

**SAN DIEGO CITY COLLEGE**



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**Office of Institutional Research and Planning**

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## City College Student Satisfaction Survey 2003

### EXECUTIVE SUMMARY

As part of the ongoing effort to provide and maintain high quality educational programs and services for students, SDCCD conducted a student satisfaction survey during fall 2001 and fall 2003. In order to compare changes in students' satisfaction with their experiences in SDCCD, the same survey was used in fall 2001 and fall 2003. Survey results will also inform upcoming accreditation site visits scheduled in fall 2004. This report will focus on the results of the fall 2003 survey including a comparison with the fall 2001 results to assess changes in satisfaction levels.

The survey instrument was developed based on a pilot-test and results of a factor analysis. Validity and reliability of the instrument were also established. The final survey instrument included 127 questions. Students were surveyed using a random sample of fall 2003 classes. Surveys were administered to students during class time by faculty. A total of 2,703 responses were obtained from City College in fall 2003. Data were analyzed in the following ways: demographic comparisons between the survey respondents and the general student population, gap analyses between the levels of perceived importance and students' satisfaction, analyses of survey themes, analyses of situational and background questions, and two year comparisons between 2001 and 2003.

Survey results indicated that, in general, demographic distributions of the respondents mirrored the corresponding distributions of City College's student population, with the exception of a higher representation of day time students and full-time students among the respondents. Gap analyses showed that parking services, academic counseling, campus bookstore, and financial aid services had the largest negative gaps between students' perceived level of importance and their satisfaction level suggesting a need for improvement. In comparison, Student Government, Affirmative Action Office, Student Affairs/Activities Office, and Health Services received high satisfaction but low importance ratings. Learning Resource Center, Tutoring Center, and EOPS had very small gaps between the levels of satisfaction and importance. In terms of satisfaction levels within the survey themes, questions related to the *curriculum and instruction* theme received the highest satisfaction ratings, followed by *academic development*, and *admissions and course registration* themes.

Satisfaction ratings were broken down by gender, ethnicity, age, day/evening status, new/returning status, and part-time/full-time status. Results indicated that white students reported higher satisfaction than other ethnic groups. In contrast, Filipinos reported lower satisfaction. African Americans expressed higher satisfaction with the course registration process and library facilities. It is also noted that, in general, students over 50 years of age were more satisfied than younger students. Students attending classes in the evening reported higher satisfaction than those attending classes in the daytime. In addition, new students indicated slightly higher satisfaction levels than continuing students. No differences in satisfaction levels were found between part-time and full-time students.

Results of the two year (fall 2001 and fall 2003) comparison indicated that more services changed in the direction of the negative gap in fall 2003. However, library facilities and cafeteria/snack bar improved since fall 2001. Parking services and course registration each showed a widening negative gap from the 2001 to 2003 administration. Academic counseling and the admissions process, also starting with negative gap, showed an increased widening of the negative gap from the 2001 to 2003. The *physical facilities* theme showed an increase in student satisfaction. In contrast, *financial aid and fees* and *course availability* themes decreased in student satisfaction for fall 2003.

**City College Student Satisfaction Survey 2003**

# **CHAPTER ONE**

## **METHODOLOGY**

# **CITY COLLEGE STUDENT SATISFACTION 2003**

## **CHAPTER ONE: METHODOLOGY**

### **Introduction**

As part of the ongoing effort to provide and maintain high quality educational programs for students, a survey was conducted at the three colleges of the San Diego Community College District (SDCCD), City, Mesa, and Miramar during fall 2001 and fall 2003 to assess students' perceptions of the quality of their educational experiences. This effort will also be informative for the upcoming accreditation site-visit in 2004. This report will focus on the fall 2003 survey results including a comparison with fall 2001 to monitor changes in satisfaction levels.

### **Survey Instrument**

In order to compare changes in students' satisfaction with their experiences, the same survey questionnaire was used in fall 2001 and fall 2003. Development of the survey instrument was based on the matriculation components, the district's 1996 Student Accreditation Survey, and other surveys used in the district. The draft survey contained 149 items. A field test was conducted by administering the draft survey to a small group of students who examined it for wording, clarity, ease of use, and appropriateness.

Next, an on-campus pilot test was conducted in spring 2001. Tables were set up in front of the cafeteria inviting students to participate in the survey. Small incentives were given to students who completed the survey. A total of 558 completed surveys were obtained (City: 220; Mesa: 231; Miramar: 107). A factor analysis was performed and 14 factors were generated (see Table 1). Some items were re-grouped to different factors. Twenty-two items that did not cluster with any of the factors were eliminated. The final instrument contained 127 questions. The reliability of the final survey was established by calculating a Cronbach's Alpha for each factor in order to measure the internal consistency of the instrument (see Table 1). Results suggested that the instrument met reliability standards.

It should be noted that, in summarizing the survey results, the 14 factors generated from the factor analysis are referred to as 14 different "Survey Themes".

Table 1: Factor Analysis and Reliability Results

	Factors/Survey themes	Number of Items	Number of Respondents	Factor Loadings	Cronbach's Alpha
Part I	Services-Level of Importance	22	558	N/A	0.96
	Services-Level of Satisfaction	22	558	N/A	0.91
	Admissions and Course Registration	5	558	.41 - .71	0.68
	Orientation	4	558	.49 - .76	0.92
	Assessment	4	558	.41 - .76	0.9
	Counseling/Advising	7	558	.64 - .83	0.94
	Follow-up of Student Academic Status	4	558	.37 - .65	0.8
	Course Availability	3	558	.66 - .69	0.72
Part II	Curriculum and Instruction	11	558	.49 - .71	0.9
	Course Scheduling	3	558	.63 - .72	0.63
	Physical Facilities	9	558	.37 - .68	0.85
	Campus Climate	8	558	.33 - .70	0.86
	Financial Aid and Fees	3	558	.52 - .75	0.72
	Support Services	5	558	.31 - .81	0.81
	Academic Development	4	558	.49 - .78	0.83
	Personal Development	6	558	.42 - .71	0.82
Part III	Background Questions	7	558	N/A	N/A
	Total	127	558		0.96

The final survey instrument includes the following three parts (see Attachment A):

**Part I-Service Areas:** Twenty-two services were listed and students were asked to rate the levels of importance and satisfaction with these services.

**Part II-Survey Themes:** Seventy-six statements were clustered into 14 survey themes (or factors) and students were asked to rate their agreement with these items. These survey themes were derived from 14 factors generated from the factor analysis.

**Part III-Background Questions:** Seven questions were included in this part. Students were asked to report hours they spent on campus or study outside the classroom, parents' educational level, and number of semesters they were enrolled at the college/district at the time of data collection.

### Sampling

Students were surveyed using a random sample of fall 2003 classes. To avoid possible low response rates, courses were over sampled. The final sample contained 500 (or 14 %) courses randomly selected from the 3,555 courses offered at three colleges in fall 2003. Districtwide, a total of 14,918 surveys were sent to instructors of 500 classes in September 2003.

## Data Collection

For the selected classes in the sample, faculty was first contacted in May 2003 about the upcoming survey so they could incorporate the survey time into their course syllabi. Survey packages were sent to faculty before the planned survey dates. Three weeks were allotted in order to give faculty sufficient time to administer the surveys in class and return them to the Office of Institutional Research and Planning. The survey was administered by faculty during class time from September 15 to October 3 in fall 2003.

Survey responses were collected from 500 classes selected for the study. Students were instructed to complete the survey only once. A total of 8,344 (55.9% response rate) completed surveys were obtained districtwide (see Table 2). It should be noted that for many classes, more surveys were sent than needed, which made the response rate seem lower.

Table 2: Survey Response Rate

	City	Mesa	Miramar	District
Number of Classes Selected	160	241	99	500
Number of Surveys Sent	4,959	6,868	3,091	14,918
Number of Responses	2,703	4,083	1,558	8,344
Response Rate	54.5%	59.4%	50.4%	55.9%

## Data Analysis

Survey data were entered into a database and analyzed using the Statistical Package for Social Sciences (SPSS). The following analyses and comparisons were used to report the results:

### Demographic Comparisons

The purpose of this analysis was to assess the degree to which the survey respondents represent the general student population in terms of variables such as gender and ethnicity. Since the survey instrument did not include demographic variables, survey respondents with valid ID numbers (n=6,200 or approximately 74 % of all respondents) were matched to the master student database in order to obtain their demographic information. Once the data were matched, demographic distributions of the survey respondents were compared to similar distributions for the general student population.

### Gap Analyses of Service Areas

A discrepancy indicator (gap) was computed by subtracting the level of importance from the level of satisfaction with the 22 services. Thus, a zero gap reflected no perceptual discrepancy between perceived levels of satisfaction and importance, while gaps greater than zero (negative or positive directions) indicated a discrepancy between perceived levels of satisfaction and importance. Large negative gaps reflect service areas that were rated low in satisfaction, but high in importance.



Crosstabulation between perceived levels of satisfaction and importance were computed in order to identify high importance/high satisfaction areas and high importance/low satisfaction areas (see Table 4). High importance/high satisfaction areas indicate the college’s strength or high performance areas, while high importance/low satisfaction services pinpoint areas that need improvement. Low importance/high satisfaction and low importance/low satisfaction areas suggest low priority areas; therefore, these two categories will not be discussed in the results section.

- High importance/high satisfaction areas – high performance areas
- High importance/low satisfaction areas – areas that need improvement
- Low importance/high satisfaction – low priority areas
- Low importance/low satisfaction – low priority areas

Table 4: Importance and Satisfaction Matrix

		Satisfaction	
		+	-
		Very Satisfied + Satisfied	Very Dissatisfied + Dissatisfied
Importance	+ Very Important + Important	High Importance/High Satisfaction Areas <b>(high performance areas)</b>	High Importance/Low Satisfaction Areas <b>(areas need improvement)</b>
	- Very Unimportant + Unimportant	Low Importance/High Satisfaction Areas <b>(low priority areas)</b>	Low Importance/Low Satisfaction Areas <b>(low priority areas)</b>

Analyses of Survey Themes

An average percent of satisfied responses (“strongly agree” and “agree”) was calculated for each of the 14 survey themes. These average percentages reflected the degree of student satisfaction with the following themes: *admissions and course registration, orientation, assessment, counseling/advising, follow-up of student academic status, course availability, curriculum and instruction, course scheduling, physical facilities, campus climate, financial aid and fees, support services, academic development, and personal development.*

Background Questions

Responses to the situational and background questions were summarized by calculating the frequencies and percentages.

### Satisfaction by Demographics

Distribution of satisfaction responses was broken down by gender, ethnicity, age, day/evening status, new/continuing status, and part-time/full-time status (for students who provided valid ID numbers only).

### Two Year Comparison: 2001 vs. 2003

The same survey was administered in fall 2001 and fall 2003. Comparisons were made on gaps between students' perceived levels of importance and their satisfaction with 22 services as well as their satisfaction ratings with all survey questions.

### **Glossary**

The following definitions of terms were used in this report:

*Student satisfaction rate* – rate of students who selected “very satisfied” (or “strongly agree”) and “satisfied” (or “agree”) on survey questions. **Note: “not applicable” was taken out of the analyses.**

*High importance/high satisfaction area* -rate of students who indicated the service was important (“very important” or “important”) and were satisfied (“very satisfied” or “satisfied”) with the service.

*High importance/low satisfaction area* – rate of students who indicated the service was important (“very important” or “important”) but were dissatisfied (“very dissatisfied” or “dissatisfied”) with the service.

*New student* – includes those who selected “first-time new student” and “first-time transfer student” on their application for admission. **Note: “concurrently enrolled high school students” were taken out of the analyses because of the small number of students in this category.**

*Continuing student* – includes those who selected “returning transfer student”, “returning student”, and “continuing student” on their application for admission.

*Full-time student* – units enrolled were equal to or greater than 12 units.

*Part-time student* – units enrolled were less than 12 units.

*Gap* – a discrepancy indicator computed by subtracting the level of importance from the level of satisfaction with the 22 services.

**City College Student Satisfaction Survey 2003**

**CHAPTER TWO**

**SURVEY RESULTS**

## CHAPTER TWO: SURVEY RESULTS

### Demographic Comparisons

At City College, a total of 1,933 students (72% of all 2,703 respondents) provided valid ID numbers. Demographic comparisons of the respondents with City College's general student population were made. Generally, demographic distributions of the respondents mirrored the corresponding distributions of the City College student population. Exceptions were:

- A slightly higher percent of respondents were between ages 19-20.
- A slightly lower percent of respondents selected "obtain BA after AA" as their educational objective.
- First-time transfer students were slightly under-represented and continuing students were over-represented among the survey respondents.
- Respondents included a higher percent of students attending classes daytime, and those attending classes both day and evening.
- Part-time students were under-represented, while full-time students were over-represented among the respondents.

### Gap Analyses of Service Areas

Students' responses to the survey were summarized for each question. Perceived levels of satisfaction (very satisfied and satisfied) were compared to perceived levels of importance (very important and important) for the 22 service areas in order to assess the relative gap in perceptions for the two measures (see Table 1). Negative gaps reflect service areas that were rated low in satisfaction but high in importance. In contrast, positive values indicated services that received higher satisfaction, but lower importance ratings.

Results indicated that parking services, academic counseling, campus bookstore, and financial aid services had the largest negative gaps (see Table 1). In comparison, Student Government, Affirmative Action Office, Student Affairs/Activities Office, and Health Services received high satisfaction but low importance ratings. Learning Resource Center, Tutoring Center, and EOPS had very small gaps between the levels of satisfaction and importance.

Table 1: Gaps between Level of Importance and Level of Satisfaction-Rank Ordered

Services	Importance	Satisfaction	Gap
Parking Services	89.7%	28.8%	-61.0%
Academic Counseling	94.1%	73.8%	-20.2%
Campus Bookstore	90.8%	71.3%	-19.5%
Financial Aid Service	90.6%	75.5%	-15.2%
Course Registration Process	97.5%	87.2%	-10.3%
Transfer Center	91.5%	81.6%	-9.9%
Cafeteria/Snack Bar	79.2%	71.5%	-7.8%
Curriculum/Instruction	96.7%	90.3%	-6.4%
Library Facilities and Services	95.6%	89.6%	-6.0%
Admissions Process	95.9%	90.8%	-5.1%
Computer Labs	92.2%	88.2%	-4.0%
Tutoring Center	89.3%	87.8%	-1.5%
Learning Resource Center	92.4%	91.0%	-1.4%
EOPS	86.1%	84.8%	-1.3%
Accounting/Cashier Office	85.1%	87.7%	2.7%
Assessment/Testing Center	82.8%	86.1%	3.3%
New Student Orientation	75.4%	79.0%	3.6%
DSPS	84.7%	91.4%	6.7%
Health Services	76.1%	87.2%	11.0%
Student Affairs/Activities Office	71.8%	83.4%	11.6%
Affirmative Action Office	66.9%	85.9%	19.1%
Student Government	59.4%	80.8%	21.4%
<b>Average</b>	85.6%	81.5%	-4.1%

*Note: Gap indicates discrepancy between the percent of importance (very important and important) and the percent of satisfaction (very satisfied and satisfied)*

### Crosstabulation of Importance and Satisfaction

Table 2 shows the services that received both high importance and high satisfaction as well as those areas that received high importance but low satisfaction at City College. High importance/high satisfaction areas indicate the college's strengths or high performance areas, while high importance/low satisfaction services pinpoint areas that need improvement.

Results indicated that top high importance/high satisfaction areas included: curriculum/instruction, Learning Resource Center, admissions process, and library facilities and services. In contrast, parking services, campus bookstore, academic counseling, cafeteria/snack bar, and financial aid services were on top of the high importance/low satisfaction list, indicating a need for improvement.

Table 2: Importance and Satisfaction Crosstab – Rank Ordered

SERVICES	High Importance/High Satisfaction	SERVICES	High importance/Low Satisfaction
Curriculum/Instruction	88.3%	Parking Services	67.0%
Learning Resource Center	87.9%	Campus Bookstore	26.1%
Admissions Process	87.3%	Academic Counseling	24.8%
Library Facilities and Services	87.2%	Cafeteria/Snack Bar	22.9%
Course Registration Process	85.4%	Financial Aid Service	22.7%
Computer Labs	85.2%	Transfer Center	17.2%
DSPS	84.7%	New Student Orientation	15.4%
Tutoring Center	83.6%	EOPS	12.9%
EOPS	79.5%	Course Registration Process	12.3%
Accounting/Cashier Office	78.7%	Assessment/Testing Center	11.1%
Assessment/Testing Center	78.7%	Computer Labs	10.7%
Transfer Center	78.0%	Tutoring Center	10.3%
Health Services	75.4%	Student Affairs/Activities Office	9.8%
Financial Aid Service	72.9%	Accounting/Cashier Office	9.8%
Student Affairs/Activities Office	72.5%	Health Services	9.7%
Academic Counseling	71.0%	Library Facilities and Services	9.7%
Affirmative Action Office	70.3%	Student Government	9.1%
New Student Orientation	69.1%	Curriculum/Instruction	9.0%
Campus Bookstore	65.6%	Admissions Process	8.8%
Student Government	62.5%	Affirmative Action Office	8.3%
Cafeteria/Snack Bar	59.8%	Learning Resource Center	7.5%
Parking Services	26.7%	DSPS	6.1%

Note: High Importance/High Satisfaction Areas: percent selected *important* (very important or important) and *satisfied* (very satisfied or satisfied) with the service

High Importance/Low Satisfaction Areas: percent selected *important* (very important or important) but *dissatisfied* (very dissatisfied or dissatisfied) with the service

### Analyses of Survey Themes

Satisfaction ratings (“strongly agree” and “agree”) were summarized by each survey theme and rank ordered in Table 3. Questions related to the *curriculum and instruction* theme received the highest satisfaction ratings, followed by *academic development*, and *admissions and course registration* themes. Questions addressing the *follow-up of student academic status* theme received relatively lower satisfaction ratings than other themes.

Table 3: Satisfaction by Survey Themes –Rank Ordered

THEMES	Strongly Agree	Agree	Total
Curriculum and Instruction	29.7%	60.9%	90.6%
Academic Development	25.8%	63.4%	89.2%
Admissions and Course Registration	36.9%	51.6%	88.5%
Support Services	28.9%	58.5%	87.5%
Course Scheduling	38.9%	47.8%	86.7%
Campus Climate	20.4%	66.3%	86.7%
Physical Facilities	26.5%	58.2%	84.8%
Personal Development	29.0%	55.1%	84.1%
Orientation	25.9%	49.8%	75.7%
Financial Aid and Fees	22.9%	50.2%	73.1%
Assessment	27.8%	44.8%	72.6%
Counseling/Advising	24.1%	48.3%	72.4%
Course Availability	14.9%	55.7%	70.6%
Follow-up of Student Academic Status	15.7%	44.8%	60.5%
AVERAGE	26.2%	54.0%	80.2%

## Background Questions

In the survey, students were asked to report hours they normally spent on campus per week, hours they spent on studying per week, their parents' educational level, and number of semesters they were enrolled at City College. Following are the highlights of the results:

- Nearly 70% of the respondents spent less than 6 hours per week on campus.
- About 37% of the respondents indicated that they spent 1-5 hours per week on studying or doing homework. Another 32% spent 6-10 hours per week on studying.
- About 46% of the respondents reported their parents had “college degree” or “some college”. Another 19% of the respondents indicated that their parents were high school graduates.
- On average, the length of enrollment for students at the district was nearly 3.5 semesters.

## Satisfaction by Demographics

### Gender

#### *Service Areas*

Satisfaction ratings were broken down by gender for each question (see page 33). Table 4 shows the gaps between the level of satisfaction and the level of importance by gender. Results indicated that parking services, academic counseling, and campus bookstore had the largest negative gaps for both females and males. In comparison, Health Services, Affirmative Action Office, Student Government, and Student Affairs/Activities Office received low importance but high satisfaction ratings from both groups (positive gap).

### Survey Themes

Results showed that females were more satisfied with the *support services* theme than males. No other noticeable differences were found with respect to survey themes (see pages 34-36).

Table 4: Gaps between Level of Satisfaction and Level of Importance by Gender

SERVICES	Female	Male
Admissions Process	-7.0%	-3.5%
Course Registration Process	-10.3%	-9.6%
Curriculum/Instruction	-6.4%	-5.4%
Campus Bookstore	-15.5%	-21.9%
Health Services	11.3%	15.1%
Affirmative Action Office	16.9%	23.0%
Assessment/Testing Center	1.6%	3.3%
Financial Aid Service	-15.2%	-14.7%
Tutoring Center	-1.4%	-2.7%
Student Government	23.2%	22.7%
Computer Labs	-2.7%	-4.0%
Library Facilities and Services	-5.6%	-6.7%
Accounting/Cashier Office	0.6%	5.3%
Cafeteria/Snack Bar	-7.2%	-8.0%
Academic Counseling	-21.1%	-19.3%
DSPS	9.4%	2.9%
EOPS	0.3%	-1.0%
New Student Orientation	2.7%	1.5%
Student Affairs/Activities Office	12.0%	12.6%
Transfer Center	-7.3%	-10.0%
Learning Resource Center	-0.6%	0.2%
Parking Services	-64.9%	-55.9%
<b>AVERAGE</b>	<b>-4.0%</b>	<b>-3.5%</b>

*Note: Gap indicates discrepancy between the percent of satisfaction (very satisfied and satisfied) and the percent of importance (very important and important)*

### **Ethnicity**

#### *Service Areas*

Satisfaction ratings were broken down by ethnicity for each question (see page 37). Table 5 shows the gaps between the level of satisfaction and the level of importance by ethnicity. On average, white students reported smaller gaps between their perceived importance and satisfaction with the 22 services. In contrast, Filipinos reported larger negative gaps. Parking services, campus bookstore, financial aid services, and academic counseling had the largest negative gaps for all ethnic groups, suggesting that students from all ethnic groups were less satisfied with these services. African Americans expressed higher satisfaction with course



registration process and library facilities than other ethnic groups. Affirmative Action Office was rated high by Asians/Pacific Islanders and whites.

