



Southwestern Community College

Student Satisfaction Survey

Spring 2014

Office of Institutional Effectiveness
Office of Institutional Research, Planning and Grants

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Southwestern Community College Student Satisfaction Survey, Spring 2014

Introduction

The *Southwestern Community College Student Satisfaction Survey, Spring 2014* survey is intended to elicit student perceptions and opinions regarding student support programs and institutional services. Additionally, state educational mandates require that post-secondary public institutions have in place processes capable of generating evidence-based data for accreditation, institution-wide assessment, and student learning outcome evaluations. The *Southwestern Community College Student Satisfaction Survey* should be viewed as integral to meeting these needs and providing a comprehensive examination of campus programs and services within the institutional and learning environment.

A committee comprised of faculty, staff, and administrators was involved in the creation of questionnaire content. Survey results are typically used to inform campus personnel and administrators regarding the state of student and institutional support services and functions as an important means for generating Program Review assessment data. For spring 2014, the *Southwestern Community College Student Satisfaction Survey* was revised in three ways:

1. The *Student Support Services* portion of the questionnaire underwent revision with the introduction of additional student service prompts including *International Program (Study Abroad)*, *Student Veterans' Resource Center (New)*, and *CalWORKs*.
2. Several survey questions experienced substantial changes (e.g. *Financial Aid, Counseling*).
3. Three open-ended questions were introduced for the first time to seek a "brief response regarding [a] current and/or potential student service."

This year's survey once again made use of the Scantron Class Climate online survey system. The initial e-mail invitation for survey participation was sent out on May 5, 2014 with four follow-up e-mail reminders sent to non-respondents throughout May. The survey closed on June 6, 2014. Eighteen thousand, four hundred seventy-six (18,476) invitations were sent out by e-mail. Eight hundred thirty-six (836) surveys were submitted for a response rate of approximately four and one-half percent (4.5%). Of these, three were returned with no responses—thus, eight hundred thirty-three (833) valid surveys were available for reporting purposes.

Survey Analysis

Description

The *Southwestern Community College Student Satisfaction Survey* makes use of several reporting elements, including bar charts and statistical summary tables. Bar charts depict the relative distribution of data by category, including categorical counts, overall count, and response percentages. This analysis is supplemented by a numerical (quantitative) data composed of average scores, standard deviations, medians, or modes within “Statistical Result” tables; when warranted, Yes/No survey response frequencies and percentages are included as part of data presentations. Open-ended responses are presented in redacted form, with the number (and percentage) of response omissions noted for each question category.

Methodology

Together, these graphic and numerical representations of survey data constitute a descriptive statistical analysis and convey the most salient features of the underlying information. An important component of this descriptive analysis is the Likert-rating scale system. With the exception of a single question related to *familiarity* with campus services and departments (Question 1), all questionnaire items make use of the Likert-rating scale framework based on *satisfaction* level.

Familiarity and Satisfaction Level Scoring Key	
Familiarity Level	Satisfaction Level
Very Familiar = 5	Very Satisfied = 5
Familiar = 4	Satisfied = 4
Somewhat Familiar = 3	Neutral = 3
Not familiar = 2	Unsatisfied = 2
N/A-Never heard of it = 1	Very Unsatisfied = 1

As a rule, questionnaire items may be viewed as either *general* or *program-specific* queries. The purpose of a *general* query is to measure the overall awareness of a given program or service without regard to actual use, nevertheless, students may be prompted as to whether they have utilized specific services in some cases. *Program-specific* survey queries usually occur in combination with the prompts “Have you ever used...,” or “Did you participate (in)...,” a specified campus program or service. For program-specific queries, a “Yes” to program use typically results in a filtering of responses to include only those students who have participated in the program or service. These instances are identifiable within the report when an asterisk appears. The response filtering process is used throughout the report; however, exceptions do occur.

