

SAN DIEGO MESA COLLEGE



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Mesa 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 4,083 responses were obtained from Mesa 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 suggested that demographic distributions of the respondents mirrored the corresponding distributions of Mesa 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, and campus bookstore had the largest negative gaps, suggesting that students had lower satisfaction with these services when compared with their perceived level of importance. In comparison, student government, affirmative action office, and student affairs/activities office received low importance and high satisfaction ratings. The Learning Resource Center, computer labs, and library facilities and services had very small discrepancies between the level of satisfaction and their respective level of importance. In terms of satisfaction levels within the survey themes, questions related to the *supporting services* theme received the highest satisfaction ratings, followed by *curriculum and instruction*, *physical facilities*, 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 major demographics. The results showed that white students reported higher satisfaction than other ethnic groups. In contrast, Asians/Pacific Islanders reported lower satisfaction. African Americans also expressed lower satisfaction with Financial Aid Services. It is also noted that, in general, older students were more satisfied than younger students. Students attending classes in the evenings indicated higher satisfaction than those attending classes in the daytime. On average, part-time students were slightly more satisfied with services as measured by relative smaller gaps in perceptions.

Mesa College Student Satisfaction Survey 2003

CHAPTER ONE

METHODOLOGY

MESA 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 inform 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 which 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.

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. 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 (high performance areas)	High Importance/Low Satisfaction Areas (areas need improvement)
	- Very Unimportant + Unimportant	Low Importance/High Satisfaction Areas (low priority areas)	Low Importance/Low Satisfaction Areas (low priority areas)

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 – percent 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.

Mesa College Student Satisfaction Survey 2003

CHAPTER TWO

SURVEY RESULTS

CHAPTER TWO: SURVEY RESULTS

Demographic Comparisons

At Mesa College, a total of 3,031 students (74% of all 4,083 respondents) provided valid ID numbers. Variables included in the demographic comparisons of the respondents with Mesa College's general student population were: gender, age, ethnicity, educational objective, enrollment status, number of hours employed, first-generation, day/evening status, and part-time/full-time status. Following are the highlights of the results:

Generally, demographic distributions of the respondents mirrored the corresponding distributions of the Mesa College student population. Exceptions noted were:

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

Gap Analyses of Service Areas

Student responses 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 showed that parking services, academic counseling, and campus bookstore had the largest negative gaps, suggesting that students had lower satisfaction with these services when compared with their perceived level of importance. In comparison, Student Government, Affirmative Action Office, and Student Affairs/Activities Office received low importance and high satisfaction ratings. Learning Resource Center, computer labs, and library facilities and services had very small discrepancies between the level of satisfaction and their respective level of importance.

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

SERVICES	Importance	Satisfaction	Gap
Parking Services	95.1%	21.6%	-73.5%
Academic Counseling	94.6%	73.3%	-21.3%
Campus Bookstore	90.6%	72.1%	-18.4%
Course Registration Process	98.0%	85.2%	-12.8%
Cafeteria/Snack Bar	81.8%	70.1%	-11.7%
Financial Aid Service	88.8%	77.7%	-11.1%
Transfer Center	92.7%	82.0%	-10.7%
Curriculum/Instruction	97.3%	91.0%	-6.2%
Admissions Process	95.9%	91.6%	-4.3%
Accounting/Cashier Office	85.9%	82.7%	-3.2%
Tutoring Center	88.8%	87.2%	-1.5%
Library Facilities and Services	96.2%	95.3%	-0.9%
Computer Labs	92.2%	92.3%	0.1%
Learning Resource Center	92.9%	93.9%	1.0%
EOPS	84.8%	88.0%	3.2%
DSPS	85.6%	91.8%	6.3%
Assessment/Testing Center	79.3%	85.8%	6.5%
New Student Orientation	69.0%	81.3%	12.3%
Health Services	73.9%	88.0%	14.1%
Student Affairs/Activities Office	68.1%	85.4%	17.3%
Affirmative Action Office	61.9%	87.4%	25.5%
Student Government	57.7%	83.6%	25.8%
AVERAGE	85.0%	82.2%	-2.9%

Note: Gap indicates discrepancy between and 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 services that received both high importance and high satisfaction as well as those areas that received high importance but low satisfaction at Mesa 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. As shown in Table 2, top high importance/high satisfaction areas included: library facilities and services, Learning Resource Center, curriculum/instruction, computer labs, and admissions process. In contrast, parking services, academic counseling, cafeteria/snack bar, and campus bookstore 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
Library Facilities and Services	92.9%	Parking Services	76.4%
Learning Resource Center	91.2%	Academic Counseling	25.8%
Curriculum/Instruction	89.3%	Cafeteria/Snack Bar	25.7%
Computer Labs	88.7%	Campus Bookstore	25.2%
Admissions Process	88.2%	Financial Aid Service	20.5%
DSPS	84.7%	Transfer Center	17.1%
Course Registration Process	83.9%	Accounting/Cashier Office	14.9%
Tutoring Center	82.6%	Course Registration Process	14.3%
EOPS	81.7%	New Student Orientation	12.3%
Transfer Center	79.0%	Tutoring Center	11.1%
Assessment/Testing Center	76.6%	Assessment/Testing Center	10.2%
Health Services	75.3%	EOPS	9.7%
Accounting/Cashier Office	74.2%	Health Services	9.0%
Financial Aid Service	73.8%	Curriculum/Instruction	8.5%
Student Affairs/Activities Office	71.2%	Student Affairs/Activities Office	8.2%
Affirmative Action Office	71.0%	Admissions Process	8.0%
Academic Counseling	70.9%	Student Government	7.1%
Campus Bookstore	66.4%	Computer Labs	6.5%
New Student Orientation	66.4%	DSPS	6.0%
Student Government	63.9%	Learning Resource Center	4.8%
Cafeteria/Snack Bar	59.4%	Affirmative Action Office	4.7%
Parking Services	20.2%	Library Facilities and Services	4.3%

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 the ratings were rank ordered in Table 3. On average, questions related to the *supporting services* theme received the highest satisfaction ratings, followed by *curriculum and instruction*, *physical facilities*, and *admissions and course registration* themes. Questions addressing the *follow-up of student academic status* theme received relatively lower satisfaction ratings.

Table 3: Satisfaction by Survey Themes –Rank Ordered

THEMES	Strongly Agree	Agree	Total
Support Services	24.7%	64.9%	89.7%
Curriculum and Instruction	25.7%	63.8%	89.5%
Physical Facilities	28.6%	60.8%	89.3%
Admissions and Course Registration	34.4%	54.7%	89.0%
Academic Development	20.6%	67.4%	88.0%
Campus Climate	17.7%	68.5%	86.2%
Course Scheduling	35.5%	49.9%	85.4%
Personal Development	21.6%	57.8%	79.5%
Counseling/Advising	26.2%	49.8%	76.0%
Assessment	23.1%	50.6%	73.7%
Orientation	21.7%	51.8%	73.5%
Financial Aid and Fees	20.9%	52.6%	73.5%
Course Availability	14.5%	57.2%	71.7%
Follow-up of Student Academic Status	14.6%	46.5%	61.1%
AVERAGE	23.6%	56.9%	80.4%

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 enrolled in the college. Following are the highlights of the results:

- About 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 33% spent 6-10 hours per week on studying.
- About 52% of the respondents reported their parents' education had "college degree" or "some college". Another 16% of the respondents reported that their parents received graduate degrees.
- On average, the length of enrollment for students at the Mesa College was 3 semesters.

Satisfaction by Demographics

Gender

Service Areas

Satisfaction ratings were broken down by gender for each question (see page 32). Table 4 shows the gaps between the level of satisfaction and the level of importance by gender. Results showed that parking services, academic counseling, campus bookstore, and course registration process had the largest negative gaps for both females and males. In comparison, Health Services, Affirmative Action Office, Student Government, new student orientation, and Student Affairs/Activities Office received low importance but high satisfaction ratings from both groups (positive gap). When comparing males with females, there were no noticeable differences in their perceptions.

Survey Themes

No noticeable differences were found with respect to survey themes (see pages 33-35). Questions related to the *follow-up of student academic status* theme received relatively lower satisfaction ratings when compared with other survey themes.

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

SERVICES	Female	Male
Admissions Process	-3.7%	-3.1%
Course Registration Process	-13.3%	-11.4%
Curriculum/Instruction	-5.9%	-4.7%
Campus Bookstore	-16.6%	-18.3%
Health Services	15.1%	16.7%
Affirmative Action Office	24.1%	30.1%
Assessment/Testing Center	6.3%	9.1%
Financial Aid Service	-12.2%	-9.4%
Tutoring Center	-2.1%	0.6%
Student Government	28.2%	27.0%
Computer Labs	1.5%	-0.3%
Library Facilities and Services	-1.1%	0.5%
Accounting/Cashier Office	-2.0%	-2.6%
Cafeteria/Snack Bar	-9.9%	-10.3%
Academic Counseling	-22.7%	-18.7%
DSPS	5.6%	11.1%
EOPS	2.8%	5.7%
New Student Orientation	12.5%	14.3%
Student Affairs/Activities Office	19.2%	18.4%
Transfer Center	-10.3%	-8.6%
Learning Resource Center	1.3%	2.6%
Parking Services	-75.4%	-73.0%
AVERAGE	-2.7%	-1.1%

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 36). Table 5 shows the gaps between the level of satisfaction and the level of importance by ethnicity. In general, whites were more satisfied than other ethnic groups, while Asians/Pacific Islanders were least satisfied when compared with other groups. Results also indicated that parking services, campus bookstore, and academic counseling had the largest negative gaps for all ethnic groups. In comparison with other groups, course registration process received higher satisfaction ratings from Hispanics. African Americans also expressed lower satisfaction with Financial Aid Services. Asians/Pacific Islanders indicated low satisfaction with cafeteria/snack bar. All ethnic

groups except African Americans reported high satisfaction with the Affirmation Action Office. Student Government received high satisfaction ratings from all groups. The Student Affairs/Activities Office was rated high by Whites and Hispanics. Health Services were rated high by whites.

Survey Themes

On average, African Americans and whites indicated lower satisfaction with the *orientation* theme than other ethnic groups (see pages 37-40). The *counseling/advising* and *following-up of student academic status* themes received slightly lower satisfaction from whites than other groups. Filipinos expressed higher satisfaction with the themes addressing *course scheduling* than other groups. 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	-6.2%	-2.1%	-3.3%	-2.9%	-5.3%	0.2%
Course Registration Process	-11.2%	-10.9%	-14.6%	-6.8%	-12.3%	-11.5%
Curriculum/Instruction	-4.7%	-5.1%	-6.4%	-3.3%	-1.0%	-7.4%
Campus Bookstore	-23.2%	-17.8%	-14.5%	-20.3%	-20.8%	-14.8%
Health Services	3.5%	12.0%	22.2%	9.4%	11.7%	17.5%
Affirmative Action Office	13.9%	6.7%	34.6%	19.8%	12.1%	28.6%
Assessment/Testing Center	0.7%	12.1%	11.0%	3.3%	-1.8%	4.8%
Financial Aid Service	-10.8%	-20.2%	-11.7%	-11.5%	-8.7%	-7.8%
Tutoring Center	-4.1%	-6.9%	1.5%	-4.6%	2.1%	-6.3%
Student Government	18.2%	25.5%	33.7%	20.7%	17.0%	18.0%
Computer Labs	-1.0%	-1.2%	2.4%	-1.6%	-5.6%	3.4%
Library Facilities and Services	-2.6%	0.0%	0.3%	0.0%	-0.8%	-0.1%
Accounting/Cashier Office	-7.1%	-7.1%	-0.5%	-3.7%	-0.9%	0.7%
Cafeteria/Snack Bar	-17.4%	-6.6%	-9.2%	-4.6%	-11.7%	-13.2%
Academic Counseling	-18.0%	-9.5%	-22.9%	-19.9%	-22.4%	-21.4%
DSPS	5.8%	6.5%	9.5%	7.6%	3.2%	3.8%
EOPS	0.8%	1.2%	6.6%	2.0%	0.1%	-1.3%
New Student Orientation	6.8%	14.9%	17.3%	9.0%	5.1%	14.2%
Student Affairs/Activities Office	11.3%	4.2%	25.1%	14.5%	8.5%	4.7%
Transfer Center	-11.4%	-8.9%	-10.5%	-8.2%	-9.3%	-10.5%
Learning Resource Center	-0.8%	-2.8%	3.8%	1.1%	-0.8%	-0.2%
Parking Services	-68.6%	-64.1%	-76.8%	-74.8%	-72.6%	-81.0%
AVERAGE	-5.7%	-3.7%	-0.1%	-3.4%	-5.2%	-3.6%

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 41). In general, older students were more satisfied with the 22 services than younger students.

Table 6 shows the gaps between level of satisfaction and level of importance by age group.

Results indicated that parking services, campus bookstore, and academic counseling had the largest negative gaps for all age groups. This implies that students from all age groups were less satisfied with these services. In comparison with older students, younger students (under 25) reported lower satisfaction with the course registration process and the Transfer Center. Students over 26 expressed high satisfaction with the Assessment/Testing Center than younger students. Health Services, Affirmation Action Office, Student Government, new student orientation, and Student Affairs/Activities Office received low importance and high satisfaction ratings (positive gaps) from all age groups.

Survey Themes

In general, students who were over 31 indicated higher satisfaction with most of the survey themes than younger students (see pages 42-45). Students between ages 18-25 indicated slightly lower satisfaction with the *financial aid and fees* theme. 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	-2.5%	-5.3%	-3.9%	0.7%	-1.4%	3.5%	-7.4%
Course Registration Process	-12.1%	-14.6%	-13.0%	-10.3%	-8.0%	-5.4%	-10.9%
Curriculum/Instruction	-1.3%	-5.5%	-5.8%	-6.2%	-5.2%	-2.4%	-1.9%
Campus Bookstore	-14.2%	-18.7%	-17.4%	-20.0%	-11.7%	-10.4%	-14.9%
Health Services	17.7%	12.7%	11.5%	25.1%	25.1%	26.9%	26.5%
Affirmative Action Office	28.1%	20.1%	27.9%	32.0%	37.5%	31.9%	50.1%
Assessment/Testing Center	-1.1%	2.0%	9.3%	11.4%	16.7%	17.0%	33.3%
Financial Aid Service	-10.3%	-13.7%	-14.4%	-11.9%	2.7%	10.9%	27.3%
Tutoring Center	1.5%	-1.2%	-3.3%	-2.0%	2.8%	8.9%	9.0%
Student Government	18.1%	24.4%	25.3%	35.2%	39.8%	39.0%	25.0%
Computer Labs	-1.9%	0.2%	1.2%	1.4%	1.3%	-1.8%	-3.8%
Library Facilities and Services	-1.9%	0.2%	-2.0%	-0.2%	1.4%	3.4%	2.0%
Accounting/Cashier Office	-3.1%	-1.5%	-6.4%	1.5%	4.4%	-0.8%	-2.0%
Cafeteria/Snack Bar	-3.1%	-9.7%	-14.0%	-11.8%	-3.1%	-0.9%	3.1%
Academic Counseling	-10.7%	-20.0%	-25.6%	-25.2%	-12.4%	-5.8%	-14.1%
DSPS	14.9%	6.9%	5.4%	10.0%	12.2%	14.6%	15.1%
EOPS	4.3%	1.7%	2.5%	7.6%	11.4%	11.9%	12.6%
New Student Orientation	14.0%	8.9%	14.7%	16.2%	19.4%	23.7%	16.1%
Student Affairs/Activities Office	8.2%	13.9%	19.2%	26.4%	27.6%	22.2%	36.5%
Transfer Center	-8.2%	-12.0%	-13.2%	-5.6%	2.8%	5.4%	8.5%
Learning Resource Center	0.4%	1.4%	0.9%	3.2%	5.7%	4.4%	-1.1%
Parking Services	-63.3%	-76.4%	-76.7%	-75.9%	-67.4%	-57.8%	-64.6%
AVERAGE	-1.2%	-3.9%	-3.5%	0.1%	4.6%	6.3%	6.6%

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 46). 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. On average, evening students were more satisfied with the 22 services than day students or day and evening students as measured by smaller or positive gaps between perceived level of importance and satisfaction. Results indicated that parking services and academic counseling had the largest negative gaps for all three groups. Daytime students, as well as students taking classes both day and evening, also expressed lower satisfaction with course registration process, campus bookstore, financial aid cafeteria/snack bar, and Transfer Center. Health Services, Affirmation Action Office, Student Government, new student orientation, and Student Affairs/Activities Office received higher satisfaction ratings than their respective level of importance for all three groups.