### Survey Themes

On average, African Americans indicated higher satisfaction with the *counseling/advising* theme than whites and Hispanics (see pages 38-41). Results showed that whites reported lower satisfaction with the *orientation* theme than other groups. African Americans rated slightly higher satisfaction with the *assessment* theme than other groups. The *counseling/advising* theme received higher satisfaction ratings from Asians/Pacific Islanders. Questions related to the *follow-up of student academic status* theme received relatively lower satisfaction ratings when compared with other themes.

Table 5: Gaps between Level of Satisfaction and Level of Importance by Ethnicity

SERVICES	Asian/Pac Islander	African American	White	Hispanic	Filipino	Other
Admissions Process	-10.1%	-3.2%	-5.5%	-4.3%	-7.2%	-6.6%
Course Registration Process	-12.2%	-5.3%	-11.6%	-7.1%	-12.9%	-12.0%
Curriculum/Instruction	-8.6%	-4.8%	-6.8%	-3.3%	-8.7%	-5.8%
Campus Bookstore	-18.1%	-14.0%	-17.1%	-19.7%	-25.5%	-24.6%
Health Services	10.2%	10.3%	20.7%	6.6%	13.4%	11.1%
Affirmative Action Office	25.8%	1.7%	31.6%	14.1%	8.3%	5.5%
Assessment/Testing Center	5.0%	-0.7%	6.6%	0.7%	2.3%	-7.0%
Financial Aid Service	-11.7%	-16.5%	-14.9%	-14.7%	-14.4%	-15.2%
Tutoring Center	0.6%	-2.6%	-1.9%	-1.9%	-7.2%	-3.5%
Student Government	15.9%	12.3%	34.4%	15.5%	16.0%	17.2%
Computer Labs	-1.9%	-1.1%	-0.2%	-3.9%	-6.9%	-11.1%
Library Facilities and Services	-4.1%	0.6%	-7.0%	-6.2%	-10.3%	-8.4%
Accounting/Cashier Office	1.1%	3.5%	5.9%	1.3%	-6.0%	0.1%
Cafeteria/Snack Bar	-13.4%	-5.0%	0.2%	-11.9%	-23.6%	-15.2%
Academic Counseling	-19.5%	-13.8%	-22.5%	-17.9%	-27.1%	-25.5%
DSPS	10.8%	5.3%	7.2%	6.4%	-4.4%	3.9%
EOPS	8.6%	-3.2%	4.7%	-3.7%	-0.6%	-6.1%
New Student Orientation	5.6%	0.7%	7.1%	-4.5%	-5.9%	6.0%
Student Affairs/Activities Office	4.6%	8.0%	18.5%	10.7%	-4.1%	9.6%
Transfer Center	-7.4%	-3.0%	-8.7%	-6.6%	-15.5%	-17.2%
Learning Resource Center	1.3%	1.2%	1.4%	-1.4%	-9.4%	1.4%
Parking Services	-64.6%	-51.8%	-62.9%	-61.3%	-56.7%	-68.0%
<b>AVERAGE</b>	<b>-3.7%</b>	<b>-3.7%</b>	<b>-0.9%</b>	<b>-5.2%</b>	<b>-9.4%</b>	<b>-7.8%</b>

Note: Gap indicates discrepancy between the percent of satisfaction (very satisfied and satisfied) and the percent of importance (very important and important)

Age*Service Areas*

Satisfaction ratings were broken down by age group for each question (see page 42). Table 6 shows the gaps between level of satisfaction and level of importance by age group. Results showed that, in general, students over 50 years of age were more satisfied with the 22 services, as compared with other age groups. Parking services, campus bookstore, and academic counseling had the largest negative gaps for all age groups. Students under age 30 reported lower satisfaction with Financial Aid Services than older students. Health Services, Student Government, and Affirmation Action Office received low importance and high satisfaction ratings (positive gaps) from all age groups.

*Survey Themes*

In general, students over 30 indicated higher satisfaction with all survey themes than students under 30 years old (see pages 43-46). Questions related to the *follow-up of student academic status* theme received relatively lower satisfaction ratings when compared with other survey themes.

Table 6: Gaps between Level of Satisfaction and Level of Importance by Age

SERVICES	Under 18	18-20	21-25	26-30	31-40	41-50	Over 50
Admissions Process	5.5%	-7.7%	-6.1%	-4.3%	-2.9%	-6.3%	-1.4%
Course Registration Process	-1.8%	-12.8%	-10.9%	-9.0%	-5.9%	-6.9%	-9.3%
Curriculum/Instruction	3.5%	-6.7%	-7.4%	-6.9%	-3.8%	-5.5%	-1.7%
Campus Bookstore	-3.9%	-20.6%	-20.0%	-19.3%	-15.8%	-15.9%	-8.3%
Health Services	13.0%	8.3%	11.5%	14.5%	19.9%	14.8%	29.3%
Affirmative Action Office	8.1%	12.4%	25.7%	23.1%	21.3%	18.9%	23.7%
Assessment/Testing Center	0.7%	-2.2%	-2.0%	7.5%	12.8%	4.4%	23.2%
Financial Aid Service	-16.6%	-20.4%	-19.4%	-10.1%	-6.5%	-4.5%	2.5%
Tutoring Center	-2.9%	-2.5%	-4.5%	-3.0%	1.4%	1.3%	8.7%
Student Government	19.3%	15.4%	24.0%	27.2%	32.9%	23.3%	26.1%
Computer Labs	3.0%	-3.4%	-4.6%	-5.9%	1.5%	-7.6%	3.1%
Library Facilities and Services	8.8%	-4.6%	-7.6%	-9.2%	-8.4%	-6.5%	0.7%
Accounting/Cashier Office	3.4%	2.2%	0.5%	4.0%	4.5%	3.7%	12.8%
Cafeteria/Snack Bar	1.6%	-9.4%	-9.5%	-8.9%	-4.9%	-1.1%	-3.1%
Academic Counseling	-10.4%	-18.7%	-26.9%	-23.4%	-15.7%	-13.7%	-5.6%
DSPS	10.0%	3.9%	5.5%	5.6%	9.1%	0.5%	21.3%
EOPS	4.8%	-3.4%	-2.0%	0.1%	2.8%	-2.8%	21.3%
New Student Orientation	5.6%	-0.3%	3.9%	0.6%	1.7%	-0.4%	15.2%
Student Affairs/Activities Office	9.7%	6.7%	12.3%	16.0%	18.4%	12.2%	25.8%
Transfer Center	3.0%	-10.3%	-14.0%	-4.7%	-2.1%	-11.8%	10.0%
Learning Resource Center	2.0%	-1.0%	-0.5%	-2.0%	2.0%	-0.3%	3.8%
Parking Services	-49.1%	-62.6%	-65.7%	-64.2%	-55.1%	-50.8%	-41.9%
<b>AVERAGE</b>	<b>0.8%</b>	<b>-6.3%</b>	<b>-5.3%</b>	<b>-3.3%</b>	<b>0.3%</b>	<b>-2.5%</b>	<b>7.1%</b>

*Note: Gap indicates discrepancy between the percent of satisfaction (very satisfied and satisfied) and the percent of importance (very important and important)*

## **Day/Evening Status**

### *Service Areas*

Satisfaction ratings were broken down by day/evening status for each question (see page 47). Three groups were analyzed: those attending classes during daytime only, those attending classes during evening time only, and those attending classes both day and evening. Table 7 shows the gaps between the level of satisfaction and the level of importance by day/evening status. In general, evening students were more satisfied with the 22 services than other groups as measured by relative smaller gaps in perceptions. Results also indicated that parking services, campus bookstore, and academic counseling had the largest negative gaps for all three groups. In contrast, all students expressed high satisfaction with Health Services, Affirmative Action Office, Student Government, and Student Affairs/Activities Office. It is also noted that daytime students, as well as students taking classes both day and evening, also expressed lower satisfaction with Financial Aid Services.

### *Survey Themes*

No noticeable differences were found with students' satisfaction with the survey themes (see pages 48-51). Questions related to the *follow-up of student academic status* theme received relatively lower satisfaction ratings when compared with other survey themes.

Table 7: Gaps between Level of Satisfaction and Level of Importance by Day/Evening Status

SERVICES	Day	Evening	Both
Admissions Process	-4.2%	-7.0%	-6.9%
Course Registration Process	-8.7%	-9.2%	-12.3%
Curriculum/Instruction	-5.4%	-2.7%	-7.8%
Campus Bookstore	-20.6%	-15.7%	-15.7%
Health Services	11.0%	24.8%	10.9%
Affirmative Action Office	15.8%	29.8%	20.6%
Assessment/Testing Center	1.3%	4.6%	2.2%
Financial Aid Service	-15.8%	1.0%	-20.1%
Tutoring Center	-1.4%	-6.5%	-3.0%
Student Government	20.8%	36.3%	18.9%
Computer Labs	-3.6%	3.4%	-5.8%
Library Facilities and Services	-5.2%	-8.0%	-7.1%
Accounting/Cashier Office	4.1%	-1.5%	1.6%
Cafeteria/Snack Bar	-7.9%	-5.3%	-10.2%
Academic Counseling	-17.8%	-18.5%	-25.1%
DSPS	4.9%	15.3%	3.5%
EOPS	-1.8%	10.4%	-2.4%
New Student Orientation	2.8%	2.2%	1.6%
Student Affairs/Activities Office	9.0%	18.3%	15.0%
Transfer Center	-7.8%	-3.6%	-13.0%
Learning Resource Center	-0.2%	3.5%	-2.9%
Parking Services	-58.3%	-60.6%	-65.7%
<b>AVERAGE</b>	<b>-4.1%</b>	<b>0.5%</b>	<b>-5.6%</b>

*Note: Gap indicates discrepancy between the percent of satisfaction (very satisfied and satisfied) and the percent of importance (very important and important)*

### **New/Continuing Status**

#### *Service Areas*

Satisfaction ratings were broken down by new/continuing status for each question (see page 52). Table 8 shows the gaps between the level of satisfaction and level of importance by new/continuing students. Because of the small sample size in the category, concurrently enrolled high school students were taken out of this analysis. On average, new students indicated slightly higher satisfaction with the 22 services than continuing students. Parking services, campus bookstore, Financial Aid Services, and academic counseling had the largest negative gaps for both groups. In contrast, Health Services, Affirmation Action Office, and Student Government received higher satisfaction ratings for both groups. New students rated lower satisfaction on course registration process than continuing students.

### Survey Themes

Results showed that new students were less satisfied with the theme related to *admissions and course registration* than continuing students (see pages 53-55). Questions related to the *follow-up of student academic status* theme received relatively lower satisfaction ratings when compared with other survey themes.

Table 8: Gaps between Level of Satisfaction and Level of Importance by New/Continuing Status

SERVICES	New Student	Continuing Student
Admissions Process	-9.3%	-4.4%
Course Registration Process	-16.4%	-8.3%
Curriculum/Instruction	-6.9%	-5.9%
Campus Bookstore	-12.3%	-19.8%
Health Services	17.0%	12.1%
Affirmative Action Office	23.1%	18.8%
Assessment/Testing Center	2.5%	2.6%
Financial Aid Service	-14.9%	-15.2%
Tutoring Center	5.1%	-3.3%
Student Government	23.5%	22.8%
Computer Labs	-0.3%	-4.0%
Library Facilities and Services	-4.4%	-6.6%
Accounting/Cashier Office	10.6%	1.1%
Cafeteria/Snack Bar	1.2%	-9.7%
Academic Counseling	-13.7%	-22.1%
DSPS	9.1%	5.1%
EOPS	0.3%	-0.4%
New Student Orientation	-4.7%	4.1%
Student Affairs/Activities Office	9.5%	12.9%
Transfer Center	-11.0%	-8.3%
Learning Resource Center	3.3%	-1.2%
Parking Services	-59.0%	-61.4%
<b>AVERAGE</b>	<b>-2.2%</b>	<b>-4.1%</b>

*Note: Gap indicates discrepancy between the percent of satisfaction (very satisfied and satisfied) and the percent of importance (very important and important)*

### Part-time/Full-time Status

#### *Service Areas*

Satisfaction ratings were broken down by part-time/full-time status for each question (see page 56). Students who dropped all of their classes were taken out of this analysis. In general, no significant differences were found between the two groups with regard to the perceived level of importance and their satisfaction with the 22 services.

Table 9 shows the gaps between the level of satisfaction and the level of importance by part-time/full-time status. Results suggested that parking services, campus bookstore, Financial Aid Services, and academic counseling had the largest negative gaps for both groups. Health Services, Affirmation Action Office, Student Government, and Student Affairs/Activities Office received high satisfaction but low importance ratings from both groups.

### *Survey Themes*

In general, no significant differences were found with respect to student satisfaction with survey themes. However, questions related to the *follow-up of student academic status* theme received relatively lower satisfaction ratings when compared with other themes (see pages 57-59).

Table 9: Gaps between Level of Satisfaction and Level of Importance by Full-time/Part-time Status

SERVICES	Full-time	Part-time
Admissions Process	-4.9%	-5.8%
Course Registration Process	-9.9%	-10.0%
Curriculum/Instruction	-7.3%	-4.6%
Campus Bookstore	-21.4%	-16.1%
Health Services	11.0%	14.3%
Affirmative Action Office	18.7%	19.6%
Assessment/Testing Center	0.2%	3.5%
Financial Aid Service	-19.6%	-11.4%
Tutoring Center	-0.7%	-3.2%
Student Government	17.1%	26.7%
Computer Labs	-4.2%	-2.9%
Library Facilities and Services	-6.9%	-5.7%
Accounting/Cashier Office	3.2%	2.1%
Cafeteria/Snack Bar	-7.4%	-9.0%
Academic Counseling	-21.6%	-19.3%
DSPS	5.2%	6.2%
EOPS	-2.1%	0.3%
New Student Orientation	1.7%	3.1%
Student Affairs/Activities Office	11.9%	12.6%
Transfer Center	-10.9%	-7.7%
Learning Resource Center	-1.4%	0.0%
Parking Services	-64.2%	-58.6%
<b>AVERAGE</b>	<b>-5.2%</b>	<b>-3.0%</b>

*Note: Gap indicates discrepancy between the percent of satisfaction (very satisfied and satisfied) and the percent of importance (very important and important)*

## Student Comments

A content analysis was performed to identify themes from students' comments. The themes are summarized in the following section:

- Inadequate parking
- Book prices are too high/Need more books
- Offer more flexible class scheduling, such as evening, weekend, short-term, online classes
- Need a phone for ClassTalk in or near registration office
- Better trained and more knowledgeable counseling staff
- Longer LRC/library hours
- Need longer hours, more variety, healthier, cheaper food in cafeteria

## Two Year Comparison: 2001 vs. 2003

### *Gap Analyses of Services*

Gaps between students' perceived level of importance and their satisfaction with 22 services in rank order for fall 2001 and fall 2003 are presented in Table 10. A positive gap indicates the ideal condition where students perceive the service as important (very important – important) and rate their level of satisfaction (very satisfied – satisfied) above their perceived level of importance thus yielding a positive gap number. A negative gap results when level of importance exceeds satisfaction. The greater the discrepancy or negative score the stronger the indication of student displeasure. It should be noted that the Services section of the survey is a two part question that obtains a quick snapshot impression from students on the dimension in question. It will gather responses from those who use and are familiar with the service as well as students who have not used the service. The administration of this same survey in 2001 and 2003 allows for the identification and discussion of possible changes/trends in Service areas.

The following are some highlights comparing the two years:

- Based on student responses, more services changed in the direction of the negative gap numbers in 2003 (14 of 22) as opposed to the 2001 administration (12 of 22) of the satisfaction survey.
- Library facilities and cafeteria/snack bar improved since fall 2001 as indicated by smaller negative gaps in fall 2003. Each recorded a positive change of 10.5% and 9.6% respectively. Although both of these services still have a negative gap between importance and satisfaction, this gap has closed considerably in the last two years. Student comments regarding cafeteria/snack bar included: “open longer, more variety, healthier selection and too expensive”.
- Computer labs and campus bookstore also showed positive trends toward making progress in reducing the negative gaps between the 2001 and 2003 survey. Each

recorded a 3.4% and 3.2% change respectively. Student comments regarding campus bookstore include: “ridiculous pricing, too high, need more books and increase selection”.

- Parking services and course registration process each showed a negative gap from the 2001 administration. Student perceptions from the 2003 administration demonstrated a widening of the gap by -7.5% and -5.8% respectively. Parking generated over 80 student comments including: “inadequate, horrible, major problem and need more parking”. The ClassTalk feature of course registration prompted 14 students to comment: “Need a phone for ClassTalk in or near registration office”.
- Academic counseling and the admissions process, also starting with negative gaps, showed an increased widening of the negative gap from the 2001 to 2003 survey by 3.2% and 3.0 % respectively

Table 10: GAP Differences between Fall 2001 and Fall 2003 – City College

SERVICES	2001 gap	2003 gap	difference
Parking Services	-53.5%	-61.0%	-7.5%
Course Registration Process	-4.5%	-10.3%	-5.8%
Academic Counseling	-17.0%	-20.2%	-3.2%
Admissions Process	-2.1%	-5.1%	-3.0%
EOPS	0.4%	-1.3%	-1.7%
Tutoring Center	0.1%	-1.5%	-1.6%
Financial Aid Service	-13.8%	-15.2%	-1.4%
Assessment/Testing Center	4.5%	3.3%	-1.2%
Transfer Center	-9.1%	-9.9%	-0.8%
Student Affairs/Activities Office	12.2%	11.6%	-0.6%
Curriculum/Instruction	-6.0%	-6.4%	-0.4%
Accounting/Cashier Office	2.9%	2.7%	-0.2%
Learning Resource Center	-1.2%	-1.4%	-0.2%
DSPS	6.8%	6.7%	-0.1%
Health Services	9.8%	11.0%	1.2%
New Student Orientation	2.2%	3.6%	1.4%
Affirmative Action Office	16.2%	19.1%	2.9%
Student Government	18.3%	21.4%	3.1%
Campus Bookstore	-22.7%	-19.5%	3.2%
Computer Labs	-7.4%	-4.0%	3.4%
Cafeteria/Snack Bar	-17.4%	-7.8%	9.6%
Library Facilities and Services	-16.5%	-6.0%	10.5%
AVERAGE	-4.4%	-4.1%	0.3%

*Note: Gap indicates discrepancy between the percent of satisfaction (very satisfied and satisfied) and the percent of importance (very important and important)*



### *Analyses of Survey Themes*

Comparison of satisfaction ratings (“strongly agree” and “agree”) for the 2001 and 2003 survey administration are summarized by each survey theme in Table 11. Each theme is comprised of a cluster of questions ranging from three questions in such areas as *course availability*, *course scheduling* and *financial aid/fees* to eleven questions in *curriculum* and *instruction*. The questions around any theme probe into a variety of sub-topics and provide more precise information than the first impression or snapshot view given the Services questions.

Table 11: Satisfaction Differences between 2001 and 2003 Survey Themes – City College

THEMES	2001 Satisfaction	2003 Satisfaction	Difference
Physical Facilities	80.9%	84.8%	3.8%
Follow-up of Student Academic Status	60.5%	60.5%	0.0%
Curriculum and Instruction	90.7%	90.6%	-0.1%
Campus Climate	87.9%	86.7%	-1.2%
Course Scheduling	88.0%	86.7%	-1.3%
Support Services	89.1%	87.5%	-1.6%
Academic Development	91.2%	89.2%	-1.9%
Personal Development	86.1%	84.1%	-2.0%
Orientation	78.2%	75.7%	-2.5%
Counseling/Advising	75.4%	72.4%	-3.0%
Admissions and Course Registration	91.6%	88.5%	-3.1%
Assessment	76.3%	72.6%	-3.6%
Course Availability	78.7%	70.6%	-8.1%
Financial Aid and Fees	83.7%	73.1%	-10.6%

The following are some highlights comparing the two years:

- Based on the summary of each theme, one theme remained unchanged while another (*physical facilities*) changed to the positive between the two administration periods. A total of 12 themes showed a negative difference from the 2001 to 2003 administration of the satisfaction survey. It should be noted that six of the negative changes in themes between the two survey administrations were less than a 1% change in degree.
- The *physical facilities* theme showed an increase in student satisfaction (3.8%) in fall 2003 over the fall 2001 administration with 7 of the 9 survey questions that comprise this theme showing positive increases.
- The significant *physical facilities* question for this theme was related to the campus library and adequate, up-to-date selection of books, and resource materials (+17%).
- Two important *physical facilities* questions in this theme that recorded less favorable perceptions from students were: “The library is open when I need it” (-4.0%), and “In general, classroom facilities are adequate for instruction” (-4.0%). Representative

student comments voiced the need for: “longer hours, open weekends, and more staff/resources”.

