 48. I have gained knowledge in different subject areas.
- 49. I have gained computer skills.
- 50. I have learned about other parts of the world and other cultures.
- 51. I have improved my interpersonal skills by interacting with people on campus.
- 52. I feel comfortable in this college environment.
- 53. I am treated with respect at this college.
- 54. I am satisfied with student life such as college athletics, clubs, and activities.
- 55. Mesa clubs and student government actively engage students on this campus.

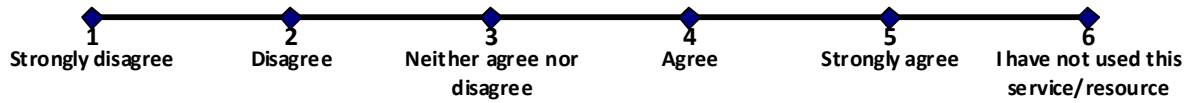
Technology Resources

- 56. The classroom computer labs are equipped with updated computers and software.
- 57. The availability of open computer labs is sufficient to meet my educational needs.
- 58. There is sufficient technical support to keep computer labs functioning properly.
- 59. There is adequate wireless connectivity on this campus for my laptop or other mobile devices.

Physical Resources

- 60. In general, classroom facilities are adequate for instruction.
- 61. There is adequate study space on campus.
- 62. The grounds are adequately maintained.
- 63. The exterior features of the campus buildings are adequately maintained.
- 64. The interior of the offices and buildings are adequately maintained.
- 65. The exterior lighting of the college is adequate.





- 66. I feel safe on this campus.
- 67. The building and directional signs on campus are helpful.
- 68. There is adequate parking on this campus.

Decision-making Roles and Processes

- 69. Students have a substantial voice in matters related to programs and services.
- 70. Students are a valued part of the decision-making process at this campus.
- 71. Student government has a strong presence on campus.

Board and Administrative Organization

- 72. The college president provides effective leadership.
- 73. The college president communicates effectively with the students.

Overall Questions

- 74. I feel a sense of belonging to this college.
- 75. Overall, I am satisfied with my experience with this college.

Demographics

76. Which is your gender?

- 1) Female 2) Male

77. Which is your age group?

- 1) Under 18 2) 18-24 3) 25-29 4) 30-39 5) 40-49 6) 50 or more

78. Which is your ethnicity?

- 1) African American/Black Non-Hispanic 4) Filipino 7) Other Non-White
- 2) American Indian/Alaskan Native 5) Hispanic/Latino
- 3) Asian/Pacific Islander 6) White Non-Hispanic

Comments:

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

- 1. What do you like most about attending this college?

- 2. What would you like to see improved at this college?

Thank you for taking the survey!

Appendix B

Item Analysis

1. At which institution do you usually take your classes? (Please select all that apply.)	Count	Percent
City College	22	3%
Mesa College	621	85%
Miramar College	13	2%
Continuing Education	2	0%
Multiple Colleges	72	10%
Total	730	100%

2. How many semesters have you been enrolled at this college? (Include summer semesters & this semester.)	Count	Percent
One semester	133	18%
Two to three semesters	294	40%
Four to six semesters	203	28%
Seven to nine semesters	73	10%
Ten or more semesters	26	4%
Total	729	100%

3. How many units are you currently taking at this college?	Count	Percent
1-3 units	59	8%
4-6 units	93	13%
7-9 units	122	17%
10-12 units	223	31%
More than 12	221	31%
Total	718	100%

4. Where do you currently take your classes at this college?	Count	Percent
On campus	571	80%
Online	17	2%
Both on campus and online	122	17%
Total	710	100%

5. What is your reason for attending this college right now? (Choose up to 2 answers.)	Count	Percent
Career Technical Education	25	3%
Transfer	354	49%
Associate Degree	88	12%
Basic Skills Courses	16	2%
Updating Skills	12	2%
Career Exploration	21	3%
Personal Interest	19	3%
Other	23	3%
Multiple Responses	167	23%
Total	725	100%

Mission and Policies	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Mean	I have not used this service/resource
6. I am familiar with the mission statement of my college.	129 20%	141 22%	151 24%	155 24%	64 10%	2.82	83 11%
7. I know where to find college policies that affect me as a student.	77 12%	109 16%	113 17%	250 37%	119 18%	3.34	55 8%

Course Availability	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Mean	I have not used this service/resource
8. 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.	107 15%	123 17%	132 19%	224 32%	117 17%	3.17	22 3%
9. 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.	95 14%	134 19%	163 23%	213 30%	94 13%	3.11	23 3%

Instruction	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Mean	I have not used this service/resource
10. I feel at ease talking with my instructor(s) outside of the classroom.	21 3%	23 3%	113 16%	292 42%	245 35%	4.03	23 3%
11. In general, instructors attempt to be fair and objective in their presentation of course materials.	19 3%	20 3%	68 10%	363 51%	243 34%	4.11	9 1%
12. In general, instructors clearly define how I will be graded.	13 2%	24 3%	54 8%	349 49%	269 38%	4.18	8 1%
13. Instructors care about their students' success.	17 2%	31 4%	142 20%	315 44%	206 29%	3.93	9 1%
14. Instructors are available to help me outside of class.	15 2%	27 4%	111 16%	359 52%	175 25%	3.95	32 4%
15. My instructors inform me about the types of skills or learning outcomes I am expected to master through my classroom activities and assignments.	13 2%	29 4%	82 12%	372 52%	214 30%	4.05	10 1%
16. My instructors tell me how I will be assessed before I begin an assignment or test.	17 2%	33 5%	101 14%	367 52%	192 27%	3.96	11 2%
17. I believe my courses will prepare me well for future employment.	32 5%	47 7%	138 20%	314 44%	176 25%	3.79	13 2%
18. I believe my courses will prepare me well for transfer to a 4-year university.	19 3%	23 3%	108 16%	321 46%	225 32%	4.02	21 3%
19. The amount of homework in most of my classes is reasonable.	20 3%	34 5%	107 15%	388 54%	168 23%	3.91	4 1%
20. I am satisfied with the overall quality of instruction.	21 3%	34 5%	104 15%	368 52%	185 26%	3.93	8 1%
21. I am satisfied with the instructor's use of available technology in and out of the classroom.	27 4%	45 6%	139 20%	359 51%	132 19%	3.75	17 2%
22. The campus library has an adequate selection of books, periodicals, and other resource materials for my needs.	14 2%	17 3%	102 17%	281 46%	195 32%	4.03	107 15%
23. The library provides adequate online services including 24/7 reference service, online databases and ebooks, and support materials.	19 3%	23 4%	122 21%	239 41%	173 30%	3.91	137 19%
24. There are adequate tutoring services provided on this campus.	31 6%	52 9%	119 22%	232 42%	114 21%	3.63	168 23%
25. Overall, I am satisfied with the course content in most of my classes.	24 3%	29 4%	88 12%	386 54%	184 26%	3.95	7 1%