Survey Themes

Students from all groups indicated high satisfaction with the *curriculum and instruction* theme (see pages 47-50). 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	-3.8%	-0.5%	-3.8%
Course Registration Process	-13.3%	-6.8%	-13.4%
Curriculum/Instruction	-5.3%	-3.8%	-6.0%
Campus Bookstore	-18.0%	-6.3%	-19.6%
Health Services	11.6%	34.4%	17.0%
Affirmative Action Office	23.1%	43.2%	28.3%
Assessment/Testing Center	5.2%	25.4%	7.4%
Financial Aid Service	-11.5%	3.1%	-14.1%
Tutoring Center	-3.0%	14.9%	-2.0%
Student Government	24.7%	39.9%	28.0%
Computer Labs	1.4%	4.8%	-1.9%
Library Facilities and Services	-0.3%	0.6%	-0.4%
Accounting/Cashier Office	-1.5%	-2.6%	-2.8%
Cafeteria/Snack Bar	-10.3%	5.2%	-14.3%
Academic Counseling	-19.2%	-15.1%	-26.0%
DSPS	7.2%	11.7%	8.0%
EOPS	2.0%	9.2%	5.5%
New Student Orientation	12.2%	16.5%	14.1%
Student Affairs/Activities Office	15.9%	30.2%	20.8%
Transfer Center	-9.1%	0.9%	-13.5%
Learning Resource Center	1.7%	9.5%	-0.1%
Parking Services	-76.9%	-60.1%	-76.0%
AVERAGE	-3.1%	7.0%	-2.9%

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 51). Table 8 shows the gaps between the level of satisfaction and level of importance by new/continuing students. Results indicated that parking services, course registration process, campus bookstore, Financial Aid Services, and academic counseling had the largest negative gaps for both groups. In contrast, Health Services, Affirmation Action Office, Student Government, and Student Affairs/Activities Office received higher satisfaction ratings than their respective level of importance for both groups. In comparison with new students, continuing students expressed lower satisfaction with cafeteria/snack bar.

Survey Themes

Continuing students indicated slightly higher satisfaction with the themes addressing *admissions and course registration, orientation, assessment, and personal development* (see pages 52-54). 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	-5.5%	-2.8%
Course Registration Process	-14.7%	-11.9%
Curriculum/Instruction	-4.4%	-5.6%
Campus Bookstore	-10.1%	-19.2%
Health Services	17.9%	15.3%
Affirmative Action Office	26.3%	26.6%
Assessment/Testing Center	6.2%	7.9%
Financial Aid Service	-11.8%	-10.8%
Tutoring Center	3.1%	-1.8%
Student Government	29.2%	27.0%
Computer Labs	1.7%	0.4%
Library Facilities and Services	0.6%	-0.7%
Accounting/Cashier Office	-1.5%	-2.5%
Cafeteria/Snack Bar	3.2%	-13.4%
Academic Counseling	-15.0%	-22.4%
DSPS	9.4%	7.8%
EOPS	3.6%	4.3%
New Student Orientation	6.9%	14.8%
Student Affairs/Activities Office	13.0%	20.2%
Transfer Center	-8.9%	-9.8%
Learning Resource Center	0.9%	2.1%
Parking Services	-74.2%	-74.5%
AVERAGE	-1.1%	-2.2%

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 55). Students who dropped all of their classes were taken out of this analysis. 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, course registration process, campus bookstore, and academic counseling had the largest negative gaps for both groups. Health Services, Affirmation Action Office, Student Government, new student orientation, and Student Affairs/Activities Office received high satisfaction but low importance ratings from both groups. Full-time students also reported lower satisfaction with Financial Aid Services, cafeteria/snack bar, and

Transfer Center than part-time students. On average, part-time students were slightly more satisfied with these services than full-time students as measured by relatively smaller gaps in perceptions.

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 56-58).

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

SERVICES	Full-time	Part-time
Admissions Process	-4.5%	-2.7%
Course Registration Process	-14.2%	-11.5%
Curriculum/Instruction	-5.7%	-5.1%
Campus Bookstore	-20.6%	-15.0%
Health Services	10.8%	19.4%
Affirmative Action Office	25.3%	28.3%
Assessment/Testing Center	3.4%	11.6%
Financial Aid Service	-13.2%	-9.2%
Tutoring Center	-3.4%	1.1%
Student Government	25.2%	29.0%
Computer Labs	-0.8%	1.7%
Library Facilities and Services	-0.8%	0.1%
Accounting/Cashier Office	-1.2%	-2.7%
Cafeteria/Snack Bar	-15.9%	-6.1%
Academic Counseling	-24.0%	-19.1%
DSPS	4.9%	10.4%
EOPS	1.6%	6.1%
New Student Orientation	11.1%	15.2%
Student Affairs/Activities Office	17.4%	20.1%
Transfer Center	-13.5%	-6.6%
Learning Resource Center	0.5%	2.9%
Parking Services	-79.8%	-71.2%
AVERAGE	-4.4%	-0.1%

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 below:

- Inadequate parking/unacceptable parking situation
- Books are too expensive
- Unhealthy and too expensive food in cafeteria

- Not enough classes/more flexible class scheduling
- Need more knowledgeable counseling staff
- Tuition is too expensive

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 in 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, one additional service area changed (*computer labs*) in the direction of a positive gap number in 2003 (13 of 22) as opposed to the 2001 administration (9 of 22) of the satisfaction survey.
- *Cafeteria/snack bar* and *campus bookstore* improved since fall 2001 as indicated by smaller negative gaps in fall 2003. Although these services still have a negative gap between importance and satisfaction, the gap has closed by 6.5% and 4.5 % respectively in the last two years. The most common student comment related to the books being too expensive, and the food being too costly and unhealthy.
- *New student orientation* and *student government* showed positive trends toward making progress in expanding their positive gaps between the 2001 and 2003 survey with an increase of 4.8% and 4.7% respectively.
- *Course registration process* showed the most change in a negative direction with a - 4.6% difference between the two administrations of the survey.
- *Parking services* showed a widening of the gap between the 2001 and 2003 administration of the survey. The *parking services* gap widened by -4.0% and for 2003 has the extreme gap of -73.5% between importance and satisfaction. Student comments related to parking included: “major problem”, “unacceptable”, “disastrous” and” a nightmare” were representative from the over 300 statements made on this topic.

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

SERVICES	2001 gap	2003 gap	difference
Course Registration Process	-8.2%	-12.8%	-4.6%
Parking Services	-69.5%	-73.5%	-4.0%
Health Services	16.3%	14.1%	-2.2%
Admissions Process	-2.8%	-4.3%	-1.5%
Transfer Center	-9.3%	-10.7%	-1.4%
Financial Aid Service	-10.2%	-11.1%	-0.9%
Learning Resource Center	1.8%	1.0%	-0.8%
Academic Counseling	-21.1%	-21.3%	-0.2%
EOPS	3.2%	3.2%	0.0%
Assessment/Testing Center	5.9%	6.5%	0.6%
Affirmative Action Office	24.7%	25.5%	0.8%
DSPS	5.5%	6.3%	0.8%
Tutoring Center	-2.9%	-1.5%	1.4%
Library Facilities and Services	-2.4%	-0.9%	1.5%
Curriculum/Instruction	-8.0%	-6.2%	1.8%
Accounting/Cashier Office	-5.0%	-3.2%	1.8%
Student Affairs/Activities Office	15.2%	17.3%	2.1%
Computer Labs	-3.1%	0.1%	3.2%
Campus Bookstore	-22.7%	-18.4%	4.3%
Student Government	21.1%	25.8%	4.7%
New Student Orientation	7.5%	12.3%	4.8%
Cafeteria/Snack Bar	-18.2%	-11.7%	6.5%
AVERAGE	-3.7%	-2.9%	0.8%

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 snapshot or first impression provided by the Services questions.

The following are some highlights comparing the two years.

- Based on the summary of each theme, 10 of the 14 themes made changes in a positive direction between the 2001 and 2003 administration of the student satisfaction surveys.
- *Follow-up on student academic status* showed the most increase in student satisfaction between the 2001 and 2003 administration of the survey. Although all questions recorded a positive difference, the key question, “I am adequately informed about my academic status”, showed a pronounced increase of 11.3% between the two survey administrations. It should be noted that this theme also had the greatest room for

improvement since it ranked last of all themes (both survey administrations) in level of satisfaction (61.1%).

- *Assessment* theme showed the second most positive change between the two administrations with a slight increase of 2.4%. The significant question that elevated this three-question theme was: “Counselors/assessment staff clearly explained the assessment results to me”, which recorded a 4.7% increase.
- *Financial Aid and Fees* showed the greatest negative increase between the two administrations of the survey with all three questions recording negative change. The key question, “Student fees and tuition are affordable”, dominated this category with a -20.0% negative difference between the two survey administrations. There were 14 student comments that indicated tuition was “too expensive”.
- *Course availability* showed an overall negative difference of -5.2% with all three questions in this theme also being decidedly negative.
- 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 -6.0% negative response.

Other *course availability* questions on being able to get the classes to reach one’s educational goal and having courses in the major to complete one’s educational goal in a reasonable period of time recorded negative differences of -5.6% and -3.9% respectively. Student comments related to this area included: “not enough classes”, “too many crashers”, “more classes at different times, e.g. Saturdays”, “more short term classes” and “more night classes”. Students seem to be expressing their anxiety about reaching their educational goal in a timely manner.

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

THEMES	2001	2003	Difference
	Satisfaction	Satisfaction	
Follow-up of Student Academic Status	56.6%	61.1%	4.6%
Assessment	71.3%	73.7%	2.4%
Physical Facilities	87.3%	89.3%	2.0%
Academic Development	86.1%	88.0%	1.9%
Curriculum and Instruction	87.6%	89.5%	1.9%
Support Services	88.1%	89.7%	1.6%
Campus Climate	84.8%	86.2%	1.4%
Personal Development	78.1%	79.5%	1.4%
Orientation	72.4%	73.5%	1.2%
Counseling/Advising	74.8%	76.0%	1.2%
Course Scheduling	85.7%	85.4%	-0.4%
Admissions and Course Registration	89.9%	89.0%	-0.8%
Course Availability	76.9%	71.7%	-5.2%
Financial Aid and Fees	81.9%	73.5%	-8.4%

Chapter Summary

In general, demographic distributions of the respondents mirrored the corresponding distributions of Mesa 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, and campus bookstore had the largest negative gaps, suggesting that students had lower satisfaction with these services when compared with their perceived level of importance. In comparison, student government, affirmative action office, and student affairs/activities office received low importance and high satisfaction ratings. Learning Resource Center, computer labs, and library facilities and services had very small discrepancies between the level of satisfaction and their respective level of importance. In terms of satisfaction levels with survey themes, questions related to the *supporting services* theme received the highest satisfaction ratings, followed by *curriculum and instruction*, *physical facilities*, 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, Asians/Pacific Islanders reported lower satisfaction ratings. African Americans also expressed lower satisfaction with Financial Aid Services. It is also noted that, in general, older students were more satisfied than younger students. Students attending classes in the evenings indicated higher satisfaction than those attending classes in the daytime. On average, part-time students were slightly more satisfied with services as measured by relative smaller gaps in perceptions.

Mesa College Student Satisfaction Survey 2003

TABLES

Demographics of Fall 2003 Survey Respondents - Mesa

Gender	Survey Respondents		Mesa Student Population	
	#	%	#	%
Female	1,708	56.4%	12,325	54.6%
Male	1,319	43.6%	10,248	45.4%
Unknown	-	-	20	0.1%
Total	3,027	100.0%	22,593	100.0%
Age	Survey Respondents		Mesa Student Population	
	#	%	#	%
Under 18	76	2.5%	1,380	6.1%
18	383	12.6%	2,257	10.0%
19	433	14.3%	2,247	9.9%
20	359	11.8%	2,210	9.8%
21	323	10.7%	1,866	8.3%
22	225	7.4%	1,580	7.0%
23	177	5.8%	1,330	5.9%
24	150	5.0%	1,172	5.2%
25 - 29	420	13.9%	3,554	15.7%
30 - 34	182	6.0%	1,760	7.8%
35 - 39	96	3.2%	1,024	4.5%
40 - 49	149	4.9%	1,451	6.4%
50 and >	57	1.9%	647	2.9%
Missing	-	-	115	0.5%
1. The counseling session(s) helped m	3,030	100.0%	22,593	100.0%
Ethnicity	Survey Respondents		Mesa Student Population	
	#	%	#	%
American Indian	37	1.2%	199	0.9%
Asian	435	14.4%	3,236	14.3%
African American	144	4.8%	1,270	5.6%
White	1,381	45.6%	10,106	44.7%
Latino	495	16.3%	3,450	15.3%
Filipino	195	6.4%	1,316	5.8%
Pacific Islander	26	0.9%	243	1.1%
Other	107	3.5%	816	3.6%
Declined	211	7.0%	1,957	8.7%
Total	3,031	100.0%	22,593	100.0%
Educational Objective	Survey Respondents		Mesa Student Population	
	#	%	#	%
Obtain BA After AA	1,294	42.7%	8,317	36.8%
Obtain BA Without AA	485	16.0%	3,565	15.8%
Obtain AA Without Transfer	110	3.6%	840	3.7%
Obtain 2Yr Voc Degree W/O Transfer	19	0.6%	152	0.7%
Earn Voc Cert Without Transfer	28	0.9%	229	1.0%
Discover Career Interests	147	4.8%	998	4.4%
Prepare for New Career	147	4.8%	1,385	6.1%
Advance in Current Job/Career	59	1.9%	806	3.6%
Maintain Certificate/License	30	1.0%	340	1.5%
Educational Development	92	3.0%	1,009	4.5%
Improve Basic Skills	22	0.7%	187	0.8%
Complete Credits for HS Dip/GED	11	0.4%	115	0.5%
Undecided	564	18.6%	4,392	19.4%
Unknown	23	0.8%	258	1.1%
Total	3,031	100.0%	22,593	100.0%

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

Enrollment Status	Survey Respondents		Mesa Student Population	
	#	%	#	%
Current High School Student	10	0.3%	965	4.3%
First-Time Student	268	8.8%	1,870	8.3%
First-Time Transfer Student	360	11.9%	3,188	14.1%
Returning Transfer Student	62	2.0%	748	3.3%
Returning Student	106	3.5%	1,125	5.0%
Continuing Student	2,223	73.3%	14,649	64.8%
Unknown	2	0.1%	48	0.2%
Total	3,031	100.0%	22,593	100.0%

