



# **Miramar College Student Satisfaction Survey Spring 2012**

## **Executive Summary**

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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

Of the 717 students who were targeted to survey in the sampling plan, 741 completed the survey (103% response rate). This very strong response sample provides representativeness which allows for generalizing the results to the entire population. Of those who responded, 54% were male and 46% were female. More than half (59%) of students were between ages 18 and 24 years old, 18% were between ages 25 and 29, 13% were between ages 30 and 39, 5% were between ages 40 and 49, 3% were age 50 or older, and 1% were under age 18. Almost one-fifth (16%) of students were Hispanic/Latino, 38% were White Non-Hispanic, 4% were African American/Black Non Hispanic, a total of 35% reported being Asian/Pacific Islander or Filipino (21% & 14%, respectively), 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, a majority of the students (77%) of students responded Miramar College, 6 % responded Mesa College, 2% reported City College, and 1% responded Counting Education. Fourteen percent of respondents reported taking the majority of their classes at multiple colleges.

Of those who enrolled at Miramar College, more than one-third of students (37%) enrolled between two and three semesters, 29% enrolled between four and six semesters, 20% enrolled for only one semester, 10% enrolled between seven and nine semesters, and 3% enrolled for 10 or more semesters. Nearly one-third of respondents reported taking between 10 and 12 units (29%) and 33% reported taking more than 12 units. The remaining respondents reported taking between seven and nine units (18%), four and six units (15%) and one and three units (6%). When asked about class modality (on campus, online, or both), an overwhelming majority of students reported taking their courses on campus (78%), 19% reported using both on campus and online, and 2% reported using online only.

## **Key Findings**

**Instruction**

Overall, Miramar College students seem to be content with instructional programs. This observation is comparable to and consistent with the trend witnessed in the 2009 Student Satisfaction survey results. Together, these results are quite robust and speak to the strength of the Office of Instruction, despite the high administrative turnover that occurred between 2009 and 2012. Student dissatisfaction was more apparent with course availability, variety, and scheduling. This student dissatisfaction was echoed in student responses to the open-ended questions as well. However, given the fact that the state budget crisis has forced Miramar to trim down its course offerings, and students are having more difficulty getting into the classes they want, students are still satisfied with instruction and instructional programs overall.

**Student Services**

The majority of Miramar College students were somewhat content with most of the support services on campus. The Reg-e registration process and the admissions support staff received the highest ratings in satisfaction. Furthermore, the significance of the assessment test and its role in placement showed the greatest increase in satisfaction. However, the new student orientation received high percentages of neutral responses indicating a lack of awareness and/or use of the service. This may be due to the gradual decreased funding of matriculation programs and services on campus. The follow-up services of informing students about their academic success status and ways to improve it received relatively low and declining satisfaction ratings, as well as high percentages of neutral responses. The good news is that Miramar has already begun the process of implementing a referral based early alert program in order to address this issue.

**Personal Development**

There was continued and increased satisfaction with personal and academic development. Learning about other parts of the world/other cultures and receiving respect showed the greatest increase in satisfaction. The item addressing gaining computer skills had a relatively high percentage of neutral responses indicating either insufficient computer labs available or a lack of awareness/usage of the labs. Miramar is currently in an on-going transition of moving temporary facilities into permanent fixed locations as new facilities come online for use. The LRC, which houses the majority of the student computer spaces on campus, is moving to their new permanent location which will consolidate all the computer spaces into a single location and help relieve concerns in regard to insufficient computer labs available or a lack of awareness/usage of the labs.

**Resources**

In general, the majority of students were content with technology resources and highly content with physical resources available on campus. Items related to physical resources showed the greatest increase in satisfaction from 2009 to 2012. This is due to the fact that Miramar was able to construct and complete new facilities on campus within this timeframe due to propositions S and N.

**College Leadership**

Items pertaining to student decision-making roles and college leadership received considerably high percentages of neutral ratings from the students, indicating a potential disconnection for the students to the college decision-making process and the president. There was an increase in the percentage of students who knew where to find college policies, but there were mixed results in regard to being familiar with the College mission statement.



### **Overall Experience**

The majority of students were satisfied with their overall experience at the College. Approximately half of the students felt a sense of belonging to the College. This item also received a large percentage of neutral ratings, indicating that students feel ambiguous about their connection to the College. This last point corroborates the trend in the previous section which showed a disconnection between the students and the College in regard to decision-making roles and college leadership.

# 2012 Student Satisfaction Survey

## Interaction Group Discussion Recommendations

10/26/2012

- 1) Overall
  - a. Offer more classes
  - b. Survey students on what classes they need
  - c. Offer a more flexible class schedule
  - d. Increase capacity of online classes
  - e. Offer more varieties of class types (e.g., 8 week classes)
  - f. Offer more weekend classes
  
- 2) Instruction
  - a. Encourage students to go the library and ask the library to inform students about how to use the resources
  - b. Suggest to faculty to grant extra credit to students for going and using the library resources
  - c. Incorporate information about library resources into the new student orientation
  - d. Possibly extend the days and time the library is open for student who have late classes:
    - i. Monday-Thurs 8am to 10pm
    - ii. Friday 9am to 7pm
    - iii. Ask for student volunteers in helping to staff the library during additional hours. This will also get students more engaged in the college
  - e. Take data to instructors and discuss at department meetings
  
- 3) Admission and Course Registration
  - a. The College should send a series of email blasts to students about:
    - i. Orientation
    - ii. Assessment
    - iii. Counseling/Advising
  - b. Expand the Freshman Year Experience to include returning students. These students need information about assessment and programs too
  - c. Promote assessment/services with large bold posters that catch students attention
  - d. Clean up the website to offer more clarity about assessment on campus
  - e. Direct advertising efforts to military families about enrolling in college
  - f. Have more access to counselors for academic advisement
  
- 4) Personal Development
  - a. Enhance student activities on campus
  - b. Increase staffing and budget
  - c. Utilize the College website to promote student activities
  - d. Ensure that facilities adequately meet the needs for student activities

- e. Develop and survey student specific needs about student life on campus (e.g., athletics, clubs, and activities)
  - f. Promote city parks and recreation activities for students
  - g. Expand the pool of potential faculty advisors for student clubs
- 5) Technology and Physical Resources
- a. Need to dialogue more with students regarding technology around campus
  - b. Study space on campus is limited due to construction (this should alleviate itself once construction ceases)
  - c. Conduct a focus group with students to get more information about computer labs on campus
  - d. The College should post permanent signage around campus in both the interior and exterior areas as well as campus maps to help students get around
- 6) Mission & Policies; Decision-Making Roles & Processes
- a. Conduct a survey to find out how aware students/faculty/staff are about campus activities
  - b. The College should opt into informational texting via student website
  - c. Make College website updated, user friendly, provide information about clubs, benefits, and what is available on campus
  - d. Associated Student Council to create a report of student activities once a month. Ask students to volunteer to make announcements on campus or in classes about the student activities

# **Appendix A**

## Survey Instrument



# Student Satisfaction Survey – Miramar College

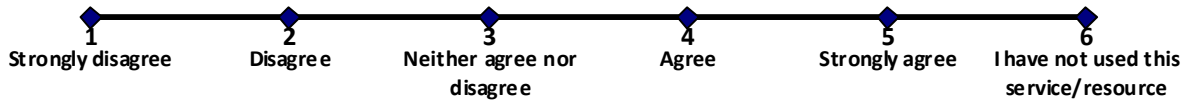
Thank you for taking our survey. Your feedback is important to us. This survey is designed to measure your level of satisfaction with the quality of programs and services provided by the colleges in the San Diego Community College District (City/ECC, Mesa and Miramar). Please select answers based on 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.)
  - City College
  - Mesa College
  - Miramar College
  - Continuing Education
- How many semesters have you been enrolled at this college? (Include summer semesters & this semester.)
  - One semester
  - Two to three semesters
  - Four to six semesters
  - Seven to nine semesters
  - Ten or more semesters
- How many units are you currently taking at this college?
  - 1-3 units
  - 4-6 units
  - 7-9 units
  - 10-12 units
  - More than 12 units
- Where do you currently take your classes at this college?
  - On campus
  - Online
  - Both on campus and online

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



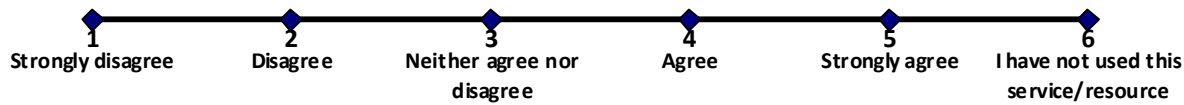
- I am familiar with the mission statement of my college.
- I know where to find college policies that affect me as a student.