Statistical Definitions

For this report, each of the reported quantitative measures is computationally unique and defined by the following:

- *Average score*: The average score is computed as the sum of the rating scores divided by the total number of responses for each survey question.
- *Median score*: The median score is the middle value after scores are ordered from smallest to largest, or vice versa. Even and odd score counts require two distinct computational approaches. In the case of an odd count, the location of the middle value is centrally located after the data is placed in order. When the count is even, and after the data has been placed in order, the location of the median is found by adding the middle two values and dividing by two.
- *Mode*: The mode is the value or category repeated most often in the survey data.
- *Response percent*: The response percent is the percentage found by dividing the total number of survey responses by the sum of both survey responses and non-responses.
- *Standard deviation*: Standard deviation is a measure of the dispersion of data around the average score. Standard deviation scores that are close to zero indicate very little variability among scores, while larger values of standard deviation indicate greater variability among scores.

Reliability and Validity

Questionnaire must meet two important conditions to ensure that responses accurately reflect what is being measured—reliability and validity. Both terms encompass a number of statistical concepts, yet each be viewed simply as a means for ensuring that survey procedures are consistent (reliability) and achieve the claimed intent (validity). Reliability is a reference to the degree that survey questions actually reflect the opinions and attitudes under study. In the context of this survey study, *internal consistency* reliability is of key importance. The term related to the ability of a group of questions to measure different aspects of the same concept; for instance, service quality. In this survey, measuring service quality will often take the form of multiple prompts involving “helpfulness,” “courteousness,” and/or “overall experience.” Reliability is also a key element for assuring survey validity. Validity refers to the extent that a given question, or group of questions, accurately measures the concept under study and not something else. Thus, survey questions must be focused on service and departmental performance, rather than other issues such as accessibility or student need. As this survey is meant to assess student satisfaction, validity is made certain by constructing questions and prompts around this focus.



Survey Question Summary

Familiarity with Services and Departments

- Question 1** Please indicate your familiarity with each of the following services/departments offered at Southwestern College:
- | | | | |
|---|--|-------------------------------|--|
| ▪ Academic Success Center | ▪ Bookstore | ▪ Custodial | ▪ International Programs |
| ▪ Admissions & Records | ▪ CalWORKs | ▪ Disability Support Services | ▪ Maintenance |
| ▪ Assessment/Prerequisites Center | ▪ Career Center | ▪ EOPS/CARE | ▪ Outreach |
| ▪ Associated Student Organization (ASO) and Student Clubs | ▪ Cashiering | ▪ Facilities | ▪ Service Learning |
| | ▪ Center for Technical Education/Women's Resource Center | ▪ Financial Aid | ▪ Student Employment Services |
| | ▪ College Police | ▪ Food Services/Cafeteria | ▪ Student Veterans' Resources Center (New) |
| | ▪ Counseling | ▪ Grounds | |
| | | ▪ Health Services | |

Admissions and Records

- Question 2** For each item listed below, please indicate your level of satisfaction:
- SWC Registration Process for Classes
 - Student ID Process
 - Transcript Request Service (Internal/External)
- Question 3** For each item listed below, please indicate your level of satisfaction with the timeliness of service.
- Student ID Process
 - External Transcript Evaluation Process
 - Transcript Request Service (Internal/External)

Financial Aid

- Question 4** Have you ever received Financial Aid while attending Southwestern College?
- Question 5** Do you believe receiving Financial Aid increased your ability to:
- Attend Southwestern College?
 - Succeed in your classes at Southwestern College?
- Question 6** Based on your experience with the Financial Aid Department, please indicate your level of satisfaction with:
- Helpfulness of staff
 - Courteousness of staff
 - Amount of information provided
 - Accuracy of information provided
 - Timeliness of information
 - Your overall experience
- Question 7** Have you used any of the Financial Aid Office's online services?
- Question 8** Based on your experience using online services provided by the Financial Aid Office, please indicate your level of satisfaction with:
- Amount of information provided
 - Accuracy of information provided
 - Timeliness of information
 - Ease of online navigation process
 - Overall quality of service