Day/Evening	Survey Respondents		Mesa Student Population	
	#	%	#	%
Day Only	1,588	52.4%	10,372	45.9%
Evening Only	299	9.9%	3,712	16.4%
Both Day and Evening	1,027	33.9%	4,981	22.0%
Neither (dropped all courses)	117	3.9%	3,528	15.6%
Total	3,031	100.0%	22,593	100.0%

Part-time/Full-time	Survey Respondents		Mesa Student Population	
	#	%	#	%
Part-time student*	1,663	54.9%	14,217	62.9%
Full-time student*	1,240	40.9%	4,741	21.0%
Dropped*	128	4.2%	3,635	16.1%
Total	3,031	100.0%	22,593	100.0%

* 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 - Mesa 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
SERVICES												
3,793	56.3%	39.5%	3.0%	1.1%	100.0%	1. Admissions Process	3,903	26.9%	64.7%	6.7%	1.7%	100.0%
3,794	70.9%	27.1%	1.0%	1.0%	100.0%	2. Course Registration Process	3,930	29.7%	55.5%	11.5%	3.3%	100.0%
3,738	66.3%	31.0%	1.6%	1.1%	100.0%	3. Curriculum/Instruction	3,841	22.7%	68.3%	7.8%	1.1%	100.0%
3,743	37.8%	52.8%	7.9%	1.5%	100.0%	4. Campus Bookstore	3,814	16.6%	55.6%	20.9%	7.0%	100.0%
3,610	29.1%	44.8%	18.2%	8.0%	100.0%	5. Health Services	2,154	20.6%	67.4%	8.8%	3.2%	100.0%
3,446	18.8%	43.1%	22.7%	15.4%	100.0%	6. Affirmative Action Office	1,680	15.5%	71.8%	9.1%	3.5%	100.0%
3,561	26.7%	52.5%	14.5%	6.2%	100.0%	7. Assessment/Testing Center	2,500	17.7%	68.1%	11.3%	2.9%	100.0%
3,579	60.0%	28.8%	6.5%	4.7%	100.0%	8. Financial Aid Service	2,541	26.8%	50.9%	15.8%	6.5%	100.0%
3,566	46.7%	42.1%	7.0%	4.3%	100.0%	9. Tutoring Center	2,273	25.5%	61.7%	9.8%	3.0%	100.0%
3,481	15.2%	42.6%	28.5%	13.8%	100.0%	10. Student Government	1,880	13.2%	70.3%	12.7%	3.8%	100.0%
3,656	53.0%	39.3%	5.2%	2.6%	100.0%	11. Computer Labs	3,097	37.0%	55.3%	6.3%	1.4%	100.0%
3,727	66.9%	29.3%	2.3%	1.5%	100.0%	12. Library Facilities and Services	3,599	48.1%	47.2%	3.9%	0.8%	100.0%
3,644	31.3%	54.6%	11.3%	2.8%	100.0%	13. Accounting/Cashier Office	3,346	17.8%	65.0%	13.8%	3.4%	100.0%
3,700	34.3%	47.5%	14.8%	3.4%	100.0%	14. Cafeteria/Snack Bar	3,558	16.4%	53.7%	20.4%	9.6%	100.0%
3,654	64.6%	30.0%	3.1%	2.3%	100.0%	15. Academic Counseling	3,275	22.6%	50.7%	20.1%	6.6%	100.0%
3,351	50.1%	35.5%	6.9%	7.5%	100.0%	16. DSPS	1,398	28.5%	63.3%	6.9%	1.2%	100.0%
3,353	42.5%	42.4%	8.1%	7.0%	100.0%	17. EOPS	1,663	23.8%	64.2%	9.4%	2.6%	100.0%
3,467	24.3%	44.7%	21.0%	10.0%	100.0%	18. New Student Orientation	2,108	18.2%	63.1%	14.4%	4.3%	100.0%
3,382	18.4%	49.6%	23.1%	8.8%	100.0%	19. Student Affairs/Activities Office	1,905	14.6%	70.8%	12.4%	2.2%	100.0%
3,516	58.5%	34.2%	3.8%	3.5%	100.0%	20. Transfer Center	2,513	21.2%	60.7%	14.8%	3.3%	100.0%
3,579	54.6%	38.3%	4.0%	3.0%	100.0%	21. Learning Resource Center	3,044	39.6%	54.3%	5.0%	1.1%	100.0%
3,740	74.4%	20.7%	2.1%	2.7%	100.0%	22. Parking Services	3,692	4.2%	17.4%	21.9%	56.5%	100.0%
3,595	45.5%	39.6%	9.8%	5.1%	100.0%	Average	2,805	23.1%	59.1%	12.0%	5.9%	100.0%

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
Admission and Course Registration						
1. I did not have any problems with the application process.	3,994	37.1%	48.9%	10.4%	3.6%	100.0%
2. Admissions staff were helpful throughout the application process.	3,699	28.6%	57.2%	11.5%	2.7%	100.0%
3. Overall, I was satisfied with the application process.	3,970	28.6%	61.4%	8.1%	2.0%	100.0%
understand.	4,013	32.8%	58.5%	7.6%	1.1%	100.0%
5. The ClassTalk registration process is easy to use.	3,651	44.8%	47.4%	6.2%	1.6%	100.0%
Average	3,865	34.4%	54.7%	8.8%	2.2%	100.0%
Orientation						
1. By attending a new student orientation, I became more familiar with the college campus.	1,617	22.1%	52.3%	20.2%	5.3%	100.0%
2. The new student orientation I attended was well organized.	1,520	21.6%	61.3%	14.3%	2.8%	100.0%
3. Student orientation is effective in helping new students adjust to the college.	1,873	22.7%	59.0%	14.7%	3.5%	100.0%
4. It should be mandatory for all new students to attend a new student orientation.	2,426	20.4%	34.6%	28.9%	16.2%	100.0%
Average	1,859	21.7%	51.8%	19.5%	6.9%	100.0%
Assessment						
1. The reading and writing assessment test helped me enroll in the appropriate level English class.	2,565	28.2%	52.4%	12.6%	6.9%	100.0%
2. The math assessment test helped me enroll in the appropriate level math class.	2,530	23.6%	47.7%	17.4%	11.3%	100.0%
3. Counselors/assessment staff clearly explained the assessment results to me.	2,540	21.2%	49.1%	20.9%	8.8%	100.0%
4. Assessment tests were offered frequently and at times that met my needs.	2,510	19.3%	53.3%	20.1%	7.4%	100.0%
Average	2,536	23.1%	50.6%	17.7%	8.6%	100.0%
1. The counseling session(s) helped me clarify my educational goal.						
1. The counseling session(s) helped me clarify my educational goal.	3,093	24.5%	47.5%	19.6%	8.4%	100.0%
2. The counseling session(s) helped me select courses I need to attain my educational goal.	3,109	28.1%	49.3%	15.7%	6.9%	100.0%
3. The counselor(s) helped me understand course prerequisites.	3,077	25.9%	52.9%	14.8%	6.4%	100.0%
4. Counseling session(s) are informative and helpful.	3,197	29.9%	49.9%	13.5%	6.7%	100.0%
5. Counselors are interested in helping students.	3,216	29.0%	54.0%	11.9%	5.0%	100.0%
6. Counselors care about me as an individual.	3,141	23.3%	45.7%	23.2%	7.8%	100.0%
7. Counselors are concerned about my academic success.	3,150	23.0%	49.0%	20.9%	7.2%	100.0%
Average	3,140	26.2%	49.8%	17.1%	6.9%	100.0%
Follow-up of Student Academic Status						
1. The college has done a good job in following up with student academic status.	2,911	13.1%	47.7%	30.1%	9.1%	100.0%
2. I am adequately informed about my academic status.	3,210	15.4%	38.9%	34.1%	11.6%	100.0%
3. College is responsive in helping students improve academic performance.	3,089	14.4%	52.7%	26.4%	6.5%	100.0%
4. Counselors have helped me to understand my academic status.	2,920	15.5%	46.7%	28.7%	9.1%	100.0%
Average	3,033	14.6%	46.5%	29.8%	9.1%	100.0%
Course Availability						
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.	3,761	14.9%	55.5%	21.3%	8.3%	100.0%
2. A variety of <u>courses in my major</u> are offered to complete my educational goal within a reasonable period of time.	3,703	13.3%	55.8%	22.7%	8.3%	100.0%
3. Generally, I am able to get the classes I need to meet my educational goal.	3,890	15.4%	60.3%	17.6%	6.8%	100.0%
Average	3,785	14.5%	57.2%	20.5%	7.8%	100.0%

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

	# respondents	strongly agree	agree	disagree	strongly disagree	Total
Curriculum and Instruction						
1. I feel at ease talking with my instructor(s) outside of the classroom.	3,872	24.5%	61.8%	11.6%	2.1%	100.0%
2. In general, instructors attempt to be fair and objective in their presentation of course materials.	3,991	25.7%	67.6%	5.7%	1.0%	100.0%
3. In general, instructors clearly define how I will be graded.	4,006	32.0%	63.0%	4.4%	0.6%	100.0%
4. Faculty care about their students' success.	3,881	22.0%	62.9%	13.4%	1.7%	100.0%
5. Faculty have been available for help outside of class.	3,656	23.5%	63.0%	11.9%	1.7%	100.0%
6. I believe my courses will prepare me well for future employment.	3,870	26.7%	59.8%	11.0%	2.4%	100.0%
7. I believe my courses will prepare me well for transfer to a 4 year institution.	3,655	32.0%	61.7%	5.3%	1.0%	100.0%
8. Overall, I am satisfied with the course content in most of my classes.	3,991	27.4%	65.3%	6.3%	1.0%	100.0%
9. The amount of homework in most of my classes was fair.	3,982	21.3%	67.4%	9.7%	1.6%	100.0%
10. Most of the classes I took were interesting.	3,729	23.5%	62.0%	13.1%	1.4%	100.0%
11. I am satisfied with the overall quality of instruction.	3,978	24.5%	67.0%	7.2%	1.3%	100.0%
Average	3,874	25.7%	63.8%	9.1%	1.4%	100.0%
Course Scheduling						
1. The college should offer more Information Technology courses.	2,632	26.6%	54.1%	17.2%	2.2%	100.0%
2. The college should offer more flexible course scheduling.	3,703	40.8%	49.0%	9.4%	0.8%	100.0%
3. The college should offer more short-term courses.	3,443	39.0%	46.6%	12.9%	1.5%	100.0%
Average	3,259	35.5%	49.9%	13.1%	1.5%	100.0%
Physical Facilities						
1. The campus library has an adequate and up-to-date selection of books, periodicals, and other resource materials for my needs.	3,355	35.6%	57.1%	5.8%	1.5%	100%
2. Library staff are nice and helpful.	3,394	31.3%	58.6%	8.5%	1.6%	100%
3. The library is open when I need it.	3,544	31.7%	55.0%	9.8%	3.6%	100%
4. In general, classroom facilities are adequate for instruction.	3,829	20.6%	66.3%	10.8%	2.3%	100%
5. Computer labs are equipped with updated computers and software.	3,232	30.8%	61.7%	6.1%	1.5%	100%
6. I am satisfied with services provided by library staff.	3,391	30.0%	63.3%	5.5%	1.2%	100%
7. I am satisfied with services provided by the campus book store.	3,777	20.8%	62.6%	12.1%	4.5%	100%
8. The availability of computer labs is sufficient to meet my educational needs.	3,269	27.6%	63.5%	7.4%	1.5%	100%
9. There is adequate study space on campus.	3,733	28.7%	58.7%	9.9%	2.7%	100%
Average	3,503	28.6%	60.8%	8.4%	2.3%	100.0%
Campus Climate						
1. College staff have been helpful.	3,851	19.5%	73.2%	6.7%	0.6%	100.0%
2. I feel valued as a student.	3,822	14.4%	62.5%	21.1%	1.9%	100.0%
3. Students are friendly.	3,915	17.1%	72.4%	9.1%	1.3%	100.0%
4. I feel a sense of belonging in this college.	3,811	14.1%	61.3%	21.3%	3.3%	100.0%
5. I feel comfortable in the college environment.	3,943	20.3%	73.0%	5.9%	0.9%	100.0%
6. I feel safe on campus.	3,961	22.5%	72.5%	4.2%	0.8%	100.0%
7. I am treated with respect at this college.	3,887	20.2%	73.4%	5.5%	0.9%	100.0%
8. Students have a substantial voice in matters related to programs and services.	3,115	13.8%	59.8%	21.8%	4.6%	100.0%
Average	3,788	17.7%	68.5%	12.0%	1.8%	100.0%
Financial Aid and Fees						
1. Overall, I am satisfied with financial aid services.	2,426	25.1%	49.3%	17.4%	8.3%	100.0%
2. Student fees and tuition are affordable.	3,525	18.4%	49.6%	20.7%	11.3%	100.0%
3. Fee refund policies are reasonable.	3,120	19.1%	59.0%	15.4%	6.6%	100.0%
Average	3,024	20.9%	52.6%	17.8%	8.7%	100.0%

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

	# respondents	strongly agree	agree	disagree	strongly disagree	Total
Support Services						
1. Transfer center services are useful in helping students transfer.	2,404	23.1%	64.6%	9.8%	2.5%	100.0%
2. DSPS (disabled students) services are always available when I need them.	1,128	26.2%	65.0%	7.7%	1.2%	100.0%
3. DSPS staff are nice and willing to help.	1,129	27.6%	65.0%	6.2%	1.2%	100.0%
4. Transfer center services are informative and helpful.	2,243	20.0%	65.9%	11.1%	2.9%	100.0%
5. EOPS (Educational Opportunities Programs and Services) staff are helpful.	1,406	26.8%	64.1%	6.9%	2.2%	100.0%
Average	1,662	24.7%	64.9%	8.3%	2.0%	100.0%
Academic Development						
1. The General Education classes (i.e., English, math, etc.) developed my academic skills in written and oral communication.	3,226	21.6%	68.0%	8.5%	1.9%	100.0%
2. The General Education classes developed my critical thinking skills.	3,306	20.5%	67.3%	10.6%	1.5%	100.0%
3. The General Education classes developed my academic abilities in math and quantitative skills.	3,160	20.4%	67.5%	9.9%	2.2%	100.0%
4. The college education developed my occupational competence.	3,274	19.9%	66.6%	11.0%	2.4%	100.0%
Average	3,242	20.6%	67.4%	10.0%	2.0%	100.0%
Personal Development						
1. I am more aware of and appreciate human diversity after attending this college.	3,560	23.7%	57.6%	15.7%	3.1%	100.0%
2. The college education helped me to understand myself better.	3,628	20.4%	56.7%	19.5%	3.4%	100.0%
3. I have gained knowledge in different fields.	3,700	26.0%	66.8%	6.0%	1.2%	100.0%
4. I have gained computer skills.	3,215	17.9%	47.2%	28.0%	6.8%	100.0%
5. I have learned about other parts of the world and other people.	3,537	21.5%	59.5%	15.6%	3.4%	100.0%
6. I have gained interpersonal skills by interacting with people on campus.	3,602	20.3%	59.2%	16.6%	3.9%	100.0%
Average	3,540	21.6%	57.8%	16.9%	3.7%	100.0%

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	Mesa	
	#	%
Less than 1 hour	1,170	29.4%
1-5 hours	1,626	40.8%
6-10 hours	615	15.4%
11-15 hours	277	7.0%
16-20 hours	152	3.8%
More than 20 hours	144	3.6%
Total	3,984	100.0%