- However, both questions related to the helpfulness and satisfaction with library staff services yielded positive increases in student satisfaction of +4.3%, and +5.5% respectively.
- *Financial aid and fees* and *course availability* decreased in student satisfaction for fall 2003.
- The *financial aid/fees* key question was: “Student fees and tuition are affordable” which yielded a -22.6% increase in difference from 2001 to 2003. The state mandated fee increases are showing their impact on this question and it appears students are expressing their displeasure.
- Another *financial aid/fees* question that showed growing dissatisfaction was expressed by the answer to, “Fee refund policies are reasonable”, which yielded a -6.0 % increase in negative gap between the two survey administrations.
- *Course availability* was second to financial aid in generating the most change in perception within a theme area from the 2001 to 2003 survey by recording a -8.1 % change.
- All three questions that comprise the *course availability* theme were perceived as less satisfying than the 2001 survey.
- The *course availability* question: “General Education courses are offered in sufficient numbers and at various times for me to complete my educational goal within a reasonable period of time” generated a -11.2% negative response. Other *course availability* questions, “A variety of courses in my major are offered to complete my educational goal within a reasonable period of time” (-6.1%) and “Generally, I am able to get the classes I need to meet my educational goal” (-6.9%) both yielded strong negative perceptions from comparing the 2001 to 2003 survey.
- Students seem to be strongly voicing their anxiety about being able to get the classes they need to complete their educational goals on time. Representative student comments include: “add more classes, night classes, and weekend classes”. Other comments requested: “better scheduling of classes”.
- *Academic counseling* theme of seven questions all showed some movement towards less satisfying student perceptions.
- The two *academic counseling* questions with the greater movement towards less satisfaction related to students’ perception of counselors caring for their academic success (-5.1%) and the question related to counselors caring for the student as an individual (-3.1%).

## Chapter Summary

In general, demographic distributions of the respondents mirrored the corresponding distributions of City College's student population, with the exception of a higher representation of day time students and full-time students among the respondents. Gap analyses showed that parking services, academic counseling, campus bookstore, and financial aid services had the largest negative gaps between students' perceived level of importance and their satisfaction, suggesting a need for improvement. In comparison, Student Government, Affirmative Action Office, Student Affairs/Activities Office, and Health Services received high satisfaction but low importance ratings. Learning Resource Center, Tutoring Center, and EOPS had very small gaps between the levels of satisfaction and importance. In terms of satisfaction levels with survey themes, questions related to the *curriculum and instruction* theme received the highest satisfaction ratings, followed by *academic development*, and *admissions and course registration* themes. Questions addressing the *follow-up of student academic status* theme received relatively lower satisfaction ratings.

Satisfaction ratings were broken down by gender, ethnicity, age, day/evening status, new/returning status, and part-time/full-time status. Results indicated that white students reported higher satisfaction than other ethnic groups. In contrast, Filipinos reported lower satisfaction ratings. African Americans expressed higher satisfaction with course registration process and library facilities. It was also noted that, in general, students over 50 years of age were more satisfied than younger students. Students attending classes in the evenings reported higher satisfaction than those attending classes in the daytime. In addition, new students indicated slightly higher satisfaction than continuing students. No differences in satisfaction levels were found between part-time and full-time students.

Results of the two year (fall 2001 and fall 2003) comparison indicated that more services changed in the direction of the negative gap in fall 2003. However, library facilities and cafeteria/snack bar improved since fall 2001. Parking services and course registration each showed a negative gap from the 2001 administration. Academic counseling and the admissions process, also starting with a negative gap, showed an increased widening of the negative gap from 2001 to 2003. The *physical facilities* theme showed an increase in student satisfaction. In contrast, *financial aid and fees* and *course availability* themes decreased in student satisfaction for fall 2003.

## City College Student Satisfaction Survey 2003

# **TABLES**

## Demographics of Fall 2003 Survey Respondents - City

Gender	Survey Respondents		City Student Population	
	#	%	#	%
Female	1,061	54.9%	7,704	52.5%
Male	870	45.1%	6,970	47.5%
Unknown	-	-	13	0.1%
<b>Total</b>	<b>1,931</b>	<b>100.0%</b>	<b>14,687</b>	<b>100.0%</b>
Age	Survey Respondents		City Student Population	
	#	%	#	%
Under 18	57	3.0%	465	3.2%
18	178	9.3%	1,213	8.3%
19	224	11.7%	1,060	7.2%
20	192	10.0%	979	6.7%
21	151	7.9%	929	6.3%
22	120	6.2%	897	6.1%
23	104	5.4%	800	5.4%
24	96	5.0%	717	4.9%
25 - 29	304	15.8%	2,637	18.0%
30 - 34	176	9.2%	1,602	10.9%
35 - 39	90	4.7%	1,053	7.2%
40 - 49	160	8.3%	1,551	10.6%
50 and >	70	3.6%	689	4.7%
Missing	-	-	95	0.6%
<b>Total</b>	<b>1,922</b>	<b>100.0%</b>	<b>14,687</b>	<b>100.0%</b>
Ethnicity	Survey Respondents		City Student Population	
	#	%	#	%
American Indian	20	1.0%	169	1.2%
Asian	125	6.5%	880	6.0%
African American	263	13.6%	2,116	14.4%
White	628	32.5%	4,873	33.2%
Latino	595	30.8%	4,119	28.0%
Filipino	71	3.7%	602	4.1%
Pacific Islander	14	0.7%	117	0.8%
Other	95	4.9%	751	5.1%
Declined	122	6.3%	1,060	7.2%
<b>Total</b>	<b>1,933</b>	<b>100.0%</b>	<b>14,687</b>	<b>100.0%</b>
Educational Objective	Survey Respondents		City Student Population	
	#	%	#	%
Obtain BA After AA	772	39.9%	4,986	33.9%
Obtain BA Without AA	255	13.2%	1,541	10.5%
Obtain AA Without Transfer	87	4.5%	741	5.0%
Obtain 2Yr Voc Degree W/O Transfer	28	1.4%	172	1.2%
Earn Voc Cert Without Transfer	47	2.4%	361	2.5%
Discover Career Interests	85	4.4%	638	4.3%
Prepare for New Career	110	5.7%	1,206	8.2%
Advance in Current Job/Career	47	2.4%	807	5.5%
Maintain Certificate/License	32	1.7%	289	2.0%
Educational Development	50	2.6%	503	3.4%
Improve Basic Skills	20	1.0%	196	1.3%
Complete Credits for HS Dip/GED	7	0.4%	98	0.7%
Undecided	372	19.2%	2,451	16.7%
Unknown	21	1.1%	698	4.8%
<b>Total</b>	<b>1,933</b>	<b>100.0%</b>	<b>14,687</b>	<b>100.0%</b>

Note: survey respondents only include those who provided valid ID numbers.

Enrollment Status	Survey Respondents		City Student Population	
	#	%	#	%
Current High School Student	10	0.5%	181	1.2%
First-Time Student	222	11.5%	1,511	10.3%
First-Time Transfer Student	172	8.9%	2,006	13.7%
Returning Transfer Student	27	1.4%	407	2.8%
Returning Student	80	4.1%	989	6.7%
Continuing Student	1,407	72.8%	9,500	64.7%
Unknown	15	0.8%	93	0.6%
<b>Total</b>	<b>1,933</b>	<b>100.0%</b>	<b>14,687</b>	<b>100.0%</b>

Day/Evening	Survey Respondents		City Student Population	
	#	%	#	%
Day Only	1,008	52.1%	5,770	39.3%
Evening Only	237	12.3%	3,552	24.2%
Both Day and Evening	615	31.8%	3,050	20.8%
Neither (dropped all courses)	73	3.8%	2,315	15.8%
<b>Total</b>	<b>1,933</b>	<b>100.0%</b>	<b>14,687</b>	<b>100.0%</b>

Part-time/Full-time	Survey Respondents		City Student Population	
	#	%	#	%
Part-time student*	1,050	54.3%	9,739	66.3%
Full-time student*	798	41.3%	2,522	17.2%
Dropped*	85	4.4%	2,426	16.5%
<b>Total</b>	<b>1,933</b>	<b>100.0%</b>	<b>14,687</b>	<b>100.0%</b>

\* Part-time student: units enrolled < 12; Full-time student: units enrolled => 12; Dropped: units enrolled = 0

Note: survey respondents only include those who provided valid ID numbers.

### FALL 2003 STUDENT SATISFACTION SURVEY - City College

Survey responses: City: 2,703; Mesa: 4,083; Miramar: 1,558; District: 8,344

Part I: Please rate the level of importance and your satisfaction with the following services:

Level of Importance						Level of Satisfaction						
# respondents	very important	important	unimportant	very unimportant	Total	# respondents	very satisfied	satisfied	dissatisfied	very dissatisfied	Total	
<b>SERVICES</b>												
2,492	57.6%	38.3%	2.4%	1.7%	100.0%	1. Admissions Process	2,573	27.7%	63.1%	6.7%	2.5%	100.0%
2,481	69.2%	28.3%	0.8%	1.7%	100.0%	2. Course Registration Process	2,579	33.7%	53.5%	9.9%	2.9%	100.0%
2,438	64.7%	32.0%	1.9%	1.4%	100.0%	3. Curriculum/Instruction	2,518	23.6%	66.8%	8.5%	1.2%	100.0%
2,472	41.3%	49.5%	7.2%	2.1%	100.0%	4. Campus Bookstore	2,528	17.7%	53.6%	22.1%	6.6%	100.0%
2,354	34.2%	41.9%	17.2%	6.6%	100.0%	5. Health Services	1,472	21.1%	66.1%	10.3%	2.5%	100.0%
2,185	23.6%	43.3%	20.3%	12.8%	100.0%	6. Affirmative Action Office	1,138	16.7%	69.2%	10.8%	3.3%	100.0%
2,283	32.5%	50.3%	11.9%	5.3%	100.0%	7. Assessment/Testing Center	1,718	21.0%	65.1%	10.7%	3.3%	100.0%
2,371	68.7%	21.9%	5.2%	4.1%	100.0%	8. Financial Aid Service	1,911	30.8%	44.6%	17.0%	7.6%	100.0%
2,346	52.2%	37.1%	6.6%	4.1%	100.0%	9. Tutoring Center	1,639	30.2%	57.6%	9.3%	2.9%	100.0%
2,259	17.7%	41.7%	28.0%	12.7%	100.0%	10. Student Government	1,229	13.5%	67.3%	14.5%	4.7%	100.0%
2,389	57.6%	34.7%	4.6%	3.2%	100.0%	11. Computer Labs	2,032	34.8%	53.4%	9.3%	2.5%	100.0%
2,421	65.4%	30.2%	2.4%	2.0%	100.0%	12. Library Facilities and Services	2,289	40.2%	49.4%	8.5%	1.9%	100.0%
2,386	31.8%	53.3%	11.8%	3.1%	100.0%	13. Accounting/Cashier Office	2,203	22.2%	65.5%	9.8%	2.5%	100.0%
2,427	33.7%	45.5%	16.1%	4.7%	100.0%	14. Cafeteria/Snack Bar	2,337	18.8%	52.7%	20.8%	7.7%	100.0%
2,376	63.4%	30.7%	3.5%	2.5%	100.0%	15. Academic Counseling	2,162	23.8%	50.0%	17.9%	8.3%	100.0%
2,162	51.6%	33.1%	7.0%	8.3%	100.0%	16. DSPS	910	35.6%	55.8%	6.4%	2.2%	100.0%
2,220	48.8%	37.3%	7.5%	6.4%	100.0%	17. EOPS	1,285	30.1%	54.7%	10.4%	4.7%	100.0%
2,268	32.0%	43.5%	16.1%	8.4%	100.0%	18. New Student Orientation	1,513	20.0%	59.0%	14.5%	6.4%	100.0%
2,186	22.2%	49.6%	20.1%	8.1%	100.0%	19. Student Affairs/Activities Office	1,329	16.7%	66.7%	13.0%	3.5%	100.0%
2,303	59.0%	32.6%	4.6%	3.8%	100.0%	20. Transfer Center	1,722	23.6%	58.0%	14.4%	4.0%	100.0%
2,322	56.4%	36.0%	4.3%	3.3%	100.0%	21. Learning Resource Center	1,961	36.7%	54.4%	7.2%	1.7%	100.0%
2,389	63.8%	26.0%	5.6%	4.6%	100.0%	22. Parking Services	2,189	7.7%	21.1%	26.4%	44.9%	100.0%
<b>2,342</b>	<b>47.6%</b>	<b>38.0%</b>	<b>9.3%</b>	<b>5.0%</b>	<b>100.0%</b>	<b>Average</b>	<b>1,874</b>	<b>24.8%</b>	<b>56.7%</b>	<b>12.7%</b>	<b>5.8%</b>	<b>100.0%</b>

Note: "not applicable" is taken out of the calculation.

## Part II: Please rate your level of agreement with the following statements:

	# respondents	strongly agree	agree	disagree	strongly disagree	Total
<b>Admission and Course Registration</b>						
1. I did not have any problems with the application process.	2,630	40.0%	46.5%	10.1%	3.4%	100.0%
2. Admissions staff were helpful throughout the application process.	2,486	30.0%	54.2%	12.2%	3.6%	100.0%
3. Overall, I was satisfied with the application process.	2,630	30.2%	59.3%	8.4%	2.1%	100.0%
4. The information presented in the class schedule is clear and easy to understand.	2,649	36.1%	54.3%	8.0%	1.6%	100.0%
5. The ClassTalk registration process is easy to use.	2,491	48.2%	43.7%	6.4%	1.7%	100.0%
<b>Average</b>	<b>2,577</b>	<b>36.9%</b>	<b>51.6%</b>	<b>9.0%</b>	<b>2.5%</b>	<b>100.0%</b>
<b>Orientation</b>						
1. By attending a new student orientation, I became more familiar with the college campus.	1,173	25.7%	49.6%	20.0%	4.7%	100.0%
2. The new student orientation I attended was well organized.	1,105	22.4%	56.7%	16.3%	4.7%	100.0%
3. Student orientation is effective in helping new students adjust to the college.	1,359	27.1%	55.8%	13.4%	3.7%	100.0%
4. It should be mandatory for all new students to attend a new student orientation.	1,740	28.6%	36.9%	22.2%	12.4%	100.0%
<b>Average</b>	<b>1,344</b>	<b>25.9%</b>	<b>49.8%</b>	<b>18.0%</b>	<b>6.4%</b>	<b>100.0%</b>
<b>Assessment</b>						
1. The reading and writing assessment test helped me enroll in the appropriate level English class.	1,781	35.1%	44.8%	13.8%	6.3%	100.0%
2. The math assessment test helped me enroll in the appropriate level math class.	1,751	30.3%	42.5%	17.7%	9.5%	100.0%
3. Counselors/assessment staff clearly explained the assessment results to me.	1,787	23.1%	43.3%	22.4%	11.2%	100.0%
4. Assessment tests were offered frequently and at times that met my needs.	1,775	22.6%	48.7%	19.8%	8.9%	100.0%
<b>Average</b>	<b>1,774</b>	<b>27.8%</b>	<b>44.8%</b>	<b>18.4%</b>	<b>9.0%</b>	<b>100.0%</b>
<b>Counseling/Advising</b>						
1. The counseling session(s) helped me clarify my educational goal.	2,025	22.7%	45.6%	20.3%	11.4%	100.0%
2. The counseling session(s) helped me select courses I need to attain my educational goal.	2,036	25.5%	48.7%	16.2%	9.6%	100.0%
3. The counselor(s) helped me understand course prerequisites.	2,045	24.2%	50.8%	16.0%	9.0%	100.0%
4. Counseling session(s) are informative and helpful.	2,122	28.5%	49.2%	14.3%	7.9%	100.0%
5. Counselors are interested in helping students.	2,156	26.9%	52.1%	13.1%	8.0%	100.0%
6. Counselors care about me as an individual.	2,082	20.6%	45.0%	22.1%	12.3%	100.0%
7. Counselors are concerned about my academic success.	2,092	20.5%	46.9%	22.0%	10.6%	100.0%
<b>Average</b>	<b>2,080</b>	<b>24.1%</b>	<b>48.3%</b>	<b>17.7%</b>	<b>9.8%</b>	<b>100.0%</b>
<b>Follow-up of Student Academic Status</b>						
1. The college has done a good job in following up with student academic status.	1,955	14.4%	47.0%	28.4%	10.2%	100.0%
2. I am adequately informed about my academic status.	2,143	16.9%	37.3%	31.5%	14.3%	100.0%
3. College is responsive in helping students improve academic performance.	2,096	16.5%	50.7%	24.3%	8.4%	100.0%
4. Counselors have helped me to understand my academic status.	1,964	15.1%	44.2%	27.7%	12.9%	100.0%
<b>Average</b>	<b>2,040</b>	<b>15.7%</b>	<b>44.8%</b>	<b>28.0%</b>	<b>11.5%</b>	<b>100.0%</b>
<b>Course Availability</b>						
1. <i>General Education</i> courses are offered in sufficient numbers and at various times for me to complete my educational goal within a reasonable period of time.	2,475	15.6%	52.0%	21.9%	10.5%	100.0%
2. A variety of <i>courses in my major</i> are offered to complete my educational goal within a reasonable period of time.	2,469	12.9%	54.7%	22.9%	9.5%	100.0%
3. Generally, I am able to get the classes I need to meet my educational goal.	2,544	16.2%	60.5%	16.4%	6.9%	100.0%
<b>Average</b>	<b>2,496</b>	<b>14.9%</b>	<b>55.7%</b>	<b>20.4%</b>	<b>9.0%</b>	<b>100.0%</b>

Note: "not applicable" is taken out of the calculation.



	# respondents	strongly agree	agree	disagree	strongly disagree	Total
<b>Curriculum and Instruction</b>						
1. I feel at ease talking with my instructor(s) outside of the classroom.	2,543	28.1%	59.6%	10.7%	1.6%	100.0%
2. In general, instructors attempt to be fair and objective in their presentation of course materials.	2,637	29.2%	64.3%	5.0%	1.4%	100.0%
3. In general, instructors clearly define how I will be graded.	2,640	35.8%	58.8%	4.3%	1.1%	100.0%
4. Faculty care about their students' success.	2,561	25.1%	61.6%	11.6%	1.8%	100.0%
5. Faculty have been available for help outside of class.	2,411	27.5%	59.9%	11.0%	1.7%	100.0%
6. I believe my courses will prepare me well for future employment.	2,574	31.2%	58.4%	8.7%	1.7%	100.0%
7. I believe my courses will prepare me well for transfer to a 4 year institution.	2,421	35.9%	57.5%	5.4%	1.2%	100.0%
8. Overall, I am satisfied with the course content in most of my classes.	2,633	30.2%	63.2%	5.3%	1.4%	100.0%
9. The amount of homework in most of my classes was fair.	2,623	25.0%	63.7%	9.3%	2.0%	100.0%
10. Most of the classes I took were interesting.	2,451	29.3%	60.8%	8.3%	1.6%	100.0%
11. I am satisfied with the overall quality of instruction.	2,623	29.4%	62.5%	6.7%	1.4%	100.0%
<b>Average</b>	<b>2,556</b>	<b>29.7%</b>	<b>60.9%</b>	<b>7.8%</b>	<b>1.5%</b>	<b>100.0%</b>
<b>Course Scheduling</b>						
1. The college should offer more Information Technology courses.	1,754	29.1%	53.2%	14.7%	2.9%	100.0%
2. The college should offer more flexible course scheduling.	2,413	46.1%	44.8%	7.9%	1.2%	100.0%
3. The college should offer more short-term courses.	2,258	41.6%	45.3%	11.2%	1.9%	100.0%
<b>Average</b>	<b>2,142</b>	<b>38.9%</b>	<b>47.8%</b>	<b>11.3%</b>	<b>2.0%</b>	<b>100.0%</b>
<b>Physical Facilities</b>						
1. The campus library has an adequate and up-to-date selection of books, periodicals, and other resource materials for my needs.	2,150	30.7%	53.4%	10.7%	5.2%	100.0%
2. Library staff are nice and helpful.	2,191	29.9%	57.7%	9.7%	2.6%	100.0%
3. The library is open when I need it.	2,231	25.9%	53.8%	12.6%	7.7%	100.0%
4. In general, classroom facilities are adequate for instruction.	2,470	20.0%	61.9%	13.7%	4.4%	100.0%
5. Computer labs are equipped with updated computers and software.	2,113	29.1%	58.8%	9.1%	3.0%	100.0%
6. I am satisfied with services provided by library staff.	2,159	27.7%	62.3%	7.6%	2.5%	100.0%
7. I am satisfied with services provided by the campus book store.	2,467	21.6%	59.6%	13.2%	5.6%	100.0%
8. The availability of computer labs is sufficient to meet my educational needs.	2,124	25.5%	59.5%	11.2%	3.9%	100.0%
9. There is adequate study space on campus.	2,418	28.3%	57.1%	11.4%	3.2%	100.0%
<b>Average</b>	<b>2,258</b>	<b>26.5%</b>	<b>58.2%</b>	<b>11.0%</b>	<b>4.2%</b>	<b>100.0%</b>
<b>Campus Climate</b>						
1. College staff have been helpful.	2,552	20.6%	71.4%	7.0%	1.0%	100.0%
2. I feel valued as a student.	2,526	17.1%	62.5%	17.7%	2.6%	100.0%
3. Students are friendly.	2,564	19.6%	70.2%	9.0%	1.2%	100.0%
4. I feel a sense of belonging in this college.	2,515	19.4%	60.5%	17.9%	2.2%	100.0%
5. I feel comfortable in the college environment.	2,585	24.9%	68.2%	5.7%	1.2%	100.0%
6. I feel safe on campus.	2,583	23.6%	66.8%	7.8%	1.7%	100.0%
7. I am treated with respect at this college.	2,542	21.8%	70.7%	6.2%	1.3%	100.0%
8. Students have a substantial voice in matters related to programs and services.	2,107	16.3%	59.8%	18.2%	5.6%	100.0%
<b>Average</b>	<b>2,497</b>	<b>20.4%</b>	<b>66.3%</b>	<b>11.2%</b>	<b>2.1%</b>	<b>100.0%</b>
<b>Financial Aid and Fees</b>						
1. Overall, I am satisfied with financial aid services.	1,878	28.5%	46.1%	16.7%	8.7%	100.0%
2. Student fees and tuition are affordable.	2,347	20.0%	46.7%	21.2%	12.1%	100.0%
3. Fee refund policies are reasonable.	2,056	20.1%	57.9%	14.6%	7.3%	100.0%
<b>Average</b>	<b>2,094</b>	<b>22.9%</b>	<b>50.2%</b>	<b>17.5%</b>	<b>9.4%</b>	<b>100.0%</b>

Note: "not applicable" is taken out of the calculation.