Student Affairs

- Question 9** What was the most important factor for your attending Southwestern College? Please choose all that apply:
- Denied admission to 4-year college
 - Financial consideration
 - Advice of High School Counselor
 - SWC presentation at your high school
 - Other (please specify:)



Transfer Center

- Question 10* Did you participate in any of the Transfer Center’s workshops (Steps to Transfer, UC/CSU Application Review, etc.)?
- Question 11* Did you participate in any of the Transfer Center’s university campus tours?
- Question 12* Have you ever used the Transfer Center website?
- Question 13* Did you find the Transfer Center services helpful in meeting your educational goal or transfer goal?
- Question 14* Based on your experience with the Transfer Center, please indicate your level of satisfaction with:
- Helpfulness of staff/Counselors
 - Your experience overall

EOPS/CARE

- Question 15* Are you a current EOPS student?
- Question 16* Which other student services programs have you utilized? Please choose all that apply:
- Counseling Center
 - Disabled Student Services
 - Transfer Center
 - None
 - Other (please specify:)

Associated Student Organization of Southwestern College (ASO) and Inter-Club Council (ICC)

- Question 17* Did you vote in the last ASO student election (May 2013)?
- Question 18* Have you ever attended an ASO event?
- Question 19* Based on your experience with ASO events, please indicate your level of satisfaction with the:
- Number of ASO events per semester
 - Variety of ASO events per semester
 - Organization of ASO events
 - Promotion of ASO events
- Question 20* Are you a member of a student club?
- Question 21* Do the clubs at Southwestern College meet your needs?

Health Services

- Question 22* Have you ever received services from the Health Services Office?
- Question 23* Have you received any information from Health Services related to a healthy lifestyle?
- Question 24* Based on your experience with the Southwestern College Health Services Office, please indicate your level of satisfaction with:
- Helpfulness of staff
 - Courteousness of staff
 - Your overall experience

Women's Resource Center

- Question 25* Have you utilized a service at the Women’s Resource Center?
- Question 26* Based on your experience with the Southwestern College Women’s Resource Center, please indicate your level of satisfaction with:
- Helpfulness of staff
 - Courteousness of staff
 - Your overall experience

CalWORKs

- Question 27* Have you utilized the services in the CalWORKs program?
- Question 28* Based on your experience with the CalWORKs program, please indicate your level of satisfaction with:
- Helpfulness of staff
 - Courteousness of staff
 - Your overall experience

Center for Technical Education and Career Success (CTECS)

- Question 29* Have you used the services provided by CTECS?
- Question 30* Based on your experience using services by CTECS, please indicate your level of satisfaction with:
- Amount of information provided
 - Accuracy of information provided
 - Timeliness of information
 - Helpfulness of staff



Veterans Services

- Question 31* Are you a veteran?
- Question 32* Based on your experience with the Veterans’ Services office, please indicate your level of satisfaction with:
- Helpfulness of staff
 - Courteousness of staff
 - Your overall experience
- Question 33* Have you ever used services provided by the NEW Student Veterans’ Resource Center?
- Question 34* Based on your experience with the NEW Student Veterans’ Resource Center, please indicate your level of satisfaction with:
- Helpfulness of staff
 - Courteousness of staff
 - You experience overall

Career Center

- Question 35* Have you ever used any of the services provided by the Career Center?
- Question 36* Did you participate in any of the career assessments (Choices, MBTI, Career Cruising)?
- Question 37* Did you find the Career Center services helpful in identifying your career or educational goals?
- Question 38* Based on your experience with the Career Center, please indicate your level of satisfaction with:
- Helpfulness of staff
 - Your experience overall

Student Employment Services

- Question 39* Have you ever used any of the services provided by Student Employment Services?
- Question 40* How many times each month do you use services provided by Student Employment Services?
- Never
 - 1-3 times
 - 4-6 times
 - 7 or more times
- Question 41* Have you used the resume or interview assistance services provided by the Student Employment Services?
- Question 42* Have you used the Student Employment Services website?
- Question 43* Based on your experience with Student Employment Services, please indicate your level of satisfaction with:
- Helpfulness of staff
 - Your experience overall