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

Responses	Mesa	
	#	%
Less than 1 hour	126	3.2%
1-5 hours	1,457	36.5%
6-10 hours	1,329	33.3%
11-15 hours	611	15.3%
16-20 hours	271	6.8%
More than 20 hours	199	5.0%
Total	3,993	100.0%

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

Responses	Mesa	
	#	%
Grammar school or less	198	5.0%
Some high school	198	5.0%
High school graduate	621	15.7%
Some college	945	23.9%
College degree	1,123	28.4%
Some graduate school	109	2.8%
Graduate degree	763	19.3%
Total	3,957	100.0%

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

	Mesa
Average # semesters	3.37

STUDENT SATISFACTION SURVEY 2 YEAR COMPARISONS - Mesa College

GAP Analyses

	Fall 2001			Fall 2003			2001 & 2003 GAP differences
	% important	% satisfied	GAP	% important	% satisfied	GAP	
SERVICES							
1. Admissions Process	95.5%	92.7%	-2.8%	95.9%	91.6%	-4.3%	-1.5%
2. Course Registration Process	97.3%	89.1%	-8.2%	98.0%	85.2%	-12.8%	-4.6%
3. Curriculum/Instruction	96.8%	88.8%	-8.0%	97.3%	91.0%	-6.2%	1.8%
4. Campus Bookstore	89.7%	67.0%	-22.7%	90.6%	72.1%	-18.4%	4.3%
5. Health Services	71.2%	87.5%	16.3%	73.9%	88.0%	14.1%	-2.2%
6. Affirmative Action Office	60.9%	85.6%	24.7%	61.9%	87.4%	25.5%	0.8%
7. Assessment/Testing Center	77.8%	83.7%	5.9%	79.3%	85.8%	6.5%	0.6%
8. Financial Aid Service	87.2%	77.0%	-10.2%	88.8%	77.7%	-11.1%	-0.9%
9. Tutoring Center	86.7%	83.8%	-2.9%	88.8%	87.2%	-1.5%	1.4%
10. Student Government	57.5%	78.6%	21.1%	57.7%	83.6%	25.8%	4.7%
11. Computer Labs	92.3%	89.2%	-3.1%	92.2%	92.3%	0.1%	3.2%
12. Library Facilities and Services	95.7%	93.3%	-2.4%	96.2%	95.3%	-0.9%	1.5%
13. Accounting/Cashier Office	84.3%	79.3%	-5.0%	85.9%	82.7%	-3.2%	1.8%
14. Cafeteria/Snack Bar	79.0%	60.8%	-18.2%	81.8%	70.1%	-11.7%	6.5%
15. Academic Counseling	93.8%	72.7%	-21.1%	94.6%	73.3%	-21.3%	-0.2%
16. DSPS	83.5%	89.0%	5.5%	85.6%	91.8%	6.3%	0.8%
17. EOPS	81.4%	84.6%	3.2%	84.8%	88.0%	3.2%	0.0%
18. New Student Orientation	70.1%	77.6%	7.5%	69.0%	81.3%	12.3%	4.8%
1. The counseling session(s) helped me clarify	67.8%	83.0%	15.2%	68.1%	85.4%	17.3%	2.1%
20. Transfer Center	90.5%	81.2%	-9.3%	92.7%	82.0%	-10.7%	-1.4%
21. Learning Resource Center	90.8%	92.6%	1.8%	92.9%	93.9%	1.0%	-0.8%
22. Parking Services	92.9%	23.4%	-69.5%	95.1%	21.6%	-73.5%	-4.0%
Average	83.8%	80.0%	-3.7%	85.0%	82.2%	-2.9%	0.8%

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
Admission and Course Registration			
1. I did not have any problems with the application process.	88.9%	86.0%	-2.9%
2. Admissions staff were helpful throughout the application process.	86.1%	85.8%	-0.3%
3. Overall, I was satisfied with the application process.	90.9%	89.9%	-1.0%
4. The information presented in the class schedule is clear and easy to understand.	90.2%	91.3%	1.1%
5. The ClassTalk registration process is easy to use.	93.2%	92.2%	-1.0%
Average	89.9%	89.0%	-0.8%
Orientation			
1. By attending a new student orientation, I became more familiar with the college campus.	73.0%	74.5%	1.5%
2. The new student orientation I attended was well organized.	80.6%	82.9%	2.3%
3. Student orientation is effective in helping new students adjust to the college.	80.7%	81.8%	1.1%
4. It should be mandatory for all new students to attend a new student orientation.	55.1%	55.0%	-0.1%
Average	72.4%	73.5%	1.2%
Assessment			
1. The reading and writing assessment test helped me enroll in the appropriate level English class.	77.7%	80.6%	2.9%
2. The math assessment test helped me enroll in the appropriate level math class.	71.1%	71.3%	0.2%
3. Counselors/assessment staff clearly explained the assessment results to me.	65.6%	70.3%	4.7%
4. Assessment tests were offered frequently and at times that met my needs.	70.7%	72.5%	1.8%
Average	71.3%	73.7%	2.4%
Counseling/Advising			
1. The counseling session(s) helped me clarify my educational goal.	70.9%	72.0%	1.1%
2. The counseling session(s) helped me select courses I need to attain my educational goal.	76.7%	77.4%	0.7%
3. The counselor(s) helped me understand course prerequisites.	77.7%	78.8%	1.1%
4. Counseling session(s) are informative and helpful.	79.3%	79.8%	0.5%
5. Counselors are interested in helping students.	82.1%	83.0%	0.9%
6. Counselors care about me as an individual.	66.7%	69.0%	2.3%
7. Counselors are concerned about my academic success.	70.5%	71.9%	1.4%
Average	74.8%	76.0%	1.2%
Follow-up of Student Academic Status			
1. The college has done a good job in following up with student academic status.	58.9%	60.8%	1.9%
2. I am adequately informed about my academic status.	43.0%	54.3%	11.3%
3. College is responsive in helping students improve academic performance.	63.7%	67.1%	3.4%
4. Counselors have helped me to understand my academic status.	60.6%	62.3%	1.7%
Average	56.6%	61.1%	4.6%
Course Availability			
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.	76.5%	70.5%	-6.0%
2. A variety of <i>courses in my major</i> are offered to complete my educational goal within a reasonable period of time.	72.9%	69.0%	-3.9%
3. Generally, I am able to get the classes I need to meet my educational goal.	81.3%	75.7%	-5.6%
Average	76.9%	71.7%	-5.2%

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
Curriculum and Instruction			
1. I feel at ease talking with my instructor(s) outside of the classroom.	84.3%	86.3%	2.0%
2. In general, instructors attempt to be fair and objective in their presentation of course materials.	92.5%	93.3%	0.8%
3. In general, instructors clearly define how I will be graded.	93.1%	95.0%	1.9%
4. Faculty care about their students' success.	82.0%	84.9%	2.9%
5. Faculty have been available for help outside of class.	83.8%	86.5%	2.7%
6. I believe my courses will prepare me well for future employment.	83.4%	86.6%	3.2%
7. I believe my courses will prepare me well for transfer to a 4 year institution.	92.2%	93.7%	1.5%
8. Overall, I am satisfied with the course content in most of my classes.	90.3%	92.7%	2.4%
9. The amount of homework in most of my classes was fair.	88.7%	88.7%	0.0%
10. Most of the classes I took were interesting.	84.6%	85.5%	0.9%
11. I am satisfied with the overall quality of instruction.	89.2%	91.5%	2.3%
Average	87.6%	89.5%	1.9%
Course Scheduling			
1. The college should offer more Information Technology courses.	83.2%	80.7%	-2.5%
2. The college should offer more flexible course scheduling.	88.2%	89.8%	1.6%
3. The college should offer more short-term courses.	85.8%	85.7%	-0.1%
Average	85.7%	85.4%	-0.4%
Physical Facilities			
1. The campus library has an adequate and up-to-date selection of books, periodicals, and other resource materials for my needs.	89.8%	92.7%	2.9%
2. Library staff are nice and helpful.	90.1%	89.9%	-0.2%
3. The library is open when I need it.	87.4%	86.7%	-0.7%
4. In general, classroom facilities are adequate for instruction.	87.0%	86.9%	-0.1%
5. Computer labs are equipped with updated computers and software.	87.9%	92.5%	4.6%
6. I am satisfied with services provided by library staff.	91.7%	93.3%	1.6%
7. I am satisfied with services provided by the campus book store.	75.8%	83.4%	7.6%
8. The availability of computer labs is sufficient to meet my educational needs.	89.1%	91.1%	2.0%
9. There is adequate study space on campus.	87.1%	87.4%	0.3%
Average	87.3%	89.3%	2.0%
Campus Climate			
1. College staff have been helpful.	92.0%	92.7%	0.7%
2. I feel valued as a student.	75.1%	76.9%	1.8%
3. Students are friendly.	88.4%	89.5%	1.1%
4. I feel a sense of belonging in this college.	71.9%	75.4%	3.5%
5. I feel comfortable in the college environment.	93.1%	93.2%	0.1%
6. I feel safe on campus.	92.3%	95.0%	2.7%
7. I am treated with respect at this college.	92.0%	93.6%	1.6%
8. Students have a substantial voice in matters related to programs and services.	73.6%	73.6%	0.0%
Average	84.8%	86.2%	1.4%
Financial Aid and Fees			
1. Overall, I am satisfied with financial aid services.	76.7%	74.4%	-2.3%
2. Student fees and tuition are affordable.	88.0%	68.0%	-20.0%
3. Fee refund policies are reasonable.	81.1%	78.1%	-3.0%
Average	81.9%	73.5%	-8.4%

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
Support Services			
1. Transfer center services are useful in helping students transfer.	86.7%	87.6%	0.9%
2. DSPS (disabled students) services are always available when I need them.	88.6%	91.1%	2.5%
3. DSPS staff are nice and willing to help.	90.9%	92.6%	1.7%
4. Transfer center services are informative and helpful.	85.6%	86.0%	0.4%
5. EOPS (Educational Opportunities Programs and Services) staff are helpful.	88.7%	90.9%	2.2%
Average	88.1%	89.7%	1.6%
Academic Development			
1. The General Education classes (i.e., English, math, etc.) developed my academic skills in written and oral communication.	87.7%	89.6%	1.9%
2. The General Education classes developed my critical thinking skills.	86.0%	87.8%	1.8%
3. The General Education classes developed my academic abilities in math and quantitative skills.	86.1%	87.9%	1.8%
4. The college education developed my occupational competence.	84.4%	86.6%	2.2%
Average	86.1%	88.0%	1.9%
Personal Development			
1. I am more aware of and appreciate human diversity after attending this college.	79.7%	81.2%	1.5%
2. The college education helped me to understand myself better.	75.0%	77.1%	2.1%
3. I have gained knowledge in different fields.	91.0%	92.8%	1.8%
4. I have gained computer skills.	64.8%	65.1%	0.3%
5. I have learned about other parts of the world and other people.	79.3%	81.0%	1.7%
6. I have gained interpersonal skills by interacting with people on campus.	78.6%	79.4%	0.8%
Average	78.1%	79.5%	1.4%

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

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

Student Satisfaction by Gender - Mesa 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
		SERVICES		
96.7%	95.1%	1. Admissions Process	93.0%	92.0%
98.5%	98.1%	2. Course Registration Process	85.2%	86.6%
97.5%	97.0%	3. Curriculum/Instruction	91.6%	92.2%
91.5%	89.6%	4. Campus Bookstore	74.9%	71.3%
75.0%	71.3%	5. Health Services	90.1%	88.0%
67.6%	53.5%	6. Affirmative Action Office	91.8%	83.6%
81.1%	76.7%	7. Assessment/Testing Center	87.4%	85.8%
91.3%	87.1%	8. Financial Aid Service	79.1%	77.7%
90.2%	87.0%	9. Tutoring Center	88.2%	87.6%
60.5%	53.3%	10. Student Government	88.7%	80.3%
93.3%	91.6%	11. Computer Labs	94.8%	91.3%
96.7%	95.8%	12. Library Facilities and Services	95.7%	96.4%
87.2%	83.7%	13. Accounting/Cashier Office	85.2%	81.1%
83.0%	80.2%	14. Cafeteria/Snack Bar	73.1%	69.9%
96.1%	94.2%	15. Academic Counseling	73.4%	75.4%
88.0%	83.3%	16. DSPS	93.5%	94.4%
86.9%	83.5%	17. EOPS	89.8%	89.2%
71.8%	66.1%	18. New Student Orientation	84.3%	80.4%
69.8%	65.8%	19. Student Affairs/Activities Office	89.0%	84.2%
94.3%	91.3%	20. Transfer Center	84.0%	82.7%
94.3%	92.1%	21. Learning Resource Center	95.6%	94.7%
96.1%	94.8%	22. Parking Services	20.7%	21.9%
86.7%	83.2%	Average	84.0%	82.1%

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
Admission and Course Registration		
1. I did not have any problems with the application process.	86.4%	87.5%
2. Admissions staff were helpful throughout the application process.	84.9%	89.1%
3. Overall, I was satisfied with the application process.	90.5%	91.2%
4. The information presented in the class schedule is clear and easy to understand.	91.5%	92.2%
5. The ClassTalk registration process is easy to use.	91.9%	93.3%
Average	89.0%	90.7%
Orientation		
1. By attending a new student orientation, I became more familiar with the college campus.	75.4%	74.9%
2. The new student orientation I attended was well organized.	85.8%	83.9%
3. Student orientation is effective in helping new students adjust to the college.	83.4%	82.7%
4. It should be mandatory for all new students to attend a new student orientation.	53.6%	54.7%
Average	74.5%	74.1%
Assessment		
1. The reading and writing assessment test helped me enroll in the appropriate level English class.	81.9%	79.2%
2. The math assessment test helped me enroll in the appropriate level math class.	72.5%	69.9%
3. Counselors/assessment staff clearly explained the assessment results to me.	68.1%	75.3%
4. Assessment tests were offered frequently and at times that met my needs.	74.7%	72.6%
Average	74.3%	74.3%
Counseling/Advising		
1. The counseling session(s) helped me clarify my educational goal.	70.2%	76.8%
2. The counseling session(s) helped me select courses I need to attain my educational goal.	77.4%	80.4%
3. The counselor(s) helped me understand course prerequisites.	78.6%	81.6%
4. Counseling session(s) are informative and helpful.	78.2%	83.1%
5. Counselors are interested in helping students.	83.1%	85.5%
6. Counselors care about me as an individual.	68.7%	71.6%
7. Counselors are concerned about my academic success.	72.5%	73.9%
Average	75.5%	79.0%
Follow-up of Student Academic Status		
1. The college has done a good job in following up with student academic status.	59.5%	64.6%
2. I am adequately informed about my academic status.	52.5%	53.8%
3. College is responsive in helping students improve academic performance.	66.2%	69.7%
4. Counselors have helped me to understand my academic status.	61.7%	65.3%
Average	60.0%	63.4%
Course Availability		
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.	70.0%	73.1%
2. A variety of <i>courses in my major</i> are offered to complete my educational goal within a reasonable period of time.	68.1%	72.9%
3. Generally, I am able to get the classes I need to meet my educational goal.	76.0%	77.8%
Average	71.4%	74.6%