Course Scheduling	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Mean	I have not used this service/resource
26. I am satisfied with the flexible course scheduling offered (8 week, short-term, weekend, and summer sessions).	94 13%	120 17%	116 17%	252 36%	117 17%	3.25	17 2%
27. Courses are offered at days and times that are convenient for me.	46 6%	82 12%	128 18%	332 47%	120 17%	3.56	10 1%
28. Online courses provide an effective way for me to complete my educational objectives.	34 6%	53 10%	153 29%	199 38%	88 17%	3.48	187 26%
29. The availability of online courses is sufficient for my needs.	50 9%	71 13%	179 34%	162 31%	69 13%	3.24	183 26%

Admissions and Course Registration	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Mean	I have not used this service/resource
30. Admissions staff was helpful throughout the application and registration processes.	48 7%	56 8%	145 21%	292 43%	137 20%	3.61	37 5%
31. The Reg-e registration process is easy to use.	22 3%	31 4%	58 8%	321 46%	269 38%	4.12	15 2%
32. The new student orientation I attended was well organized.	28 6%	39 9%	165 36%	163 36%	62 14%	3.42	260 36%
33. The student orientation is effective in helping new students adjust and become familiar with the college.	28 6%	41 9%	164 35%	177 38%	60 13%	3.43	245 34%
34. I was informed about the importance of the assessment tests prior to taking them.	51 9%	73 12%	141 24%	228 38%	104 17%	3.44	118 17%
35. The reading and writing assessment test helped me enroll in the appropriate English class level.	50 9%	43 8%	121 21%	253 44%	103 18%	3.55	143 20%
36. The math assessment test helped me enroll in the appropriate math class level.	51 9%	59 10%	114 20%	246 43%	97 17%	3.49	146 20%
37. After completing my assessment test, I had a clear understanding of my placement level.	44 8%	64 11%	128 22%	237 41%	111 19%	3.53	131 18%
38. Assessment tests were offered at times that were convenient for me.	26 5%	48 8%	159 28%	231 41%	106 19%	3.60	142 20%
39. Availability of counseling appointments is sufficient to meet student needs.	96 15%	117 18%	122 19%	217 34%	81 13%	3.11	78 11%
40. The wait time to meet with the drop-in counselor is reasonable.	130 21%	102 17%	157 25%	167 27%	60 10%	2.88	98 14%
41. A drop-in counselor met my immediate needs.	73 13%	76 13%	159 27%	189 32%	86 15%	3.24	129 18%

Financial Aid and Fees	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Mean	I have not used this service/resource
42. Financial aid information is available to me when I need it.	35 6%	55 9%	137 23%	243 42%	113 19%	3.59	129 18%
43. Fee refund policies are reasonable.	34 6%	52 9%	163 29%	210 38%	100 18%	3.52	154 22%

Follow-Up of Student Academic Status	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Mean	I have not used this service/resource
44. The college adequately informs me about my academic progress.	43 7%	83 13%	177 27%	255 39%	102 15%	3.44	51 7%
45. The college is responsive in helping students improve academic performance.	36 6%	67 10%	219 34%	238 37%	84 13%	3.41	69 10%

Personal Development	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Mean	I have not used this service/resource
46. My experience at this college has given me a better understanding and appreciation of diversity.	28 4%	44 6%	171 24%	314 45%	144 21%	3.72	12 2%
47. My college education has helped me to understand myself better.	27 4%	40 6%	140 20%	328 47%	159 23%	3.80	15 2%
48. I have gained knowledge in different subject areas.	13 2%	17 2%	71 10%	387 55%	210 30%	4.09	12 2%
49. I have gained computer skills.	48 7%	78 12%	182 28%	252 38%	95 15%	3.41	56 8%
50. I have learned about other parts of the world and other cultures.	35 5%	48 7%	128 18%	321 46%	163 23%	3.76	19 3%
51. I have improved my interpersonal skills by interacting with people on campus.	35 5%	54 8%	190 28%	271 40%	122 18%	3.58	21 3%
52. I feel comfortable in this college environment.	15 2%	29 4%	107 15%	369 53%	180 26%	3.96	8 1%
53. I am treated with respect at this college.	18 3%	26 4%	120 17%	363 52%	170 24%	3.92	9 1%
54. I am satisfied with student life such as college athletics, clubs, and activities.	24 4%	34 6%	171 32%	215 40%	93 17%	3.59	170 24%
55. Mesa clubs and student government actively engage students on this campus.	34 7%	50 10%	180 35%	176 34%	77 15%	3.41	191 27%

Technology Resources	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Mean	I have not used this service/resource
56. The classroom computer labs are equipped with updated computers and software.	17 3%	35 6%	122 22%	253 47%	116 21%	3.77	165 23%
57. The availability of open computer labs is sufficient to meet my educational needs.	21 4%	37 7%	126 23%	244 45%	115 21%	3.73	165 23%
58. There is sufficient technical support to keep computer labs functioning properly.	10 2%	24 5%	143 27%	241 45%	113 21%	3.80	175 25%
59. There is adequate wireless connectivity on this campus for my laptop or other mobile devices.	91 16%	93 16%	101 18%	196 34%	91 16%	3.18	133 19%