Disability Support Services

- Question 44* Have you used services provided by Disability Support Services?
- Question 45* Based on your experience with the Disability Support Services office, please indicate your level of satisfaction with:
- Helpfulness of staff
 - Amount of information provided
 - Timeliness of information
 - Courteousness of staff
 - Accuracy of information provided
 - Your experience overall

Counseling Center

- Question 46* Have you ever used any of the services provided by the Counseling Center in Chula Vista?
- Question 47* Were your counseling needs met?
- Question 48* In your first semester at Southwestern College, did you attend an orientation to college?
- Question 49* Based on your experience with the Counseling Center at the Chula Vista campus, please indicate your level of satisfaction with:
- Front desk staff
 - Counselors at Walk-in service
 - Counselors in appointment session
- Question 50* Did you review information on any of the following topics in the Orientations Session?
- College resources
 - Student success characteristics
 - An overview of your educational options
- Question 51* Did you schedule and attend an individual counseling appointment with a college counselor?



Assessment Center/Prerequisites Center

Question 52 Did you take one or more assessment tests during your first semester?

Question 53 Did you clearly understand how to select courses based on the results of your assessment test?

Academic Success Center

Question 54 Which of the following Academic Success Center services have you utilized?

- English Writing Center
- Test reviews
- Open Labs (Biology, Business, Child Development, CIS/CL, Language Conversation Lab, Math/Science, Music, Nursing, Reading)
- Tutoring Services
- Workshops
- Other (please specify:)
- Online Writing Lab (OWL)
- Proctored exams
- None

General Questions

Question 55 Name one service you utilized and liked the most, why you liked it, or how the service was helpful to you.

Question 56 Name one service you utilized that you did not like and what can be done to improve this service.

Question 57 List the "Top 3" NEW online services you would like the College to provide.

Custodial Services

Question 58 Based on your experience with Custodial Services, please indicate your level of satisfaction with the:

- Courteousness of staff
- Overall condition of classroom/labs
- Cleanliness of classroom\labs
- Level of supplies in the restrooms

Grounds Department

Question 59 Based on your experience with the Grounds Department, please indicate your level of satisfaction with the:

- Courteousness of staff
- Emptying cycle of exterior trash receptacles
- Number of exterior trash receptacles
- College landscape

Maintenance Department

Question 60 Based on your experience with the Maintenance Department, please indicate your level of satisfaction with the:

- Courteousness of staff
- Timeliness of classroom repairs

Facilities Department

Question 61 Based on your experience with the Facilities Department, please indicate your level of satisfaction with the:

- Comfort of classroom furnishings
- Ability of new buildings, classrooms and labs to accommodate your educational needs
- Condition of classroom furnishings
- Promptness with which safety hazards are removed

Food Services/Cafeteria

Question 62 Based on your experience with Food Services, please indicate your level of satisfaction with the:

- Friendliness of staff
- Selection of cold food choices
- Courteousness of staff
- Selection of hot food choices
- Food inventory levels
- Cleanliness of food service area
- Wait levels
- Price

Southwestern College Bookstore

- Question 63* Based on your experience with the Southwestern College Bookstore, please indicate your level of satisfaction with the:
- Courteousness of staff
 - Staff knowledge about product information
 - Staff knowledge about textbook selection
 - Cleanliness of store

Police Department

- Question 64* How many times have you had contact with the Campus Police department?
- None
 - 3-4 times
 - 1-2 times
 - 5+ times

- Question 65* Please select which ways you had contact with the Campus Police. Please choose all that apply:
- Parking Violations
 - Casual encounter
 - Suspected or charged with a crime
 - Victim of a crime
 - Traffic stop
 - Reported a crime
 - No contact with Campus Police
 - Service-oriented (i.e. escort lost property, lockout, etc.)
 - Witnessed a crime
 - Other (please specify:)