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

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

	Female	Male
Curriculum and Instruction		
1. I feel at ease talking with my instructor(s) outside of the classroom.	87.2%	87.0%
2. In general, instructors attempt to be fair and objective in their presentation of course materials.	95.0%	93.4%
3. In general, instructors clearly define how I will be graded.	96.3%	94.9%
4. Faculty care about their students' success.	86.5%	84.0%
5. Faculty have been available for help outside of class.	87.4%	87.0%
6. I believe my courses will prepare me well for future employment.	89.6%	85.2%
7. I believe my courses will prepare me well for transfer to a 4 year institution.	95.2%	94.2%
8. Overall, I am satisfied with the course content in most of my classes.	94.3%	92.6%
9. The amount of homework in most of my classes was fair.	89.5%	89.8%
10. Most of the classes I took were interesting.	87.4%	84.2%
11. I am satisfied with the overall quality of instruction.	92.9%	92.6%
Average	91.0%	89.5%
Course Scheduling		
1. The college should offer more Information Technology courses.	77.8%	82.5%
2. The college should offer more flexible course scheduling.	90.3%	88.3%
3. The college should offer more short-term courses.	88.3%	82.4%
Average	85.5%	84.4%
Physical Facilities		
1. The campus library has an adequate and up-to-date selection of books, periodicals, and other resource materials for my needs.	92.0%	94.3%
2. Library staff are nice and helpful.	90.4%	91.3%
3. The library is open when I need it.	86.3%	88.8%
4. In general, classroom facilities are adequate for instruction.	87.8%	88.4%
5. Computer labs are equipped with updated computers and software.	95.0%	91.5%
6. I am satisfied with services provided by library staff.	93.7%	95.0%
7. I am satisfied with services provided by the campus book store.	84.7%	83.7%
8. The availability of computer labs is sufficient to meet my educational needs.	92.9%	91.8%
9. There is adequate study space on campus.	88.0%	88.5%
Average	90.1%	90.4%
Campus Climate		
1. College staff have been helpful.	93.4%	93.8%
2. I feel valued as a student.	78.6%	76.3%
3. Students are friendly.	89.3%	91.4%
4. I feel a sense of belonging in this college.	76.8%	75.1%
5. I feel comfortable in the college environment.	94.4%	93.5%
6. I feel safe on campus.	94.6%	97.1%
7. I am treated with respect at this college.	94.3%	94.0%
8. Students have a substantial voice in matters related to programs and services.	75.1%	73.7%
Average	87.1%	86.9%
Financial Aid and Fees		
1. Overall, I am satisfied with financial aid services.	75.0%	75.9%
2. Student fees and tuition are affordable.	65.8%	72.3%
3. Fee refund policies are reasonable.	79.7%	79.9%
Average	73.5%	76.0%

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

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

	Female	Male
Support Services		
1. Transfer center services are useful in helping students transfer.	89.4%	89.8%
2. DSPS (disabled students) services are always available when I need them.	94.6%	91.7%
3. DSPS staff are nice and willing to help.	95.7%	93.0%
4. Transfer center services are informative and helpful.	88.5%	85.9%
5. EOPS (Educational Opportunities Programs and Services) staff are helpful.	93.0%	91.1%
Average	92.2%	90.3%
Academic Development		
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.	89.5%	88.6%
3. The General Education classes developed my academic abilities in math and quantitative skills.	89.4%	89.1%
4. The college education developed my occupational competence.	88.1%	87.1%
Average	89.5%	89.1%
Personal Development		
1. I am more aware of and appreciate human diversity after attending this college.	82.4%	82.0%
2. The college education helped me to understand myself better.	77.4%	77.9%
3. I have gained knowledge in different fields.	94.1%	93.5%
4. I have gained computer skills.	64.2%	66.9%
5. I have learned about other parts of the world and other people.	81.4%	82.0%
6. I have gained interpersonal skills by interacting with people on campus.	80.4%	80.8%
Average	80.0%	80.5%

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

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

Student Satisfaction by Ethnicity - Mesa 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	
						SERVICES						
98.1%	96.1%	95.3%	96.7%	98.9%	93.9%	1. Admissions Process	92.0%	94.0%	92.1%	93.9%	93.5%	94.2%
98.4%	98.4%	98.2%	98.2%	98.9%	98.5%	2. Course Registration Process	87.2%	87.5%	83.7%	91.4%	86.6%	87.0%
96.3%	96.8%	97.6%	96.6%	96.7%	98.5%	3. Curriculum/Instruction	91.6%	91.7%	91.2%	93.3%	95.7%	91.1%
92.3%	91.9%	88.7%	94.7%	95.5%	90.9%	4. Campus Bookstore	69.1%	74.0%	74.2%	74.4%	74.7%	76.1%
80.2%	75.2%	68.6%	79.9%	80.5%	78.6%	5. Health Services	83.7%	87.2%	90.8%	89.3%	92.2%	96.2%
72.8%	81.5%	52.0%	69.7%	75.0%	66.7%	6. Affirmative Action Office	86.7%	88.2%	86.7%	89.5%	87.1%	95.2%
83.1%	81.5%	75.7%	84.6%	87.9%	82.5%	7. Assessment/Testing Center	83.8%	93.6%	86.7%	87.9%	86.2%	87.4%
89.8%	96.8%	86.5%	93.6%	92.1%	93.8%	8. Financial Aid Service	79.0%	76.6%	74.8%	82.1%	83.5%	86.0%
89.7%	92.1%	86.6%	94.5%	90.2%	92.8%	9. Tutoring Center	85.5%	85.3%	88.1%	89.8%	92.3%	86.5%
64.3%	64.5%	51.3%	64.7%	69.0%	65.1%	10. Student Government	82.5%	90.0%	85.0%	85.3%	86.0%	83.1%
92.5%	96.0%	91.4%	95.4%	95.0%	91.6%	11. Computer Labs	91.5%	94.8%	93.8%	93.8%	89.3%	95.0%
96.4%	97.7%	96.0%	97.3%	96.7%	96.2%	12. Library Facilities and Services	93.9%	97.6%	96.3%	97.3%	95.9%	96.1%
87.5%	92.0%	83.9%	87.0%	91.5%	87.5%	13. Accounting/Cashier Office	80.4%	84.9%	83.5%	83.3%	90.6%	88.2%
86.8%	85.7%	79.6%	80.7%	88.3%	83.8%	14. Cafeteria/Snack Bar	69.4%	79.1%	70.4%	76.1%	76.6%	70.6%
95.5%	96.0%	94.5%	97.2%	98.3%	96.2%	15. Academic Counseling	77.5%	86.5%	71.6%	77.3%	75.9%	74.8%
87.9%	90.0%	83.9%	87.4%	91.6%	87.9%	16. DSPS	93.7%	96.5%	93.4%	95.1%	94.8%	91.7%
88.8%	90.8%	82.3%	89.1%	90.4%	88.8%	17. EOPS	89.5%	92.0%	88.9%	91.2%	90.5%	87.5%
76.4%	69.9%	64.8%	74.6%	77.2%	74.4%	18. New Student Orientation	83.2%	84.8%	82.0%	83.6%	82.3%	88.6%
74.2%	79.8%	62.1%	72.7%	78.6%	82.9%	19. Student Affairs/Activities Office	85.4%	84.0%	87.2%	87.2%	87.1%	87.7%
95.2%	93.4%	92.2%	93.1%	95.9%	93.8%	20. Transfer Center	83.8%	84.4%	81.7%	84.9%	86.6%	83.3%
94.3%	96.9%	92.0%	95.1%	95.3%	94.6%	21. Learning Resource Center	93.5%	94.0%	95.8%	96.2%	94.5%	94.4%
96.0%	95.3%	95.1%	95.7%	97.2%	97.8%	22. Parking Services	27.4%	31.1%	18.3%	20.9%	24.6%	16.8%
88.0%	89.0%	82.7%	88.1%	90.0%	88.0%	Average	82.3%	85.4%	82.6%	84.7%	84.8%	84.4%

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
Admission and Course Registration						
1. I did not have any problems with the application process.	83.2%	89.4%	86.4%	88.8%	91.7%	88.5%
2. Admissions staff were helpful throughout the application process.	84.9%	88.5%	85.3%	88.5%	93.3%	91.8%
3. Overall, I was satisfied with the application process.	90.7%	94.2%	89.5%	92.3%	94.8%	93.5%
4. The information presented in the class schedule is clear and easy to understand.	90.8%	92.3%	91.1%	95.1%	94.2%	89.4%
5. The ClassTalk registration process is easy to use.	92.6%	95.4%	91.7%	95.4%	90.2%	93.9%
Average	88.4%	92.0%	88.8%	92.0%	92.8%	91.4%
Orientation						
1. By attending a new student orientation, I became more familiar with the college campus.	77.1%	72.9%	71.4%	80.8%	78.2%	80.0%
2. The new student orientation I attended was well organized.	85.1%	78.2%	83.8%	88.8%	81.0%	93.1%
3. Student orientation is effective in helping new students adjust to the college.	87.1%	82.1%	78.3%	89.1%	85.7%	86.3%
4. It should be mandatory for all new students to attend a new student orientation.	66.5%	59.6%	44.7%	63.2%	63.9%	66.7%
Average	78.9%	73.2%	69.6%	80.5%	77.2%	81.5%
Assessment						
1. The reading and writing assessment test helped me enroll in the appropriate level English class.	79.2%	79.8%	81.8%	80.8%	82.3%	83.7%
2. The math assessment test helped me enroll in the appropriate level math class.	72.8%	75.0%	69.9%	74.0%	69.3%	72.4%
3. Counselors/assessment staff clearly explained the assessment results to me.	75.7%	81.3%	69.4%	72.5%	67.9%	67.3%
4. Assessment tests were offered frequently and at times that met my needs.	75.4%	70.5%	72.5%	75.3%	78.5%	75.0%
Average	75.8%	76.6%	73.4%	75.6%	74.5%	74.6%
Counseling/Advising						
1. The counseling session(s) helped me clarify my educational goal.	74.7%	81.5%	69.3%	78.9%	78.2%	73.7%
2. The counseling session(s) helped me select courses I need to attain my educational goal.	80.7%	84.4%	76.0%	81.9%	84.5%	76.9%
3. The counselor(s) helped me understand course prerequisites.	82.1%	84.3%	78.6%	80.8%	83.0%	78.1%
4. Counseling session(s) are informative and helpful.	80.5%	89.2%	77.6%	83.1%	84.2%	83.5%
5. Counselors are interested in helping students.	83.2%	91.1%	83.3%	86.4%	84.2%	83.9%
6. Counselors care about me as an individual.	72.7%	79.3%	67.4%	72.8%	71.1%	66.7%
7. Counselors are concerned about my academic success.	74.1%	78.4%	71.7%	75.6%	75.2%	71.4%
Average	78.3%	84.0%	74.8%	79.9%	80.1%	76.3%

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
Follow-up of Student Academic Status						
1. The college has done a good job in following up with student academic status.	69.8%	68.3%	57.6%	66.8%	59.4%	65.7%
2. I am adequately informed about my academic status.	57.1%	55.3%	50.0%	52.4%	54.2%	62.4%
3. College is responsive in helping students improve academic performance.	77.3%	69.0%	63.1%	72.5%	66.9%	66.7%
4. Counselors have helped me to understand my academic status.	71.3%	64.8%	58.8%	66.6%	65.7%	66.0%
Average	68.9%	64.3%	57.4%	64.6%	61.6%	65.2%
Course Availability						
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.	74.9%	68.4%	69.7%	74.6%	72.0%	70.0%
2. A variety of <u>courses in my major</u> are offered to complete my educational goal within a reasonable period of time.	73.9%	72.3%	69.1%	71.5%	74.7%	68.1%
3. Generally, I am able to get the classes I need to meet my educational goal.	76.7%	72.3%	78.1%	78.9%	73.3%	76.1%
Average	75.2%	71.0%	72.3%	75.0%	73.3%	71.4%
Curriculum and Instruction						
1. I feel at ease talking with my instructor(s) outside of the classroom.	80.2%	88.1%	88.3%	88.7%	85.7%	92.0%
2. In general, instructors attempt to be fair and objective in their presentation of course materials.	92.9%	90.1%	95.5%	93.4%	94.8%	95.7%
3. In general, instructors clearly define how I will be graded.	94.1%	94.4%	95.8%	97.6%	95.8%	97.2%
4. Faculty care about their students' success.	80.6%	85.8%	86.4%	86.5%	87.6%	87.8%
5. Faculty have been available for help outside of class.	84.1%	84.5%	88.4%	87.7%	88.9%	87.8%
6. I believe my courses will prepare me well for future employment.	85.0%	92.8%	87.0%	91.5%	89.8%	90.7%
7. I believe my courses will prepare me well for transfer to a 4 year institution.	92.5%	95.6%	95.2%	94.9%	94.3%	97.0%
8. Overall, I am satisfied with the course content in most of my classes.	90.3%	94.3%	93.9%	95.5%	92.6%	97.2%
9. The amount of homework in most of my classes was fair.	84.8%	87.9%	90.6%	91.8%	86.7%	93.0%
10. Most of the classes I took were interesting.	78.8%	85.7%	86.8%	89.1%	87.6%	87.8%
11. I am satisfied with the overall quality of instruction.	89.4%	93.6%	92.8%	95.9%	91.6%	92.1%
Average	86.6%	90.3%	91.0%	92.0%	90.5%	92.6%
Course Scheduling						
1. The college should offer more Information Technology courses.	85.8%	78.8%	75.1%	82.8%	95.2%	84.2%
2. The college should offer more flexible course scheduling.	93.6%	89.5%	86.1%	91.3%	97.3%	89.2%
3. The college should offer more short-term courses.	86.8%	87.3%	84.0%	87.6%	93.0%	89.9%
Average	88.7%	85.2%	81.7%	87.2%	95.2%	87.8%

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
Physical Facilities						
1. The campus library has an adequate and up-to-date selection of books, periodicals, and other resource materials for my needs.	90.2%	93.6%	93.4%	96.0%	91.8%	92.4%
2. Library staff are nice and helpful.	91.6%	92.2%	90.8%	91.6%	89.0%	89.1%
3. The library is open when I need it.	83.7%	91.0%	88.0%	91.4%	83.5%	84.8%
4. In general, classroom facilities are adequate for instruction.	93.3%	90.3%	86.4%	90.9%	84.8%	90.0%
5. Computer labs are equipped with updated computers and software.	91.6%	94.4%	93.8%	95.6%	89.4%	95.4%
6. I am satisfied with services provided by library staff.	93.9%	95.4%	95.2%	94.9%	91.3%	91.5%
7. I am satisfied with services provided by the campus book store.	86.2%	86.6%	83.3%	85.7%	83.5%	85.4%
8. The availability of computer labs is sufficient to meet my educational needs.	91.1%	94.3%	94.1%	92.9%	90.5%	92.6%
9. There is adequate study space on campus.	86.5%	91.7%	88.8%	90.8%	82.7%	87.0%
Average	89.8%	92.2%	90.4%	92.2%	87.4%	89.8%
Campus Climate						
1. College staff have been helpful.	91.5%	94.1%	94.0%	94.1%	94.5%	95.6%
2. I feel valued as a student.	80.1%	80.3%	75.8%	81.9%	78.5%	79.7%
3. Students are friendly.	90.4%	89.9%	90.8%	89.4%	90.5%	91.5%
4. I feel a sense of belonging in this college.	77.8%	75.6%	74.8%	83.9%	70.9%	82.1%
5. I feel comfortable in the college environment.	91.6%	95.0%	95.0%	95.0%	91.1%	93.0%
6. I feel safe on campus.	93.3%	97.2%	96.2%	96.9%	95.3%	95.8%
7. I am treated with respect at this college.	94.1%	95.7%	93.5%	96.6%	93.5%	95.0%
8. Students have a substantial voice in matters related to programs and services.	84.6%	80.9%	67.3%	82.5%	84.9%	75.5%
Average	87.9%	88.6%	85.9%	90.0%	87.4%	88.5%
Financial Aid and Fees						
1. Overall, I am satisfied with financial aid services.	77.5%	73.0%	71.5%	80.1%	83.9%	77.2%
2. Student fees and tuition are affordable.	70.0%	64.7%	70.9%	64.9%	64.6%	66.1%
3. Fee refund policies are reasonable.	79.1%	78.0%	82.2%	75.9%	78.9%	76.8%
Average	75.6%	71.9%	74.9%	73.6%	75.8%	73.4%