	# respondents	strongly agree	agree	disagree	strongly disagree	Total
<b>Support Services</b>						
1. Transfer center services are useful in helping students transfer.	1,672	27.8%	58.0%	10.0%	4.2%	100.0%
2. DSPTS (disabled students) services are always available when I need them.	759	31.4%	58.0%	7.8%	2.9%	100.0%
3. DSPTS staff are nice and willing to help.	769	31.6%	59.7%	6.1%	2.6%	100.0%
4. Transfer center services are informative and helpful.	1,581	24.1%	60.5%	10.7%	4.7%	100.0%
5. EOPS (Educational Opportunities Programs and Services) staff are helpful.	1,130	29.9%	56.5%	9.1%	4.5%	100.0%
<b>Average</b>	<b>1,182</b>	<b>28.9%</b>	<b>58.5%</b>	<b>8.7%</b>	<b>3.8%</b>	<b>100.0%</b>
<b>Academic Development</b>						
1. The General Education classes (i.e., English, math, etc.) developed my academic skills in written and oral communication.	2,145	27.8%	62.8%	7.6%	1.8%	100.0%
2. The General Education classes developed my critical thinking skills.	2,200	25.7%	64.8%	7.7%	1.8%	100.0%
3. The General Education classes developed my academic abilities in math and quantitative skills.	2,106	25.1%	63.4%	9.1%	2.4%	100.0%
4. The college education developed my occupational competence.	2,184	24.5%	62.8%	10.5%	2.2%	100.0%
<b>Average</b>	<b>2,159</b>	<b>25.8%</b>	<b>63.4%</b>	<b>8.7%</b>	<b>2.1%</b>	<b>100.0%</b>
<b>Personal Development</b>						
1. I am more aware of and appreciate human diversity after attending this college.	2,398	34.5%	52.6%	11.1%	1.8%	100.0%
2. The college education helped me to understand myself better.	2,406	27.3%	55.8%	14.3%	2.6%	100.0%
3. I have gained knowledge in different fields.	2,444	33.3%	60.8%	5.0%	1.0%	100.0%
4. I have gained computer skills.	2,081	21.7%	48.2%	24.0%	6.0%	100.0%
5. I have learned about other parts of the world and other people.	2,346	29.8%	56.0%	11.6%	2.6%	100.0%
6. I have gained interpersonal skills by interacting with people on campus.	2,398	27.4%	57.3%	13.0%	2.4%	100.0%
<b>Average</b>	<b>2,346</b>	<b>29.0%</b>	<b>55.1%</b>	<b>13.2%</b>	<b>2.7%</b>	<b>100.0%</b>

Note: "not applicable" is taken out of the calculation.

### Part III: General Questions

1. Outside of class time, how many hours do you spend on campus during a typical week?

Responses	City	
	#	%
Less than 1 hour	744	28.5%
1-5 hours	1,044	40.0%
6-10 hours	441	16.9%
11-15 hours	181	6.9%
16-20 hours	109	4.2%
More than 20 hours	94	3.6%
<b>Total</b>	<b>2,613</b>	<b>100.0%</b>

2. How many hours do you spend during a typical week studying or doing homework?

Responses	City	
	#	%
Less than 1 hour	65	2.50%
1-5 hours	980	37.40%
6-10 hours	836	31.90%
11-15 hours	425	16.20%
16-20 hours	185	7.10%
More than 20 hours	131	5.00%
<b>Total</b>	<b>2,622</b>	<b>100.00%</b>

3. What is the highest level of formal education attained by either of your parents?

Responses	City	
	#	%
Grammar school or less	256	9.9%
Some high school	223	8.6%
High school graduate	499	19.2%
Some college	605	23.3%
College degree	599	23.1%
Some graduate school	61	2.3%
Graduate degree	354	13.6%
<b>Total</b>	<b>2,597</b>	<b>100.0%</b>

4. How many semester have you been enrolled at City, Mesa, Miramar, or ECC?

	City
Average # semesters	3.51

## STUDENT SATISFACTION SURVEY 2 YEAR COMPARISONS - City College

## GAP Analyses

	Fall 2001			Fall 2003			2001 & 2003 GAP differences
	% important	% satisfied	GAP	% important	% satisfied	GAP	
<b>SERVICES</b>							
1. Admissions Process	95.7%	93.6%	-2.1%	95.9%	90.8%	-5.1%	-3.0%
2. Course Registration Process	97.1%	92.6%	-4.5%	97.5%	87.2%	-10.3%	-5.8%
3. Curriculum/Instruction	96.3%	90.3%	-6.0%	96.7%	90.3%	-6.4%	-0.4%
4. Campus Bookstore	91.7%	69.0%	-22.7%	90.8%	71.3%	-19.5%	3.2%
5. Health Services	77.4%	87.2%	9.8%	76.1%	87.2%	11.0%	1.2%
6. Affirmative Action Office	70.8%	87.0%	16.2%	66.9%	85.9%	19.1%	2.9%
7. Assessment/Testing Center	83.4%	87.9%	4.5%	82.8%	86.1%	3.3%	-1.2%
8. Financial Aid Service	90.2%	76.4%	-13.8%	90.6%	75.5%	-15.2%	-1.4%
9. Tutoring Center	89.0%	89.1%	0.1%	89.3%	87.8%	-1.5%	-1.6%
10. Student Government	63.4%	81.7%	18.3%	59.4%	80.8%	21.4%	3.1%
11. Computer Labs	92.7%	85.3%	-7.4%	92.2%	88.2%	-4.0%	3.4%
12. Library Facilities and Services	94.3%	77.8%	-16.5%	95.6%	89.6%	-6.0%	10.5%
13. Accounting/Cashier Office	86.7%	89.6%	2.9%	85.1%	87.7%	2.7%	-0.2%
14. Cafeteria/Snack Bar	78.9%	61.5%	-17.4%	79.2%	71.5%	-7.8%	9.6%
15. Academic Counseling	93.9%	76.9%	-17.0%	94.1%	73.8%	-20.2%	-3.2%
16. DSPS	85.4%	92.2%	6.8%	84.7%	91.4%	6.7%	-0.1%
17. EOPS	86.5%	86.9%	0.4%	86.1%	84.8%	-1.3%	-1.7%
18. New Student Orientation	78.8%	81.0%	2.2%	75.4%	79.0%	3.6%	1.4%
19. Student Affairs/Activities Office	73.1%	85.3%	12.2%	71.8%	83.4%	11.6%	-0.6%
20. Transfer Center	90.6%	81.5%	-9.1%	91.5%	81.6%	-9.9%	-0.8%
21. Learning Resource Center	88.2%	87.0%	-1.2%	92.4%	91.0%	-1.4%	-0.2%
22. Parking Services	89.6%	36.1%	-53.5%	89.7%	28.8%	-61.0%	-7.5%
<b>Average</b>	<b>86.1%</b>	<b>81.6%</b>	<b>-4.4%</b>	<b>85.6%</b>	<b>81.5%</b>	<b>-4.1%</b>	<b>0.3%</b>

Note 1: % important includes "very important" and "important"

Note 2: % satisfied includes "very satisfied" and "satisfied".

Note 3: "not applicable" is taken out of the calculation.

## Student Satisfaction Two Year Comparisons

	2001 %satisfied	2003 %satisfied	2001 & 2003 differences
<b>Admission and Course Registration</b>			
1. I did not have any problems with the application process.	90.4%	86.5%	-3.9%
2. Admissions staff were helpful throughout the application process.	87.8%	84.2%	-3.6%
3. Overall, I was satisfied with the application process.	92.4%	89.5%	-2.9%
4. The information presented in the class schedule is clear and easy to understand.	92.0%	90.4%	-1.6%
5. The ClassTalk registration process is easy to use.	95.2%	91.9%	-3.3%
<b>Average</b>	<b>91.6%</b>	<b>88.5%</b>	<b>-3.1%</b>
<b>Orientation</b>			
1. By attending a new student orientation, I became more familiar with the college campus.	76.2%	75.3%	-0.9%
2. The new student orientation I attended was well organized.	79.8%	79.0%	-0.8%
3. Student orientation is effective in helping new students adjust to the college.	83.7%	82.9%	-0.8%
4. It should be mandatory for all new students to attend a new student orientation.	72.9%	65.5%	-7.4%
<b>Average</b>	<b>78.2%</b>	<b>75.7%</b>	<b>-2.5%</b>
<b>Assessment</b>			
1. The reading and writing assessment test helped me enroll in the appropriate level English class.	82.9%	80.0%	-2.9%
2. The math assessment test helped me enroll in the appropriate level math class.	80.1%	72.8%	-7.3%
3. Counselors/assessment staff clearly explained the assessment results to me.	69.6%	66.4%	-3.2%
4. Assessment tests were offered frequently and at times that met my needs.	72.4%	71.3%	-1.1%
<b>Average</b>	<b>76.3%</b>	<b>72.6%</b>	<b>-3.6%</b>
<b>Counseling/Advising</b>			
1. The counseling session(s) helped me clarify my educational goal.	71.6%	68.3%	-3.3%
2. The counseling session(s) helped me select courses I need to attain my educational goal.	76.7%	74.2%	-2.5%
3. The counselor(s) helped me understand course prerequisites.	77.7%	75.0%	-2.7%
4. Counseling session(s) are informative and helpful.	79.5%	77.8%	-1.7%
5. Counselors are interested in helping students.	81.0%	78.9%	-2.1%
6. Counselors care about me as an individual.	68.9%	65.6%	-3.3%
7. Counselors are concerned about my academic success.	72.5%	67.4%	-5.1%
<b>Average</b>	<b>75.4%</b>	<b>72.4%</b>	<b>-3.0%</b>
<b>Follow-up of Student Academic Status</b>			
1. The college has done a good job in following up with student academic status.	64.3%	61.4%	-2.9%
2. I am adequately informed about my academic status.	43.8%	54.2%	10.4%
3. College is responsive in helping students improve academic performance.	70.6%	67.2%	-3.4%
4. Counselors have helped me to understand my academic status.	63.3%	59.3%	-4.0%
<b>Average</b>	<b>60.5%</b>	<b>60.5%</b>	<b>0.0%</b>
<b>Course Availability</b>			
1. <i>General Education</i> courses are offered in sufficient numbers and at various times for me to complete my educational goal within a reasonable period of time.	78.8%	67.6%	-11.2%
2. A variety of <i>courses in my major</i> are offered to complete my educational goal within a reasonable period of time.	73.7%	67.6%	-6.1%
3. Generally, I am able to get the classes I need to meet my educational goal.	83.6%	76.7%	-6.9%
<b>Average</b>	<b>78.7%</b>	<b>70.6%</b>	<b>-8.1%</b>

Note 1: "not applicable" is taken out of the calculation.

Note 2: % satisfied includes "strongly agree" and "agree".

	2001 %satisfied	2003 %satisfied	2001 & 2003 differences
<b>Curriculum and Instruction</b>			
1. I feel at ease talking with my instructor(s) outside of the classroom.	87.1%	87.7%	0.6%
2. In general, instructors attempt to be fair and objective in their presentation of course materials.	93.9%	93.5%	-0.4%
3. In general, instructors clearly define how I will be graded.	94.4%	94.6%	0.2%
4. Faculty care about their students' success.	86.7%	86.6%	-0.1%
5. Faculty have been available for help outside of class.	86.3%	87.3%	1.0%
6. I believe my courses will prepare me well for future employment.	90.0%	89.6%	-0.4%
7. I believe my courses will prepare me well for transfer to a 4 year institution.	93.5%	93.3%	-0.2%
8. Overall, I am satisfied with the course content in most of my classes.	93.1%	93.3%	0.2%
9. The amount of homework in most of my classes was fair.	90.1%	88.7%	-1.4%
10. Most of the classes I took were interesting.	90.9%	90.1%	-0.8%
11. I am satisfied with the overall quality of instruction.	91.8%	91.9%	0.1%
<b>Average</b>	<b>90.7%</b>	<b>90.6%</b>	<b>-0.1%</b>
<b>Course Scheduling</b>			
1. The college should offer more Information Technology courses.	87.7%	82.4%	-5.3%
2. The college should offer more flexible course scheduling.	90.3%	90.9%	0.6%
3. The college should offer more short-term courses.	86.0%	86.8%	0.8%
<b>Average</b>	<b>88.0%</b>	<b>86.7%</b>	<b>-1.3%</b>
<b>Physical Facilities</b>			
1. The campus library has an adequate and up-to-date selection of books, periodicals, and other resource materials for my needs.	67.2%	84.2%	17.0%
2. Library staff are nice and helpful.	83.4%	87.7%	4.3%
3. The library is open when I need it.	83.7%	79.7%	-4.0%
4. In general, classroom facilities are adequate for instruction.	84.6%	81.9%	-2.7%
5. Computer labs are equipped with updated computers and software.	86.6%	87.9%	1.3%
6. I am satisfied with services provided by library staff.	84.4%	89.9%	5.5%
7. I am satisfied with services provided by the campus book store.	76.6%	81.2%	4.6%
8. The availability of computer labs is sufficient to meet my educational needs.	82.5%	84.9%	2.4%
9. There is adequate study space on campus.	79.3%	85.4%	6.1%
<b>Average</b>	<b>80.9%</b>	<b>84.8%</b>	<b>3.8%</b>
<b>Campus Climate</b>			
1. College staff have been helpful.	92.8%	92.0%	-0.8%
2. I feel valued as a student.	81.2%	79.7%	-1.5%
3. Students are friendly.	90.3%	89.8%	-0.5%
4. I feel a sense of belonging in this college.	82.2%	79.8%	-2.4%
5. I feel comfortable in the college environment.	92.7%	93.1%	0.4%
6. I feel safe on campus.	89.8%	90.4%	0.6%
7. I am treated with respect at this college.	94.1%	92.4%	-1.7%
8. Students have a substantial voice in matters related to programs and services.	80.2%	76.1%	-4.1%
<b>Average</b>	<b>87.9%</b>	<b>86.7%</b>	<b>-1.2%</b>
<b>Financial Aid and Fees</b>			
1. Overall, I am satisfied with financial aid services.	77.7%	74.6%	-3.1%
2. Student fees and tuition are affordable.	89.3%	66.7%	-22.6%
3. Fee refund policies are reasonable.	84.1%	78.1%	-6.0%
<b>Average</b>	<b>83.7%</b>	<b>73.1%</b>	<b>-10.6%</b>

Note 1: "not applicable" is taken out of the calculation.

Note 2: % satisfied includes "strongly agree" and "agree".

	2001 %satisfied	2003 %satisfied	2001 & 2003 differences
<b>Support Services</b>			
1. Transfer center services are useful in helping students transfer.	87.2%	85.8%	-1.4%
2. DSPS (disabled students) services are always available when I need them.	91.8%	89.3%	-2.5%
3. DSPS staff are nice and willing to help.	93.1%	91.3%	-1.8%
4. Transfer center services are informative and helpful.	85.5%	84.6%	-0.9%
5. EOPS (Educational Opportunities Programs and Services) staff are helpful.	88.0%	86.4%	-1.6%
<b>Average</b>	<b>89.1%</b>	<b>87.5%</b>	<b>-1.6%</b>
<b>Academic Development</b>			
1. The General Education classes (i.e., English, math, etc.) developed my academic skills in written and oral communication.	92.1%	90.6%	-1.5%
2. The General Education classes developed my critical thinking skills.	91.9%	90.5%	-1.4%
3. The General Education classes developed my academic abilities in math and quantitative skills.	90.7%	88.5%	-2.2%
4. The college education developed my occupational competence.	89.9%	87.3%	-2.6%
<b>Average</b>	<b>91.2%</b>	<b>89.2%</b>	<b>-1.9%</b>
<b>Personal Development</b>			
1. I am more aware of and appreciate human diversity after attending this college.	89.0%	87.1%	-1.9%
2. The college education helped me to understand myself better.	83.3%	83.0%	-0.3%
3. I have gained knowledge in different fields.	94.1%	94.0%	-0.1%
4. I have gained computer skills.	76.1%	70.0%	-6.1%
5. I have learned about other parts of the world and other people.	87.4%	85.8%	-1.6%
6. I have gained interpersonal skills by interacting with people on campus.	86.5%	84.6%	-1.9%
<b>Average</b>	<b>86.1%</b>	<b>84.1%</b>	<b>-2.0%</b>

Note 1: "not applicable" is taken out of the calculation.

Note 2: % satisfied includes "strongly agree" and "agree".

## Student Satisfaction by Gender - City College

**Part I: Please rate the level of importance and your satisfaction with the following services:**

Level of Importance			Level of Satisfaction	
Female	Male		Female	Male
		<b>SERVICES</b>		
97.2%	95.4%	1. Admissions Process	90.1%	91.9%
97.5%	97.5%	2. Course Registration Process	87.2%	87.9%
97.0%	96.7%	3. Curriculum/Instruction	90.6%	91.3%
92.6%	89.1%	4. Campus Bookstore	77.2%	67.2%
78.9%	73.0%	5. Health Services	90.2%	88.1%
72.8%	61.0%	6. Affirmative Action Office	89.7%	84.0%
86.5%	82.1%	7. Assessment/Testing Center	88.1%	85.4%
92.4%	91.0%	8. Financial Aid Service	77.2%	76.3%
91.5%	89.1%	9. Tutoring Center	90.2%	86.4%
63.7%	55.4%	10. Student Government	86.9%	78.1%
93.1%	92.3%	11. Computer Labs	90.4%	88.3%
96.3%	96.0%	12. Library Facilities and Services	90.7%	89.3%
89.1%	82.2%	13. Accounting/Cashier Office	89.7%	87.5%
81.4%	78.5%	14. Cafeteria/Snack Bar	74.2%	70.5%
95.0%	93.9%	15. Academic Counseling	73.9%	74.6%
87.1%	83.3%	16. DSPS	96.4%	86.3%
88.3%	84.8%	17. EOPS	88.6%	83.8%
78.6%	75.0%	18. New Student Orientation	81.3%	76.5%
75.3%	69.0%	19. Student Affairs/Activities Office	87.2%	81.6%
92.3%	91.8%	20. Transfer Center	85.0%	81.7%
93.7%	91.3%	21. Learning Resource Center	93.1%	91.5%
93.0%	86.6%	22. Parking Services	28.2%	30.7%
<b>87.9%</b>	<b>84.3%</b>	<b>Average</b>	<b>83.9%</b>	<b>80.9%</b>

*Note 1: importance includes "very important" and "important"*

*Note 2: satisfaction includes "very satisfied" and "satisfied".*

*Note 3: "not applicable" is taken out of the calculation.*



## Part II: Please rate your level of agreement with the following statements:

	Female	Male
<b>Admission and Course Registration</b>		
1. I did not have any problems with the application process.	86.5%	88.3%
2. Admissions staff were helpful throughout the application process.	83.0%	87.2%
3. Overall, I was satisfied with the application process.	89.8%	90.9%
4. The information presented in the class schedule is clear and easy to understand.	91.7%	91.0%
5. The ClassTalk registration process is easy to use.	93.5%	91.5%
<b>Average</b>	<b>88.9%</b>	<b>89.8%</b>
<b>Orientation</b>		
1. By attending a new student orientation, I became more familiar with the college campus.	76.4%	77.7%
2. The new student orientation I attended was well organized.	81.2%	78.4%
3. Student orientation is effective in helping new students adjust to the college.	85.3%	83.5%
4. It should be mandatory for all new students to attend a new student orientation.	67.5%	63.7%
<b>Average</b>	<b>77.6%</b>	<b>75.8%</b>
<b>Assessment</b>		
1. The reading and writing assessment test helped me enroll in the appropriate level English class.	83.0%	78.3%
2. The math assessment test helped me enroll in the appropriate level math class.	74.3%	71.1%
3. Counselors/assessment staff clearly explained the assessment results to me.	64.4%	69.3%
4. Assessment tests were offered frequently and at times that met my needs.	69.9%	73.3%
<b>Average</b>	<b>72.9%</b>	<b>73.0%</b>
<b>Counseling/Advising</b>		
1. The counseling session(s) helped me clarify my educational goal.	66.9%	71.2%
2. The counseling session(s) helped me select courses I need to attain my educational goal.	74.0%	77.0%
3. The counselor(s) helped me understand course prerequisites.	74.8%	77.7%
4. Counseling session(s) are informative and helpful.	77.6%	80.7%
5. Counselors are interested in helping students.	79.6%	82.2%
6. Counselors care about me as an individual.	64.4%	69.4%
7. Counselors are concerned about my academic success.	66.3%	71.2%
<b>Average</b>	<b>71.9%</b>	<b>75.6%</b>
<b>Follow-up of Student Academic Status</b>		
1. The college has done a good job in following up with student academic status.	61.0%	64.6%
2. I am adequately informed about my academic status.	53.7%	51.4%
3. College is responsive in helping students improve academic performance.	68.3%	68.0%
4. Counselors have helped me to understand my academic status.	57.9%	64.8%
<b>Average</b>	<b>60.2%</b>	<b>62.2%</b>
<b>Course Availability</b>		
1. <u>General Education</u> courses are offered in sufficient numbers and at various times for me to complete my educational goal within a reasonable period of time.	68.6%	68.3%
2. A variety of <u>courses in my major</u> are offered to complete my educational goal within a reasonable period of time.	67.6%	69.1%
3. Generally, I am able to get the classes I need to meet my educational goal.	77.7%	76.1%
<b>Average</b>	<b>71.3%</b>	<b>71.2%</b>

Note 1: satisfaction includes "strongly agree" and "agree".