**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**

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

**Course Scheduling**

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

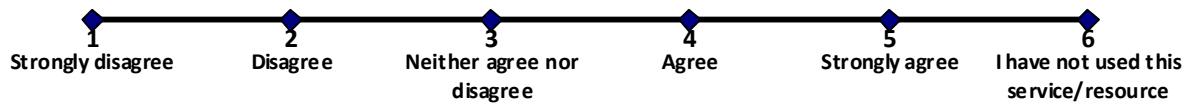
**Admissions and Course Registration**

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

**Financial Aid and Fees**

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





**Follow-up of Student Academic Status**

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

**Personal Development**

- 40. My experience at this college has given me a better understanding and appreciation of diversity.
- 41. My college education has helped me to understand myself better.
- 42. I have gained knowledge in different subject areas.
- 43. I have gained computer skills.
- 44. I have learned about other parts of the world and other cultures.
- 45. I have improved my interpersonal skills by interacting with people on campus.
- 46. I feel comfortable in this college environment.
- 47. I am treated with respect at this college.
- 48. I am satisfied with student life such as college athletics, clubs, and activities.

**Technology Resources**

- 49. The classroom computer labs are equipped with updated computers and software.
- 50. The availability of open computer labs is sufficient to meet my educational needs.

**Physical Resources**

- 51. In general, classroom facilities are adequate for instruction.
- 52. There is adequate study space on campus.
- 53. The grounds are adequately maintained.
- 54. The exterior features of the campus buildings are adequately maintained.
- 55. The interior of the offices and buildings are adequately maintained.
- 56. The exterior lighting of the college is adequate.
- 57. I feel safe on campus.
- 58. The building and directional signs on campus are helpful.

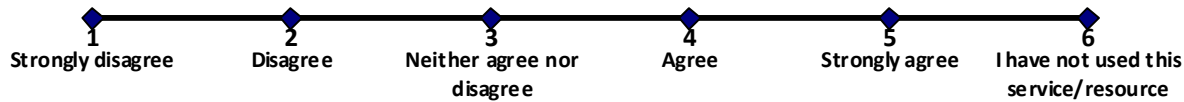
**Decision-making Roles and Processes**

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

**Board and Administrative Organization**

- 62. The college president provides effective leadership.
- 63. The college president communicates effectively with the students.





**Overall Questions**

- 64. I feel a strong sense of belonging to this college.
- 65. Overall, I am satisfied with my experience with this college.

**Demographics**

- 66. Which is your gender?  
1) Female      2) Male
- 67. Which is your age group?  
1) Under 18    2) 18-24    3) 25-29    4) 30-39    5) 40-49    6) 50 or more
- 68. Which 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. 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	15	2%
Mesa College	46	6%
Miramar College	569	77%
Continuing Education	4	1%
Multiple Colleges	104	14%
<b>Total</b>	<b>738</b>	<b>100%</b>

2. How many semesters have you been enrolled at this college? (Include summer semesters & this semester.)	Count	Percent
One semester	149	20%
Two to three semesters	273	37%
Four to six semesters	214	29%
Seven to nine semesters	74	10%
Ten or more semesters	25	3%
<b>Total</b>	<b>735</b>	<b>100%</b>

3. How many units are you currently taking at this college?	Count	Percent
1-3 units	47	6%
4-6 units	107	15%
7-9 units	128	18%
10-12 units	208	29%
More than 12	237	33%
<b>Total</b>	<b>727</b>	<b>100%</b>

4. Where do you currently take your classes at this college?	Count	Percent
On campus	558	78%
Online	16	2%
Both on campus and online	137	19%
<b>Total</b>	<b>711</b>	<b>100%</b>

<b>Mission and Policies</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Neither agree nor disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Mean</b>	<b>I have not used this service/resource</b>
5. I am familiar with the mission statement of my college.	117 18%	138 21%	142 22%	189 29%	68 10%	2.93	64 9%
6. I know where to find college policies that affect me as a student.	52 8%	102 15%	103 15%	278 42%	132 20%	3.50	53 7%

<b>Course Availability</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Neither agree nor disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Mean</b>	<b>I have not used this service/resource</b>
7. 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.	85 12%	130 19%	128 19%	230 34%	112 16%	3.22	32 4%
8. 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.	92 13%	151 21%	123 17%	235 33%	103 15%	3.15	16 2%

Instruction	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Mean	I have not used this service/resource
9. I feel at ease talking with my instructor(s) outside of the classroom.	17 2%	28 4%	94 14%	280 40%	276 40%	4.11	19 3%
10. In general, instructors attempt to be fair and objective in their presentation of course materials.	11 2%	14 2%	50 7%	343 48%	294 41%	4.26	5 1%
11. In general, instructors clearly define how I will be graded.	14 2%	8 1%	61 9%	307 43%	320 45%	4.28	8 1%
12. Instructors care about their students' success.	13 2%	24 3%	127 18%	275 39%	274 38%	4.08	4 1%
13. Instructors are available to help me outside of class.	14 2%	28 4%	109 16%	271 40%	260 38%	4.08	33 5%
14. 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%	24 3%	72 10%	339 48%	264 37%	4.15	7 1%
15. My instructors tell me how I will be assessed before I begin an assignment or test.	14 2%	22 3%	105 15%	330 46%	239 34%	4.07	7 1%
16. I believe my courses will prepare me well for future employment.	23 3%	29 4%	114 16%	285 40%	256 36%	4.02	11 2%
17. I believe my courses will prepare me well for transfer to a 4-year university.	11 2%	17 3%	101 15%	299 44%	250 37%	4.12	35 5%
18. The amount of homework in most of my classes is reasonable.	23 3%	42 6%	101 14%	335 47%	208 29%	3.94	8 1%
19. I am satisfied with the overall quality of instruction.	16 2%	22 3%	107 15%	328 46%	235 33%	4.05	5 1%
20. I am satisfied with the instructor's use of available technology in and out of the classroom.	13 2%	27 4%	99 14%	329 47%	236 34%	4.06	12 2%
21. The campus library has an adequate selection of books, periodicals, and other resource materials for my needs.	38 7%	78 14%	140 25%	191 34%	112 20%	3.47	159 22%
22. Overall, I am satisfied with the course content in most of my classes.	12 2%	25 4%	85 12%	358 50%	230 32%	4.08	8 1%

<b>Course Scheduling</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Neither agree nor disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Mean</b>	<b>I have not used this service/resource</b>
23. I am satisfied with the flexible course scheduling offered (8 week, short-term, weekend, and summer sessions).	82 12%	94 14%	123 18%	245 35%	152 22%	3.42	21 3%
24. Courses are offered at days and times that are convenient for me.	43 6%	94 13%	109 15%	291 41%	172 24%	3.64	7 1%
25. Online courses provide an effective way for me to complete my educational objectives.	38 7%	35 7%	149 28%	176 34%	126 24%	3.60	190 27%
26. The availability of online courses is sufficient for my needs.	36 7%	50 10%	176 34%	159 31%	95 18%	3.44	198 28%