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
Support Services						
1. Transfer center services are useful in helping students transfer.	90.3%	87.5%	87.2%	93.8%	92.2%	90.2%
2. DSPS (disabled students) services are always available when I need them.	95.9%	92.7%	91.0%	95.7%	86.0%	94.7%
3. DSPS staff are nice and willing to help.	98.4%	92.5%	93.0%	97.2%	83.7%	95.3%
4. Transfer center services are informative and helpful.	87.7%	89.2%	84.7%	91.8%	90.7%	88.8%
5. EOPS (Educational Opportunities Programs and Services) staff are helpful.	94.0%	95.5%	90.1%	94.0%	93.5%	91.8%
Average	93.3%	91.5%	89.2%	94.5%	89.2%	92.2%
Academic Development						
1. The General Education classes (i.e., English, math, etc.) developed my academic skills in written and oral communication.	91.1%	96.7%	89.8%	95.0%	90.3%	90.1%
2. The General Education classes developed my critical thinking skills.	89.6%	96.9%	88.0%	91.9%	88.1%	89.2%
3. The General Education classes developed my academic abilities in math and quantitative skills.	89.3%	93.4%	88.2%	91.5%	90.1%	89.1%
4. The college education developed my occupational competence.	88.1%	91.9%	87.2%	89.7%	90.1%	82.4%
Average	89.5%	94.7%	88.3%	92.0%	89.6%	87.7%
Personal Development						
1. I am more aware of and appreciate human diversity after attending this college.	89.0%	83.2%	79.7%	85.1%	87.4%	81.9%
2. The college education helped me to understand myself better.	80.4%	78.8%	75.6%	80.1%	82.3%	74.2%
3. I have gained knowledge in different fields.	93.5%	92.5%	94.7%	93.6%	91.3%	93.3%
4. I have gained computer skills.	73.1%	74.6%	60.4%	72.1%	70.8%	63.2%
5. I have learned about other parts of the world and other people.	84.3%	83.2%	80.0%	82.3%	86.9%	82.3%
6. I have gained interpersonal skills by interacting with people on campus.	83.1%	84.8%	78.6%	84.1%	84.5%	81.3%
Average	83.9%	82.8%	78.2%	82.9%	83.9%	79.4%

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 - Mesa 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
							SERVICES							
93.1%	96.5%	96.2%	95.6%	94.4%	94.1%	100.0%	1. Admissions Process	90.5%	91.2%	92.3%	96.3%	93.0%	97.6%	92.6%
98.6%	98.2%	98.3%	98.5%	98.7%	97.5%	100.0%	2. Course Registration Process	86.5%	83.6%	85.3%	88.3%	90.7%	92.1%	89.1%
95.9%	96.7%	96.9%	98.8%	98.7%	97.4%	100.0%	3. Curriculum/Instruction	94.6%	91.2%	91.1%	92.6%	93.4%	95.0%	98.1%
94.5%	91.3%	88.7%	90.7%	92.1%	91.3%	98.0%	4. Campus Bookstore	80.3%	72.6%	71.2%	70.7%	80.4%	80.9%	83.0%
75.0%	77.1%	75.7%	66.2%	66.4%	60.0%	58.5%	5. Health Services	92.7%	89.8%	87.3%	91.3%	91.5%	86.9%	85.0%
66.7%	66.6%	59.1%	58.7%	51.4%	57.4%	43.2%	6. Affirmative Action Office	94.7%	86.7%	87.1%	90.7%	88.9%	89.4%	93.3%
86.1%	83.5%	76.7%	76.9%	75.3%	73.1%	62.5%	7. Assessment/Testing Center	85.0%	85.5%	86.0%	88.3%	92.1%	90.1%	95.8%
93.0%	91.6%	90.4%	89.4%	84.8%	75.5%	63.2%	8. Financial Aid Service	82.7%	77.9%	76.0%	77.4%	87.5%	86.4%	90.5%
94.4%	91.1%	89.0%	87.1%	84.5%	81.0%	72.5%	9. Tutoring Center	95.9%	89.9%	85.7%	85.1%	87.3%	89.9%	81.5%
60.9%	59.4%	56.2%	54.5%	54.7%	54.7%	62.5%	10. Student Government	78.9%	83.7%	81.5%	89.7%	94.5%	93.8%	87.5%
92.9%	93.8%	92.1%	90.8%	91.6%	90.6%	95.5%	11. Computer Labs	90.9%	94.1%	93.3%	92.2%	92.9%	88.8%	91.7%
97.2%	96.7%	96.5%	97.0%	94.3%	92.9%	98.0%	12. Library Facilities and Services	95.2%	96.9%	94.5%	96.8%	95.7%	96.4%	100.0%
93.1%	86.2%	86.2%	81.7%	83.0%	85.3%	93.6%	13. Accounting/Cashier Office	90.0%	84.7%	79.8%	83.3%	87.4%	84.5%	91.7%
87.7%	83.3%	81.9%	79.8%	77.9%	77.6%	79.2%	14. Cafeteria/Snack Bar	84.6%	73.6%	67.8%	68.1%	74.8%	76.6%	82.2%
97.1%	96.6%	95.7%	95.2%	89.8%	89.6%	93.0%	15. Academic Counseling	86.4%	76.6%	70.1%	70.0%	77.4%	83.9%	78.9%
85.1%	89.0%	84.7%	83.2%	85.0%	80.0%	74.4%	16. DSPS	100.0%	95.9%	90.1%	93.1%	97.3%	94.6%	89.5%
92.6%	88.6%	84.1%	83.9%	81.7%	74.4%	76.3%	17. EOPS	97.0%	90.2%	86.6%	91.5%	93.1%	86.4%	88.9%
70.0%	72.4%	65.3%	67.4%	71.4%	69.4%	73.2%	18. New Student Orientation	84.0%	81.3%	80.0%	83.6%	90.8%	93.1%	89.3%
74.3%	72.9%	64.6%	63.5%	66.3%	65.6%	54.8%	19. Student Affairs/Activities Office	82.5%	86.8%	83.8%	89.9%	93.9%	87.8%	91.3%
100.0%	95.5%	92.7%	91.6%	88.8%	82.3%	79.5%	20. Transfer Center	91.8%	83.5%	79.5%	86.0%	91.7%	87.7%	88.0%
95.7%	94.5%	93.4%	91.9%	90.1%	91.3%	93.0%	21. Learning Resource Center	96.2%	95.9%	94.3%	95.1%	95.9%	95.7%	91.9%
93.0%	95.6%	96.0%	96.5%	93.0%	95.7%	98.0%	22. Parking Services	29.7%	19.2%	19.3%	20.5%	25.6%	37.9%	33.3%
88.0%	87.1%	84.6%	83.6%	82.5%	80.8%	80.4%	Average	86.8%	83.2%	81.0%	83.7%	87.1%	87.1%	87.0%

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
Admission and Course Registration							
1. I did not have any problems with the application process.	86.7%	84.7%	87.2%	89.7%	90.7%	87.5%	94.5%
2. Admissions staff were helpful throughout the application process.	88.4%	84.2%	86.2%	90.1%	90.7%	94.8%	94.0%
3. Overall, I was satisfied with the application process.	93.2%	89.3%	91.5%	91.6%	92.0%	92.9%	92.6%
4. The information presented in the class schedule is clear and easy to understand.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
5. The ClassTalk registration process is easy to use.	96.1%	89.9%	91.8%	92.6%	96.3%	96.1%	91.1%
Average	96.2%	90.7%	92.9%	94.0%	95.5%	93.4%	94.3%
Orientation							
1. By attending a new student orientation, I became more familiar with the college campus.	69.4%	72.9%	75.5%	77.0%	80.8%	89.2%	93.8%
2. The new student orientation I attended was well organized.	86.5%	84.9%	81.7%	83.8%	94.3%	88.6%	93.8%
3. Student orientation is effective in helping new students adjust to the college.	79.1%	80.1%	81.7%	86.2%	94.6%	95.7%	100.0%
4. It should be mandatory for all new students to attend a new student orientation.	54.9%	49.0%	53.1%	59.7%	67.4%	63.6%	83.9%
Average	72.5%	71.7%	73.0%	76.7%	84.3%	84.3%	92.8%
Assessment							
1. The reading and writing assessment test helped me enroll in the appropriate level English class.	73.4%	77.2%	82.0%	85.0%	90.2%	91.4%	85.7%
2. The math assessment test helped me enroll in the appropriate level math class.	67.2%	63.9%	73.9%	81.6%	90.3%	84.4%	90.0%
3. Counselors/assessment staff clearly explained the assessment results to me.	71.9%	70.2%	71.1%	70.9%	80.7%	76.2%	75.0%
4. Assessment tests were offered frequently and at times that met my needs.	72.1%	71.6%	73.0%	75.1%	83.6%	85.7%	87.5%
Average	71.2%	70.7%	75.0%	78.2%	86.2%	84.4%	84.6%
Counseling/Advising							
1. The counseling session(s) helped me clarify my educational goal.	74.6%	73.4%	70.2%	72.9%	78.6%	85.1%	76.5%
2. The counseling session(s) helped me select courses I need to attain my educational goal.	80.0%	78.3%	77.2%	79.9%	80.8%	89.5%	79.4%
3. The counselor(s) helped me understand course prerequisites.	80.6%	80.3%	77.4%	82.2%	82.0%	88.1%	79.4%
4. Counseling session(s) are informative and helpful.	85.0%	82.6%	76.7%	79.0%	80.9%	87.9%	85.3%
5. Counselors are interested in helping students.	90.3%	84.5%	80.9%	85.2%	87.9%	91.2%	91.7%
6. Counselors care about me as an individual.	80.0%	70.0%	67.5%	67.4%	74.7%	77.5%	85.7%
7. Counselors are concerned about my academic success.	82.0%	74.2%	69.6%	72.3%	74.3%	81.8%	83.3%
Average	81.8%	77.6%	74.2%	77.0%	79.9%	85.9%	83.0%

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
Follow-up of Student Academic Status							
1. The college has done a good job in following up with student academic status.	69.4%	61.6%	58.4%	58.6%	70.7%	73.3%	81.6%
2. I am adequately informed about my academic status.	61.8%	55.5%	53.0%	53.0%	45.6%	42.7%	42.1%
3. College is responsive in helping students improve academic performance.	81.5%	67.9%	63.5%	64.4%	79.9%	80.8%	80.0%
4. Counselors have helped me to understand my academic status.	66.0%	61.8%	63.6%	57.0%	72.8%	75.0%	68.8%
Average	69.7%	61.7%	59.6%	58.2%	67.2%	67.9%	68.1%
Course Availability							
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.	83.3%	72.4%	68.8%	73.8%	69.4%	73.4%	66.7%
2. A variety of <u>courses in my major</u> are offered to complete my educational goal within a reasonable period of time.	84.6%	72.8%	67.6%	69.5%	66.4%	72.7%	61.7%
3. Generally, I am able to get the classes I need to meet my educational goal.	79.2%	77.3%	75.7%	77.8%	75.3%	79.8%	76.1%
Average	82.4%	74.2%	70.7%	73.7%	70.4%	75.3%	68.2%
Curriculum and Instruction							
1. I feel at ease talking with my instructor(s) outside of the classroom.	75.0%	83.1%	89.1%	91.6%	89.7%	93.6%	92.9%
2. In general, instructors attempt to be fair and objective in their presentation of course materials.	94.4%	93.0%	94.1%	96.1%	97.1%	96.1%	98.2%
3. In general, instructors clearly define how I will be graded.	90.5%	94.7%	95.5%	97.8%	97.1%	99.2%	98.2%
4. Faculty care about their students' success.	76.5%	82.1%	85.9%	89.4%	89.3%	93.0%	98.2%
5. Faculty have been available for help outside of class.	83.3%	84.0%	89.5%	89.2%	89.5%	89.5%	91.7%
6. I believe my courses will prepare me well for future employment.	91.7%	86.0%	86.1%	89.2%	93.9%	94.2%	95.9%
7. I believe my courses will prepare me well for transfer to a 4 year institution.	91.7%	94.5%	95.1%	93.6%	95.3%	97.1%	97.1%
8. Overall, I am satisfied with the course content in most of my classes.	91.8%	92.3%	93.4%	96.0%	94.6%	96.0%	98.1%
9. The amount of homework in most of my classes was fair.	89.0%	87.3%	89.7%	92.9%	93.7%	91.4%	96.3%
10. Most of the classes I took were interesting.	87.3%	79.9%	86.0%	91.8%	95.3%	97.6%	100.0%
11. I am satisfied with the overall quality of instruction.	91.4%	90.6%	93.6%	95.2%	94.1%	96.1%	98.1%
Average	87.5%	88.0%	90.7%	93.0%	93.6%	94.9%	96.8%
Course Scheduling							
1. The college should offer more Information Technology courses.	82.6%	77.3%	80.0%	82.0%	86.0%	92.3%	84.4%
2. The college should offer more flexible course scheduling.	93.0%	87.9%	89.9%	90.7%	91.6%	90.0%	92.5%
3. The college should offer more short-term courses.	85.5%	84.3%	87.5%	87.1%	84.4%	84.8%	85.0%
Average	87.0%	83.2%	85.8%	86.6%	87.3%	89.0%	87.3%

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
Physical Facilities							
1. The campus library has an adequate and up-to-date selection of books, periodicals, and other resource materials for my needs.	92.9%	94.2%	91.7%	93.0%	90.9%	94.4%	97.6%
2. Library staff are nice and helpful.	96.3%	89.3%	89.6%	93.5%	94.1%	96.4%	100.0%
3. The library is open when I need it.	93.2%	90.0%	85.2%	87.6%	83.7%	82.6%	91.1%
4. In general, classroom facilities are adequate for instruction.	92.9%	89.1%	88.6%	87.2%	84.4%	83.1%	81.6%
5. Computer labs are equipped with updated computers and software.	88.9%	94.2%	93.9%	93.5%	90.6%	87.4%	97.1%
6. I am satisfied with services provided by library staff.	96.4%	94.2%	93.5%	95.6%	94.0%	95.4%	100.0%
7. I am satisfied with services provided by the campus book store.	91.3%	85.4%	82.2%	82.8%	85.8%	84.5%	91.7%
8. The availability of computer labs is sufficient to meet my educational needs.	94.4%	93.2%	92.7%	92.2%	90.5%	86.0%	88.6%
9. There is adequate study space on campus.	92.6%	90.0%	87.1%	86.0%	88.4%	83.8%	84.4%
Average	93.2%	91.1%	89.4%	90.2%	89.2%	88.2%	92.5%
Campus Climate							
1. College staff have been helpful.	88.6%	92.4%	93.0%	96.5%	96.2%	97.6%	96.1%
2. I feel valued as a student.	75.4%	74.9%	75.9%	77.9%	88.6%	89.9%	93.9%
3. Students are friendly.	90.5%	90.9%	88.2%	91.1%	92.5%	92.8%	92.5%
4. I feel a sense of belonging in this college.	82.9%	76.4%	71.7%	77.0%	79.2%	90.4%	92.0%
5. I feel comfortable in the college environment.	98.6%	93.5%	93.3%	94.0%	95.8%	96.8%	96.2%
6. I feel safe on campus.	97.2%	96.1%	95.3%	95.2%	95.4%	95.1%	98.1%
7. I am treated with respect at this college.	94.4%	94.3%	93.3%	94.8%	94.4%	96.8%	96.2%
8. Students have a substantial voice in matters related to programs and services.	89.5%	75.8%	71.0%	74.5%	74.3%	77.2%	85.3%
Average	89.6%	86.8%	85.2%	87.6%	89.6%	92.1%	93.8%
Financial Aid and Fees							
1. Overall, I am satisfied with financial aid services.	85.1%	73.0%	73.7%	77.4%	81.6%	84.7%	95.2%
2. Student fees and tuition are affordable.	67.7%	65.3%	64.5%	75.9%	78.7%	86.1%	83.7%
3. Fee refund policies are reasonable.	76.8%	76.0%	78.3%	85.8%	90.0%	89.0%	92.3%
Average	76.5%	71.4%	72.2%	79.7%	83.4%	86.6%	90.4%