Note 2: "not applicable" is taken out of the calculation.

	Female	Male
<b>Curriculum and Instruction</b>		
1. I feel at ease talking with my instructor(s) outside of the classroom.	88.2%	88.9%
2. In general, instructors attempt to be fair and objective in their presentation of course materials.	93.6%	95.3%
3. In general, instructors clearly define how I will be graded.	94.7%	95.1%
4. Faculty care about their students' success.	87.5%	88.5%
5. Faculty have been available for help outside of class.	87.9%	89.1%
6. I believe my courses will prepare me well for future employment.	91.6%	88.6%
7. I believe my courses will prepare me well for transfer to a 4 year institution.	95.2%	92.7%
8. Overall, I am satisfied with the course content in most of my classes.	94.5%	93.6%
9. The amount of homework in most of my classes was fair.	88.0%	91.2%
10. Most of the classes I took were interesting.	91.5%	89.3%
11. I am satisfied with the overall quality of instruction.	92.2%	92.8%
<b>Average</b>	<b>91.4%</b>	<b>91.4%</b>
<b>Course Scheduling</b>		
1. The college should offer more Information Technology courses.	79.0%	83.8%
2. The college should offer more flexible course scheduling.	90.8%	90.3%
3. The college should offer more short-term courses.	87.5%	84.2%
<b>Average</b>	<b>85.8%</b>	<b>86.1%</b>
<b>Physical Facilities</b>		
1. The campus library has an adequate and up-to-date selection of books, periodicals, and other resource materials for my needs.	86.2%	82.7%
2. Library staff are nice and helpful.	87.1%	89.3%
3. The library is open when I need it.	80.6%	81.7%
4. In general, classroom facilities are adequate for instruction.	82.6%	82.4%
5. Computer labs are equipped with updated computers and software.	91.5%	83.7%
6. I am satisfied with services provided by library staff.	90.7%	90.2%
7. I am satisfied with services provided by the campus book store.	85.1%	79.8%
8. The availability of computer labs is sufficient to meet my educational needs.	86.2%	83.5%
9. There is adequate study space on campus.	84.8%	87.2%
<b>Average</b>	<b>86.1%</b>	<b>84.5%</b>
<b>Campus Climate</b>		
1. College staff have been helpful.	92.5%	93.8%
2. I feel valued as a student.	81.1%	81.1%
3. Students are friendly.	90.6%	90.2%
4. I feel a sense of belonging in this college.	80.7%	79.7%
5. I feel comfortable in the college environment.	93.6%	93.6%
6. I feel safe on campus.	89.9%	92.9%
7. I am treated with respect at this college.	93.7%	92.2%
8. Students have a substantial voice in matters related to programs and services.	78.6%	74.3%
<b>Average</b>	<b>87.6%</b>	<b>87.2%</b>
<b>Financial Aid and Fees</b>		
1. Overall, I am satisfied with financial aid services.	75.7%	76.0%
2. Student fees and tuition are affordable.	66.1%	68.2%
3. Fee refund policies are reasonable.	78.8%	78.7%
<b>Average</b>	<b>73.5%</b>	<b>74.3%</b>

Note 1: satisfaction includes "strongly agree" and "agree".

Note 2: "not applicable" is taken out of the calculation.

	Female	Male
<b>Support Services</b>		
1. Transfer center services are useful in helping students transfer.	86.5%	87.7%
2. DSPS (disabled students) services are always available when I need them.	95.6%	84.3%
3. DSPS staff are nice and willing to help.	95.7%	88.5%
4. Transfer center services are informative and helpful.	87.0%	85.3%
5. EOPS (Educational Opportunities Programs and Services) staff are helpful.	89.6%	85.2%
<b>Average</b>	<b>90.9%</b>	<b>86.2%</b>
<b>Academic Development</b>		
1. The General Education classes (i.e., English, math, etc.) developed my academic skills in written and oral communication.	92.3%	90.5%
2. The General Education classes developed my critical thinking skills.	93.3%	90.3%
3. The General Education classes developed my academic abilities in math and quantitative skills.	90.6%	87.7%
4. The college education developed my occupational competence.	90.1%	87.0%
<b>Average</b>	<b>91.6%</b>	<b>88.9%</b>
<b>Personal Development</b>		
1. I am more aware of and appreciate human diversity after attending this college.	89.5%	87.2%
2. The college education helped me to understand myself better.	84.5%	83.6%
3. I have gained knowledge in different fields.	95.1%	94.8%
4. I have gained computer skills.	69.3%	70.3%
5. I have learned about other parts of the world and other people.	87.8%	84.4%
6. I have gained interpersonal skills by interacting with people on campus.	86.2%	84.2%
<b>Average</b>	<b>85.4%</b>	<b>84.1%</b>

Note 1: satisfaction includes "strongly agree" and "agree".

Note 2: "not applicable" is taken out of the calculation.

### Student Satisfaction by Ethnicity - City College

Part I: Please rate the level of importance and your satisfaction with the following services:

Level of Importance						Level of Satisfaction						
Asian/Pac Islander	African American	White	Hispanic	Filipino	Other	Asian/Pac Islander	African American	White	Hispanic	Filipino	Other	
<b>SERVICES</b>												
96.2%	95.7%	95.8%	96.4%	100.0%	98.1%	1. Admissions Process	86.2%	92.5%	90.2%	92.1%	92.8%	91.4%
98.5%	95.7%	98.0%	96.9%	100.0%	99.0%	2. Course Registration Process	86.3%	90.4%	86.4%	89.8%	87.1%	87.0%
97.7%	96.1%	98.0%	95.0%	100.0%	98.0%	3. Curriculum/Instruction	89.1%	91.3%	91.1%	91.6%	91.3%	92.2%
88.6%	92.7%	88.6%	93.5%	95.5%	93.1%	4. Campus Bookstore	70.5%	78.8%	71.5%	73.8%	70.0%	68.6%
75.0%	79.6%	67.3%	84.1%	80.9%	79.4%	5. Health Services	85.2%	89.9%	88.0%	90.8%	94.3%	90.5%
64.5%	83.4%	53.3%	74.3%	84.8%	76.7%	6. Affirmative Action Office	90.3%	85.1%	84.9%	88.4%	93.1%	82.2%
82.5%	89.5%	78.7%	88.9%	84.4%	88.5%	7. Assessment/Testing Center	87.5%	88.8%	85.3%	89.5%	86.7%	81.6%
87.0%	94.4%	89.1%	94.3%	92.4%	95.0%	8. Financial Aid Service	75.3%	77.9%	74.2%	79.6%	78.0%	79.8%
87.0%	92.0%	87.7%	93.1%	93.8%	94.1%	9. Tutoring Center	87.6%	89.4%	85.7%	91.2%	86.7%	90.7%
58.4%	72.6%	49.8%	66.4%	65.1%	68.8%	10. Student Government	74.3%	84.9%	84.2%	81.9%	81.1%	86.0%
91.6%	93.1%	90.2%	94.6%	93.9%	95.0%	11. Computer Labs	89.7%	92.0%	89.9%	90.7%	87.0%	83.9%
95.5%	94.9%	95.6%	96.8%	98.5%	98.1%	12. Library Facilities and Services	91.4%	95.5%	88.6%	90.6%	88.1%	89.7%
85.4%	87.3%	81.3%	89.2%	96.9%	89.1%	13. Accounting/Cashier Office	86.4%	90.8%	87.2%	90.4%	90.9%	89.2%
84.2%	81.9%	73.0%	82.8%	90.8%	90.0%	14. Cafeteria/Snack Bar	70.8%	76.9%	73.2%	70.8%	67.2%	74.8%
96.2%	94.6%	92.9%	94.8%	98.5%	95.1%	15. Academic Counseling	76.7%	80.8%	70.4%	76.8%	71.4%	69.6%
84.7%	87.3%	81.4%	87.6%	93.3%	86.3%	16. DSPS	95.6%	92.5%	88.7%	94.0%	88.9%	90.2%
82.9%	90.3%	80.9%	91.1%	93.4%	88.7%	17. EOPS	91.5%	87.0%	85.6%	87.4%	92.9%	82.5%
76.9%	79.6%	68.1%	85.0%	87.7%	76.5%	18. New Student Orientation	82.6%	80.4%	75.2%	80.5%	81.8%	82.5%
73.8%	79.2%	63.9%	76.4%	85.5%	77.9%	19. Student Affairs/Activities Office	78.4%	87.2%	82.4%	87.0%	81.4%	87.5%
91.5%	90.2%	89.9%	95.1%	95.5%	90.7%	20. Transfer Center	84.2%	87.2%	81.1%	88.5%	80.0%	73.5%
93.9%	93.3%	90.1%	94.9%	98.5%	90.2%	21. Learning Resource Center	95.2%	94.5%	91.5%	93.5%	89.1%	91.6%
93.1%	86.2%	88.5%	91.9%	94.0%	93.8%	22. Parking Services	28.6%	34.3%	25.6%	30.6%	37.3%	25.8%
<b>85.7%</b>	<b>88.6%</b>	<b>81.9%</b>	<b>89.2%</b>	<b>92.0%</b>	<b>89.2%</b>	<b>Average</b>	<b>82.0%</b>	<b>84.9%</b>	<b>81.0%</b>	<b>84.1%</b>	<b>82.6%</b>	<b>81.4%</b>

Note 1: importance includes "very important" and "important"

Note 2: satisfaction includes "very satisfied" and "satisfied".

Note 3: "not applicable" is taken out of the calculation.

Note 4: American Indian is taken out because of the small sample.

**Part II: Please rate your level of agreement with the following statements:**

	Asian/Pac Islander	African American	White	Hispanic	Filipino	Other
<b>Admission and Course Registration</b>						
1. I did not have any problems with the application process.	85.4%	87.9%	86.4%	89.7%	81.4%	86.6%
2. Admissions staff were helpful throughout the application process.	84.0%	88.5%	85.8%	83.5%	83.3%	85.0%
3. Overall, I was satisfied with the application process.	86.8%	90.5%	91.1%	91.5%	88.6%	89.0%
4. The information presented in the class schedule is clear and easy to understand.	95.7%	92.2%	91.8%	90.3%	94.4%	94.6%
5. The ClassTalk registration process is easy to use.	91.8%	94.4%	92.3%	92.1%	94.2%	94.4%
<b>Average</b>	<b>88.7%</b>	<b>90.7%</b>	<b>89.5%</b>	<b>89.4%</b>	<b>88.4%</b>	<b>89.9%</b>
<b>Orientation</b>						
1. By attending a new student orientation, I became more familiar with the college campus.	78.9%	77.8%	72.4%	81.1%	76.5%	72.2%
2. The new student orientation I attended was well organized.	76.4%	83.5%	73.5%	83.2%	80.6%	85.4%
3. Student orientation is effective in helping new students adjust to the college.	86.3%	84.0%	80.1%	88.1%	88.1%	82.0%
4. It should be mandatory for all new students to attend a new student orientation.	63.4%	78.3%	51.4%	75.2%	72.3%	69.9%
<b>Average</b>	<b>76.3%</b>	<b>80.9%</b>	<b>69.3%</b>	<b>81.9%</b>	<b>79.4%</b>	<b>77.4%</b>
<b>Assessment</b>						
1. The reading and writing assessment test helped me enroll in the appropriate level English class.	77.7%	86.2%	81.3%	79.8%	80.0%	85.0%
2. The math assessment test helped me enroll in the appropriate level math class.	68.7%	81.4%	74.4%	73.2%	62.5%	67.1%
3. Counselors/assessment staff clearly explained the assessment results to me.	66.7%	67.9%	68.3%	66.2%	61.7%	67.1%
4. Assessment tests were offered frequently and at times that met my needs.	72.3%	74.3%	70.0%	72.2%	75.6%	66.7%
<b>Average</b>	<b>71.3%</b>	<b>77.4%</b>	<b>73.5%</b>	<b>72.9%</b>	<b>69.9%</b>	<b>71.5%</b>
<b>Counseling/Advising</b>						
1. The counseling session(s) helped me clarify my educational goal.	73.7%	77.1%	65.2%	70.0%	62.1%	66.3%
2. The counseling session(s) helped me select courses I need to attain my educational goal.	74.8%	80.8%	73.5%	76.1%	74.6%	73.0%
3. The counselor(s) helped me understand course prerequisites.	81.0%	80.4%	74.5%	76.2%	80.7%	73.7%
4. Counseling session(s) are informative and helpful.	79.7%	85.7%	76.8%	80.0%	76.3%	77.3%
5. Counselors are interested in helping students.	85.2%	83.4%	82.3%	79.7%	74.6%	79.4%
6. Counselors care about me as an individual.	68.9%	68.2%	67.1%	65.9%	61.4%	72.6%
7. Counselors are concerned about my academic success.	70.9%	71.3%	70.4%	66.8%	61.4%	71.9%
<b>Average</b>	<b>78.1%</b>	<b>72.8%</b>	<b>73.5%</b>	<b>70.1%</b>	<b>73.5%</b>	<b>73.5%</b>

Note 1: satisfaction includes "strongly agree" and "agree".

Note 2: "not applicable" is taken out of the calculation.

Note 3: American Indian is taken out because of the small sample.

	Asian/Pac Islander	African American	White	Hispanic	Filipino	Other
<b>Follow-up of Student Academic Status</b>						
1. The college has done a good job in following up with student academic status.	70.5%	64.5%	57.3%	66.9%	64.3%	60.2%
2. I am adequately informed about my academic status.	49.5%	53.8%	51.7%	51.5%	53.3%	55.7%
3. College is responsive in helping students improve academic performance.	73.4%	72.7%	64.5%	69.9%	73.8%	64.5%
4. Counselors have helped me to understand my academic status.	67.6%	60.9%	60.7%	60.0%	67.2%	59.3%
<b>Average</b>	<b>65.3%</b>	<b>63.0%</b>	<b>58.5%</b>	<b>62.1%</b>	<b>64.7%</b>	<b>59.9%</b>
<b>Course Availability</b>						
1. <u>General Education</u> courses are offered in sufficient numbers and at various times for me to complete my educational goal within a reasonable period of time.	67.2%	78.0%	67.9%	65.8%	72.5%	69.1%
2. A variety of <u>courses in my major</u> are offered to complete my educational goal within a reasonable period of time.	70.9%	73.9%	66.4%	68.0%	82.6%	70.9%
3. Generally, I am able to get the classes I need to meet my educational goal.	77.7%	76.3%	77.4%	77.3%	85.3%	76.1%
<b>Average</b>	<b>71.9%</b>	<b>76.1%</b>	<b>70.6%</b>	<b>70.4%</b>	<b>80.1%</b>	<b>72.0%</b>
<b>Curriculum and Instruction</b>						
1. I feel at ease talking with my instructor(s) outside of the classroom.	85.9%	87.7%	92.3%	86.6%	88.4%	82.7%
2. In general, instructors attempt to be fair and objective in their presentation of course materials.	97.1%	93.8%	94.9%	94.4%	97.2%	92.1%
3. In general, instructors clearly define how I will be graded.	94.9%	95.3%	94.7%	95.9%	94.4%	92.0%
4. Faculty care about their students' success.	89.5%	81.3%	92.0%	85.9%	89.2%	90.0%
5. Faculty have been available for help outside of class.	83.5%	83.6%	90.5%	88.2%	95.5%	87.3%
6. I believe my courses will prepare me well for future employment.	91.9%	91.7%	89.7%	92.0%	88.4%	90.1%
7. I believe my courses will prepare me well for transfer to a 4 year institution.	92.0%	95.0%	93.3%	95.6%	95.4%	93.6%
8. Overall, I am satisfied with the course content in most of my classes.	96.4%	95.7%	93.4%	94.7%	95.7%	94.7%
9. The amount of homework in most of my classes was fair.	84.8%	89.0%	92.1%	87.7%	85.9%	95.6%
10. Most of the classes I took were interesting.	86.1%	89.3%	93.8%	88.6%	92.3%	90.4%
11. I am satisfied with the overall quality of instruction.	92.6%	94.2%	91.9%	92.4%	95.8%	95.6%
<b>Average</b>	<b>90.4%</b>	<b>90.6%</b>	<b>92.6%</b>	<b>91.1%</b>	<b>92.6%</b>	<b>91.3%</b>
<b>Course Scheduling</b>						
1. The college should offer more Information Technology courses.	82.1%	82.3%	76.7%	84.5%	85.4%	89.2%
2. The college should offer more flexible course scheduling.	94.8%	89.0%	88.0%	92.3%	97.1%	90.7%
3. The college should offer more short-term courses.	90.6%	83.8%	82.7%	88.0%	91.0%	88.7%
<b>Average</b>	<b>89.1%</b>	<b>85.1%</b>	<b>82.5%</b>	<b>88.3%</b>	<b>91.2%</b>	<b>89.5%</b>

Note 1: satisfaction includes "strongly agree" and "agree".

Note 2: "not applicable" is taken out of the calculation.

Note 3: American Indian is taken out because of the small sample.

	Asian/Pac Islander	African American	White	Hispanic	Filipino	Other
<b>Physical Facilities</b>						
1. The campus library has an adequate and up-to-date selection of books, periodicals, and other resource materials for my needs.	85.0%	89.2%	82.6%	86.3%	89.3%	84.4%
2. Library staff are nice and helpful.	89.6%	88.9%	88.3%	87.2%	84.2%	93.1%
3. The library is open when I need it.	79.7%	89.6%	78.6%	82.8%	80.4%	79.0%
4. In general, classroom facilities are adequate for instruction.	84.9%	85.0%	80.2%	86.1%	88.9%	79.4%
5. Computer labs are equipped with updated computers and software.	88.2%	90.5%	85.3%	88.8%	91.4%	86.5%
6. I am satisfied with services provided by library staff.	89.6%	90.2%	90.5%	91.3%	89.5%	91.8%
7. I am satisfied with services provided by the campus book store.	83.7%	86.9%	80.1%	85.6%	86.8%	74.8%
8. The availability of computer labs is sufficient to meet my educational needs.	87.1%	85.8%	83.7%	87.6%	84.5%	80.2%
9. There is adequate study space on campus.	87.5%	87.2%	85.5%	86.3%	85.1%	83.0%
<b>Average</b>	<b>86.1%</b>	<b>88.1%</b>	<b>83.8%</b>	<b>86.9%</b>	<b>86.7%</b>	<b>83.6%</b>
<b>Campus Climate</b>						
1. College staff have been helpful.	92.5%	91.5%	94.2%	92.8%	94.2%	95.5%
2. I feel valued as a student.	78.9%	81.0%	79.3%	84.5%	83.6%	83.6%
3. Students are friendly.	91.0%	85.7%	92.2%	91.0%	90.0%	91.2%
4. I feel a sense of belonging in this college.	80.3%	82.2%	77.6%	83.8%	82.6%	82.4%
5. I feel comfortable in the college environment.	91.7%	92.2%	94.4%	94.0%	98.6%	91.0%
6. I feel safe on campus.	86.6%	92.9%	91.3%	91.4%	91.4%	92.9%
7. I am treated with respect at this college.	92.2%	93.2%	93.3%	94.3%	94.3%	91.0%
8. Students have a substantial voice in matters related to programs and services.	83.9%	79.5%	69.7%	81.6%	81.0%	79.3%
<b>Average</b>	<b>87.1%</b>	<b>87.3%</b>	<b>86.5%</b>	<b>89.2%</b>	<b>89.5%</b>	<b>88.4%</b>
<b>Financial Aid and Fees</b>						
1. Overall, I am satisfied with financial aid services.	80.0%	77.9%	72.0%	77.9%	82.7%	77.0%
2. Student fees and tuition are affordable.	63.6%	71.3%	71.5%	60.1%	67.7%	66.7%
3. Fee refund policies are reasonable.	71.3%	80.0%	82.3%	76.4%	79.3%	79.1%
<b>Average</b>	<b>71.6%</b>	<b>76.4%</b>	<b>75.3%</b>	<b>71.5%</b>	<b>76.6%</b>	<b>74.2%</b>

Note 1: satisfaction includes "strongly agree" and "agree".

Note 2: "not applicable" is taken out of the calculation.

Note 3: American Indian is taken out because of the small sample.