<b>Admissions and Course Registration</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Neither agree nor disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Mean</b>	<b>I have not used this service/resource</b>
27. Admissions staff was helpful throughout the application and registration processes.	32 5%	38 6%	131 20%	254 38%	211 32%	3.86	48 7%
28. The Reg-e registration process is easy to use.	18 3%	19 3%	53 8%	304 43%	307 44%	4.23	16 2%
29. The new student orientation I attended was well organized.	19 5%	18 4%	132 31%	154 37%	97 23%	3.70	294 41%
30. The student orientation is effective in helping new students adjust and become familiar with the college.	24 6%	13 3%	135 31%	155 36%	103 24%	3.70	282 40%
31. I was informed about the importance of the assessment tests prior to taking them.	37 6%	50 8%	103 17%	247 41%	166 28%	3.75	111 16%
32. The reading and writing assessment test helped me enroll in the appropriate English class level.	33 6%	37 6%	101 18%	223 39%	177 31%	3.83	144 20%
33. The math assessment test helped me enroll in the appropriate math class level.	39 7%	47 8%	104 18%	220 39%	158 28%	3.72	146 20%
34. After completing my assessment test, I had a clear understanding of my placement level.	40 7%	43 7%	127 22%	211 36%	166 28%	3.72	127 18%
35. Assessment tests were offered at times that were convenient for me.	28 5%	32 6%	120 21%	233 40%	166 29%	3.82	134 19%

<b>Financial Aid and Fees</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Neither agree nor disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Mean</b>	<b>I have not used this service/resource</b>
36. Financial aid information is available to me when I need it.	34 6%	46 8%	109 18%	224 38%	178 30%	3.79	123 17%
37. Fee refund policies are reasonable.	40 7%	40 7%	153 26%	207 35%	156 26%	3.67	119 17%

<b>Follow-Up of Student Academic Status</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Neither agree nor disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Mean</b>	<b>I have not used this service/resource</b>
38. The college adequately informs me about my academic progress.	39 6%	83 12%	193 28%	245 36%	119 18%	3.47	35 5%
39. The college is responsive in helping students improve academic performance.	33 5%	56 8%	219 33%	227 34%	129 19%	3.55	52 7%

<b>Personal Development</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Neither agree nor disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Mean</b>	<b>I have not used this service/resource</b>
40. My experience at this college has given me a better understanding and appreciation of diversity.	23 3%	29 4%	168 24%	301 43%	178 25%	3.83	16 2%
41. My college education has helped me to understand myself better.	23 3%	37 5%	160 23%	283 40%	203 29%	3.86	11 2%
42. I have gained knowledge in different subject areas.	12 2%	12 2%	91 13%	339 48%	251 36%	4.14	9 1%
43. I have gained computer skills.	46 7%	85 13%	209 32%	176 27%	129 20%	3.40	69 10%
44. I have learned about other parts of the world and other cultures.	35 5%	45 7%	139 21%	252 38%	199 30%	3.80	47 7%
45. I have improved my interpersonal skills by interacting with people on campus.	34 5%	34 5%	171 25%	300 43%	156 22%	3.73	19 3%
46. I feel comfortable in this college environment.	16 2%	14 2%	89 13%	348 50%	236 34%	4.10	13 2%
47. I am treated with respect at this college.	15 2%	21 3%	92 13%	329 47%	237 34%	4.08	16 2%
48. I am satisfied with student life such as college athletics, clubs, and activities.	36 7%	35 7%	158 29%	180 34%	127 24%	3.61	178 25%

<b>Technology Resources</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Neither agree nor disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Mean</b>	<b>I have not used this service/resource</b>
49. The classroom computer labs are equipped with updated computers and software.	34 6%	31 6%	109 20%	218 39%	160 29%	3.80	162 23%
50. The availability of open computer labs is sufficient to meet my educational needs.	20 4%	30 6%	94 17%	230 43%	167 31%	3.91	173 24%

<b>Physical Resources</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Neither agree nor disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Mean</b>	<b>I have not used this service/resource</b>
51. In general, classroom facilities are adequate for instruction.	15 2%	17 3%	91 13%	336 50%	219 32%	4.07	15 2%
52. There is adequate study space on campus.	28 4%	70 11%	99 15%	267 41%	186 29%	3.79	61 9%
53. The grounds are adequately maintained.	15 2%	18 3%	80 11%	342 49%	243 35%	4.12	13 2%
54. The exterior features of the campus buildings are adequately maintained.	13 2%	11 2%	77 11%	360 52%	236 34%	4.14	14 2%
55. The interior of the offices and buildings are adequately maintained.	13 2%	16 2%	73 11%	352 51%	238 34%	4.14	17 2%
56. The exterior lighting of the college is adequate.	16 2%	37 5%	78 11%	330 48%	231 33%	4.04	17 2%
57. I feel safe on campus.	20 3%	14 2%	91 13%	329 47%	240 35%	4.09	13 2%
58. The building and directional signs on campus are helpful.	25 4%	48 7%	118 17%	312 45%	191 28%	3.86	15 2%

<b>Decision-Making Roles and Processes</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Neither agree nor disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Mean</b>	<b>I have not used this service/resource</b>
59. Students have a substantial voice in matters related to programs and services.	42 7%	49 8%	236 40%	172 29%	85 15%	3.36	122 17%
60. Students are a valued part of the decision-making process at this campus.	38 6%	60 10%	234 40%	177 30%	82 14%	3.35	115 16%
61. Student government has a strong presence on campus.	74 13%	75 13%	237 41%	130 22%	62 11%	3.05	125 18%

<b>Board and Administrative Organization</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Neither agree nor disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Mean</b>	<b>I have not used this service/resource</b>
62. The college president provides effective leadership.	42 7%	46 8%	285 51%	124 22%	66 12%	3.22	143 20%
63. The college president communicates effectively with the students.	62 11%	69 12%	268 48%	107 19%	57 10%	3.05	140 20%

Overall Questions	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Mean	I have not used this service/resource
64. I feel a strong sense of belonging to this college.	33 5%	66 10%	224 34%	228 34%	115 17%	3.49	13 2%
65. Overall, I am satisfied with my experience with this college.	22 3%	29 4%	97 14%	332 50%	190 28%	3.95	4 1%



66. Which is your gender?	Count	Percent
Female	303	46%
Male	349	54%
<b>Total</b>	<b>652</b>	<b>100%</b>

67. Which is your age group?	Count	Percent
Under 18	10	1%
18-24	400	59%
25-29	123	18%
30-39	87	13%
40-49	35	5%
50 or more	22	3%
<b>Total</b>	<b>677</b>	<b>100%</b>

68. Which is your ethnicity?	Count	Percent
African American/Black Non-Hispanic	24	4%
American Indian/Alaskan Native	10	2%
Asian/Pacific Islander	133	21%
Filipino	88	14%
Hispanic/Latino	100	16%
White Non-Hispanic	243	38%
Other Non-White	36	6%
<b>Total</b>	<b>634</b>	<b>100%</b>

# **Appendix C**

## Accreditation Matrix

<b>Accreditation Standards Matrix</b>	<b>Student Survey Items 2012 - Miramar College</b>
I.A.1	5
I.B.4	59-61
II.A.1.a	7-8, 13, 14, 15, 16, 17, 22-26,
II.A.1.b	14, 16, 17, 19, 20, 25, 26, 43, 49-51
II.A.1.c	14, 15, 18, 19
II.A.2.a	11, 15
II.A.2.b	
II.A.2.c	7-8, 9, 11-13, 15, 16-19, 23-26
II.A.2.d	20, 25, 26, 43
II.A.2.e	7-8, 22-26
II.A.2.f	
II.A.2.g	
II.A.2.h	11, 14, 15
II.A.2.i	
II.A.3.a	14, 22, 40, 41, 42, 44
II.A.3.b	16, 17, 20, 22, 40-45
II.A.3.c	22, 40-42, 44-47
II.A.4	16, 17, 42, 43
II.A.5	16, 42, 43
II.A.6.a	6
II.A.6.b	6
II.A.6.c	6
II.A.7.a	6
II.A.7.b	6
II.A.7.c	6
II.B.1	27-35
II.B.2.a	6, 36
II.B.2.b	6
II.B.2.c	6
II.B.2.d	6
II.B.3.a	27-35
II.B.3.b	40, 41, 44-47
II.B.3.c	
II.B.3.d	40, 41, 44-47
II.B.3.e	
II.B.3.f	
II.B.4	27-35
II.C.1.a	20, 21, 25, 26, 49, 50
II.C.1.b	25, 26
II.C.1.c	21, 25, 26, 49
II.C.1.d	21, 25, 26, 50, 57
II.C.1.e	21
II.C.2	21