Physical Resources	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Mean	I have not used this service/resource
60. In general, classroom facilities are adequate for instruction.	25 4%	48 7%	118 17%	384 55%	119 17%	3.76	10 1%
61. There is adequate study space on campus.	20 3%	58 8%	113 16%	362 53%	132 19%	3.77	22 3%
62. The grounds are adequately maintained.	15 2%	34 5%	104 15%	383 55%	163 23%	3.92	6 1%
63. The exterior features of the campus buildings are adequately maintained.	19 3%	39 6%	111 16%	390 56%	142 20%	3.85	7 1%
64. The interior of the offices and buildings are adequately maintained.	17 2%	50 7%	118 17%	375 54%	134 19%	3.81	14 2%
65. The exterior lighting of the college is adequate.	20 3%	71 10%	105 15%	358 52%	135 20%	3.75	18 3%
66. I feel safe on this campus.	17 3%	26 4%	105 16%	361 53%	168 25%	3.94	8 1%
67. The building and directional signs on campus are helpful.	21 3%	48 7%	147 22%	333 49%	127 19%	3.74	6 1%
68. There is adequate parking on this campus.	244 37%	142 21%	98 15%	122 18%	56 8%	2.40	19 3%

Decision-Making Roles and Processes	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Mean	I have not used this service/resource
69. Students have a substantial voice in matters related to programs and services.	46 8%	81 15%	246 45%	146 26%	33 6%	3.07	127 19%
70. Students are a valued part of the decision-making process at this campus.	52 9%	70 13%	252 45%	149 27%	36 6%	3.08	125 18%
71. Student government has a strong presence on campus.	67 12%	89 16%	233 43%	129 24%	30 5%	2.94	133 20%

Board and Administrative Organization	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Mean	I have not used this service/resource
72. The college president provides effective leadership.	47 9%	55 10%	289 53%	123 23%	27 5%	3.05	140 21%
73. The college president communicates effectively with the students.	63 11%	80 15%	256 46%	120 22%	32 6%	2.96	132 19%

Overall Questions	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Mean	I have not used this service/resource
74. I feel a sense of belonging to this college.	47 7%	75 11%	217 32%	251 37%	83 12%	3.37	10 1%
75. Overall, I am satisfied with my experience with this college.	22 3%	34 5%	106 16%	379 56%	136 20%	3.85	3 0%

76. Which is your gender?	Count	Percent
Female	292	46%
Male	344	54%
Total	636	100%

77. Which is your age group?	Count	Percent
Under 18	19	3%
18-24	375	56%
25-29	120	18%
30-39	96	14%
40-49	36	5%
50 or more	23	3%
Total	669	100%

78. Which is your ethnicity?	Count	Percent
African American/Black Non-Hispanic	22	4%
American Indian/Alaskan Native	8	1%
Asian/Pacific Islander	77	12%
Filipino	37	6%
Hispanic/Latino	167	27%
White Non-Hispanic	284	45%
Other Non-White	32	5%
Total	627	100%

Appendix C

Accreditation Matrix

Accreditation Standards Matrix		Student Survey Items 2012 - Mesa College
I.A.1	6	
I.B.4	69-71	
II.A.1.a	8-9, 14-16, 18, 19, 25-29,	
II.A.1.b	15, 16, 18, 20, 21, 28, 29, 49, 56, 57, 60	
II.A.1.c	17, 18, 19, 20	
II.A.2.a	12, 19,	
II.A.2.b		
II.A.2.c	8-9, 10, 12-17, 19, 20, 26-29,	
II.A.2.d	21, 28, 29, 49	
II.A.2.e	8, 9, 25-29	
II.A.2.f		
II.A.2.g		
II.A.2.h	12, 18, 19	
II.A.2.i		
II.A.3.a	18, 25, 46, 47, 48, 50	
II.A.3.b	15, 16, 21, 25, 46-51	
II.A.3.c	25, 46-48, 50-53	
II.A.4	15, 16, 48, 49	
II.A.5	15, 48, 49	
II.A.6.a	7	
II.A.6.b	7	
II.A.6.c	7	
II.A.7.a	7	
II.A.7.b	7	
II.A.7.c	7	
II.B.1	30-38	
II.B.2.a	7, 42	
II.B.2.b	7	
II.B.2.c	7	
II.B.2.d	7	
II.B.3.a	30-38	
II.B.3.b	46, 47, 50-53	
II.B.3.c		
II.B.3.d	46, 47, 50-53	
II.B.3.e		
II.B.3.f		
II.B.4	30-38	
II.C.1.a	21, 22, 28, 29, 56, 57	
II.C.1.b	28, 29	
II.C.1.c	22, 28, 29, 56	
II.C.1.d	22, 28, 29, 57, 66	
II.C.1.e	22	
II.C.2	22	

Accreditation Standards Matrix	Student Survey Items 2012 - Mesa College
III.B.1.a	60-66
III.B.1.b	60-66
III.C.1.a	21, 22, 56, 57
III.C.1.b	21, 49
III.C.1.c	56, 57
III.C.1.d	56, 57
IV.A.1	69-71, 74
IV.A.2.a	
IV.A.2.b	
IV.A.3	69-71, 73
IV.B.2.a	72
IV.B.2.b	72
IV.B.2.c	72
IV.B.2.d	72
IV.B.2.e	72, 73

Appendix D

Verbatim Comments

Question 1: What do you like most about attending this college?

1. Small classes, a lot of individual attention
2. I love the “atmosphere” of the college. The way most of us are treated, the building structures, the classes, and professors.
3. So far I have been able to get all the classes I need.
4. The friendly environment and the relatively easy access to professors.
5. I like my professors. They understand the material and know how to communicate it effectively
6. The availability of courses, compared to other community colleges.
7. I really like the professors I have had so far and the library.
8. Learning
9. Classes
10. Quality of teachers & amount of people & programs
11. I like the enthusiasm and passion the professors have in teaching their subjects. I also like the small class-room setting where the professors can communicate with their students and vice-versa.
12. People are all welcoming
13. Many possibilities to transfer
14. The diversity!
15. Mesa is close to home
16. The class sizes are reasonable and the instructors care about your learning experience
17. The students, the teachers
18. It fulfills requirements to transfer
19. Easy to get to flexible schedule
20. I like how big this community college is
21. The prof. to student ratio. Access to directly interacting with the professors.
22. Diversity and location
23. I must like the classes I take.
24. The campus is great and energetic and always maintained
25. Close to my home.
26. The student body and professors are in a general sense encouraging for accomplishing goals.
27. The staff has been helpful and caring.
28. I like the teachers at this college they seem like they care
29. The campus is clean, safe, and fairly up to date.
30. N/A
31. Fun
32. I like the professors at this college, the overall environment, and the resources that are available to students such as library hours and tutoring center. I used the tutoring center a couple of times during my attendance at this college and I must say that they are doing a great job in helping students with their homework problems. As a student, I appreciate that free help very much.