	Asian/Pac Islander	African American	White	Hispanic	Filipino	Other
<b>Support Services</b>						
1. Transfer center services are useful in helping students transfer.	82.8%	89.2%	84.3%	91.9%	80.4%	87.7%
2. DSPS (disabled students) services are always available when I need them.	97.8%	87.1%	85.2%	93.1%	89.5%	82.9%
3. DSPS staff are nice and willing to help.	97.7%	92.9%	91.0%	92.2%	83.3%	91.9%
4. Transfer center services are informative and helpful.	82.2%	88.4%	84.0%	89.9%	85.7%	89.4%
5. EOPS (Educational Opportunities Programs and Services) staff are helpful.	83.1%	89.6%	89.4%	88.3%	88.9%	81.7%
<b>Average</b>	<b>88.7%</b>	<b>89.4%</b>	<b>86.8%</b>	<b>91.1%</b>	<b>85.6%</b>	<b>86.7%</b>
<b>Academic Development</b>						
1. The General Education classes (i.e., English, math, etc.) developed my academic skills in written and oral communication.	93.5%	91.2%	90.8%	93.4%	88.1%	94.1%
2. The General Education classes developed my critical thinking skills.	94.6%	91.0%	91.3%	94.3%	88.5%	94.2%
3. The General Education classes developed my academic abilities in math and quantitative skills.	91.6%	90.0%	87.9%	90.4%	87.9%	90.9%
4. The college education developed my occupational competence.	84.5%	89.1%	89.5%	91.2%	87.3%	88.5%
<b>Average</b>	<b>91.0%</b>	<b>90.3%</b>	<b>89.9%</b>	<b>92.3%</b>	<b>88.0%</b>	<b>91.9%</b>
<b>Personal Development</b>						
1. I am more aware of and appreciate human diversity after attending this college.	91.3%	86.3%	86.7%	91.7%	92.5%	93.5%
2. The college education helped me to understand myself better.	88.5%	84.6%	82.2%	85.7%	91.0%	85.0%
3. I have gained knowledge in different fields.	95.2%	90.8%	96.5%	95.2%	95.6%	96.3%
4. I have gained computer skills.	68.4%	74.2%	63.3%	73.6%	80.0%	77.9%
5. I have learned about other parts of the world and other people.	91.2%	84.9%	85.9%	87.6%	77.3%	86.4%
6. I have gained interpersonal skills by interacting with people on campus.	86.0%	86.4%	83.4%	87.2%	86.4%	89.7%
<b>Average</b>	<b>86.8%</b>	<b>84.5%</b>	<b>83.0%</b>	<b>86.8%</b>	<b>87.1%</b>	<b>88.2%</b>

Note 1: satisfaction includes "strongly agree" and "agree".

Note 2: "not applicable" is taken out of the calculation.

Note 3: American Indian is taken out because of the small sample.



### Student Satisfaction by Age - City College

Part I: Please rate the level of importance and your satisfaction with the following services:

Level of Importance							Level of Satisfaction							
Under 18	18-20	21-25	26-30	31-40	41-50	Over 50		Under 18	18-20	21-25	26-30	31-40	41-50	Over 50
							<b>SERVICES</b>							
90.9%	96.8%	96.5%	95.6%	96.4%	98.5%	95.2%	1. Admissions Process	96.4%	89.1%	90.4%	91.3%	93.5%	92.3%	93.8%
92.7%	98.2%	97.7%	96.8%	96.4%	98.5%	98.4%	2. Course Registration Process	90.9%	85.4%	86.7%	87.8%	90.6%	91.6%	89.1%
92.6%	96.5%	97.6%	96.7%	95.5%	99.3%	98.3%	3. Curriculum/Instruction	96.1%	89.9%	90.2%	89.9%	91.7%	93.8%	96.7%
87.5%	92.8%	90.0%	90.7%	88.8%	94.1%	90.0%	4. Campus Bookstore	83.6%	72.2%	70.0%	71.4%	73.0%	78.2%	81.7%
87.0%	82.2%	74.1%	74.5%	70.9%	74.2%	58.9%	5. Health Services	100.0%	90.5%	85.6%	89.0%	90.8%	89.0%	88.2%
78.8%	74.7%	61.9%	62.8%	66.5%	69.6%	50.0%	6. Affirmative Action Office	87.0%	87.0%	87.6%	85.9%	87.8%	88.5%	73.7%
92.2%	87.4%	85.3%	80.4%	78.2%	88.7%	73.6%	7. Assessment/Testing Center	92.9%	85.1%	83.3%	88.0%	91.0%	93.1%	96.8%
94.3%	95.2%	92.8%	89.2%	88.8%	89.9%	73.2%	8. Financial Aid Service	77.8%	74.8%	73.4%	79.1%	82.3%	85.4%	75.8%
94.3%	93.6%	90.8%	90.9%	83.6%	91.1%	74.1%	9. Tutoring Center	91.4%	91.1%	86.3%	87.8%	85.0%	92.4%	82.9%
70.0%	65.8%	54.6%	59.1%	51.5%	68.1%	55.4%	10. Student Government	89.3%	81.3%	78.6%	86.3%	84.4%	91.4%	81.5%
88.5%	95.4%	93.5%	91.4%	87.4%	93.7%	86.9%	11. Computer Labs	91.5%	92.1%	88.9%	85.6%	89.0%	86.1%	90.0%
89.1%	96.9%	96.8%	96.4%	95.0%	96.3%	93.5%	12. Library Facilities and Services	97.9%	92.2%	89.2%	87.2%	86.6%	89.8%	94.2%
82.7%	86.7%	86.1%	85.2%	85.0%	90.1%	78.0%	13. Accounting/Cashier Office	86.0%	88.9%	86.6%	89.3%	89.5%	93.8%	90.7%
81.1%	83.4%	77.0%	79.4%	80.0%	81.2%	76.7%	14. Cafeteria/Snack Bar	82.7%	74.0%	67.5%	70.6%	75.1%	80.2%	73.6%
90.4%	95.4%	96.1%	95.0%	89.8%	95.5%	89.3%	15. Academic Counseling	80.0%	76.6%	69.2%	71.6%	74.1%	81.7%	83.7%
90.0%	88.1%	84.7%	83.3%	81.6%	89.5%	74.5%	16. DSPS	100.0%	92.0%	90.2%	88.9%	90.7%	90.0%	95.8%
92.5%	90.7%	86.1%	83.0%	81.0%	90.9%	75.5%	17. EOPS	97.2%	87.3%	84.1%	83.0%	83.8%	88.1%	96.8%
86.5%	78.0%	74.5%	75.5%	76.2%	86.7%	64.2%	18. New Student Orientation	92.1%	77.8%	78.4%	76.1%	78.0%	86.3%	79.3%
73.6%	77.1%	71.8%	68.9%	66.7%	77.4%	54.2%	19. Student Affairs/Activities Office	83.3%	83.8%	84.1%	84.9%	85.0%	89.6%	80.0%
88.5%	95.4%	94.8%	90.5%	84.3%	91.6%	74.0%	20. Transfer Center	91.4%	85.1%	80.9%	85.8%	82.3%	79.8%	84.0%
88.9%	94.6%	92.7%	92.1%	88.7%	96.0%	86.4%	21. Learning Resource Center	90.9%	93.6%	92.2%	90.2%	90.7%	95.7%	90.2%
90.6%	91.5%	89.9%	90.0%	87.9%	91.5%	84.7%	22. Parking Services	41.5%	28.8%	24.2%	25.8%	32.8%	40.7%	42.9%
<b>87.4%</b>	<b>88.9%</b>	<b>85.7%</b>	<b>84.9%</b>	<b>82.7%</b>	<b>88.7%</b>	<b>77.5%</b>	<b>Average</b>	<b>88.2%</b>	<b>82.7%</b>	<b>80.3%</b>	<b>81.6%</b>	<b>83.1%</b>	<b>86.2%</b>	<b>84.6%</b>

Note 1: importance includes "very important" and "important"

Note 2: satisfaction includes "very satisfied" and "satisfied".

Note 3: "not applicable" is taken out of the calculation.

**Part II: Please rate your level of agreement with the following statements:**

	Under 18	18-20	21-25	26-30	31-40	41-50	Over 50
<b>Admission and Course Registration</b>							
1. I did not have any problems with the application process.	85.5%	86.1%	87.2%	89.7%	88.1%	86.3%	89.6%
2. Admissions staff were helpful throughout the application process.	89.1%	80.9%	83.8%	82.4%	92.5%	91.3%	95.3%
3. Overall, I was satisfied with the application process.	91.1%	87.9%	90.3%	92.0%	91.4%	91.0%	97.0%
4. The information presented in the class schedule is clear and easy to understand.	94.6%	88.8%	90.9%	94.7%	91.6%	95.9%	92.8%
5. The ClassTalk registration process is easy to use.	83.7%	90.7%	93.0%	95.5%	94.9%	92.7%	92.2%
<b>Average</b>	<b>88.8%</b>	<b>86.9%</b>	<b>89.0%</b>	<b>90.9%</b>	<b>91.7%</b>	<b>91.4%</b>	<b>93.4%</b>
<b>Orientation</b>							
1. By attending a new student orientation, I became more familiar with the college campus.	72.7%	72.0%	80.2%	72.6%	80.6%	89.0%	85.2%
2. The new student orientation I attended was well organized.	87.1%	76.0%	81.6%	69.7%	81.4%	95.8%	88.5%
3. Student orientation is effective in helping new students adjust to the college.	88.2%	82.5%	85.0%	76.7%	89.1%	92.8%	87.1%
4. It should be mandatory for all new students to attend a new student orientation.	76.9%	63.1%	58.4%	60.7%	73.7%	83.7%	90.0%
<b>Average</b>	<b>81.2%</b>	<b>73.4%</b>	<b>76.3%</b>	<b>69.9%</b>	<b>81.2%</b>	<b>90.3%</b>	<b>87.7%</b>
<b>Assessment</b>							
1. The math assessment test helped me enroll in the appropriate level math class.	72.7%	75.6%	80.4%	83.0%	88.4%	93.8%	92.3%
2. The math assessment test helped me enroll in the appropriate level math class.	67.4%	65.7%	70.9%	77.2%	87.0%	87.8%	88.0%
3. Counselors/assessment staff clearly explained the assessment results to me.	66.7%	63.5%	66.8%	65.4%	72.8%	74.2%	69.0%
4. Assessment tests were offered frequently and at times that met my needs.	77.8%	69.8%	67.8%	74.0%	74.8%	81.8%	73.1%
<b>Average</b>	<b>71.2%</b>	<b>68.6%</b>	<b>71.5%</b>	<b>74.9%</b>	<b>80.8%</b>	<b>84.4%</b>	<b>80.6%</b>
<b>Counseling/Advising</b>							
1. The counseling session(s) helped me clarify my educational goal.	71.8%	67.8%	67.3%	67.0%	69.0%	75.9%	82.5%
2. The counseling session(s) helped me select courses I need to attain my educational goal.	72.5%	74.9%	72.0%	75.5%	78.0%	83.3%	84.6%
3. The counselor(s) helped me understand course prerequisites.	75.6%	74.4%	74.7%	75.5%	81.3%	79.3%	84.1%
4. Counseling session(s) are informative and helpful.	84.1%	79.6%	78.5%	73.6%	79.9%	81.0%	88.6%
5. Counselors are interested in helping students.	89.6%	79.8%	78.7%	79.4%	80.1%	88.3%	89.6%
6. Counselors care about me as an individual.	68.9%	64.6%	63.9%	64.3%	71.3%	77.7%	78.7%
7. Counselors are concerned about my academic success.	70.5%	68.6%	65.5%	63.3%	73.9%	76.8%	76.6%
<b>Average</b>	<b>76.1%</b>	<b>72.8%</b>	<b>71.5%</b>	<b>71.2%</b>	<b>76.2%</b>	<b>80.3%</b>	<b>83.5%</b>

Note 1: satisfaction includes "strongly agree" and "agree".

Note 2: "not applicable" is taken out of the calculation.

	Under 18	18-20	21-25	26-30	31-40	41-50	Over 50
<b>Follow-up of Student Academic Status</b>							
1. The college has done a good job in following up with student academic status.	71.4%	64.0%	58.3%	63.1%	64.2%	68.6%	62.5%
2. I am adequately informed about my academic status.	67.4%	57.3%	51.0%	55.7%	43.1%	45.0%	46.9%
3. College is responsive in helping students improve academic performance.	69.0%	67.9%	65.9%	66.7%	74.0%	71.3%	71.1%
4. Counselors have helped me to understand my academic status.	51.3%	57.2%	59.6%	62.1%	70.1%	65.4%	75.6%
<b>Average</b>	<b>64.8%</b>	<b>61.6%</b>	<b>58.7%</b>	<b>61.9%</b>	<b>62.9%</b>	<b>62.6%</b>	<b>64.0%</b>
<b>Course Availability</b>							
1. <u>General Education</u> courses are offered in sufficient numbers and at various times for me to complete my educational goal within a reasonable period of time.	77.4%	69.6%	63.4%	64.9%	67.9%	79.1%	88.2%
2. A variety of <u>courses in my major</u> are offered to complete my educational goal within a reasonable period of time.	76.0%	70.6%	62.4%	67.5%	67.9%	74.6%	82.5%
3. Generally, I am able to get the classes I need to meet my educational goal.	78.2%	77.8%	72.8%	78.0%	78.2%	83.2%	81.3%
<b>Average</b>	<b>77.2%</b>	<b>72.6%</b>	<b>66.2%</b>	<b>70.1%</b>	<b>71.3%</b>	<b>79.0%</b>	<b>84.0%</b>
<b>Curriculum and Instruction</b>							
1. I feel at ease talking with my instructor(s) outside of the classroom.	84.3%	84.2%	89.8%	90.6%	92.6%	90.9%	90.8%
2. In general, instructors attempt to be fair and objective in their presentation of course	92.9%	92.5%	96.0%	92.5%	95.0%	97.3%	98.6%
3. In general, instructors clearly define how I will be graded.	92.9%	93.8%	95.1%	94.7%	96.3%	95.2%	100.0%
4. Faculty care about their students' success.	78.8%	86.0%	87.8%	86.2%	91.7%	93.0%	95.6%
5. Faculty have been available for help outside of class.	78.8%	87.7%	91.2%	87.7%	85.5%	89.1%	91.9%
6. I believe my courses will prepare me well for future employment.	91.1%	89.3%	87.4%	91.4%	91.8%	96.5%	98.4%
7. I believe my courses will prepare me well for transfer to a 4 year institution.	94.5%	93.7%	93.4%	92.9%	96.0%	97.0%	95.9%
8. Overall, I am satisfied with the course content in most of my classes.	92.9%	92.5%	93.8%	93.5%	95.8%	97.9%	100.0%
9. The amount of homework in most of my classes was fair.	92.5%	86.4%	92.3%	89.7%	90.0%	89.7%	88.4%
10. Most of the classes I took were interesting.	97.5%	86.6%	89.3%	92.3%	95.6%	93.3%	96.9%
11. I am satisfied with the overall quality of instruction.	94.7%	90.7%	92.6%	90.5%	94.2%	96.5%	97.1%
<b>Average</b>	<b>90.1%</b>	<b>89.4%</b>	<b>91.7%</b>	<b>91.1%</b>	<b>93.1%</b>	<b>94.2%</b>	<b>95.8%</b>
<b>Course Scheduling</b>							
1. The college should offer more Information Technology courses.	75.7%	82.4%	78.0%	84.6%	84.8%	78.4%	88.6%
2. The college should offer more flexible course scheduling.	86.8%	92.0%	91.1%	87.9%	92.2%	86.6%	90.4%
3. The college should offer more short-term courses.	87.2%	84.2%	89.6%	86.0%	84.2%	83.5%	83.0%
<b>Average</b>	<b>83.2%</b>	<b>86.2%</b>	<b>86.2%</b>	<b>86.2%</b>	<b>87.1%</b>	<b>82.8%</b>	<b>87.3%</b>

Note 1: satisfaction includes "strongly agree" and "agree".

Note 2: "not applicable" is taken out of the calculation.

	Under 18	18-20	21-25	26-30	31-40	41-50	Over 50
<b>Physical Facilities</b>							
1. The campus library has an adequate and up-to-date selection of books, periodicals, and other resource materials for my needs.	88.9%	86.7%	82.8%	79.5%	83.2%	89.9%	89.7%
2. Library staff are nice and helpful.	82.9%	88.2%	85.7%	84.2%	93.8%	96.0%	89.8%
3. The library is open when I need it.	84.1%	86.4%	77.8%	78.8%	75.4%	85.6%	77.6%
4. In general, classroom facilities are adequate for instruction.	90.4%	87.3%	81.2%	79.1%	79.6%	76.9%	79.7%
5. Computer labs are equipped with updated computers and software.	86.0%	88.4%	87.8%	84.0%	85.9%	94.9%	90.2%
6. I am satisfied with services provided by library staff.	86.0%	91.6%	89.1%	86.2%	94.1%	94.2%	93.0%
7. I am satisfied with services provided by the campus book store.	86.8%	86.4%	79.8%	78.2%	79.8%	86.9%	88.5%
8. The availability of computer labs is sufficient to meet my educational needs.	83.7%	87.7%	85.5%	83.4%	78.6%	84.0%	86.0%
9. There is adequate study space on campus.	84.6%	86.7%	88.1%	84.5%	82.4%	85.8%	80.0%
<b>Average</b>	<b>85.9%</b>	<b>87.7%</b>	<b>84.2%</b>	<b>82.0%</b>	<b>83.6%</b>	<b>88.3%</b>	<b>86.1%</b>
<b>Campus Climate</b>							
1. College staff have been helpful.	96.5%	92.1%	93.4%	90.6%	94.8%	93.9%	97.0%
2. I feel valued as a student.	79.6%	80.9%	78.5%	79.8%	84.3%	86.0%	87.7%
3. Students are friendly.	86.0%	91.3%	89.6%	88.3%	92.8%	91.1%	92.3%
4. I feel a sense of belonging in this college.	86.5%	78.4%	77.8%	75.8%	86.1%	88.0%	90.3%
5. I feel comfortable in the college environment.	89.3%	93.2%	94.9%	91.2%	96.6%	93.1%	90.6%
6. I feel safe on campus.	91.1%	90.8%	91.5%	87.5%	94.1%	93.8%	92.3%
7. I am treated with respect at this college.	90.9%	92.9%	94.3%	92.1%	93.0%	90.3%	95.4%
8. Students have a substantial voice in matters related to programs and services.	79.6%	81.6%	74.2%	68.3%	75.4%	77.8%	78.3%
<b>Average</b>	<b>87.4%</b>	<b>87.7%</b>	<b>86.8%</b>	<b>84.2%</b>	<b>89.6%</b>	<b>89.2%</b>	<b>90.5%</b>
<b>Financial Aid and Fees</b>							
1. Overall, I am satisfied with financial aid services.	65.1%	74.6%	72.2%	77.0%	81.9%	86.7%	77.8%
2. Student fees and tuition are affordable.	66.0%	60.0%	61.9%	72.6%	77.9%	78.4%	87.3%
3. Fee refund policies are reasonable.	73.9%	72.7%	74.1%	83.7%	89.2%	90.9%	95.8%
<b>Average</b>	<b>68.3%</b>	<b>69.1%</b>	<b>69.4%</b>	<b>77.8%</b>	<b>83.0%</b>	<b>85.3%</b>	<b>87.0%</b>

Note 1: satisfaction includes "strongly agree" and "agree".

Note 2: "not applicable" is taken out of the calculation.

	Under 18	18-20	21-25	26-30	31-40	41-50	Over 50
<b>Support Services</b>							
1. Transfer center services are useful in helping students transfer.	85.7%	89.0%	87.3%	79.5%	86.5%	88.8%	95.8%
2. DSPTS (disabled students) services are always available when I need them.	94.7%	89.9%	88.1%	89.7%	85.9%	93.2%	91.3%
3. DSPTS staff are nice and willing to help.	95.2%	89.6%	94.1%	91.4%	89.6%	94.9%	95.5%
4. Transfer center services are informative and helpful.	90.6%	87.8%	85.5%	81.5%	85.0%	87.3%	92.3%
5. EOPS (Educational Opportunities Programs and Services) staff are helpful.	87.1%	89.2%	87.7%	77.1%	84.7%	94.2%	100.0%
<b>Average</b>	<b>90.7%</b>	<b>89.1%</b>	<b>88.6%</b>	<b>83.8%</b>	<b>86.3%</b>	<b>91.7%</b>	<b>95.0%</b>
<b>Academic Development</b>							
1. The General Education classes (i.e., English, math, etc.) developed my academic skills in written and oral communication.	95.1%	90.5%	88.5%	93.0%	94.0%	98.1%	94.9%
2. The General Education classes developed my critical thinking skills.	94.9%	90.9%	91.3%	90.9%	94.2%	94.5%	95.1%
3. The General Education classes developed my academic abilities in math and quantitative	94.9%	87.2%	87.2%	92.9%	91.5%	94.0%	91.2%
4. The college education developed my occupational competence.	89.7%	88.0%	86.2%	89.5%	90.9%	94.7%	92.5%
<b>Average</b>	<b>93.7%</b>	<b>89.1%</b>	<b>88.3%</b>	<b>91.6%</b>	<b>92.6%</b>	<b>95.3%</b>	<b>93.4%</b>
<b>Personal Development</b>							
1. I am more aware of and appreciate human diversity after attending this college.	91.3%	88.1%	87.1%	87.7%	89.3%	92.1%	93.3%
2. The college education helped me to understand myself better.	81.3%	82.3%	84.2%	78.5%	88.3%	90.6%	94.9%
3. I have gained knowledge in different fields.	93.8%	94.4%	94.8%	94.0%	96.8%	96.4%	96.7%
4. I have gained computer skills.	66.7%	65.0%	69.6%	68.4%	71.5%	87.0%	81.6%
5. I have learned about other parts of the world and other people.	80.0%	85.7%	86.4%	85.4%	85.6%	89.7%	92.7%
6. I have gained interpersonal skills by interacting with people on campus.	89.6%	83.0%	86.2%	82.6%	84.0%	93.1%	95.0%
<b>Average</b>	<b>83.8%</b>	<b>83.1%</b>	<b>84.7%</b>	<b>82.8%</b>	<b>85.9%</b>	<b>91.5%</b>	<b>92.4%</b>

Note 1: satisfaction includes "strongly agree" and "agree".