Accreditation Standards Matrix	Student Survey Items 2012 - Miramar College
III.B.1.a	51-57
III.B.1.b	51-57
III.C.1.a	20, 21, 49, 50
III.C.1.b	20, 43
III.C.1.c	49, 50
III.C.1.d	49, 50
IV.A.1	59-61, 64
IV.A.2.a	
IV.A.2.b	
IV.A.3	59-61, 63
IV.B.2.a	62
IV.B.2.b	62
IV.B.2.c	62
IV.B.2.d	62
IV.B.2.e	62, 63

# **Appendix D**

## Verbatim Comments

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

1. High chances that I will be able to transfer to the college of my choice successfully.
2. I enjoy that this campus is not too far from my house and its fairly nice.
3. What I like most about attending this college is that they offer many courses with reasonable days and times for students with the on-going construction the college would look even more scenic.
4. It is close to home
5. The feeling of wanting to continue with college. Everyone is friendly.
6. I feel comfortable w/ the school environment.
7. I love how everybody is motivated to learn. (Good influence on me too)
8. I like the fresh start of meeting new people.
9. Campus is calm and collective
10. Personally I enjoy the diversity of the people in regards to age and race. It's refreshing to be around people who want to learn.
11. I like classes that I am attending and I am able to meet with other people who are enthusiastic about teaching, learning, and personal development.
12. Student services
13. The instructors & faculty
14. Campus, faculty, classes
15. The people and teachers
16. Going to class
17. It is close to my house
18. Wha I like about the college is that everyone treats each other with respect and Nobody makes with your accent. I also like the fact that all the stuff is very friendly and when ever you have a question they are always willing to help.
19. I like that the classes are scheduled at convenient times and that both of my instructors are available to me and teach to my needs.
20. I like the environment at the college. I like the professors. They are knowledgeable, very helpful and supportive.
21. Comments: I like the fact the DSPS program, EOPS are all Friendly and Very helpful.
22. I enjoy the classes that I choose to take in child development.
23. The place is nice and the professors are very helpful
24. I am attending the class because I cannot do this class on-line.
25. The location is very convenient for me which is why I chose to attend here.
26. The professors
27. Proximity to my home.
28. I feel safe at this campus, parking is great!
29. The teachers
30. I enjoy the small campus
31. Variety of classes and activities.
32. I like meeting different people in the classes.

Miramar College – Student Open-Ended Responses

33. There are many different cultures and ages on campus. Very diverse
34. The thing I like the most about attending this college is that I live close by.
35. “Comments” -Great staff in Child Development class I’m attending to. –Well equipt. – Stuctural & curricula. Educational plan.
36. What I like most about attending college is gaining new infromation to help me prepar for my futur.
37. I is learning.
38. Learning the thecnical things about my proffesion
39. The shop were we do in class
40. No comment
41. I have not met an instructor who was not happy about what & where they were teaching. Classroom environments have always been comfortable.
42. I like that my major is at this college.
43. T & A
44. Skills and dedication of the professors
45. Learning something new
46. Getting my hands on lab
47. A very well educated and experienced Aviation maintenance technology program & staff.
48. Close to my house. Aviation Maintenance program available.
49. Availibility of Aviation maintenance school.
50. Diverse students
51. Best: Instructors
52. Comments: I found the courses of my dream and finally completed with the best service of the school and instructors.
53. Hands-on experience on amt training materials & facilities
54. The low price and ease of registration
55. To finish my GED and to get my masters degree
56. Comments. Studying for my success and as well as my learning towards my success.
57. That the teachers go over the subject thoouroghly and keep explaining it until you understand it.
58. The class are very helpful for both helpful academically & personally
59. Low cost and close to home.
60. Flexible schedules
61. I like attending this college because it is close to my house. I like the campus and there are classes I need to help and prepare me for transfer.
62. The friend that I have made
63. Near my house, ie is convenience to me
64. Diversity. Convenient location.
65. I am pleased with how close campus is to work and how I can come right after work
66. I like the instructors and feel like they have valuable teaching experience.
67. Close to home
68. New buildings

Miramar College – Student Open-Ended Responses

69. Quality Educ. on a affordable tuition
70. Proximity to my residence
71. This college is diverse, and everybody respects each other. The teachers are helpful and I learn a lot from each classes.
72. Going to college
73. Great Instructors, help outside of classroom.
74. Instructors and STaFF
75. It helps me prepare for my educational and career goals in the future. I also appreciate the diversity of students and faculty.
76. I like the easy goingness of Miramar
77. I like that it is close & it has MUCH better parking the Mesa College.
78. Location
79. I like most about the size of this college. Traveling from one class to another does not take too much time.
80. I like the people that I ineract with. I also like the fact that the campus is close to home.
81. Easy finding parking, and not so clouded like other college.
82. Great teachers
83. I like how new and state of the art facilities Miramar College offers in comparison to S.D. City College.
84. I've only taken one class her, but the Rege prcess was efficient
85. Less students, parking, class size
86. Furthering my education
87. Some of the teachers I have been taught by, simply outstanding teachers. Awesome Value!
88. That its close to my house.
89. N/A
90. This is my first at Miramar. I really like the teachers.
91. I like my professors and all the students in this college.
92. Convenient schedules
93. The variety of classes available for students to take for requirements.
94. Being able to take classes at different times.
95. Parking – not being too crowded Good teachers. Being close to my house
96. The ease of access; cost; professors
97. Opportunities to be free.
98. The availability of school facilities such as computers, tutoring center, library.
99. Close to home
100. Close distance to my house.
101. It's affordable & close to home so I don't have to travel very far. Overall, the professors are great instructors.
102. I love cal class
103. Not having class everyday
104. 5 minutes away from my house.
105. I like having small classroom settings where the teachers are familiar with you.



Miramar College – Student Open-Ended Responses

106. There is not too much student in one class Parking is good
107. I like my classes & professors.
108. The classroom sizes allow for a more personal connection between instructor and student.
109. It gives me the opportunity to succeed in life.
110. This is an amazing campus with state of the art equipment. However, having served 10 yrs in the military and being a full time working adult I feel most of these survey questions didn't pertain to me. Also, the instructors are incredibly knowledgeable.
111. The different kind of classes offered; lots of nice places to study.
112. I like the new campus, the variety of classes & language courses. The parking is easy & flexible classes.
113. My math teacher \*\*\*\*\*
114. The nice landscaping that helped put a significant dent in the districts budget that resulted in the lack of a summer semester.
115. This college has impressed me since I began taking classes. My general education classes work around my full time employment schedule.
116. It is close by
117. Easy access to college and location
118. I like the diversity of the community
119. Nice environment, good teacher.
120. I can see my future when I attend college
121. Location is good for me.
122. I enjoy the classes I have been enrolled in and the environment of the campus.
123. A lot of my friends & people I went to high school with also go here.
124. I like the convenience in location from my home and the increase in campus size and variety of classes.
125. I like the atmosphere, it looks nice
126. Parking availability
127. The renovations taking place and the atmosphere of the campus.
128. Good technology
129. It's close to my house
130. I like the fact that this college is 5 min from my house. I've had a great experience with all my professors so far.
131. The environment · Diversity of culture · landscape · easy to get around
132. Teachers are amazing that making the classes enjoyable.
133. It is close to my house & it has the major I'd like to have a career in. It's also a nice looking campus.
134. It's close to my House.
135. Close to home.
136. The amount of parking, short drive
137. That I can go at night
138. The new buildings
139. Convenience