- Question 66* Based on your experience with the College Police Department, please indicate your level of satisfaction with:
- Helpfulness of staff
 - Courteousness of staff
 - Your experience overall

College Cashiers Office

- Question 67* Based on your experience with the College Cashier's Office, please indicate your level of satisfaction with the:
- Friendliness of courteousness of staff
 - Staff's efficiency in processing transaction accurately
 - Staff's knowledge about student services and policies

Your Schedule

- Question 68* The majority of my classes are:
- Morning
 - Evening
 - Morning/Afternoon
 - Weekend
 - Afternoon/Evening
 - Online (Anytime)

Your Preferred Communication Method

- Question 69* Please indicate the communication method that you prefer for social and business networking. Please choose all that apply:
- Email
 - Smart phone
 - Twitter
 - Tablet
 - Facebook
 - Other (please specify:)
 - Mobile phone

Familiarity

As in earlier surveys, students were asked about their familiarity with campus services and departments (twenty-seven in all). Statistical results presented within the *Familiarity with Student Services/Departments* table summary reflect two distinct computational measures.

The first measure, *Familiarity Percentage*, is based on an overall awareness of student support programs and institutional services. This percent measure combines the “Very Familiar,” “Familiar,” and “Somewhat Familiar” percentages into a single rating scale. The “Not Familiar” and “N/A-Never heard of it” categories and their respective percentages as these measures do not constitute true familiarity. The second measure, *Familiarity Average Score*, involves the use of the entire *Familiarity* scale (from Very Familiar to N/A-Never heard of it). As the averaging process involves numeric scaling (specifically, Likert scoring), it cannot exclude any pre-assigned values in the computation. This is unlike the earlier *Familiarity Percentage* index, which is entirely based on “category blocks.”

For the purpose of analysis, the choice of either the percentage index or average score would be appropriate for assessing student familiarity. Additionally, to ensure a valid comparison of campus services and departments, two major sub-groups has been generated: (1) *Student Services* and (2) *Institutional Support Services*. This separation of service and departmental types permits a better analysis based on institutional role.

In this analysis, it is essential to note that:

- Both the percentage and average score indices for student familiarity do not represent a preference ranking for a given service or department. Rather, these values should be treated only as the level of awareness associated with each campus service or department and no more.
- In addition, many *Student Services & Departments* should be expected to exhibit a high familiarity index, particularly those that have an open eligibility process (i.e., not limited to specific student populations). Conversely, specialized or limited eligibility student services and departments will have a lower familiarity index.

Familiarity with Student and Institutional Support Services

Question 1 Please indicate your familiarity with each of the following services/departments offered at Southwestern College:

- Academic Success Center
- Admissions & Records
- Assessment/Prerequisites Center
- Associated Student Organization (ASO) and Student Clubs
- Bookstore
- CalWORKs
- Career Center
- Cashiering
- Center for Technical Education (CTECS)/Women’s Resource Center
- College Police
- Counseling
- Custodial
- Disability Support Services
- EOPS/CARE
- Facilities
- Financial Aid
- Food Services/Cafeteria
- Grounds
- Health Services
- International Programs(Study Abroad)
- Maintenance
- Outreach
- Service Learning
- Student Employment Services
- Student Veterans’ Resources Center (New)

Student Support Service Familiarity Rankings

<u>Item</u>	<u>Familiarity Percentage¹</u>	<u>Familiarity Average Score²</u>
Admissions & Records	96%	4.2
Financial Aid	89%	4.2
Counseling	89%	4.1
Assessment/Prerequisites Center	88%	3.9
Academic Success Center	80%	3.9
Career Center	68%	3.4
Transfer Center	66%	3.4
Health Services	65%	3.3
EOPS/CARE	63%	3.6
Student Employment Services	63%	3.3
Associated Student Organization (ASO) and Student Clubs	61%	3.3
Disability Support Services	58%	3.2
Service Learning	48%	3.0
Veterans’ Services Office	46%	3.0
Student Veteran’s Services (New)	42%	2.9
International Program (Study Abroad)	44%	2.8
Outreach	41%	2.8
CalWORKs	41%	2.8
Center for Technical Education/Women’s Resource Center	30%	2.7