Mesa College – Student Open-Ended Responses

33. I like how well *** instructs his students in statistics he is very engaging and explains the material very well
34. Diversity, affordable tuition
35. I like the flexibility in class schedules – it allows me to take classes after work hours. It is also at a convenient location for me.
36. I like the variety of different classes offered
37. I like the feeling of community here and how everyone is just down to earth and trying to get an education.
38. Well I feel that both campuses have something to offer that will meet my needs and well I like that
39. Flexible evening classes
40. The classes available.
41. Proximity to my house
42. Conveniently located with several campuses that are very accessible and offer online courses that fit the needs of my degree program. Friendly instructors who offer help to individuals who seek it and if they cannot point them in a direction that they can be helped.
43. I like that the campus is somewhat large, & I enjoy the trees as well.
44. I like the way people are nice. I like the classes and my teachers.
45. Everyone is very nice and for the most part very helpful.
46. X
47. Prices/tuition.
48. Cultural diversity
49. The overall diversity of the college and the friendly staff and faculty members.
50. Flexible days and hours
51. Smaller classes and one-on-one attention.
52. Furthers my education and allows me to take classes that aid me in transferring to a CSU school.
53. Mesa is regarded highly as a community college. Also, the instructors are informative and challenging.
54. Idk
55. Location to home
56. Always getting to meet new & different people
57. Greenery and landscaping where it has survived
58. Cheap classes
59. Great teachers
60. Some very good teachers
61. It is easy to get the classes I need/want to take. The material I am learning will be useful in my career choice.
62. The professors I have taken so far are great. I like all the grass & trees on campus as well and my fellow students.
63. I am taking two courses here, one online and one on-campus, but what I have liked the most is the teachers. They are passionate and make class fun, challenging and interesting.

Mesa College – Student Open-Ended Responses

64. Price, flexibility
65. The instructors,
66. Cheap tuition
67. Accessibility to campus via public transportation, the layout of the campus, the quality of instructions for my classes (so far).
68. Good Professors and good environment.
69. That I am taking classes to transfer to a 4 year
70. The variety of courses offered
71. The diversity of students and livelyhood of the campus.
72. Helping me with basic skills such as writing that I must improve on before the next level.
73. Class schedule
74. Very cheap
75. The fact that the classes are transferable.
76. Great vet resources
77. I like the cleanliness and the student activities.
78. I like the scenery
79. Close to where I live. I like the variety of people. Like many of the insturctors.
80. It is convenient for me and offers courses that will help me transfer.
81. It's close to my house
82. You get to meet a lot of different people from all over the place. The proffesors are cool.
83. Learning and getting skills for jobs.
84. I am getting a great education. Please don't raise prices!
85. 24 hour light tennis courts!
86. I enjoyed participating in Mesa Men's Tennis.
87. What I like most is the professors who teach here.
88. How effective the staff in the counseling center help you.
89. Nice campus
90. The way instructor try to help you as much as they can
91. The teachers are always wanting to help you.
92. Get to know people and you always learn different stuff
93. Classes, teachers
94. I love meeting new people
95. The teachers
96. Close to my house
97. It is laid back and a great learning environment.
98. Location
99. The fact that it is conveniently located near my home and office.
100. Learning
101. The Library
102. The location along with wide selection of classes available at all different times.
103. I like that there are a lot of helpful people in the various offices. I also like the transfer programs and how easy it was to get information from the transfer office.

Mesa College – Student Open-Ended Responses

104. Close to home & easy enrollment
105. Staff is friendly and helpful
106. Excellent professor's and great student environment.
107. I don't know.
108. It is very diverse
109. Small size
110. Resources – tutoring – computer lab – Professors eagerness to answer questions
111. Affordable
112. N/A
113. Staff (Instructors)
114. The fact that there's always at least a few familiar faces.
115. What do you like most about attending this college? I like the A?? program that I am attending.
I like the physical education classes available and the people I have met in my program
116. Well cleaned, large space, classes are not cramped.
117. I'm getting back into school to help me out to get in the right field
118. I love our animal health program. (AHT)
119. *The diversity of the teachers. I really enjoy the teachers that have a genuine care & concern for the students.
120. *There are many teachers that don't use foul language, use technology effectively, don't use aggressive (tough) communication with the student.
121. It's close to my home
122. Night classes suit my schedule and faculty is excellent
123. I feel safe and secure here.
124. There are adequate night classes.
125. People that go here
126. Professors are all down to earth and seem to care about the students and their education. The LRC has also provided a great place to study and attain necessary resources for academics.
127. Very good Academic school. Provides guidance & help when needed.
128. Fairly diverse selection of courses offered and mostly competent professors.
129. Convenient, close to home
130. Location
131. Outstanding professors!
132. I think the campus and Building are very nice and the grounds are always clean. The second and most important thing I like most is the quality of prof.. Who ever is in charge of hiring is doing a fine job.
133. I like all the resources that are available online. It saves me time.
134. I like the variety of students I meet in my classes.
135. I am satisfied w/my experience.
136. It's a great location people are friendly
137. Miramar College has enough parking for students. Lab equipment & visual aid equipment are helpful. (M625)
138. The diversity