140. I like that the Miramar campus is close to my house.
141. The environment and learning new concepts
142. Space for parking & Office Hours
143. Location, not a far drive
144. The organization of the campus
145. What I like the most about this college is its location. It's only a few minutes away from both my work and house
146. The opportunity to receive a proper education. Also the interaction with the instructors and students.
147. Parking is easy to find
148. It's cheaper than attending a university, and far less selective.
149. Helps me get credits
150. It is nearby to where I live so it is convenient. I like how the school itself is being constantly improved.
151. It is a very nice campus and it is very close to where I live and I like the classes and atmosphere in the classes
152. Class times are convenient.
153. The thing I like most about attending this college is that it is small. The class sizes are perfect so I am able to Focus and the campus isn't so large.
154. The convenience of the scheduling
155. It's so cool. I like my teachers.
156. It's relaxed
157. I like the great staff of science and math teachers at both miramar and Mesa college.
158. I like the small instructional classes
159. I like the availability of the parking structure. Other \_\_\_\_\_
160. Small classroom size
161. I like the overall friendly atmosphere, the overall great teachers I've had. I like the new facilities including the math lab. I really like the opportunities I've gotten through the Honors program and Phi Theta Kappa.
162. I appreciate the overall dedication of the professors to their work and to their students.
163. Convenient location
164. The flexibility of the courses and the ease of getting into classes as well as the cost of an education is lower than the UC standards
165. I mostly like the leniency of the times of classes.
166. I like the new buildings, they are super nice and equipped with all instructors and students educational needs. The professors on campus are really nice and care about their students.
167. People in the math lab were very helpful.
168. The attention teachers give their students.
169. Close to home, not too crowded.
170. I enjoy the large amount of parking available at Miramar. The classrooms are really nice. The environment is well maintained. The desks, chairs, and equipment are all exceptional. Overall, amazing college.

Miramar College – Student Open-Ended Responses

171. Location, Location, Location
172. Fairly nice campus scenic wise
173. Small class sizes.
174. Teachers really care about their students.
175. The college has the classes I need for my major.
176. The tutoring center
177. Instructors are helpful.
178. Cute girls
179. I like that I set to pick and choose my classes and hours
180. Sense of belonging to the college.
181. College offers variety of subjects in different times.
182. Nice campus, close to home
183. Nothing
184. Helped me transfer to SDSU, which I am currently attending
185. I work days and night classes are available.
186. Parking is awesome!
187. I only take soccer here so I don't know the school well
188. The soccer classes
189. The men
190. Close to work; lab equipments are newer.
191. Parking location
192. There are many different oppurtnunity for learning and many places to help me learn, for example computer, Library and the place lab.
193. This is my first semester, only one class not familier
194. –Easy parking
195. It's close to home
196. Close to home
197. 4-year college prep.
198. Parking availability
199. I like their education system
200. Nice staff, great campus atmosphere, school is in a great location
201. Close my house
202. I like how everyone is mature in college.
203. Location, Location, Location.
204. There are always places on parking lot.
205. General campus & teachers.
206. I like that Miramar college is close to my home.
207. Low tuition fees
208. Setting up a better college future for myself
209. Facilities and people
210. Low fee
211. Flexible schedual and easy going atmosphere

Miramar College – Student Open-Ended Responses

212. The professors.
213. Some of the instructors are brilliant and really there to not only further your education but in life.
214. Nice campus
215. Because they give you a wide varieties of classes to take
216. It's a good college
217. It's small and easy to learn your way around.
218. It a clean & well kept up environment
219. Bettering myself
220. Ease of access
221. Friendly teachers and willingness to explain
222. Its located close to my house. It's a nice campus. The teachers are intellegent and great.
223. I believe my courses will prepare me well for future employment.
224. Flexible hrs. Helpful staff, individual time w proffesors
225. The big campus and diverse schedual of classes
226. Chicks
227. The environment. I feel the success in the air :)
228. Friendly environment, and meeting new people.
229. The faculty at this facility are outstanding in their work & professionalism. They see the standard for how community colleges should opperate.
230. Freedom for choosing classes, major, activities. Professor work closely w/students.
231. There's parking
232. Education and opportunity
233. How close it is to where I live
234. NA
235. The campus is close to my house.
236. New buildings & classrooms & lots of parking
237. Affordability
238. Flexibility and location
239. Looking better; better library.
240. Near my house, ie is conveniene to me
241. The most part I like attending college is when I meet new profesors and students.
242. I get to learn more than in high school.
243. Neighborhood and teachers.
244. The instructors and students
245. The college is affordable and better connections with professors.
246. The diversity
247. The classrooms are new and a new library is big.
248. Course are offered al-day e time hear are convenient for me
249. Finding myself being in an uninhabitated location of S.D. With a whole new environment can be considered a foreighner if I'm from the more Southern part of SD?
250. It's looking good.

Miramar College – Student Open-Ended Responses

251. I like the diversity & safe environment.
252. I like this college because it's help me prepare the knowledge for future learning.
253. It's a good college
254. Because they give you a wide choice of class to take.
255. Flexibility & location
256. There's parking
257. Its nice, organized college and very friendly
258. The class I need and friendly people.
259. Getting to choose class that best fit my time
260. I ♥ PINK :)
261. Close to home.
262. Available parking spots
263. The courses are keeping my interest, good instructors.
264. It's an adequate environment for learning and not many distractions.
265. I think it is a nice & modern college.
266. Very nice facility and knowledgable teachers.
267. I like the new feel. It helps me feel like my education & comfort is cared for.
268. Open, clean
269. The instruction is adequate, and the course lay-out is diversified enough to meet my needs.
270. A lot of parking. Good staff (\*\*\*\*\*) \*\*\* Amazing art teacher \*\*\*\*\*
271. Smoking anywhere we want.
272. That it is close to my house
273. The teachers and office staff
274. Art classes composition in painting \*\*\*\*\* \*\*\*\*\*
275. Nicer than Mesa & City
276. No comment
277. Ease of taking classes while working full time
278. I enjoy the class times and the ability to have financial aid assistance.
279. What I like most about attending this college is the professors are great, extremely knowledgable in the field they are teaching. Classes are fun but at the same time challenging. I feel I am receiving a great education to further my career.
280. Parking is always available Clean bathrooms Plenty of assistance/tutoring available if needed Child Development teachers/dept. are FANTASTIC – great program! Library, bookstore, bathrooms etc. are all central.
281. It is very close to where I live.
282. Most teachers are good
283. I like that it isn't a large campus, & for the most part, the professors respects the students.
284. Most teachers are great
285. It's a beautiful campus, the class prices are relatively reasonable, and classes aren't to crowded.
286. The times are flexible
287. I like that this college is close to where I live and the faculty is legit.