Institutional Service Familiarity Rankings

Bookstore	97%	4.4
Food Services/Cafeteria	85%	4.1
Cashiering	81%	3.9
College Police	77%	3.5
Grounds	71%	3.6
Facilities	71%	3.5
Maintenance	46%	2.9
Custodial	44%	2.8

¹ Familiarity Percentage based on Very Familiar, Familiar, and Somewhat Familiar percentage totals

² Familiarity Average Score based on Very Familiar=5, Familiar=4, Somewhat Familiar=3, Not Familiar=2, N/A-Never heard of it=1

Response Count: 833

No Response: 3

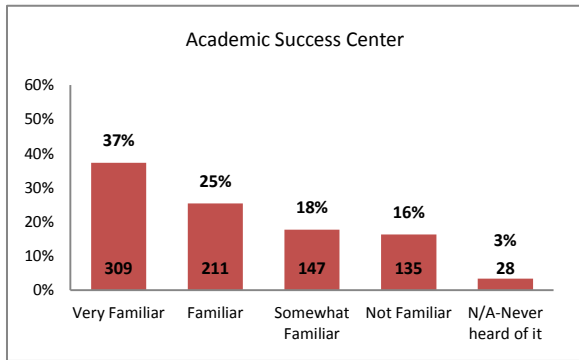
Response Percent: 99.8%

Familiarity with Student and Institutional Support Service Comparisons

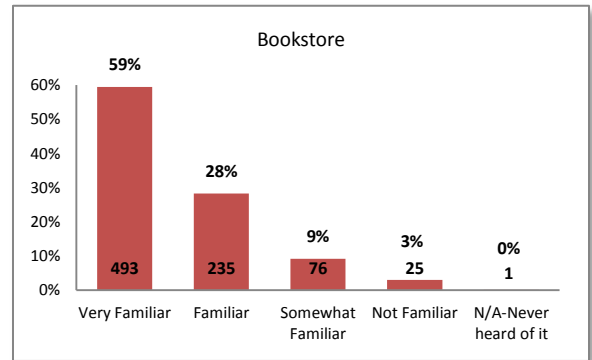
Please indicate your familiarity with each of the following services/departments offered at Southwestern College:

Items	Average Score 2014	Familiarity Ranking 2014	Average Score 2013	Familiarity Ranking 2013	Average Score 2012	Familiarity Ranking 2012	Average Score 2011	Familiarity Ranking 2011
Student Services/Departments								
Admissions & Records	4.2	1	4.1	2	4.1	1	4.1	1
Financial Aid	4.2	2	4.2	1	4.0	2	3.9	3
Counseling	4.1	3	4.1	3	4.0	3	4.1	2
Assessment/Prerequisites Center	3.9	4	3.8	4	3.7	4	3.7	4
Academic Success Center*	3.9	5	—	—	—	—	—	—
EOPS/CARE	3.6	6	3.2	7	3.1	8	3.2	8
Transfer Center	3.4	7	3.3	6	3.2	6	3.3	6
Career Center	3.4	8	3.4	5	3.4	5	3.4	5
Health Services	3.3	9	3.2	8	3.2	7	3.2	7
Associated Student Organization (ASO) and Student Clubs	3.3	10	3.1	10	3.0	10	3	10
Student Employment Services	3.3	11	3.2	9	3.1	9	3.1	9
Disability Support Services	3.2	12	3.0	11	2.9	11	2.9	11
Service Learning	3.0	13	2.8	13	2.7	13	2.7	13
Veterans' Services Office	3.0	14	2.9	12	2.8	12	2.8	12
Student Veteran's Services (New)*	2.9	15	—	—	—	—	—	—
CalWORKs*	2.8	16	—	—	—	—	—	—
Outreach	2.8	17	2.4	14	2.4	14	2.4	14
Center for Technical Education/Women's Resource Center	2.7	18	2.2	15	2.3	15	2.3	15
Institutional Support Services/Departments								
Bookstore	4.4	1	4.4	1	4.4	1	4.4	1
Food Services/Cafeteria	4.1	2	3.9	2	3.8	2	3.9	2
Cashiering	3.9	3	3.8	3	3.7	3	3.8	3
Grounds	3.6	4	3.2	6	3.2	6	3.3	6
College Police	3.5	5	3.5	5	3.4	5	3.5	5
Facilities	3.5	6	3.6	4	3.5	4	3.6	4
Maintenance	2.9	7	2.9	7	2.8	7	2.9	7
Custodial	2.8	8	2.7	8	2.6	8	2.6	8