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
Support Services							
1. Transfer center services are useful in helping students transfer.	97.9%	90.6%	86.8%	90.5%	93.5%	86.8%	90.5%
2. DSPS (disabled students) services are always available when I need them.	92.3%	94.7%	89.9%	93.8%	98.3%	93.5%	91.7%
3. DSPS staff are nice and willing to help.	91.7%	93.9%	93.2%	97.5%	98.2%	93.8%	100.0%
4. Transfer center services are informative and helpful.	93.0%	88.7%	82.9%	88.5%	95.8%	88.5%	94.1%
5. EOPS (Educational Opportunities Programs and Services) staff are helpful.	96.7%	92.5%	89.3%	95.4%	97.1%	89.7%	92.3%
Average	94.3%	92.1%	88.4%	93.1%	96.6%	90.5%	93.7%
Academic Development							
1. The General Education classes (i.e., English, math, etc.) developed my academic skills in written and oral communication.	89.5%	90.1%	91.0%	91.5%	95.0%	97.8%	100.0%
2. The General Education classes developed my critical thinking skills.	87.7%	87.6%	89.9%	89.0%	92.3%	91.5%	96.6%
3. The General Education classes developed my academic abilities in math and quantitative skills.	92.7%	87.5%	89.5%	91.4%	92.3%	93.1%	95.8%
4. The college education developed my occupational competence.	88.9%	86.2%	86.0%	87.9%	94.6%	100.0%	96.7%
Average	89.7%	87.8%	89.1%	89.9%	93.5%	95.6%	97.3%
Personal Development							
1. I am more aware of and appreciate human diversity after attending this college.	80.0%	81.4%	81.4%	84.4%	83.0%	88.5%	92.1%
2. The college education helped me to understand myself better.	73.4%	74.8%	77.9%	76.6%	84.7%	88.6%	92.5%
3. I have gained knowledge in different fields.	90.5%	92.0%	95.1%	95.4%	95.5%	95.9%	95.6%
4. I have gained computer skills.	56.1%	58.6%	66.4%	71.8%	77.8%	82.2%	91.4%
5. I have learned about other parts of the world and other people.	82.5%	79.6%	81.5%	81.9%	86.8%	88.1%	94.7%
6. I have gained interpersonal skills by interacting with people on campus.	73.8%	78.6%	80.7%	82.6%	84.8%	86.8%	87.2%
Average	76.0%	77.5%	80.5%	82.1%	85.4%	88.4%	92.3%

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

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

Student Satisfaction by Day/Evening Status-Mesa 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
			SERVICES			
96.0%	94.0%	96.7%	1. Admissions Process	92.3%	93.4%	92.8%
98.2%	96.8%	98.9%	2. Course Registration Process	84.9%	90.0%	85.4%
96.5%	98.2%	97.9%	3. Curriculum/Instruction	91.2%	94.4%	91.9%
91.6%	84.7%	90.8%	4. Campus Bookstore	73.5%	78.4%	71.1%
77.2%	57.9%	72.0%	5. Health Services	88.8%	92.3%	89.0%
63.9%	46.8%	60.7%	6. Affirmative Action Office	87.0%	90.0%	89.0%
81.6%	65.5%	78.2%	7. Assessment/Testing Center	86.8%	90.9%	85.6%
90.8%	76.9%	90.7%	8. Financial Aid Service	79.3%	80.0%	76.5%
90.0%	73.5%	91.0%	9. Tutoring Center	87.0%	88.4%	89.0%
58.5%	48.4%	57.3%	10. Student Government	83.3%	88.2%	85.3%
92.8%	83.6%	94.6%	11. Computer Labs	94.2%	88.4%	92.7%
96.3%	93.2%	97.1%	12. Library Facilities and Services	96.0%	93.8%	96.6%
86.1%	84.2%	85.1%	13. Accounting/Cashier Office	84.6%	81.7%	82.3%
81.7%	73.1%	84.6%	14. Cafeteria/Snack Bar	71.4%	78.3%	70.3%
95.7%	87.3%	96.7%	15. Academic Counseling	76.4%	72.2%	70.7%
86.4%	78.0%	86.6%	16. DSPS	93.6%	89.7%	94.7%
86.4%	76.5%	85.9%	17. EOPS	88.4%	85.7%	91.4%
70.1%	61.8%	69.7%	18. New Student Orientation	82.4%	78.3%	83.9%
69.7%	60.2%	66.9%	19. Student Affairs/Activities Office	85.6%	90.3%	87.7%
94.2%	83.3%	93.7%	20. Transfer Center	85.0%	84.2%	80.1%
94.0%	83.2%	95.0%	21. Learning Resource Center	95.7%	92.7%	94.9%
95.4%	94.0%	96.4%	22. Parking Services	18.5%	33.8%	20.3%
86.1%	77.3%	85.7%	Average	83.0%	84.3%	82.8%

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
Admission and Course Registration			
1. I did not have any problems with the application process.	85.8%	90.0%	87.9%
2. Admissions staff were helpful throughout the application process.	86.7%	87.4%	86.2%
3. Overall, I was satisfied with the application process.	91.0%	89.9%	91.1%
4. The information presented in the class schedule is clear and easy to understand.	91.5%	93.9%	91.2%
5. The ClassTalk registration process is easy to use.	92.0%	94.1%	92.9%
Average	89.4%	91.1%	89.9%
Orientation			
1. By attending a new student orientation, I became more familiar with the college campus.	77.8%	62.9%	74.1%
2. The new student orientation I attended was well organized.	85.5%	75.8%	85.8%
3. Student orientation is effective in helping new students adjust to the college.	84.8%	80.6%	80.5%
4. It should be mandatory for all new students to attend a new student orientation.	55.6%	49.3%	52.8%
Average	75.9%	67.1%	73.3%
Assessment			
1. The reading and writing assessment test helped me enroll in the appropriate level English class.	80.1%	86.1%	79.9%
2. The math assessment test helped me enroll in the appropriate level math class.	70.3%	70.6%	73.4%
3. Counselors/assessment staff clearly explained the assessment results to me.	71.8%	72.6%	70.7%
4. Assessment tests were offered frequently and at times that met my needs.	75.2%	75.0%	71.2%
Average	74.4%	76.1%	73.8%
Counseling/Advising			
1. The counseling session(s) helped me clarify my educational goal.	74.9%	70.3%	71.5%
2. The counseling session(s) helped me select courses I need to attain my educational goal.	79.5%	77.7%	78.1%
3. The counselor(s) helped me understand course prerequisites.	81.1%	79.2%	78.2%
4. Counseling session(s) are informative and helpful.	81.6%	78.7%	78.7%
5. Counselors are interested in helping students.	85.5%	86.0%	81.3%
6. Counselors care about me as an individual.	70.7%	69.0%	69.1%
7. Counselors are concerned about my academic success.	74.3%	74.9%	70.9%
Average	78.2%	76.5%	75.4%

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

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

	Day Only	Evening Only	Both
Follow-up of Student Academic Status			
1. The college has done a good job in following up with student academic status.	63.4%	56.7%	60.7%
2. I am adequately informed about my academic status.	54.6%	48.2%	51.3%
3. College is responsive in helping students improve academic performance.	68.5%	66.9%	67.2%
4. Counselors have helped me to understand my academic status.	63.8%	61.3%	63.5%
Average	62.6%	58.3%	60.7%
Course Availability			
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.	73.1%	66.0%	70.2%
2. A variety of <u>courses in my major</u> are offered to complete my educational goal within a reasonable period of time.	71.9%	66.0%	69.1%
3. Generally, I am able to get the classes I need to meet my educational goal.	77.2%	73.1%	77.9%
Average	74.1%	68.3%	72.4%
Curriculum and Instruction			
1. I feel at ease talking with my instructor(s) outside of the classroom.	86.5%	92.2%	86.8%
2. In general, instructors attempt to be fair and objective in their presentation of course materials.	93.7%	97.3%	94.6%
3. In general, instructors clearly define how I will be graded.	95.9%	96.6%	95.2%
4. Faculty care about their students' success.	84.3%	90.6%	85.4%
5. Faculty have been available for help outside of class.	87.7%	89.8%	86.2%
6. I believe my courses will prepare me well for future employment.	88.1%	85.7%	87.6%
7. I believe my courses will prepare me well for transfer to a 4 year institution.	94.6%	92.1%	95.7%
8. Overall, I am satisfied with the course content in most of my classes.	93.8%	95.5%	92.9%
9. The amount of homework in most of my classes was fair.	88.3%	91.9%	90.8%
10. Most of the classes I took were interesting.	84.4%	91.0%	86.6%
11. I am satisfied with the overall quality of instruction.	93.0%	93.8%	92.2%
Average	90.0%	92.4%	90.4%
Course Scheduling			
1. The college should offer more Information Technology courses.	80.5%	81.7%	79.1%
2. The college should offer more flexible course scheduling.	89.3%	91.4%	89.2%
3. The college should offer more short-term courses.	84.7%	92.2%	85.0%
Average	84.9%	88.4%	84.4%

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

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

	Day Only	Evening Only	Both
Physical Facilities			
1. The campus library has an adequate and up-to-date selection of books, periodicals, and other resource materials for my needs.	93.8%	91.5%	92.2%
2. Library staff are nice and helpful.	90.7%	91.8%	91.0%
3. The library is open when I need it.	90.0%	81.5%	85.1%
4. In general, classroom facilities are adequate for instruction.	89.3%	87.3%	85.9%
5. Computer labs are equipped with updated computers and software.	94.4%	87.7%	92.9%
6. I am satisfied with services provided by library staff.	94.3%	92.9%	94.9%
7. I am satisfied with services provided by the campus book store.	84.5%	87.3%	83.5%
8. The availability of computer labs is sufficient to meet my educational needs.	92.9%	87.2%	93.1%
9. There is adequate study space on campus.	88.3%	88.1%	87.9%
Average	90.9%	88.4%	89.6%
Campus Climate			
1. College staff have been helpful.	93.4%	95.8%	93.5%
2. I feel valued as a student.	78.1%	79.9%	76.1%
3. Students are friendly.	89.8%	91.7%	90.3%
4. I feel a sense of belonging in this college.	76.2%	74.9%	76.4%
5. I feel comfortable in the college environment.	93.9%	94.1%	94.2%
6. I feel safe on campus.	96.5%	91.7%	95.9%
7. I am treated with respect at this college.	93.9%	95.4%	94.3%
8. Students have a substantial voice in matters related to programs and services.	75.2%	78.7%	72.5%
Average	87.1%	87.8%	86.6%
Financial Aid and Fees			
1. Overall, I am satisfied with financial aid services.	76.6%	77.2%	73.0%
2. Student fees and tuition are affordable.	67.2%	69.2%	70.1%
3. Fee refund policies are reasonable.	79.6%	81.8%	79.7%
Average	74.5%	76.1%	74.3%
Support Services			
1. Transfer center services are useful in helping students transfer.	90.6%	89.6%	88.1%
2. DSPS (disabled students) services are always available when I need them.	93.9%	92.0%	92.6%
3. DSPS staff are nice and willing to help.	94.2%	89.1%	96.4%
4. Transfer center services are informative and helpful.	88.7%	88.0%	85.4%
5. EOPS (Educational Opportunities Programs and Services) staff are helpful.	92.7%	91.1%	91.2%
Average	92.0%	90.0%	90.7%

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

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

	Day Only	Evening Only	Both
Academic Development			
1. The General Education classes (i.e., English, math, etc.) developed my academic skills in written and oral communication.	91.4%	91.9%	91.2%
2. The General Education classes developed my critical thinking skills.	89.7%	86.9%	88.9%
3. The General Education classes developed my academic abilities in math and quantitative skills.	88.7%	90.1%	90.1%
4. The college education developed my occupational competence.	88.3%	86.5%	87.0%
Average	89.5%	88.8%	89.3%
Personal Development			
1. I am more aware of and appreciate human diversity after attending this college.	83.4%	82.1%	81.1%
2. The college education helped me to understand myself better.	77.9%	75.0%	77.8%
3. I have gained knowledge in different fields.	94.4%	91.8%	94.2%
4. I have gained computer skills.	64.6%	65.6%	66.9%
5. I have learned about other parts of the world and other people.	82.3%	83.3%	81.1%
6. I have gained interpersonal skills by interacting with people on campus.	81.1%	79.7%	80.8%
Average	80.6%	79.6%	80.3%

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

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

Student Satisfaction by New/Continuing Status - Mesa 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
		SERVICES		
96.3%	96.0%	1. Admissions Process	90.9%	93.2%
98.2%	98.3%	2. Course Registration Process	83.5%	86.5%
97.2%	97.2%	3. Curriculum/Instruction	92.9%	91.6%
91.0%	90.5%	4. Campus Bookstore	80.9%	71.3%
74.2%	73.2%	5. Health Services	92.0%	88.5%
63.0%	60.8%	6. Affirmative Action Office	89.3%	87.4%
81.6%	78.5%	7. Assessment/Testing Center	87.7%	86.4%
89.1%	89.5%	8. Financial Aid Service	77.2%	78.7%
89.1%	88.8%	9. Tutoring Center	92.2%	86.9%
57.1%	57.3%	10. Student Government	86.2%	84.3%
92.4%	92.6%	11. Computer Labs	94.1%	93.0%
95.8%	96.5%	12. Library Facilities and Services	96.5%	95.8%
85.8%	85.6%	13. Accounting/Cashier Office	84.2%	83.1%
77.4%	83.0%	14. Cafeteria/Snack Bar	80.6%	69.6%
95.2%	95.2%	15. Academic Counseling	80.2%	72.9%
87.6%	85.4%	16. DSPS	97.0%	93.2%
87.8%	84.7%	17. EOPS	91.5%	89.0%
71.5%	68.6%	18. New Student Orientation	78.4%	83.5%
73.5%	66.6%	19. Student Affairs/Activities Office	86.6%	86.7%
94.1%	92.7%	20. Transfer Center	85.3%	82.9%
93.7%	93.2%	21. Learning Resource Center	94.6%	95.3%
95.7%	95.6%	22. Parking Services	21.5%	21.0%
85.8%	85.0%	Average	84.7%	82.8%