Mesa College – Student Open-Ended Responses

139. Professors who have a real joy for teaching, & diversity & friendliness of classmates.
140. I like most; 1) location 2) Great instructors 3) Reasonable Fee
141. There are more courses offered here than in Miramar.
142. The opportunities of classes and diversity of students.
143. Price Variety of classes offered
144. I do not like this college (M638)
145. The dance class
146. Nothing
147. I like how several different class schedules are possible to best accommodate to each student's schedule.
148. Its cheap and close
149. It's cheap
150. The fact that I will be able to transfer to a 4 year college.
151. It's convenient to my home & work
152. That it is cheap
153. Classes are easy to get , offer lots of class and opportunities for new info.
154. I enjoy my teachers because they offer great instruction and find ways to keep the class interesting and relevant.
155. It has good instructors
156. Its nice
157. It's not too far from home, and I can take courses @ 3 locations using Reg-E
158. I absolutely love the instructors, because they care for their students and want them to succeed.
159. Chance to learn, chance to meet new people
160. Its nicely maintained its an easy campus to understand, nice area
161. Flexible time
162. The ladies
163. The campus is safe, the teacher teach well, and I can always get the classes I need
164. Some of my teacher have been awesome and very inspiring!
165. It is close to my huse
166. The expierience and people and flexibility
167. The various courses and time of class.
168. The teachers are generally nice understanding and good at teaching
169. Helping me face my fears and accomplish my goals.
170. It is easy.
171. Its fun
172. The enviroment
173. I'm familiar with the campus
174. Great atmosphere
175. The resources in the library.
176. The location and most of the professors!
177. N/A

Mesa College – Student Open-Ended Responses

178. DSPS
179. It great
180. The atmosphere and the diversity of students.
181. Convenience
182. The interesting classes
183. Getting gen. ed classes at reasonable cost
184. Keeps me busy
185. I already enjoy the atmosphere and the people at this college.
186. What I like most about attending college is being able to communicate with other people, not just my age-range, or ethnicity. I get to see how others think and write.
187. I love the atmosphere. Instructors are efficient seeing my friends. Taking fun/different courses like AMSL
188. I like meeting new people that otherwise I probably would never talk to.
189. Convenience, variety of classes/subjects, some of the professors are of the highest caliber, as are some of the counselors
190. The staff is great and willing to help with anything.
191. The professors, are great at teaching you science in depth.
192. I like how it's cheap.
193. Faculty
194. Diversity
195. They have the classes for my major.
196. Its affordable
197. I like interacting with fellow students & the flexibility of classes.
198. The Faculty, and Environment
199. Laidback
200. Close to home
201. The money that I am saving for my GE classes
202. Well-maintained
203. Flexible class schedules. Great teachers.
204. I like that it has a transfer program to the University I am interested in, and a Bridges prgram to help me get there.
205. The library is fantastic. The coffee shop is the library is equally fantastic. The nightshift girls know how to make a good americano! #1 continued. I also really liked the college's response to a somewhat scary situation last semester. A girl in my class was being stalked by a guy in the class. It got really creepy, so the teacher involved the campus police, who stood guard outside the classroom door for the rest of the semester (3 or 4 weeks). I really appreciate that the teacher and the school took it seriously. I felt more secure w/ the police there.
206. It is the only school in San Diego that offers a decent Architectural program, and its professors are very good in the department.
207. The small classes & the great teachers.
208. I enjoy the campus much cleaner than my old college
209. Classes are informative and thorough

Mesa College – Student Open-Ended Responses

210. The instructors are great, classes are adequate
211. Convenient times along with majority of classes to choose from.
212. Hot girls
213. I love chairs
214. This college has a lot to offer
215. The people
216. The atmosphere
217. There are too many things I like of the college to list.
218. Meeting cool new people in every class
219. It has good selection of classes.
220. The environment
221. I like that the school offer a variation of Academic Programs
222. I enjoy that the instructors are very helpful in most cases..
223. I feel like I learn a lot from my classes and there a lot of resources available to students
224. Attending Allied health program lin in.
225. Programs offered, inexpensive of cost\credit
226. Cheap
227. I like all of the instructors and campus's layout. I like how professors have small classes where they can interact w/all students.
228. This campus is easy to locate and has many resources available
229. I like the buildings
230. Its okay way better then attending City
231. I like the staff and the classes offered.
232. The diversity
233. The environment
234. I like that its close to my house friendly counsellors, tutoring center
235. Mesa has more classes available than most community colleges.
236. The diversity
237. The weather
238. The environment
239. Courses offered
240. The library is very for studying.
241. Diverse classes
242. That all the teachers are very good teachers
243. Good learning environment
244. Price
245. I like the small class size.
246. Nice campus
247. Tutoring center
248. I like attending this college because there is enough courses.
249. Location
250. Good facility & profesors

Mesa College – Student Open-Ended Responses

- 251. Friendly environment
- 252. Good male to female ratio
- 253. Despite the somewhat drive and impossible parking situation. I find myself enjoying the open campus feeling. The knowledgeable staff that helps things moving along have made my time here feel worthwhile.
- 254. The availability of online classes.
- 255. The flexibility of the classes.
- 256. Close to home.
- 257. I like the environment and a great library to study
- 258. Not sure
- 259. It's convenient
- 260. Everything, UCSD sucks...
- 261. The atmosphere and learning.
- 262. Good teachers
- 263. Library
- 264. Breakfast, some instructors, polite staff
- 265. I like the classes available.
- 266. Staff is very helpful
- 267. On going improvement
- 268. The level of commitment the professors have to students' education

Question 2: What would you like to see improved at this college?

1. Parking
2. I feel like there needs to be more tech. inside the classrooms, better parking, and more available classes.
3. If I had to choose on thing to improve I guess it would be parking.
4. A summer session. More parking spaces. A more flexible class schedule on campus.
5. I don't know the college well enough.
6. Bring back summer session.
7. I can't think of any improvements, but maybe more trees (although that requires more water).
8. A total none-smocking campus. I have asthma & second hand smocking really bothers me. There's spot from the west parking lot to the classrooms in which smockers congregate in big numbers.
9. Parking for dissabled students is limited
10. You need to choose a different spot for student pick up & dropp off.
11. Building science classes need to be scheduled in other days other than T & TH nights.
12. Parking
13. The survey asked a lot of bullshit questions. We need more parking, more classes and more teachers.
14. Cheap cost, nicer school, newer classes & more events for students
15. Parking
16. Counseling offices wait time & helpfulness (not very helpful right now)
17. Classrooms are not up to date.
18. Textbook store is satan (overpriced)
19. Bathrooms are nasty
20. Parking
21. PARKING!
22. More classes and summer school!
23. More personal one-on-one time w/Financial Aid personel.
24. A better system for walk-in appointments to see counselors. Walking back & forth (sign-up here, waitroom there & then back to counseling office) is quite irrational.
25. More hours for counselors (to make Ed. Plans). ALWAYS FULL & BOOKED! Or get more counselors!
26. I like the different (quality) classes available but the amount (quantity) needs significant improvement. Parking is a huge issue and there should be more parking spaces made available and also (especially during the first two weeks) should focus more on drivers making illegal u-turns and actions like that instead of only focusing on parking tickets.
27. Needs improvement: 1. More parking 2. Less burnout teachers who hate their students 3. Stop cutting classes!!
28. As a science major, there is no emphasis on computer use for data analization. Where in the real world there is. This is not proper preparation for a job in this field. Also physics 197 is the last class a lot of people need to transfer, and should be offered in the summer!