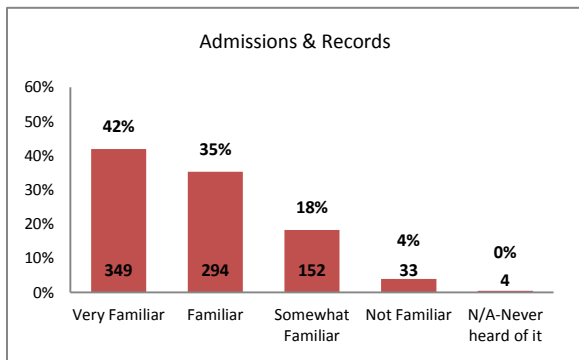
*Added to Spring 2014 *Familiarity with Services* portion of questionnaire



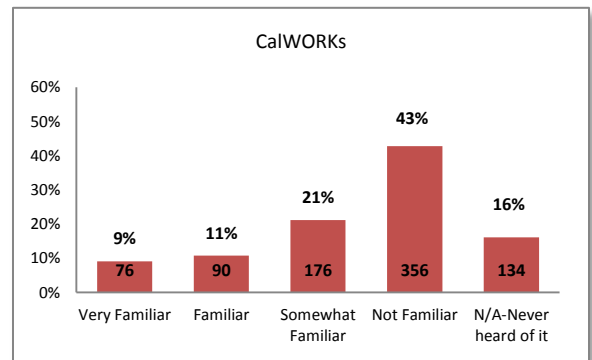
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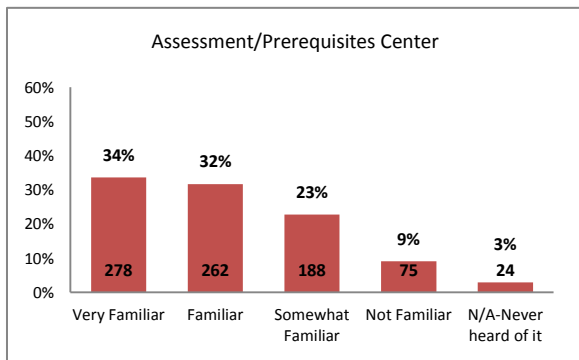
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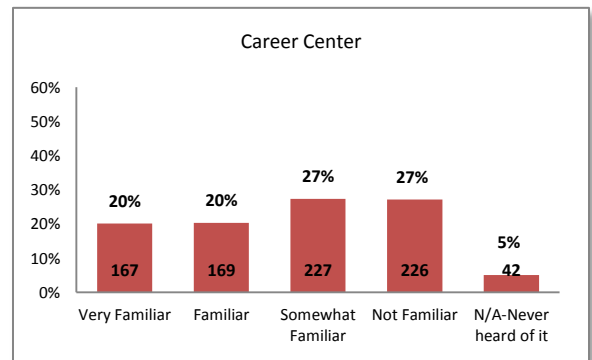
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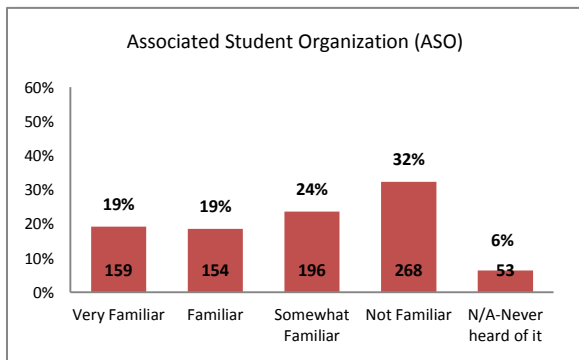