Miramar College – Student Open-Ended Responses

288. What do you like most...? Getting the G.I. Bill
289. It is relatively cheap.
290. I like tht it is close to my house. The new construction makes the campus look a lot better. The parking has improved a lot.
291. The only good aspect of this college is the professors. They seem to really care about the students & their education.
292. I like go to college on campus feels way better than high school.
293. The fact that I can pick my classes online.
294. What I like most about this college is that the times of the classes are convenient.
295. You learn a lot of things
296. I like everything about this college
297. It's a kool college
298. It stay clean and the teachers are great
299. The parking is always available no problem finding a spot. I also like they have expanded the campus with new buildings and nice classrooms.
300. What I like the most of attending this college is that instructors are always there to help out students to be successful in school.
301. I like most about attending this college is to find myself in me & improve my knowledge.
302. Everyone is friendly
303. What I liked most about attending this college is the help they have available on the campus.
304. I like the small classroom settings and the student/teacher relationships. Teachers actually care about your personal success in their course.
305. The overall quality & passion of the teachers
306. What I like most about attending this college is knowing that I will transfer.
307. There are plenty of areas for smokers such as myself to smoke & relieve stress & plenty of ash-tray stands so that people can dispose of their cigarette butts without littering. & parking has significantly improved!!!
308. The teachers are good and care about their students.
309. It is close to where I live
310. I like that it is nearby to where I live and also it is very easy to get information from instructors and offices. Very clean and safe enviroment. Financial aid process is easy and straight forward.
311. I like this college because it is a smaller campus and easy to get around. Parking is always available unlike other campuses I've been to.
312. I really like the people because they do not pick on me like they do in Highschool. And the \*\*\*\*\*.
313. Nothing
314. I like most the individual attention given to each students. So the small classroom sizes are definately a plus.
315. Their are a lot of beautiful girls on campus
316. (Comments: we have a college president? And short answer. 1. The people that are here WANT to be here so everyone takes it seriously.
317. The quality of instructors.

Miramar College – Student Open-Ended Responses

318. I like the professors because they are great teachers who look like they want to be here and teach.
319. I like the instructors and Programs they require good student involvement and are respectful.
320. I like that the campus is small enough to feel safe and have a friendly atmosphere and big enough to provide us with a beautiful environment and enough space. My experience here has been extremely nice.'
321. Good teachers, fun and safe atmosphere. Not too big of classes. Conveniently located to my work and home.
322. I like the fact that it offers the necessary classes to transfer to a 4 year univ.
323. It is very clean campus. I like that most, if not all, of the people who work here are kind and caring. I also think that the teaching techniques that teachers use here are very affective.
324. I like that the college is small and everything is at walking distance. Also, I love how fast I was able to get moved with campus greps.
325. The staff here at Miramar is great. I have yet to interact with anyone that didn't seem to enjoy there job on campus. The campus is great and will only look even better at the end of its remodel.
326. I am attending classes in all 3 campuses. I am really dissapointed with miramar so far. 2 out of three instructors I had are not helpfull at all. One course I had online "bussiness relations HR" with profesor \*\*\*\*\* required more than 10-15 hours per week preparation and the profesor never tells you the correct answers to your incorrect assignments, so i had to drop this.
327. miramar college.
328. i like learning new things and get more skills for better paying jobs.
329. Location is great! I feel like I am getting a great education! It is easy to access and offers the classes I needed to transfer to SDSU. It also has a pretty good variety of food for those on campus all day.
330. I like attending this college because the courses offered which is related to my interests are not confusing.
331. It is growing
332. I love the new buildings and the convenience of the school to my needs. Parking has also been great.

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

1. I would like summer classes to be re-opened & the library to be finished & available for use.
2. I would like a bigger library.
3. College is good as it is
4. People here are not very school spirited.
5. More involvement of students in activities.
6. I hope the construction ends by the time I transfer... I really want to see the new buildings.
7. The faculty can get students more aware of the importance of pursuing higher education.
8. Improvements are being made
9. I would like to see the construction finally completed before I transfer to a 4-year.
10. More parking spots, better library, student government participation.
11. Library to be able to open at 7am
12. Class scheduling improvements
13. I wish ticketable (parking) offences were clearly defined. I have received several tickets without knowing I was in the wrong.
14. More flexible with online classes.
15. More classes. Better Library at Miramar.
16. I like to see more classes on different time and day.
17. More parking lots (more entrances) theirs always a big line (of cars) to get into the college. A lot more flexible hours for tutoring for those people who work in the mornings.
18. The only improvement would be to update the interior of the library.
19. More number of courses should be available each semester.
20. Child Dev. Need larger class rooms and up to date interior.
21. Summer classes should be offered, at least online if not on campus.
22. More class offerings and summer school will help a lot.
23. I would like more on-line class choices.
24. I would like to see the lighting @ night improved for safety as well as end of semester instructor evaluations.
25. SDCC needs to offer summer school. They also need to offer more night classes for teacher education.
26. Selection of courses (foreign language, dance, etc.)
27. I would like to see better quality/healthier food options at this campus.
28. The lighting at night is really weak. Not just in the parking lot but on the campus as a whole.
29. I would like to see the library updated
30. More security and lighting at night. Too many dark spaces.
31. I'd like to see better signage. People can get lost on this campus
32. I've taken two online courses both had instructors that were not helpful. They acted like they didn't need to teach.
33. The things I would like to see improved at this college are more classes offered at Miramar. Most classes are offered at City or Mesa. Also offer summer class.
34. Improvement! I can see it now. Expanding & etc.. "Good school" to start with. Thanks!



Miramar College – Student Open-Ended Responses

35. I would like better access to womens health on campus. Better access to condoms, both latex and non-latex, a variety of birth control available to students w/out insurance. Updated information on contraceptives from IUD's to condoms. Better access to STD testing & pregnancy testing. I want to see a more proactive roll in womens helth on this campus. Frankly, the lack of womens health nessities at this campus is frustrating and insulting. Education is key in all relms of life and I don't understand the lack on infermatien & resorces on a college campus.
36. Class offerings for diesel program.
37. More direct walkways
38. More classes for the diesel program
39. More funding
40. Nothing
41. More funding for classes.
42. More T& A New manuals in the library no more apples in the vending machine please!
43. More funding on the technology skills programs – aviation maintenance
44. More classes should be offered
45. Classes and lower book charges.
46. Funding
47. Class schedule. Restrooms of Aviation Building.
48. Over crowded classes & limited offering of each required class & unfair prioritization.
49. I would like to see more services and classes scheduled at a time more convenient to someone that works a 40hr week.
50. Class schedules – offer more classes
51. Improve: More classes, more instructors. –
52. More courses and instructors to completed the course on time as planned.
53. The priority registration is punative to those that are in programs with a high number of units. Students near the end o f the program are forced to crash all classes as they are given such late enrollment dates.
54. AMT computer lab requires upgrade (Desktop, monitors, printers)
55. The priority registration system doesn't give preferance to graduating students in our program (AVIM). New students get into classes first while graduating students can't get into the classes they need to graduate.
56. Improve on my grades
57. Putting more of my effort for each of my subjects.
58. I haven't noticed anything that needs improved yet.
59. I would like to see more settings from studying.
60. E-mails sent out to each student notifying updates on the Black Board System.
61. More courses throughout the morning/afternoons; evenings. I would like to see more Fine Arts courses, like a sculpting class. More student activities as well.
62. More student activities & to make them known
63. Food supply
64. Offer summer courses.

Miramar College – Student Open-Ended Responses

65. The first time I tried to register I missed because a prereq got slapped on me, and my registration date was so late I couldn't deal with it in time.
66. More lights at night.
67. More classes available at night more online classes
68. Bigger classes and more classes to be offered
69. LIBRARY
70. Have summer sessions
71. More class selections, summer sessions.
72. I hope the construction ends as soon as possible with quality...
73. More parking
74. No comment
75. Classes offer, school spirit and athletic program.
76. The library can be improved by adding more resources (books and multimedia) and seats and space for studying.
77. More classes
78. I would like to see cost go ↓down & the number of classes go up. It is very hard to get the classes I need when teachers & classes are going down but more students are being accepted
79. Summer session available, lower gym fees.
80. I would like to see the technology in classrooms to improve at this college.
81. I would like to see more classes to be made available for students.
82. No building under construction lower the unit money. More classes.
83. Lower fees for tuition
84. N/A
85. I'm not really sure, I've only taken the one class here.
86. More study area, bigger cafeteria/food court.
87. Tuition has more than doubled since I began attending.
88. If I receive another parking ticket (incorrectly!) due to parking service negligence and poor attention to detail, I will be forced to hire an attorney. The best-parking services mails you a bill knowing that you have had a parking pass all semester. Who is running this department? Obviously an idiot. Two times in 3 months! Failure to properly display parking permit. It's stuck in my untinted window. Buy a new flashlight please!
89. What's the point of new building & shit if there are no classes to take?
90. Customer service @ bookstore – being in stock of an item or being able to pick it up here after paying (-not drive elsewhere such as Mesa)
91. I would like to see lower unit + book fees, more classes offered.
92. Everything is good so far.
93. More classes
94. Nothing comes to mind.
95. Study areas.
96. More classes offered
97. Re-opening of summer sessions, class availability
98. More classes, more professors and more resources.