Mesa College – Student Open-Ended Responses

29. Better internet services & availability of parking spaces
30. Please expand your engineering department
31. Please train your counselors to properly handle academic needs
32. The purchasing of parking permits & distribution should all be in one location
33. Please have teachers evaluate the teachers
34. More class schedule offerings
35. Parking needs improvement at City College campus (note. This is from Mesa PHY 196)
36. More available classes
37. Need more parking space more classes
38. Parking!
39. In order to get to class on time we need more parking.
40. A huge problem for me which held me back was testing low in math. Having to take so many non-transferable math classes wasted a lot of my time. I believe a solution would be to compile a lot of the non-transferable classes into one or 2 semesters. This would create more efficiency for students trying to move on with math requirements.
41. More wireless connectivity. I do work-study on a dead zone, it was ideal to have wireless to take in the courses. I took this up to the Dean and was offering to pay for a device to extend service. I was refused assistance.
42. I would like a summer session.
43. Parking will help improve this college a lot; other than that it's a good school to go to.
44. Better parking
45. More parking
46. More parking spots =)
47. You cancelled summer session!!
48. More parking! And summer session!
49. Parking, more classes at different times, and more science!
50. Shorter surveys
51. Nothing
52. Parking
53. I would like the library to be open on the weekends (at least Saturdays). As a full time student and part time worker, I do most of my homework & assignments on the weekend. Thus, weekend hours for the library would be a great improvement at this college.
54. I would like a better Functioning system and wait list for students to get their classes if they are not veterans or minorities I had to change my major three times due to filled classes.
55. Tutoring center hours are too short.
56. More classes in the evenings (and Saturdays)
57. Mesa needs to take a look at how many students have passed *** Poly Sci class, the answer should be about 10 students he is disrespectful & a ridiculous grader.
58. Parking needs to improve. During the day, it can take up to an hour to find a spot, which is discouraging in visiting the campus to use the library or for reasons other than attending class. It is not commuter-friendly.

Mesa College – Student Open-Ended Responses

59. I think they need to improve on having more classes available for certain subjects. Students cannot get their courses & have no alternative options. How can you be creating so many new buildings yet can't afford to provide classes... explain that to me...
60. Help with transferring and what needs to be done and when to ensure the students move on in a timely manner.
61. I would like to see an improvement in parking.
62. I guess a little more communications about clubs and sports that are eligible in the campus.
63. More physical ed classes
64. Nothing
65. Parking
66. I want summer semester courses to resume. Last summer semesters cancellation put me behind on my degree program. This affected the entire District and left little to no option to continue my education. It was such notice that it was impossible to find another college that had availability of summer courses of study for non student of the offering college.
67. Intersession and summer classes
68. There are definitely a ton of improvements that could be made. For taking general ed classes, I feel most are a waste of time. I also feel that the counselor service is insane. I have had to wait over 3 hours to see someone for 15 minutes to tell me that the previous counselor gave me false info. Causing me to be here for another year.
69. I would like to see more parking and more interest in teacher when it comes to grades
70. Parking! Also a summer class schedule would be awesome, having to go to National University or some other institution isn't a great outlook as I am a veteran and using the MGIB.
71. Better Lab equipment. (i.e for Chem 152L) Also stop wasting class time with these surveys! Mail them or email them to students. Just wasted 30 min in History 109....
72. Parking and class availability & *ethnicity clasificaiton is unnecessary*
73. Parking
74. More advertising on the programs and services for TAP programs and other transfer university agreements.
75. Have summer semesters.
76. Few more time slots for all classes.
77. Better parking and cheaper books!!!
78. Parking
79. More parking; WiFi; more classes; summer classes
80. Mre classes available, general education and more variety.
81. Classes available during the summer.
82. Wireless services
83. Parking
84. Parking at peak hours
85. Parking, Library hours.
86. I can not think of anything specific I would like to see improved.
87. Summer session!!! Classrooms can be maintained better.
88. Wifi, parking

Mesa College – Student Open-Ended Responses

89. This college needs to have summer school
90. Quality of education, some professors have a lick of care
91. I feel that the food at the caff. Can improve. There is nothing healthy and not many options for vegetarians/vegans. Healthier choices can be made for food here. Also parking sucks most of the time.
92. Find creative ways to continue summer sessions for us, even among the budget cuts.
93. We need a summer semester
94. We need a larger availability of courses throughout the academic year
95. Amount of classes available at more times.
96. More parking, because it's a hassle
97. # of seats per class; transfer guidance for non-UCSD transfer students.
98. More parking, more gardens/shade areas to study/relax. Wifi all over campus. Newer buildings. Updated & high tech classrooms. Be more like Miramar.
99. N/A; parking
100. Parking
101. Summer schools
102. Lack of summer classes are withholding graduation in time.
103. Ability to take summer classes
104. I would like to see more availability of classes, whiteboards for all the classrooms.
105. Need more counseling and aid in students life
106. That students like me who only need one class to transfer to give them a sooner registration date to graduate or transfer
107. The parking situation.
108. More classes & parking.
109. Parking, need wifi everywhere.
110. Better parking, and vending machines.
111. I wish people would be more respectful and clean up after themselves. Students drop trash everywhere. We DO NOT need people passing out junk that just ends up on the floor.
112. Students don't communicate w/each other & lack of friendly atmosphere.
113. More electives.
114. I feel counseling needs to be improved. Creating ed plans based on summer availability reduces a student's chances of transferring on time.
115. I would like to see the classes improved, no more classes being cut!
116. The bathroom facilities they are not maintained & they are too small to maneuver in & out of.
117. Parking
118. To have classroom have more space
119. The parking needs to improve
120. Nothing
121. Funding
122. More classes available
123. The cost of books
124. Parking lots.