Note 2: "not applicable" is taken out of the calculation.

### Student Satisfaction by Day/Evening Status-City College

Part I: Please rate the level of importance and your satisfaction with the following services:

Level of Importance				Level of Satisfaction		
Day Only	Evening Only	Both		Day Only	Evening Only	Both
			<b>SERVICES</b>			
96.2%	96.5%	96.3%	1. Admissions Process	92.0%	89.4%	89.4%
97.2%	97.8%	97.7%	2. Course Registration Process	88.5%	88.6%	85.5%
95.7%	97.3%	98.2%	3. Curriculum/Instruction	90.3%	94.6%	90.4%
91.9%	89.7%	89.2%	4. Campus Bookstore	71.3%	74.0%	73.5%
80.0%	63.1%	75.4%	5. Health Services	91.1%	87.9%	86.3%
70.8%	58.0%	65.2%	6. Affirmative Action Office	86.6%	87.8%	85.8%
86.5%	80.9%	82.5%	7. Assessment/Testing Center	87.8%	85.5%	84.6%
94.6%	82.0%	91.3%	8. Financial Aid Service	78.8%	83.1%	71.1%
92.3%	85.6%	88.9%	9. Tutoring Center	90.8%	79.2%	86.0%
64.9%	50.3%	56.6%	10. Student Government	85.7%	86.6%	75.5%
93.9%	86.3%	93.7%	11. Computer Labs	90.3%	89.8%	88.0%
96.0%	96.2%	96.5%	12. Library Facilities and Services	90.7%	88.2%	89.4%
86.7%	89.7%	83.6%	13. Accounting/Cashier Office	90.9%	88.2%	85.2%
81.2%	81.5%	78.7%	14. Cafeteria/Snack Bar	73.3%	76.2%	68.4%
94.5%	92.3%	95.3%	15. Academic Counseling	76.7%	73.8%	70.1%
86.7%	80.9%	85.7%	16. DSPS	91.6%	96.2%	89.2%
88.4%	80.3%	86.8%	17. EOPS	86.7%	90.7%	84.4%
78.6%	75.9%	74.3%	18. New Student Orientation	81.4%	78.1%	75.9%
75.6%	62.8%	70.6%	19. Student Affairs/Activities Office	84.5%	81.1%	85.6%
92.4%	86.9%	93.9%	20. Transfer Center	84.6%	83.3%	80.9%
93.0%	89.6%	93.5%	21. Learning Resource Center	92.9%	93.1%	90.6%
89.9%	92.2%	89.9%	22. Parking Services	31.6%	31.6%	24.2%
<b>87.6%</b>	<b>82.5%</b>	<b>85.6%</b>	<b>Average</b>	<b>83.5%</b>	<b>83.0%</b>	<b>80.0%</b>

Note 1: importance includes "very important" and "important"

Note 2: satisfaction includes "very satisfied" and "satisfied".

Note 3: "not applicable" is taken out of the calculation.

**Part II: Please rate your level of agreement with the following statements:**

	Day Only	Evening Only	Both
<b>Admission and Course Registration</b>			
1. I did not have any problems with the application process.	86.9%	88.9%	87.4%
2. Admissions staff were helpful throughout the application process.	85.1%	87.2%	83.3%
3. Overall, I was satisfied with the application process.	91.0%	88.4%	89.8%
4. The information presented in the class schedule is clear and easy to understand.	92.2%	90.9%	90.1%
5. The ClassTalk registration process is easy to use.	92.5%	91.7%	92.9%
<b>Average</b>	<b>89.5%</b>	<b>89.5%</b>	<b>88.7%</b>
<b>Orientation</b>			
1. By attending a new student orientation, I became more familiar with the college campus.	76.4%	83.8%	76.2%
2. The new student orientation I attended was well organized.	79.4%	79.1%	80.7%
3. Student orientation is effective in helping new students adjust to the college.	82.8%	92.0%	84.6%
4. It should be mandatory for all new students to attend a new student orientation.	68.4%	72.3%	60.9%
<b>Average</b>	<b>76.7%</b>	<b>81.8%</b>	<b>75.6%</b>
<b>Assessment</b>			
1. The reading and writing assessment test helped me enroll in the appropriate level English class.	80.5%	82.5%	81.1%
2. The math assessment test helped me enroll in the appropriate level math class.	73.0%	84.7%	68.8%
3. Counselors/assessment staff clearly explained the assessment results to me.	67.5%	66.7%	65.9%
4. Assessment tests were offered frequently and at times that met my needs.	73.1%	68.3%	69.6%
<b>Average</b>	<b>73.5%</b>	<b>75.6%</b>	<b>71.4%</b>
<b>Counseling/Advising</b>			
1. The counseling session(s) helped me clarify my educational goal.	70.0%	68.3%	66.5%
2. The counseling session(s) helped me select courses I need to attain my educational goal.	77.3%	72.9%	72.6%
3. The counselor(s) helped me understand course prerequisites.	76.0%	76.8%	76.1%
4. Counseling session(s) are informative and helpful.	80.0%	77.6%	77.1%
5. Counselors are interested in helping students.	82.0%	79.5%	78.8%
6. Counselors care about me as an individual.	67.7%	67.1%	64.7%
7. Counselors are concerned about my academic success.	70.6%	62.5%	66.5%
<b>Average</b>	<b>74.8%</b>	<b>72.1%</b>	<b>71.8%</b>

Note 1: satisfaction includes "strongly agree" and "agree".

Note 2: "not applicable" is taken out of the calculation.

	Day Only	Evening Only	Both
<b>Follow-up of Student Academic Status</b>			
1. The college has done a good job in following up with student academic status.	62.1%	62.5%	62.9%
2. I am adequately informed about my academic status.	55.7%	45.2%	50.5%
3. College is responsive in helping students improve academic performance.	69.8%	64.2%	66.5%
4. Counselors have helped me to understand my academic status.	61.2%	60.6%	60.6%
<b>Average</b>	<b>62.2%</b>	<b>58.1%</b>	<b>60.1%</b>
<b>Course Availability</b>			
1. <u>General Education</u> courses are offered in sufficient numbers and at various times for me to complete my educational goal within a reasonable period of time.	70.7%	74.3%	63.7%
2. A variety of <u>courses in my major</u> are offered to complete my educational goal within a reasonable period of time.	71.8%	70.0%	62.7%
3. Generally, I am able to get the classes I need to meet my educational goal.	80.3%	74.8%	73.8%
<b>Average</b>	<b>74.3%</b>	<b>73.0%</b>	<b>66.7%</b>
<b>Curriculum and Instruction</b>			
1. I feel at ease talking with my instructor(s) outside of the classroom.	86.9%	92.8%	89.6%
2. In general, instructors attempt to be fair and objective in their presentation of course materials.	93.6%	97.0%	94.3%
3. In general, instructors clearly define how I will be graded.	94.2%	97.0%	95.4%
4. Faculty care about their students' success.	87.4%	89.2%	88.8%
5. Faculty have been available for help outside of class.	89.1%	86.2%	88.6%
6. I believe my courses will prepare me well for future employment.	90.0%	93.8%	88.9%
7. I believe my courses will prepare me well for transfer to a 4 year institution.	94.0%	97.5%	92.9%
8. Overall, I am satisfied with the course content in most of my classes.	93.4%	97.0%	93.9%
9. The amount of homework in most of my classes was fair.	88.8%	93.2%	89.8%
10. Most of the classes I took were interesting.	89.7%	94.1%	90.5%
11. I am satisfied with the overall quality of instruction.	91.8%	94.8%	92.8%
<b>Average</b>	<b>90.8%</b>	<b>93.9%</b>	<b>91.4%</b>
<b>Course Scheduling</b>			
1. The college should offer more Information Technology courses.	82.6%	85.9%	77.9%
2. The college should offer more flexible course scheduling.	89.4%	91.9%	91.9%
3. The college should offer more short-term courses.	85.0%	91.5%	85.4%
<b>Average</b>	<b>85.6%</b>	<b>89.7%</b>	<b>85.1%</b>

Note 1: satisfaction includes "strongly agree" and "agree".

Note 2: "not applicable" is taken out of the calculation.



	Day Only	Evening Only	Both
<b>Physical Facilities</b>			
1. The campus library has an adequate and up-to-date selection of books, periodicals, and other resource materials for my needs.	86.3%	84.0%	81.9%
2. Library staff are nice and helpful.	87.9%	86.1%	88.6%
3. The library is open when I need it.	83.3%	81.3%	77.5%
4. In general, classroom facilities are adequate for instruction.	85.4%	80.1%	77.8%
5. Computer labs are equipped with updated computers and software.	87.5%	86.2%	88.3%
6. I am satisfied with services provided by library staff.	90.6%	89.1%	90.7%
7. I am satisfied with services provided by the campus book store.	84.0%	80.4%	81.1%
8. The availability of computer labs is sufficient to meet my educational needs.	85.9%	81.3%	84.5%
9. There is adequate study space on campus.	86.1%	81.4%	87.3%
<b>Average</b>	<b>86.3%</b>	<b>83.3%</b>	<b>84.2%</b>
<b>Campus Climate</b>			
1. College staff have been helpful.	92.8%	93.0%	93.0%
2. I feel valued as a student.	81.3%	83.0%	79.6%
3. Students are friendly.	89.7%	91.2%	91.6%
4. I feel a sense of belonging in this college.	81.2%	84.0%	77.6%
5. I feel comfortable in the college environment.	94.0%	94.4%	92.8%
6. I feel safe on campus.	92.6%	90.4%	89.5%
7. I am treated with respect at this college.	93.8%	94.2%	91.9%
8. Students have a substantial voice in matters related to programs and services.	77.2%	82.2%	73.9%
<b>Average</b>	<b>87.8%</b>	<b>89.0%</b>	<b>86.2%</b>
<b>Financial Aid and Fees</b>			
1. Overall, I am satisfied with financial aid services.	76.3%	79.5%	74.0%
2. Student fees and tuition are affordable.	65.7%	71.6%	67.6%
3. Fee refund policies are reasonable.	78.6%	81.0%	78.1%
<b>Average</b>	<b>73.5%</b>	<b>77.3%</b>	<b>73.3%</b>
<b>Support Services</b>			
1. Transfer center services are useful in helping students transfer.	87.4%	87.7%	85.1%
2. DSPS (disabled students) services are always available when I need them.	89.7%	86.7%	90.2%
3. DSPS staff are nice and willing to help.	92.5%	88.6%	91.3%
4. Transfer center services are informative and helpful.	87.3%	86.2%	83.8%
5. EOPS (Educational Opportunities Programs and Services) staff are helpful.	86.9%	91.8%	87.5%
<b>Average</b>	<b>88.8%</b>	<b>88.2%</b>	<b>87.6%</b>

Note 1: satisfaction includes "strongly agree" and "agree".

Note 2: "not applicable" is taken out of the calculation.

	Day Only	Evening Only	Both
<b>Academic Development</b>			
1. The General Education classes (i.e., English, math, etc.) developed my academic skills in written and oral communication.	91.6%	94.2%	89.6%
2. The General Education classes developed my critical thinking skills.	91.5%	94.5%	91.1%
3. The General Education classes developed my academic abilities in math and quantitative skills.	88.7%	93.1%	88.3%
4. The college education developed my occupational competence.	89.8%	91.7%	85.9%
<b>Average</b>	<b>90.4%</b>	<b>93.4%</b>	<b>88.7%</b>
<b>Personal Development</b>			
1. I am more aware of and appreciate human diversity after attending this college.	89.6%	88.7%	86.7%
2. The college education helped me to understand myself better.	84.7%	86.4%	82.7%
3. I have gained knowledge in different fields.	95.0%	96.8%	94.9%
4. I have gained computer skills.	72.0%	67.3%	67.5%
5. I have learned about other parts of the world and other people.	85.5%	84.9%	87.7%
6. I have gained interpersonal skills by interacting with people on campus.	85.5%	84.8%	85.8%
<b>Average</b>	<b>85.4%</b>	<b>84.8%</b>	<b>84.2%</b>

Note 1: satisfaction includes "strongly agree" and "agree".

Note 2: "not applicable" is taken out of the calculation.

## Student Satisfaction by New/Continuing Status - City College

Part I: Please rate the level of importance and your satisfaction with the following services:

Level of Importance			Level of Satisfaction	
New student	Continuing student		New student	Continuing student
		<b>SERVICES</b>		
98.1%	96.0%	1. Admissions Process	88.8%	91.5%
97.8%	97.4%	2. Course Registration Process	81.4%	89.2%
97.2%	96.8%	3. Curriculum/Instruction	90.3%	91.0%
90.8%	91.1%	4. Campus Bookstore	78.4%	71.3%
76.0%	76.0%	5. Health Services	93.0%	88.1%
68.0%	66.9%	6. Affirmative Action Office	91.2%	85.7%
83.1%	84.6%	7. Assessment/Testing Center	85.7%	87.2%
90.9%	91.9%	8. Financial Aid Service	76.0%	76.7%
90.0%	90.4%	9. Tutoring Center	95.1%	87.0%
59.4%	59.7%	10. Student Government	82.9%	82.5%
90.6%	93.2%	11. Computer Labs	90.3%	89.1%
95.4%	96.3%	12. Library Facilities and Services	91.0%	89.7%
81.9%	86.9%	13. Accounting/Cashier Office	92.5%	88.0%
76.9%	80.8%	14. Cafeteria/Snack Bar	78.1%	71.1%
93.3%	94.8%	15. Academic Counseling	79.6%	72.7%
85.7%	85.2%	16. DSPS	94.8%	90.3%
86.5%	86.6%	17. EOPS	86.9%	86.2%
76.1%	77.0%	18. New Student Orientation	71.4%	81.1%
71.6%	72.5%	19. Student Affairs/Activities Office	81.1%	85.4%
93.5%	91.8%	20. Transfer Center	82.5%	83.5%
88.9%	93.5%	21. Learning Resource Center	92.1%	92.3%
92.8%	89.3%	22. Parking Services	33.8%	27.9%
<b>85.7%</b>	<b>86.3%</b>	<b>Average</b>	<b>83.5%</b>	<b>82.2%</b>

Note 1: importance includes "very important" and "important"

Note 2: satisfaction includes "very satisfied" and "satisfied".

Note 3: "not applicable" is taken out of the calculation.

Note 4: new students include "first-time new student" and "first-time transfer"

Note 5: continuing students include "returning transfer student", "returning student", and "continuing student"

## Part II: Please rate your level of agreement with the following statements:

	New student	Continuing student
<b>Admission and Course Registration</b>		
1. I did not have any problems with the application process.	81.9%	88.8%
2. Admissions staff were helpful throughout the application process.	82.1%	85.5%
3. Overall, I was satisfied with the application process.	86.7%	91.1%
4. The information presented in the class schedule is clear and easy to understand.	88.5%	92.1%
5. The ClassTalk registration process is easy to use.	87.0%	93.9%
<b>Average</b>	<b>85.2%</b>	<b>90.3%</b>
<b>Orientation</b>		
1. By attending a new student orientation, I became more familiar with the college campus.	71.6%	78.4%
2. The new student orientation I attended was well organized.	78.6%	80.1%
3. Student orientation is effective in helping new students adjust to the college.	81.1%	85.2%
4. It should be mandatory for all new students to attend a new student orientation.	65.2%	65.9%
<b>Average</b>	<b>74.1%</b>	<b>77.4%</b>
<b>Assessment</b>		
1. The reading and writing assessment test helped me enroll in the appropriate level English class.	77.9%	81.3%
2. The math assessment test helped me enroll in the appropriate level math class.	71.1%	73.1%
3. Counselors/assessment staff clearly explained the assessment results to me.	67.1%	66.4%
4. Assessment tests were offered frequently and at times that met my needs.	73.8%	71.2%
<b>Average</b>	<b>72.5%</b>	<b>73.0%</b>
<b>Counseling/Advising</b>		
1. The counseling session(s) helped me clarify my educational goal.	70.9%	68.1%
2. The counseling session(s) helped me select courses I need to attain my educational goal.	74.3%	75.2%
3. The counselor(s) helped me understand course prerequisites.	72.4%	76.7%
4. Counseling session(s) are informative and helpful.	80.6%	78.4%
5. Counselors are interested in helping students.	83.3%	80.2%
6. Counselors care about me as an individual.	64.8%	66.9%
7. Counselors are concerned about my academic success.	70.6%	67.9%
<b>Average</b>	<b>73.8%</b>	<b>73.4%</b>
<b>Follow-up of Student Academic Status</b>		
1. The college has done a good job in following up with student academic status.	67.5%	61.7%
2. I am adequately informed about my academic status.	65.9%	49.9%
3. College is responsive in helping students improve academic performance.	73.9%	67.0%
4. Counselors have helped me to understand my academic status.	50.7%	63.0%
<b>Average</b>	<b>64.5%</b>	<b>60.4%</b>
<b>Course Availability</b>		
1. <i>General Education</i> courses are offered in sufficient numbers and at various times for me to complete my educational goal within a reasonable period of time.	72.0%	67.5%
2. A variety of <i>courses in my major</i> are offered to complete my educational goal within a reasonable period of time.	73.3%	66.8%
3. Generally, I am able to get the classes I need to meet my educational goal.	75.5%	77.3%
<b>Average</b>	<b>73.6%</b>	<b>70.5%</b>

Note 1: satisfaction includes "strongly agree" and "agree".

Note 2: "not applicable" is taken out of the calculation.

	New student	Continuing student
<b>Curriculum and Instruction</b>		
1. I feel at ease talking with my instructor(s) outside of the classroom.	86.8%	89.0%
2. In general, instructors attempt to be fair and objective in their presentation of course materials.	93.8%	94.4%
3. In general, instructors clearly define how I will be graded.	94.6%	95.0%
4. Faculty care about their students' success.	89.4%	87.6%
5. Faculty have been available for help outside of class.	88.3%	88.6%
6. I believe my courses will prepare me well for future employment.	92.1%	89.7%
7. I believe my courses will prepare me well for transfer to a 4 year institution.	95.7%	93.7%
8. Overall, I am satisfied with the course content in most of my classes.	94.6%	94.0%
9. The amount of homework in most of my classes was fair.	91.1%	89.0%
10. Most of the classes I took were interesting.	90.4%	90.4%
11. I am satisfied with the overall quality of instruction.	91.2%	92.8%
<b>Average</b>	<b>91.6%</b>	<b>91.3%</b>
<b>Course Scheduling</b>		
1. The college should offer more Information Technology courses.	81.2%	81.5%
2. The college should offer more flexible course scheduling.	89.1%	90.9%
3. The college should offer more short-term courses.	83.3%	86.5%
<b>Average</b>	<b>84.5%</b>	<b>86.3%</b>
<b>Physical Facilities</b>		
1. The campus library has an adequate and up-to-date selection of books, periodicals, and other resource materials for my needs.	86.6%	84.1%
2. Library staff are nice and helpful.	91.9%	87.3%
3. The library is open when I need it.	87.6%	79.7%
4. In general, classroom facilities are adequate for instruction.	87.2%	81.0%
5. Computer labs are equipped with updated computers and software.	87.5%	87.7%
6. I am satisfied with services provided by library staff.	92.3%	90.0%
7. I am satisfied with services provided by the campus book store.	83.7%	82.3%
8. The availability of computer labs is sufficient to meet my educational needs.	84.6%	85.0%
9. There is adequate study space on campus.	87.5%	85.5%
<b>Average</b>	<b>87.7%</b>	<b>84.7%</b>
<b>Campus Climate</b>		
1. College staff have been helpful.	94.0%	92.8%
2. I feel valued as a student.	83.9%	80.3%
3. Students are friendly.	89.6%	90.7%
4. I feel a sense of belonging in this college.	77.6%	80.7%
5. I feel comfortable in the college environment.	92.1%	94.0%
6. I feel safe on campus.	90.8%	91.3%
7. I am treated with respect at this college.	91.8%	93.3%
8. Students have a substantial voice in matters related to programs and services.	81.6%	75.0%
<b>Average</b>	<b>87.7%</b>	<b>87.3%</b>
<b>Financial Aid and Fees</b>		
1. Overall, I am satisfied with financial aid services.	73.7%	76.4%
2. Student fees and tuition are affordable.	66.9%	67.1%
3. Fee refund policies are reasonable.	78.1%	78.8%
<b>Average</b>	<b>72.9%</b>	<b>74.1%</b>

Note 1: satisfaction includes "strongly agree" and "agree".

Note 2: "not applicable" is taken out of the calculation.