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
Admission and Course Registration		
1. I did not have any problems with the application process.	79.9%	88.9%
2. Admissions staff were helpful throughout the application process.	86.8%	86.7%
3. Overall, I was satisfied with the application process.	87.1%	91.8%
4. The information presented in the class schedule is clear and easy to understand.	87.8%	92.8%
5. The ClassTalk registration process is easy to use.	91.7%	92.8%
Average	86.6%	90.6%
Orientation		
1. By attending a new student orientation, I became more familiar with the college campus.	67.3%	76.9%
2. The new student orientation I attended was well organized.	82.6%	85.2%
3. Student orientation is effective in helping new students adjust to the college.	83.3%	82.9%
4. It should be mandatory for all new students to attend a new student orientation.	46.3%	56.1%
Average	69.9%	75.3%
Assessment		
1. The reading and writing assessment test helped me enroll in the appropriate level English class.	75.8%	81.6%
2. The math assessment test helped me enroll in the appropriate level math class.	64.1%	72.7%
3. Counselors/assessment staff clearly explained the assessment results to me.	75.1%	70.6%
4. Assessment tests were offered frequently and at times that met my needs.	75.4%	73.5%
Average	72.6%	74.6%
Counseling/Advising		
1. The counseling session(s) helped me clarify my educational goal.	72.5%	73.2%
2. The counseling session(s) helped me select courses I need to attain my educational goal.	77.2%	79.1%
3. The counselor(s) helped me understand course prerequisites.	78.5%	80.2%
4. Counseling session(s) are informative and helpful.	83.1%	79.7%
5. Counselors are interested in helping students.	87.6%	83.3%
6. Counselors care about me as an individual.	75.0%	68.9%
7. Counselors are concerned about my academic success.	76.3%	72.4%
Average	78.6%	76.7%
Follow-up of Student Academic Status		
1. The college has done a good job in following up with student academic status.	61.1%	61.9%
2. I am adequately informed about my academic status.	60.9%	51.5%
3. College is responsive in helping students improve academic performance.	74.6%	66.2%
4. Counselors have helped me to understand my academic status.	59.1%	64.0%
Average	63.9%	60.9%
Course Availability		
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.	75.8%	70.3%
2. A variety of <i>courses in my major</i> are offered to complete my educational goal within a reasonable period of time.	76.3%	68.6%
3. Generally, I am able to get the classes I need to meet my educational goal.	76.2%	77.0%
Average	76.1%	71.9%

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

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

	New student	Continuing student
Curriculum and Instruction		
1. I feel at ease talking with my instructor(s) outside of the classroom.	86.6%	87.4%
2. In general, instructors attempt to be fair and objective in their presentation of course materials.	95.4%	94.0%
3. In general, instructors clearly define how I will be graded.	95.8%	95.6%
4. Faculty care about their students' success.	85.7%	85.4%
5. Faculty have been available for help outside of class.	87.1%	87.3%
6. I believe my courses will prepare me well for future employment.	88.7%	87.4%
7. I believe my courses will prepare me well for transfer to a 4 year institution.	95.0%	94.6%
8. Overall, I am satisfied with the course content in most of my classes.	93.3%	93.6%
9. The amount of homework in most of my classes was fair.	88.3%	90.0%
10. Most of the classes I took were interesting.	83.7%	86.5%
11. I am satisfied with the overall quality of instruction.	90.7%	93.3%
Average	90.0%	90.5%
Course Scheduling		
1. The college should offer more Information Technology courses.	77.4%	80.9%
2. The college should offer more flexible course scheduling.	88.3%	89.7%
3. The college should offer more short-term courses.	84.5%	86.1%
Average	83.4%	85.5%
Physical Facilities		
1. The campus library has an adequate and up-to-date selection of books, periodicals, and other resource materials for my needs.	93.1%	92.9%
2. Library staff are nice and helpful.	94.8%	90.0%
3. The library is open when I need it.	90.7%	86.8%
4. In general, classroom facilities are adequate for instruction.	91.6%	87.2%
5. Computer labs are equipped with updated computers and software.	92.8%	93.6%
6. I am satisfied with services provided by library staff.	97.1%	93.7%
7. I am satisfied with services provided by the campus book store.	90.1%	82.7%
8. The availability of computer labs is sufficient to meet my educational needs.	93.8%	92.2%
9. There is adequate study space on campus.	93.0%	87.0%
Average	93.0%	89.6%
Campus Climate		
1. College staff have been helpful.	93.1%	93.8%
2. I feel valued as a student.	78.9%	77.3%
3. Students are friendly.	90.6%	90.1%
4. I feel a sense of belonging in this college.	74.9%	76.5%
5. I feel comfortable in the college environment.	94.3%	93.9%
6. I feel safe on campus.	96.4%	95.5%
7. I am treated with respect at this college.	94.5%	94.1%
8. Students have a substantial voice in matters related to programs and services.	82.9%	72.5%
Average	88.2%	86.7%
Financial Aid and Fees		
1. Overall, I am satisfied with financial aid services.	74.5%	75.5%
2. Student fees and tuition are affordable.	64.7%	69.5%
3. Fee refund policies are reasonable.	81.6%	79.5%
Average	73.6%	74.8%

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

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

	New student	Continuing student
Support Services		
1. Transfer center services are useful in helping students transfer.	91.7%	89.2%
2. DSPS (disabled students) services are always available when I need them.	94.6%	92.8%
3. DSPS staff are nice and willing to help.	95.3%	94.1%
4. Transfer center services are informative and helpful.	88.2%	87.1%
5. EOPS (Educational Opportunities Programs and Services) staff are helpful.	93.6%	91.9%
Average	92.7%	91.0%
Academic Development		
1. The General Education classes (i.e., English, math, etc.) developed my academic skills in written and oral communication.	91.9%	91.1%
2. The General Education classes developed my critical thinking skills.	89.4%	89.1%
3. The General Education classes developed my academic abilities in math and quantitative skills.	88.1%	89.5%
4. The college education developed my occupational competence.	89.6%	87.2%
Average	89.8%	89.2%
Personal Development		
1. I am more aware of and appreciate human diversity after attending this college.	81.2%	82.5%
2. The college education helped me to understand myself better.	74.2%	78.4%
3. I have gained knowledge in different fields.	92.0%	94.3%
4. I have gained computer skills.	58.5%	67.1%
5. I have learned about other parts of the world and other people.	77.3%	82.7%
6. I have gained interpersonal skills by interacting with people on campus.	77.9%	81.3%
Average	76.9%	81.1%

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 - Mesa 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
97.2%	95.1%	1. Admissions Process	92.7%	92.4%
98.6%	98.1%	2. Course Registration Process	84.3%	86.5%
97.1%	97.2%	3. Curriculum/Instruction	91.4%	92.2%
90.8%	90.6%	4. Campus Bookstore	70.2%	75.6%
77.5%	70.5%	5. Health Services	88.2%	89.9%
62.3%	60.0%	6. Affirmative Action Office	87.6%	88.3%
80.6%	77.4%	7. Assessment/Testing Center	84.0%	89.1%
91.5%	87.7%	8. Financial Aid Service	78.3%	78.4%
91.1%	86.8%	9. Tutoring Center	87.7%	87.9%
56.6%	57.6%	10. Student Government	81.9%	86.6%
94.5%	91.0%	11. Computer Labs	93.8%	92.8%
97.4%	95.4%	12. Library Facilities and Services	96.6%	95.5%
85.1%	85.9%	13. Accounting/Cashier Office	83.9%	83.2%
83.3%	80.8%	14. Cafeteria/Snack Bar	67.4%	74.7%
97.6%	93.4%	15. Academic Counseling	73.6%	74.3%
88.3%	83.7%	16. DSPS	93.2%	94.2%
87.6%	83.4%	17. EOPS	89.2%	89.5%
70.4%	68.4%	18. New Student Orientation	81.5%	83.6%
68.7%	67.2%	19. Student Affairs/Activities Office	86.1%	87.3%
95.4%	91.0%	20. Transfer Center	81.9%	84.4%
95.5%	91.6%	21. Learning Resource Center	96.0%	94.5%
95.7%	95.5%	22. Parking Services	15.9%	24.2%
86.5%	84.0%	Average	82.1%	83.9%

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
Admission and Course Registration		
1. I did not have any problems with the application process.	86.0%	87.7%
2. Admissions staff were helpful throughout the application process.	85.7%	87.3%
3. Overall, I was satisfied with the application process.	91.3%	90.6%
4. The information presented in the class schedule is clear and easy to understand.	90.6%	92.4%
5. The ClassTalk registration process is easy to use.	91.5%	93.2%
Average	89.0%	90.2%
Orientation		
1. By attending a new student orientation, I became more familiar with the college campus.	75.4%	75.6%
2. The new student orientation I attended was well organized.	85.3%	84.7%
3. Student orientation is effective in helping new students adjust to the college.	81.6%	84.2%
4. It should be mandatory for all new students to attend a new student orientation.	53.2%	54.6%
Average	73.9%	74.8%
Assessment		
1. The reading and writing assessment test helped me enroll in the appropriate level English class.	79.7%	81.1%
2. The math assessment test helped me enroll in the appropriate level math class.	67.8%	74.4%
3. Counselors/assessment staff clearly explained the assessment results to me.	71.7%	71.3%
4. Assessment tests were offered frequently and at times that met my needs.	73.3%	74.2%
Average	73.1%	75.3%
Counseling/Advising		
1. The counseling session(s) helped me clarify my educational goal.	74.7%	72.2%
2. The counseling session(s) helped me select courses I need to attain my educational goal.	79.2%	78.6%
3. The counselor(s) helped me understand course prerequisites.	81.0%	79.1%
4. Counseling session(s) are informative and helpful.	80.4%	80.4%
5. Counselors are interested in helping students.	84.8%	83.4%
6. Counselors care about me as an individual.	71.3%	69.0%
7. Counselors are concerned about my academic success.	74.4%	72.1%
Average	78.0%	76.4%
Follow-up of Student Academic Status		
1. The college has done a good job in following up with student academic status.	63.1%	61.0%
2. I am adequately informed about my academic status.	52.5%	53.1%
3. College is responsive in helping students improve academic performance.	69.5%	66.4%
4. Counselors have helped me to understand my academic status.	65.8%	61.7%
Average	62.7%	60.5%
Course Availability		
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.	73.2%	70.1%
2. A variety of <u>courses in my major</u> are offered to complete my educational goal within a reasonable period of time.	71.0%	69.9%
3. Generally, I am able to get the classes I need to meet my educational goal.	80.1%	74.9%
Average	74.8%	71.6%

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

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

	Full-time	Part-time
Curriculum and Instruction		
1. I feel at ease talking with my instructor(s) outside of the classroom.	85.7%	88.3%
2. In general, instructors attempt to be fair and objective in their presentation of course materials.	94.6%	94.2%
3. In general, instructors clearly define how I will be graded.	94.9%	96.4%
4. Faculty care about their students' success.	85.3%	85.4%
5. Faculty have been available for help outside of class.	87.6%	87.1%
6. I believe my courses will prepare me well for future employment.	87.1%	88.2%
7. I believe my courses will prepare me well for transfer to a 4 year institution.	95.1%	94.5%
8. Overall, I am satisfied with the course content in most of my classes.	93.4%	93.8%
9. The amount of homework in most of my classes was fair.	89.0%	90.0%
10. Most of the classes I took were interesting.	83.8%	87.4%
11. I am satisfied with the overall quality of instruction.	93.1%	92.6%
Average	90.0%	90.7%
Course Scheduling		
1. The college should offer more Information Technology courses.	77.6%	82.0%
2. The college should offer more flexible course scheduling.	87.4%	91.0%
3. The college should offer more short-term courses.	81.7%	88.4%
Average	82.3%	87.1%
Physical Facilities		
1. The campus library has an adequate and up-to-date selection of books, periodicals, and other resource materials for my needs.	93.0%	93.1%
2. Library staff are nice and helpful.	90.6%	91.0%
3. The library is open when I need it.	88.1%	87.1%
4. In general, classroom facilities are adequate for instruction.	86.6%	89.0%
5. Computer labs are equipped with updated computers and software.	93.7%	93.0%
6. I am satisfied with services provided by library staff.	94.7%	94.1%
7. I am satisfied with services provided by the campus book store.	82.8%	85.8%
8. The availability of computer labs is sufficient to meet my educational needs.	92.6%	92.4%
9. There is adequate study space on campus.	87.6%	88.7%
Average	90.0%	90.5%
Campus Climate		
1. College staff have been helpful.	93.5%	93.7%
2. I feel valued as a student.	77.1%	78.0%
3. Students are friendly.	90.3%	90.2%
4. I feel a sense of belonging in this college.	76.2%	76.1%
5. I feel comfortable in the college environment.	94.7%	93.6%
6. I feel safe on campus.	96.7%	95.3%
7. I am treated with respect at this college.	93.9%	94.6%
8. Students have a substantial voice in matters related to programs and services.	72.3%	76.2%
Average	86.8%	87.2%
Financial Aid and Fees		
1. Overall, I am satisfied with financial aid services.	76.2%	74.6%
2. Student fees and tuition are affordable.	68.1%	68.9%
3. Fee refund policies are reasonable.	81.6%	78.5%
Average	75.3%	74.0%

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

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

	Full-time	Part-time
Support Services		
1. Transfer center services are useful in helping students transfer.	89.6%	89.7%
2. DSPS (disabled students) services are always available when I need them.	92.6%	94.0%
3. DSPS staff are nice and willing to help.	94.1%	95.2%
4. Transfer center services are informative and helpful.	87.5%	87.4%
5. EOPS (Educational Opportunities Programs and Services) staff are helpful.	91.9%	92.2%
Average	91.1%	91.7%
Academic Development		
1. The General Education classes (i.e., English, math, etc.) developed my academic skills in written and oral communication.	91.8%	91.0%
2. The General Education classes developed my critical thinking skills.	88.9%	89.4%
3. The General Education classes developed my academic abilities in math and quantitative skills.	88.8%	89.7%
4. The college education developed my occupational competence.	87.5%	87.9%
Average	89.3%	89.5%
Personal Development		
1. I am more aware of and appreciate human diversity after attending this college.	81.1%	83.4%
2. The college education helped me to understand myself better.	77.3%	77.8%
3. I have gained knowledge in different fields.	94.7%	93.6%
4. I have gained computer skills.	62.2%	68.0%
5. I have learned about other parts of the world and other people.	81.1%	82.6%
6. I have gained interpersonal skills by interacting with people on campus.	80.7%	81.0%
Average	79.5%	81.1%

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

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

Mesa 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:

Admission and Course Registration

	<i>strongly agree</i>	<i>agree</i>	<i>disagree</i>	<i>strongly disagree</i>	<i>not applicable</i>
	4	3	2	1	0
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

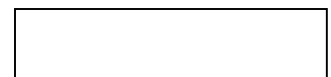
1. The reading and writing assessment test helped me enroll in the appropriate level English class.	4	3	2	1	0
2. The math assessment test helped me enroll in the appropriate level math class.	4	3	2	1	0
3. Counselors/assessment staff clearly explained the assessment results to me.	4	3	2	1	0
4. Assessment 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

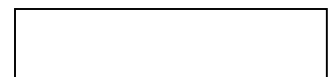
1. I feel at ease talking with my instructor(s) outside of the classroom.	4	3	2	1	0
2. In general, instructors attempt to be fair and objective in their presentation of course materials.	4	3	2	1	0
3. In general, instructors clearly define how I will be graded.	4	3	2	1	0
4. Faculty care about their students' 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

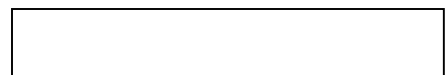
1. Transfer center services are useful in helping students transfer.	4	3	2	1	0
2. DSPPS (disabled students) services are available when I need them.	4	3	2	1	0
3. DSPPS staff are friendly and willing to help.	4	3	2	1	0
4. Transfer center services are informative and helpful.	4	3	2	1	0
5. EOPS (Educational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