Mesa College – Student Open-Ended Responses

125. Parking
126. Parking, *24/h Access to registration/or classes no wait time to register. Causes us not to be able to sign up when we need it! Therefore I can't plan my agenda to accommodate classes/work.
127. Bring back summer classes
128. Class availability, parking.
129. Parking!
130. The parking situation, even though I realize the administration has attempted to provide extra parking options. Also more reviews on teachers from administration. I have had some great teachers but also some very disappointing ones as well.
131. I would like summer courses, more parking for students, and more courses that can be applied to majors.
132. Class selection & class availability
133. Nothing
134. Wireless internet throughout the campus for mobile devices.
135. I would like to see designated parking spots for electric mopeds with charging stations to support green transportation.
136. More lighting in the library. It's very dark in there.
137. The construction being completed
138. Better parking
139. Parking City College = TOO MANY BUDGET CUTS! NO CLASSES!
140. Stop cutting the budget California!
141. More student parking please. There's far too many empty flex/staff spaces here!
142. Parking
143. Parking/Counseling availability Quality of teachers (doesn't include ***).
144. What would you like to see improve at this college? I would like to see more resources made available to the A?? program for it to become AVMA accredited
145. I believe we need way more parking structures, as a woman I have to walk pretty far after my night classes to get to my car. And also we need to have more evening and night classes. I work and like to take my classes at night time.
146. I like the college the way it is
147. More resources should be available to the AHT program. This is one of the reasons why Mesa College is known for but the school directors don't give enough credit or resources to keep the program going and aim towards AVMA accreditation.
148. *I wish there were more surveys so problem teachers could be identified.
149. Tuition, & books need to go down in price!
150. Parking!!! Less money spent on administrators and presidents since their work is barely relevant to student success. Please increase class availability and bring back summer session.
151. Parking is pretty bad, I honestly did not know there was a student president or student body. Also WIFI is very very slow or non-existent in certain areas of campus.

Mesa College – Student Open-Ended Responses

152. Some teachers just shouldn't be here (older gentleman Math 96), (History 101 female), some just didn't care and this was a majority vote in whole class. Other than that teachers this semester have been very good. Parking is bad also.
153. More classes offered online/summer school and winto break classes.
154. If a didn't have a handicap permit I could see parking being an issue. I also wish the LRC was open later on Friday or had hours sometime over the weekend.
155. Summer school open.
156. Academic counseling process is an absolute nightmare with horrible staff. Is not convenient for those with jobs during the day. Staff in the counseling & transfer dept. are rude and unpleasant to deal with.
157. More classes
158. Summer school, parking, facilities, math professors
159. More classes!
160. Summer school and more work-study jobs.
161. The general employees are vague & reluctant to answer questions. I enjoy my professors though. I would like to see more summer classes & longer computer lab hours
162. Parking and sufficient slots in popular classes are issues I would like to see adressed.
163. I would like to see summer semester offered.
164. Better parking.
165. Mesa College needs more parking for students. Both colleges needs more classes offered. Additionally, students need summer courses
166. The parking
167. Better lighting is really needed for safety for students taking late night classes. It's the only time I don't feel safe.
168. Improved at this College; 1) can not reasonably list any significant issues Mese is the Best Educational Value in San Diego! Off and on I have attended Mesa & SDSU since the mid 1970's Thank you ***
169. I think the laboratories can use some improvement. Also, that some services extend until later in the evening.
170. The classrooms and parking.
171. Another parking structure
172. Some classes are only offered during the day. It would be nice to rotate between semesters the time of classes. One semester the same class could be offered during the day, another semester during the evening
173. Needs a new pool. One of my teachers is actually intelligent, they need either more qualifications or training. Rude admin. Parking.
174. More Fri. & Sat. evening dance classes, specifically American street dance/HipHop classes offered!
175. Parking/class schedule flexibility.
176. I would like there to be more school events such as live concerts, more publicized sport games, and more.
177. Smoking on campus allowed

Mesa College – Student Open-Ended Responses

178. Arcades.
179. I would hope summer courses, online or short term courses would be more prevalent. Also periodic break downs of ed plans and options for students would aid in student confidence when it comes to transfer & career goals. Many seem lost in the transfer system.
180. The parking is deplorable and the tutoring lab should be open for more days and hours.
181. Parking
182. Most everything. I don't feel academically challenged in my classes.
183. More activities to bring students together. More parking.
184. Less construction, more open spaces
185. The amount of parking.
186. Classrooms
187. More classes offered, summer sessions and more parking
188. PARKING
189. Faster wireless, decreased cost of taking classes, get rid of academic probation, more involvement in anti-drunk driving programs, have more activities for disabled students & tell everyone about u-touch (u-touch.org)
190. The parking and update on grades throughout semester
191. Parking, and more classes
192. Parking, only in the beginning of the semester though
193. Parking, unit fees, summer session back and running.
194. Parking & amount of classes
195. Parking for students/we need more and cheaper books.
196. Requirements for classes be explained more
197. The amount of classes available to enroll in.
198. Summer School & more night/late-afternoon classes.
199. Parking is horrible, Mesa has a student gov't I have never heard or seen any of them. No summer classes, why?
200. The counseling. They don't provide adequate transfer requirement information
201. Class openings
202. More parking
203. More classes at night and in general
204. Wireless internet & Buildings
205. Availability of classes, better wifi in the library.
206. More parking and better quick books instruction for someone who knows the app not necessarily a dinosaur accountant.
207. Better parking, counseling from the counselors to help transfer to a college best suited for you, summer classes available again, more options of classes, tutoring center hours more available, LRC open on the weekends, better student funding from taxpayers
208. More student parking spaces; too many empty Flex/Staff spaces.
209. More summer classes and better parking
210. Yes
211. More sports and more parking