Miramar College – Student Open-Ended Responses

99. More social programs such as athletic clubs
100. More classes available for upper division courses
101. More classes and stop increasing tuition fee.
102. Class availability. I have to attend an extra semester or two because there are no more summer sessions.
103. Student activities being announced
104. Summer classes + more selection
105. There needs to be more courses available rather than just a couple per subject. Also, summer session needs to come back!
106. More classes, both on campus and online
107. Class should be offered over the summer.
108. More classes offered so that it is easier to get into the necessary classes and not be forced to crash or be waitlisted in a course.
109. I would like to see more summer courses
110. More classes and better teachers.
111. I would like to see more study locations around campus. I figure that will change once the new Learning Center opens.
112. More classes for GED like BIO and Chem.
113. More lighting at night. More science instructors/classes available.
114. Larger gym
115. More parking
116. What do you think after reading question 1? And no, not less landscaping
117. I would like to see the gym improve its hours to allow flexibility to those who work full time.
118. Nothing
119. More classes available, better classroom equipment in older buildings.
120. I would like to see more classes offered, no having to crash or need add codes – a stable 100% satisfaction with getting all the classes we need, when we need them!
121. Quicker completion of construction. Summer classes.
122. I can improve English.
123. More classes – especially electives.
124. I would like for more classes to be offered at the Miramar College location.
125. I think there needs to be more classes offered so we won't have to go to Mesa or Palomar to take classes. Driving 20 mins. north or south is kind of a hassle
126. More travel & tourism classes, not just hotel mgmt and culinary arts classes. Also Judaic studies classes would be wonderful.
127. Updated computers in library
128. More classes offered and availability. More professors. Better and healthier foods at the store.
129. Parking and class varieties and campus police increased presence.
130. Computer related courses – API (DirectX, OpenGL) – 3D animation – Video game Development  
Also it would be nice to have a cafeteria. Possibly with wifi
131. The buildings and facilities
132. I would love to see more classes to fill up these new buildings.

Miramar College – Student Open-Ended Responses

133. Looks like things are getting better every year.
134. More class!
135. The construction to be done with!
136. Instructors who have a large number of students failing their classes evaluated.
137. More classes/degree programs offered at Miramar specifically.
138. The Library section to expand/more studying space
139. More teachers
140. The sports program is weak. Fan base is non-existent. I play basketball here and no one goes to games, no one knows we even have sports here.
141. Summer classes
142. I want the construction to move faster, and a parking spot closer to aviation & admin. buildings. Oh, and better food.
143. The library.
144. More availability for classes w/summer semester back
145. More ways to get out of traffic maybe.
146. The amount of parking.
147. The AC needs to STOP breaking down.
148. More night classes for people who work daytime jobs.
149. More classes, instead of cutting classes.
150. I would like to see lower fees per class
151. Summer courses
152. I'd like to see more teachers and classes available to the students.
153. More variety of classes. More advanced level classes.
154. More general education classes could be available.
155. The only thing I would like to see improve is the amount of classes per subject. It is very hard to take classes I want/need because they fill up so quickly and then there are no more options.
156. Everything seems fine to me
157. Library & cafeteria need a lot of improvements
158. I'd like to see my improvement as a preparation for my university.
159. More room in classrooms
160. Class sizes
161. What I like to see improve is the library building and more areas for studying. Additionally, their needs to be more major course offered for the time schedule
162. I think this college should provide more classes in fall/spring semester and provide summer school.
163. MORE TEACHERS, MORE CLASS SECTIONS, AND A SUMMER SESSION! The only reason I've gotten the classes I've needed is because of priority registration. That doesn't help the majority of students though. I'd like to see a better cafeteria with many more healthy food options. The I-building could use some TLC in its bathrooms.
164. Class availability and extension of hours for the libraries.
165. The hours for the offices, services, school, library.
166. I would like to see more classes and a better equipped library.

Miramar College – Student Open-Ended Responses

167. It was hard to get feedback for transferring to a 4-year college. AT times, the councilors gave me different information.
168. Its perfect the way it is, but may be creating a designated smoking areas so the majority o f the none smokers do not have to inhale the toxic smoke, or it would be better if the college banned smoking on campus period.
169. Social life at school and a better cafeteria.
170. I would like more resources in the library.
171. Finish construction
172. I would like more students to enroll because there is a lack of school spirit. Everyone leaves right after class. There should be more clubs and extracurriculars.
173. Improve: More science + math
174. Counseling department needs a lot of work.
175. More study areas
176. I would love this college to offer more classes & summer school.
177. There needs to be a summer session and more parking.
178. More upper Division math courses
179. Need to open more science classes.
180. No parking permits
181. I would like maps of the entire campus put around
182. The correct times in the Library and classrooms please! Come on guys!
183. More signs for different Dept.
184. Summer courses offered
185. More online! ·The attendance policy is bad, don't treat us like children, we'll show up when we can. ·Prerequisites are a waste of time, I know what clases I can take better than you. Don't tell me what I am not "ready" for.
186. Summer classes open tuition lowered
187. No summer session available. Generally, would like summer classes.
188. Nothing at this time.
189. Summer school.
190. More study rooms + tutors
191. The men
192. More light on campus near build g A
193. More classes
194. Please bring back summer and winter break classes. Tuition has increased from\$20 a unit to \$46 in just 3 years. This is hard on students.
195. Summer classes!!!!: please! =)
196. Why is the library so far away?
197. –
198. Nothing... More classes offered
199. There are no summer classes! Also, there are not nearly enough engineering prep courses for the amount of engineering students 1 on campus CS192 class? No thanks. Online courses are

Miramar College – Student Open-Ended Responses

disorganized and most feel like the instructor is not paying any attention. Stop building parking garages and get more classes that will actually be utilized.

200. More classes.

201. SUMMER CLASSES

202. More cla

203. Moe computer lab hours

204. More classes, registration dates are equally fair, summer classes!, waitlist classes are there for a reason, we should be able to get in most of our classes!

205. Library!

206. I would like to improve my writing.

207. M.

208. I would like to take the summer classes.

209. Food availability Library

210. I would like to see the Library facility improved.

211. Library, availability of classes – summer session

212. More clubs, especially an Environmental Club

213. Parking-

214. More courses offers

215. I would like to see more courses offered.

216. Parking, better library, more classes to meet not only my scheduel but everyone elses. More instructors who cared about things other than a paycheck and favoritism. Offices could be better layed out. Wifi is not that great. More choices in food. Online registration is terrible OS is alittle clumsy at times but I am just being picky now.

217. Parking, or a shuttle to bookstore.

218. Just allow summer school again

219. More classes offered including summer.

220. Basketball team for the girls.

221. School announcement & monthly appointments with counclers on their grades & getting them involed with a 4-year college

222. Better scheduling for programs.

223. Lower fees

224. I would like the unit price NOT to increase More classes in my program

225. Lower tuition fees to be lower, and more technical classes to be offered.

226. Summer classes. Parking.

227. The ground more adequately maintained and more exterior lighting for the college and more adequate parking spaces on this campus.