	New student	Continuing student
<b>Support Services</b>		
1. Transfer center services are useful in helping students transfer.	85.1%	87.2%
2. DSPS (disabled students) services are always available when I need them.	86.0%	90.3%
3. DSPS staff are nice and willing to help.	91.0%	92.0%
4. Transfer center services are informative and helpful.	83.3%	86.6%
5. EOPS (Educational Opportunities Programs and Services) staff are helpful.	84.7%	88.0%
<b>Average</b>	<b>86.0%</b>	<b>88.8%</b>
<b>Academic Development</b>		
1. The General Education classes (i.e., English, math, etc.) developed my academic skills in written and oral communication.	91.1%	91.4%
2. The General Education classes developed my critical thinking skills.	92.1%	91.7%
3. The General Education classes developed my academic abilities in math and quantitative skills.	88.5%	89.2%
4. The college education developed my occupational competence.	91.4%	88.1%
<b>Average</b>	<b>90.8%</b>	<b>90.1%</b>
<b>Personal Development</b>		
1. I am more aware of and appreciate human diversity after attending this college.	87.0%	88.8%
2. The college education helped me to understand myself better.	85.3%	83.9%
3. I have gained knowledge in different fields.	94.6%	95.1%
4. I have gained computer skills.	63.8%	71.0%
5. I have learned about other parts of the world and other people.	83.4%	86.8%
6. I have gained interpersonal skills by interacting with people on campus.	84.4%	85.5%
<b>Average</b>	<b>83.1%</b>	<b>85.2%</b>

Note 1: satisfaction includes "strongly agree" and "agree".

Note 2: "not applicable" is taken out of the calculation.

## Student Satisfaction by Part-time/Full-time Status - City College

Part I: Please rate the level of importance and your satisfaction with the following services:

Level of Importance		SERVICES	Level of Satisfaction	
Full-time	Part-time		Full-time	Part-time
95.9%	96.6%	1. Admissions Process	90.9%	90.9%
97.5%	97.4%	2. Course Registration Process	87.6%	87.4%
96.9%	96.6%	3. Curriculum/Instruction	89.6%	92.0%
91.5%	90.1%	4. Campus Bookstore	70.1%	74.0%
78.9%	74.6%	5. Health Services	89.9%	88.9%
69.5%	65.7%	6. Affirmative Action Office	88.2%	85.3%
84.7%	84.3%	7. Assessment/Testing Center	84.9%	87.7%
94.7%	89.8%	8. Financial Aid Service	75.1%	78.4%
91.0%	89.7%	9. Tutoring Center	90.3%	86.6%
64.8%	56.7%	10. Student Government	81.9%	83.4%
94.0%	92.0%	11. Computer Labs	89.8%	89.0%
96.3%	96.0%	12. Library Facilities and Services	89.5%	90.3%
85.6%	86.4%	13. Accounting/Cashier Office	88.8%	88.5%
78.8%	81.6%	14. Cafeteria/Snack Bar	71.3%	72.6%
95.3%	94.0%	15. Academic Counseling	73.7%	74.7%
86.0%	85.3%	16. DSPS	91.2%	91.6%
88.6%	85.6%	17. EOPS	86.5%	85.9%
76.0%	77.5%	18. New Student Orientation	77.7%	80.7%
74.7%	70.4%	19. Student Affairs/Activities Office	86.5%	83.0%
94.7%	90.4%	20. Transfer Center	83.8%	82.7%
94.0%	91.7%	21. Learning Resource Center	92.7%	91.7%
91.7%	89.1%	22. Parking Services	27.5%	30.4%
<b>87.3%</b>	<b>85.5%</b>	<b>Average</b>	<b>82.2%</b>	<b>82.5%</b>

Note 1: importance includes "very important" and "important"

Note 2: satisfaction includes "very satisfied" and "satisfied".

Note 3: "not applicable" is taken out of the calculation.

Note 4: part-time students-unit enrolled = >12; part-time student-unit enrolled < 12

## Part II: Please rate your level of agreement with the following statements:

	Full-time	Part-time
<b>Admission and Course Registration</b>		
1. I did not have any problems with the application process.	88.1%	86.8%
2. Admissions staff were helpful throughout the application process.	82.8%	86.5%
3. Overall, I was satisfied with the application process.	90.4%	90.1%
4. The information presented in the class schedule is clear and easy to understand.	92.4%	90.5%
5. The ClassTalk registration process is easy to use.	91.6%	93.3%
<b>Average</b>	<b>89.0%</b>	<b>89.5%</b>
<b>Orientation</b>		
1. By attending a new student orientation, I became more familiar with the college campus.	76.1%	77.8%
2. The new student orientation I attended was well organized.	79.4%	80.3%
3. Student orientation is effective in helping new students adjust to the college.	83.2%	85.3%
4. It should be mandatory for all new students to attend a new student orientation.	64.7%	68.1%
<b>Average</b>	<b>75.9%</b>	<b>77.9%</b>
<b>Assessment</b>		
1. The reading and writing assessment test helped me enroll in the appropriate level English class.	80.6%	81.2%
2. The math assessment test helped me enroll in the appropriate level math class.	69.7%	75.8%
3. Counselors/assessment staff clearly explained the assessment results to me.	65.7%	67.8%
4. Assessment tests were offered frequently and at times that met my needs.	72.2%	70.9%
<b>Average</b>	<b>72.1%</b>	<b>73.9%</b>
<b>Counseling/Advising</b>		
1. The counseling session(s) helped me clarify my educational goal.	67.6%	69.6%
2. The counseling session(s) helped me select courses I need to attain my educational goal.	75.6%	75.1%
3. The counselor(s) helped me understand course prerequisites.	75.7%	76.5%
4. Counseling session(s) are informative and helpful.	78.7%	78.7%
5. Counselors are interested in helping students.	81.4%	80.0%
6. Counselors care about me as an individual.	64.6%	68.4%
7. Counselors are concerned about my academic success.	67.7%	68.8%
<b>Average</b>	<b>73.0%</b>	<b>73.9%</b>
<b>Follow-up of Student Academic Status</b>		
1. The college has done a good job in following up with student academic status.	66.0%	60.0%
2. I am adequately informed about my academic status.	53.6%	51.7%
3. College is responsive in helping students improve academic performance.	69.0%	67.5%
4. Counselors have helped me to understand my academic status.	60.9%	60.9%
<b>Average</b>	<b>62.4%</b>	<b>60.0%</b>
<b>Course Availability</b>		
1. <i>General Education</i> courses are offered in sufficient numbers and at various times for me to complete my educational goal within a reasonable period of time.	68.9%	68.7%
2. A variety of <i>courses in my major</i> are offered to complete my educational goal within a reasonable period of time.	68.7%	68.3%
3. Generally, I am able to get the classes I need to meet my educational goal.	79.8%	75.6%
<b>Average</b>	<b>72.4%</b>	<b>70.9%</b>

Note 1: satisfaction includes "strongly agree" and "agree".

Note 2: "not applicable" is taken out of the calculation.



	Full-time	Part-time
<b>Curriculum and Instruction</b>		
1. I feel at ease talking with my instructor(s) outside of the classroom.	88.9%	88.2%
2. In general, instructors attempt to be fair and objective in their presentation of course materials.	93.7%	94.9%
3. In general, instructors clearly define how I will be graded.	94.3%	95.6%
4. Faculty care about their students' success.	87.8%	88.2%
5. Faculty have been available for help outside of class.	89.5%	87.8%
6. I believe my courses will prepare me well for future employment.	89.6%	90.5%
7. I believe my courses will prepare me well for transfer to a 4 year institution.	93.7%	94.3%
8. Overall, I am satisfied with the course content in most of my classes.	93.1%	94.7%
9. The amount of homework in most of my classes was fair.	89.8%	89.7%
10. Most of the classes I took were interesting.	89.3%	91.5%
11. I am satisfied with the overall quality of instruction.	92.2%	92.7%
<b>Average</b>	<b>91.1%</b>	<b>91.6%</b>
<b>Course Scheduling</b>		
1. The college should offer more Information Technology courses.	81.4%	81.5%
2. The college should offer more flexible course scheduling.	90.6%	90.4%
3. The college should offer more short-term courses.	83.7%	87.5%
<b>Average</b>	<b>85.2%</b>	<b>86.5%</b>
<b>Physical Facilities</b>		
1. The campus library has an adequate and up-to-date selection of books, periodicals, and other resource materials for my needs.	83.1%	85.7%
2. Library staff are nice and helpful.	88.3%	87.7%
3. The library is open when I need it.	80.1%	81.9%
4. In general, classroom facilities are adequate for instruction.	81.4%	82.8%
5. Computer labs are equipped with updated computers and software.	89.4%	86.4%
6. I am satisfied with services provided by library staff.	90.2%	90.7%
7. I am satisfied with services provided by the campus book store.	80.9%	83.8%
8. The availability of computer labs is sufficient to meet my educational needs.	85.9%	84.2%
9. There is adequate study space on campus.	85.6%	86.3%
<b>Average</b>	<b>85.0%</b>	<b>85.5%</b>
<b>Campus Climate</b>		
1. College staff have been helpful.	90.7%	94.6%
2. I feel valued as a student.	78.3%	83.0%
3. Students are friendly.	91.0%	90.2%
4. I feel a sense of belonging in this college.	79.4%	81.1%
5. I feel comfortable in the college environment.	94.0%	93.3%
6. I feel safe on campus.	90.7%	91.9%
7. I am treated with respect at this college.	92.5%	93.7%
8. Students have a substantial voice in matters related to programs and services.	75.2%	77.7%
<b>Average</b>	<b>86.5%</b>	<b>88.2%</b>
<b>Financial Aid and Fees</b>		
1. Overall, I am satisfied with financial aid services.	75.8%	76.2%
2. Student fees and tuition are affordable.	67.1%	67.2%
3. Fee refund policies are reasonable.	77.4%	79.8%
<b>Average</b>	<b>73.4%</b>	<b>74.4%</b>

Note 1: satisfaction includes "strongly agree" and "agree".

Note 2: "not applicable" is taken out of the calculation.

	Full-time	Part-time
<b>Support Services</b>		
1. Transfer center services are useful in helping students transfer.	87.3%	86.2%
2. DSPS (disabled students) services are always available when I need them.	90.8%	88.8%
3. DSPS staff are nice and willing to help.	93.4%	90.8%
4. Transfer center services are informative and helpful.	86.7%	85.2%
5. EOPS (Educational Opportunities Programs and Services) staff are helpful.	87.3%	88.0%
<b>Average</b>	<b>89.1%</b>	<b>87.8%</b>
<b>Academic Development</b>		
1. The General Education classes (i.e., English, math, etc.) developed my academic skills in written and oral communication.	91.5%	91.0%
2. The General Education classes developed my critical thinking skills.	91.6%	91.7%
3. The General Education classes developed my academic abilities in math and quantitative skills.	89.0%	88.9%
4. The college education developed my occupational competence.	88.3%	89.1%
<b>Average</b>	<b>90.1%</b>	<b>90.2%</b>
<b>Personal Development</b>		
1. I am more aware of and appreciate human diversity after attending this college.	87.7%	89.2%
2. The college education helped me to understand myself better.	83.4%	84.8%
3. I have gained knowledge in different fields.	95.1%	95.4%
4. I have gained computer skills.	68.1%	71.6%
5. I have learned about other parts of the world and other people.	87.0%	85.7%
6. I have gained interpersonal skills by interacting with people on campus.	84.2%	86.8%
<b>Average</b>	<b>84.2%</b>	<b>85.6%</b>

Note 1: satisfaction includes "strongly agree" and "agree".

Note 2: "not applicable" is taken out of the calculation.

**City College Student Satisfaction Survey 2003**

# **APPENDIX A**

# **SURVEY INSTRUMENT**

# Student Satisfaction Survey

This survey is designed to measure your satisfaction with the quality of various services provided at City, Mesa, Miramar, or ECC. Please select answers based on your college experience. Your input will help the college strengthen future educational programs and services. **All information you share with us will be used for research purposes only and will be kept confidential. Please only participate once. Thanks!**

**Part I: Please rate the level of importance and your satisfaction with the following services:**

very important	important	unimportant	very unimportant		very satisfied	satisfied	dissatisfied	very dissatisfied	not applicable
4	3	2	1	1. Admissions Process	4	3	2	1	0
4	3	2	1	2. Course Registration Process	4	3	2	1	0
4	3	2	1	3. Curriculum/Instruction	4	3	2	1	0
4	3	2	1	4. Campus Bookstore	4	3	2	1	0
4	3	2	1	5. Health Services	4	3	2	1	0
4	3	2	1	6. Affirmative Action Office	4	3	2	1	0
4	3	2	1	7. Assessment/Testing Center	4	3	2	1	0
4	3	2	1	8. Financial Aid Service	4	3	2	1	0
4	3	2	1	9. Tutoring Center	4	3	2	1	0
4	3	2	1	10. Student Government	4	3	2	1	0
4	3	2	1	11. Computer Labs	4	3	2	1	0
4	3	2	1	12. Library Facilities and Services	4	3	2	1	0
4	3	2	1	13. Accounting/Cashier Office	4	3	2	1	0
4	3	2	1	14. Cafeteria/Snack Bar	4	3	2	1	0
4	3	2	1	15. Academic Counseling	4	3	2	1	0
4	3	2	1	16. DSPS (Disabled Student Programs and Services)	4	3	2	1	0
4	3	2	1	17. EOPS (Educational Opportunities Programs and Services)	4	3	2	1	0
4	3	2	1	18. New Student Orientation	4	3	2	1	0
4	3	2	1	19. Student Affairs/Activities Office	4	3	2	1	0
4	3	2	1	20. Transfer Center	4	3	2	1	0
4	3	2	1	21. Learning Resource Center	4	3	2	1	0
4	3	2	1	22. Parking Services	4	3	2	1	0



**Part II: Please rate your level of agreement with the following statements:**

	<i>strongly agree</i>	<i>agree</i>	<i>disagree</i>	<i>strongly disagree</i>	<i>not applicable</i>
	4	3	2	1	0
<b><u>Admission and Course Registration</u></b>					
1. I did not have any problems with the application process.	4	3	2	1	0
2. Admissions staff were helpful throughout the application process.	4	3	2	1	0
3. Overall, I was satisfied with the application process.	4	3	2	1	0
4. The information presented in the class schedule is clear and easy to understand.	4	3	2	1	0
5. The ClassTalk registration process is easy to use.	4	3	2	1	0

**Orientation**

1. By attending a new student orientation, I became more familiar with the college campus.	4	3	2	1	0
2. The new student orientation I attended was well organized.	4	3	2	1	0
3. Student orientation is effective in helping new students adjust to the college.	4	3	2	1	0
4. It should be required for all new students to attend a new student orientation.	4	3	2	1	0

**Assessment**

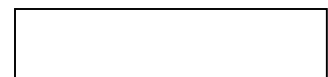
1. The reading and writing assessment test helped me enroll in the appropriate level English class.	4	3	2	1	0
2. The math assessment test helped me enroll in the appropriate level math class.	4	3	2	1	0
3. Counselors/assessment staff clearly explained the assessment results to me.	4	3	2	1	0
4. Assessment tests were offered frequently and at times that met my needs.	4	3	2	1	0

**Counseling/Advising**

1. The counseling session(s) helped me clarify my educational goal.	4	3	2	1	0
2. The counseling session(s) helped me select courses I need to attain my educational goal.	4	3	2	1	0
3. The counselor(s) helped me understand course prerequisites.	4	3	2	1	0
4. Counseling session(s) are informative and helpful.	4	3	2	1	0
5. Counselors are interested in helping students.	4	3	2	1	0
6. Counselors care about me as an individual.	4	3	2	1	0
7. Counselors are concerned about my academic success.	4	3	2	1	0

**Follow-up of Student Academic Status**

1. The college has done a good job in following up with student academic status.	4	3	2	1	0
2. I am NOT adequately informed about my academic status.	4	3	2	1	0
3. College is responsive in helping students improve academic performance.	4	3	2	1	0
4. Counselors have helped me to understand my academic status.	4	3	2	1	0



## **Course Availability**

	<i>strongly agree</i>	<i>agree</i>	<i>disagree</i>	<i>strongly disagree</i>	<i>not applicable</i>
1. General Education courses are offered in sufficient number and at various times for me to complete my educational goal within a reasonable period of time.	4	3	2	1	0
2. A variety of courses in my major are offered to complete my educational goal within a reasonable period of time.	4	3	2	1	0
3. Generally, I am able to get the classes I need to meet my educational goal.	4	3	2	1	0

## **Curriculum and Instruction**

1. I feel at ease talking with my instructor(s) outside of the classroom.	4	3	2	1	0
2. In general, instructors attempt to be fair and objective in their presentation of course materials.	4	3	2	1	0
3. In general, instructors clearly define how I will be graded.	4	3	2	1	0
4. Faculty care about their students' success.	4	3	2	1	0
5. Faculty have been available for help outside of class.	4	3	2	1	0
6. I believe my courses will prepare me well for future employment.	4	3	2	1	0
7. I believe my courses will prepare me well for transfer to a 4 year institution.	4	3	2	1	0
8. Overall, I am satisfied with the course content in most of my classes.	4	3	2	1	0
9. The amount of homework in most of my classes was fair.	4	3	2	1	0
10. Most of the classes I completed were interesting.	4	3	2	1	0
11. I am satisfied with the overall quality of instruction.	4	3	2	1	0

## **Course Scheduling**

1. The college should offer more Information Technology courses.	4	3	2	1	0
2. The college should offer more flexible course scheduling.	4	3	2	1	0
3. The college should offer more short-term courses.	4	3	2	1	0

## **Physical Facilities**

1. The campus library has an adequate and up-to-date selection of books, periodicals, and other resource materials for my needs.	4	3	2	1	0
2. Library staff are friendly and helpful.	4	3	2	1	0
3. The library is open when I need it.	4	3	2	1	0
4. In general, classroom facilities are adequate for instruction.	4	3	2	1	0
5. Computer labs are equipped with updated computers and software.	4	3	2	1	0
6. I am satisfied with services provided by library staff.	4	3	2	1	0
7. I am satisfied with services provided by the campus book store.	4	3	2	1	0
8. The availability of computer labs is sufficient to meet my educational needs.	4	3	2	1	0
9. There is adequate study space on campus.	4	3	2	1	0



### **Campus Climate**

	<i>strongly agree</i>	<i>agree</i>	<i>disagree</i>	<i>strongly disagree</i>	<i>not applicable</i>
1. College staff have been helpful	4	3	2	1	0
2. I feel valued as a student.	4	3	2	1	0
3. Students are friendly.	4	3	2	1	0
4. I feel a sense of belonging in this college.	4	3	2	1	0
5. I feel comfortable in the college environment.	4	3	2	1	0
6. I feel safe on campus.	4	3	2	1	0
7. I am treated with respect at this college.	4	3	2	1	0
8. Students have a substantial voice in matters related to programs and services.	4	3	2	1	0

### **Financial Aid and Fees**

1. Overall, I am satisfied with financial aid services.	4	3	2	1	0
2. Student fees and tuition are affordable.	4	3	2	1	0
3. Fee refund policies are reasonable.	4	3	2	1	0

### **Support Services**

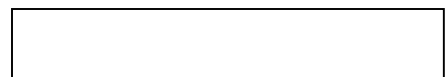
1. Transfer center services are useful in helping students transfer.	4	3	2	1	0
2. DSPTS (disabled students) services are available when I need them.	4	3	2	1	0
3. DSPTS staff are friendly and willing to help.	4	3	2	1	0
4. Transfer center services are informative and helpful.	4	3	2	1	0
5. EOPS (Educational Opportunities Programs and Services) staff are helpful.	4	3	2	1	0

### **Academic Development**

1. General education classes (i.e., English, math, etc.) developed my academic skills in written and oral communication.	4	3	2	1	0
2. The general education classes developed my critical thinking skills.	4	3	2	1	0
3. The general education classes developed my academic abilities in math and quantitative skills.	4	3	2	1	0
4. The college education developed my occupational competence.	4	3	2	1	0

### **Personal Development**

1. I am more aware of and appreciate human diversity after attending this college.	4	3	2	1	0
2. The college education helped me to understand myself better.	4	3	2	1	0
3. I have gained knowledge in different fields.	4	3	2	1	0
4. I have gained computer skills.	4	3	2	1	0
5. I have learned about other parts of the world and other people.	4	3	2	1	0
6. I have gained interpersonal skills by interacting with people on campus.	4	3	2	1	0



### Part III: Demographics

1. Please indicate your Student ID# (SSN)\*:

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*\*Note: This will be protected and not shared with anyone. All surveys will be destroyed promptly after review.*

2. Outside of class time, how many hours do you spend on campus during a typical week?

- Less than 1 hour
- 1-5 hours
- 6-10 hours
- 11-15 hours
- 16-20 hours
- More than 20 hours

3. How many hours do you spend during a typical week studying or doing homework?

- Less than 1 hour
- 1-5 hours
- 6-10 hours
- 11-15 hours
- 16-20 hours
- More than 20 hours

4. What is the highest level of formal education attained by either of your parents?

- Grammar school or less
- Some high school
- High school graduate
- Some college
- College degree
- Some graduate school
- Graduate degree

5. What college do you primarily attend?

- City
- Mesa
- Miramar
- ECC

6. How many semesters have you been enrolled at City, Mesa, Miramar, or ECC?

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Semesters

(Including summer semesters & this semester)

7. Do you attend classes primarily:

- Daytime
- Evening
- Both daytime and evening
- Weekend

**If you have additional comments, please write on the back.  
Thank you for your participation!**

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