Mesa College – Student Open-Ended Responses

212. N/A
213. *** needs to retire there is mass confusion in his class. He gets easily confused; makes many mistakes while teaching Math. Students often discuss putting together a petition to have him retired. I feel like I am not learning much in his class I wish I had listened to my gut instinct and dropped his class the first night. I feel many of the students are not benefiting from being in his class.
214. Less use of expensive textbooks and expensive online homework
215. Parking, more classes.
216. Nothing/construction to be finished ASAP!
217. Parking/security
218. What I would like to improve would be the time schedule for classes, they should vary them more.
219. Parking. Availability of classes. More information w/grades/transfer etc. Counseling availability longer drop date deadline...
220. I would like a better wi-fi connection.
221. I would like to see a faster WiFi internet connection; decreased fees for tuition; and more available parking at Mesa.
222. Summer classes! Expansion to meet student demands.
223. I would like better parking and construction to be finished – it's way too loud!
224. More class rooms.
225. More courses that transfer over to UC.
226. Wireless internet.
227. Tuition decrease
228. The Fashion Program is too small. We need more classes and more classrooms.
229. Better fashion classes
230. I'd like to experience better internet speed on campus.
231. Parking and class availability
232. Better system for showing how I'm doing in my classes.
233. Get better wireless internet in the library!
234. Parking needs to be improved, and more classes need to be added.
235. The availability of classes should be ↑idealy
236. More parking
237. Parking is awful. Construction is taking years.
238. I would like parking to be improved. Another parking garage at the "Modular Village" side of campus would be great. I would also like to see more classes being offered. When I was registering for classes, I had to choose between a math class & a french class, since one overlapped the other. There was only one Math 122 class, and only two French 102 classes And finally, There are places in Mesa that I do not receive cellular connection, I would like these places to receive Wi-fi from campus.
239. Do not allow canvassers on campus. They are annoying, and some are downright rude. Also, create a student lounge in the modular village.

Mesa College – Student Open-Ended Responses

240. Respect towards the students and fair treatment by all (admissions, counseling, security, etc.) departments. There is never enough classes or parking available. It's as if the college cares more about how it looks than the general care for the students.
241. Having more classes available.
242. More sports
243. Improve parking. Counselors are very unhelpful
244. Summer courses/multimedia program strengthened
245. Parking
246. Parking
247. More chairs
248. Nothing its good the way it is.
249. Parking
250. More parking
251. I see nothing to be improved except for summer classes to commence or overall that financing of this college become exceptional.
252. Parking!
253. More parking and more financial aid
254. We need another parking structure to accommodate all the students at the beginning of each semester. The first month of school is always ridiculous causing us to miss classes.
255. The construction
256. We need more parking spaces.
257. Parking, Parking, Parking, Parking, Parking!!!!
258. Parking and more appointment availability and shorter wait times at counseling office
259. Everythings great but counseling appts and parking can be a hassle.
260. Availability of more clases especiaall during summer Cost of Books! Unbelieable there has to be a more inexpensive way. Having to use FinAid only @ College bookstore\items on at College bookstore
261. Parking! Allied health parking should be limited only to A.H. students and staff
262. All administrative staffing is terrible
263. Parking
264. The maintainance of the classrooms and communication of admin needs to improve
265. Better lighting (outside).
266. Summer classes
267. Longer library hours, more parking and SUMMER SEMESTER!
268. The fees and availability of classes.
269. The parking
270. Parking making an appointment to see counselours and office hours for teachers.
271. Parking situation
272. Parking
273. Traffic
274. Parking
275. The buildings being finished =]

Mesa College – Student Open-Ended Responses

276. Parking!
277. Parking
278. More Parking!
279. Parking, summer classes!!
280. Parking!!!
281. I wish there was more parking.
282. More classes at available times
283. More classes
284. For starters, the Admissions office. I wasn't given priority registration due to a "computing error" then when I brought this to their attention, (weeks prior to) they told me there was nothing they could do. Restrooms, there isn't enough. Also, for involvement on college applications there needs to be more organizations. Lastly, a lot of professors (although highly regarded) are teaching out of date material.
285. Parking , and traffic
286. Parking, and amount of people in classrooms
287. Parking is still terrible. If you get here past 7:30 am good luck finding a spot – stop spending \$\$ on construction. Put that money towards funding summer classes. So many students educational plans were derailed due to the lack of summer classes. Priorities! Students would rather have classes than new buildings.
288. More parking
289. n/a
290. Parking
291. Offer summer semester again
292. More clubs student activities
293. The upgrades on the buildings will be substantial. An open area for a cafeteria and maybe a wider range for wifi.
294. Parking
295. Parking, the campus, and counseling offices wait times.
296. More wifi & parking.
297. Summer school so I can transfer easier/faster.
298. Parking situation.
299. Summer classes!!
300. Classroom technology
301. The WIFI connection, cheaper prices of goods, maybe a shuttle
302. I would like some interiors to buildings be fixed & more helpful administration personnel.
303. Parking, more classes, more open time in the K-1 computer labs
304. Smaller classes
305. NOTHING!

Miscellaneous Responses:

1. Give me a survey with a reasonable amount of questions and I will answer honestly!!!!
2. This survey is way too long. If you want students to actually fill it out then shorten it. Otherwise, you will get dishonest surveys like this one. 1/3 of the way through I gave up.
3. This survey takes way to much time. The Survey takes away from time needed to learn. This Survey has not been completed properly. Thank you very much!!
4. Rate my professor helps me find the best instructors. Summer school needs to be offered. *** is the best SuperIndependent Chancellor this College District has ever seen! Mesa looks like a 4 year University with all of the development. I would like to see the Community Colleges become 4 year institutions. Only 23% of the population obtains a bachelor's degree, Imagine what would happen if it was 100%. We need to have a university of California Chula Vista for that is a growing area for children and children are our best investment, our heritage and our future, Our money is backed by faith let us believe in one another and invest in each others children worldwide. Love is better than bombs. Mesa has the best tutoring center. All school should have one like this.
5. *However, overall I enjoy my teachers. Especially – *** (Spanish) *** (communication) *** (math)
6. More flex staff parking at top of school.
7. Note: Took this online already!