228. Class availability. Summer classes. Parking!

229. I this the reading teacher should improve teaching method to attract students.

230. More parking & better wifi access

231. Parking!!!

232. More chicks

233. My Eng. As a second languaje and of course get my certifacate and my A. Degree.

Miramar College – Student Open-Ended Responses

234. The parking.
235. Nothing. If anything, allowance for more state/city funding. The professional capacity of other facilities (Grossmont, SDSU, SWCC, etc.) leaves a lot to be desired. In other words, the individuals at other facilities aren't there because they care, THEY DON'T!!! SD Miramar has a faculty that lives with a passion for what they do & it shows in their dealings with students.  
You're welcome
236. I would like to have more classes available to the students especially when the students are about to graduate and they can't because they are not offering the classes that they need for their graduation.
237. Social life campus activities and advertising places for students to socialize, bigger café, or campus central "spot" to share with friends.
238. How to guide you to transfer instead of meeting wrong requirements
239. I like it the way it is
240. The buildings finished
241. More classes
242. NA
243. More post community college advice/classes
244. The availability of more classes.
245. More classes and e-mail account for students.
246. Construction done!
247. –construction sucks.
248. Food supply.
249. Police should fix the bathrooms a bit and fix the parking lots.
250. I don't need to see any improvement at this college.
251. Different college time schedules.
252. More courses
253. More classroom space so it would be easier to get into class needed.
254. No comment
255. No construction during days.
256. More sufficient general education courses. Open more classes.
257. I would like to improve the courses for summer school.
258. Nothing
259. More classes offered including summer.
260. Just allow summer school again
261. Construction done!
262. I like it the way it is
263. Everything seems to be coming into place, loud construction.
264. Soccer field.
265. Everything is good
266. More teachers like PINK!
267. More classes & times offered.
268. More directory

Miramar College – Student Open-Ended Responses

269. The administrative process is horrible. There is very little communication of admin policies to the students. I feel incredibly frustrated by what comes off as laziness.
270. More classes!
271. No smoking.
272. Can't wait till the construction is done so the café/bookstore can be closer to the rest of the campus.
273. I wish I could have free parking because I am taking 18 units. I think it would be fair to full time students. Half price would even work for me.
274. Some teachers are racist.
275. More personal use of school technology, and more lab assignments.
276. Food service Library
277. Bigger food court
278. The library to be finished
279. The food and appearance to more modern
280. Student organizations/community. Our MMAA (Miramar Arts Association) was shut down and we had some wonderful events that helped the artists at this school and promoted school community
281. More variety of classes so I don't have to go to Mesa or City. Specifically child development.
282. No comment, other than offer more child development classes and times.
283. I feel some teachers expectations are lowered based on student response. I feel junior college students should be held to the same standards as 4 year university students.
284. Sports.
285. What I would like to see improved at this college is more classes at night in child development and to resume summer semesters.
286. More classes available would be nice. I applied a little late and got all waitlisted classes and only ended up with 2 non-general-ed classes. I feel behind.
287. I would like to see more child development classes offered, both night & day.
288. I would like a better variety of foreign language classes offered, ie, French, Italian, Japanese, etc.
289. Availability with Aviation classes.
290. Professor \*\*\*\*\* is a rude and terrible teacher
291. Summer school & more classes offered at more times.
292. I would like for the college to improve with the number of classes that are made available.
293. Stop buiding class rooms if you cant afford to pay teachers to teach in them. What is the point in building more crap if you cant fill your campus w/students. I have 4 hour break between classes bcause my classes (required) are not available to me (adj). Your graduation requirements are rediculous!
294. Maybe the sports facilities and the gym. If you really want students to feel part of the school, we need more sports or even intermural leagues.
295. Construction
296. I would like to see improved student awareness and also community service programs.
297. ... see improved...? A lacrosse team



Miramar College – Student Open-Ended Responses

298. It needs to have summer school and more classes.
299. I feel like I'm still in High School in some classes. Some professors take the attendance roll too seriously. I think that if you are doing all your work it shouldn't matter. We are adults and shouldn't be forced to attend all classes if we don't want to. It should be our choice. Also, other students still smoke in non-smoking areas and right by entrances to class rooms and no one does anything about it. It is gross.
300. This college needs to pay more attention to the needs of its students. Why is there construction on campus when there are no students & faculty to fill them? Why are amazing adjuncts not allowed to return? No summer semester means that many students will be here longer. The answer that is always given for these questions is a lack of funding. In reality, many students feel the cause is rooted in the administration.
301. Nothing really, besides guy soccer team.
302. Definaty need more musical instrument classes!
303. I would like to see improve at this college would be black-board and the teachers informing everyone when assignments are due.
304. Yes
305. I would like to improve in general Ed.
306. More corses to take
307. I would like to have summer sessions back. It will be helpful because otherwise it will take me longer to transfer to a University.
308. What I would like to see improved in this college is for more classes in each semester opened.
309. N/A
310. I'd like to see the class scheduled more improve and providing students with right helping hand. Also E-mail students & explain what assessment is clearly.
311. I would like to see more classes available because there are a lot of full classes, making it hard to enroll.
312. I think the availability of classes could definitely be improved. Also, summer school needs to be brought back!!!!
313. Summer classes
314. I would like to see the campus environment improved in this college. I think most people have no clue about the student association or council and there is no such communication with these people. Yes, this is a commuter campus, but the lack of atmosphere is dismal.
315. More areas to sit down & study outside & more tables to sit down & study at in the library.
316. No opinion
317. More availabity of classes throughout the fall and spring semesters as well as summer.
318. Summer classes!! I really enjoy Miramar SD I would prefer to take all my classes quickly here but with many class cuts and no summer school, it is dragging out my time here. Also more science classes would be helpful
319. As far as improvement, my one suggestion would be summer school. I realize budget wise it is not realistic but many students would benefit taking classes during summer.
320. Construction to hurry up so it'd stop being a distraction.
321. Stop cutting classes!

322. More clubs
323. More classes added to the schedule preferably on campus. This help with finishing pre-requisites faster but also improves the convenience of going to school.
324. More beautiful women
325. More space to study at night or add hours to those with weird shifts or varied scedules.
326. Campus clubs & activities.
327. I would like to see summer school put back. Because a lot of classes offered in spring & fall don't fit my schedule all the time, & summer is the best time for me to take.
328. Possibly more classes, every class I attend is completly full with a lot of students the first week attempting to get an add code.
329. I would like to see summer classes as they are holding back a lot of students and more publicity for achving and clubs and helpful resources.
330. I would like to see more availability for classes as it is really hard to get into classes. I would also like to see summer school available again because many students depend on it.
331. Bigger Gym.
332. I feel like the chemistry program could be improved a little bit because they move very quickly over very big topics. It can be intimidating and difficult to grasp the full concepts were learning. Grading is also very critical.
333. We need to provide more space for students to study, better computers, and more class options. Also, we need to look into teachers and make sure they fit our standards.
334. I feel more students should be informed of the availability of honors courses.
335. Hire some professors that love teaching and they are helping the students. the students in the SDCCD and all over CA are NOT all americans. that means that some persons are esol students , and some profesors are insulting them for not being able to use english like a phd holder!
336. online class
337. i would like to see a program that allows u to get your books and hold the charge till aid comes.
338. PARKING! I know it is an ongoing nightmare. I see all the new buildings going up with no extra space for parking. I wish the Library hours were extended on the weekends.I would also like to see a recycling parking plastic permit that we are given each semester. I hate to have to throw them out each semester! This is a big cost that could be avoided. We should have a system to renew over each year (like a license plate), so each semester you dont have to throw them out you would just stick the new on the old.
339. As for now, I am satisfied with the college I am enrolled at and I don't see any thing which are needed for improvements. Thank you.
340. I am looking forward to the new library and bookstore
341. It would be nice if there were more food or beverages services available in other parts of the campus.

**Miscellaneous Responses:**

1. No comment =)
2. Everything
3. 48. Need guys soccer! =)