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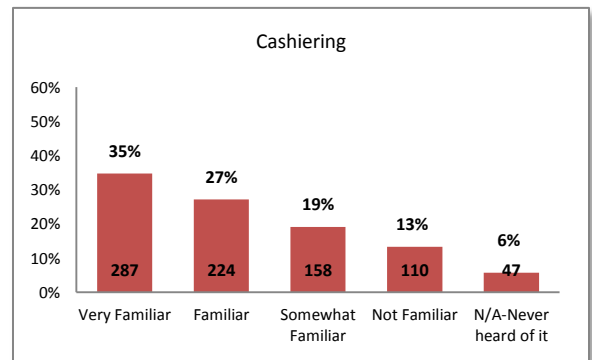
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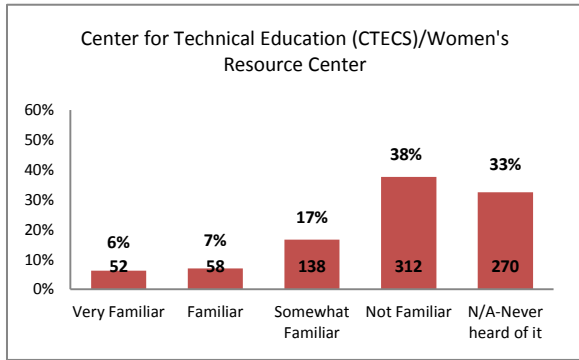
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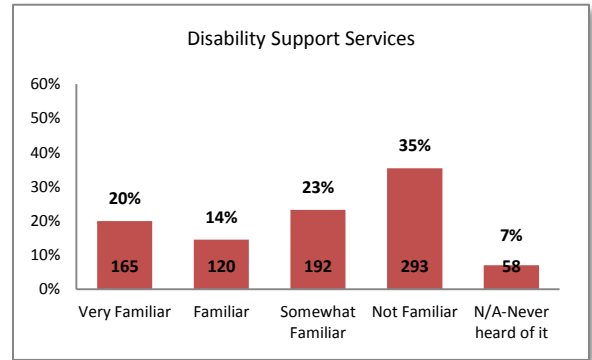
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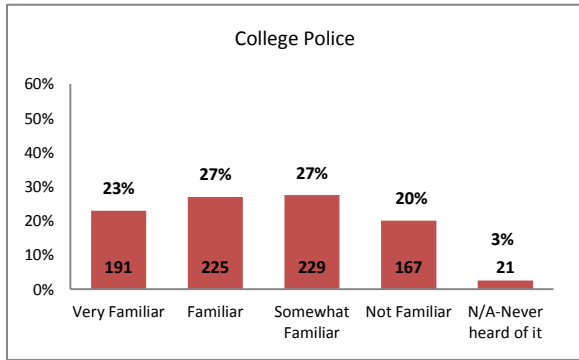
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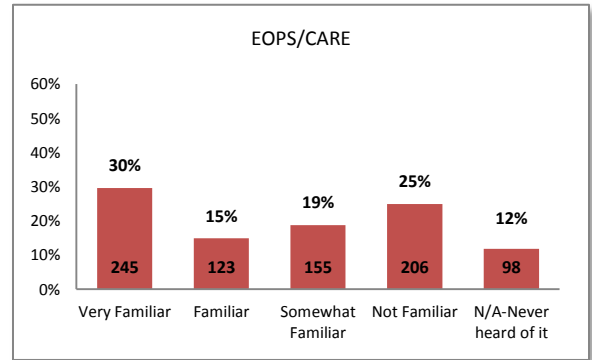
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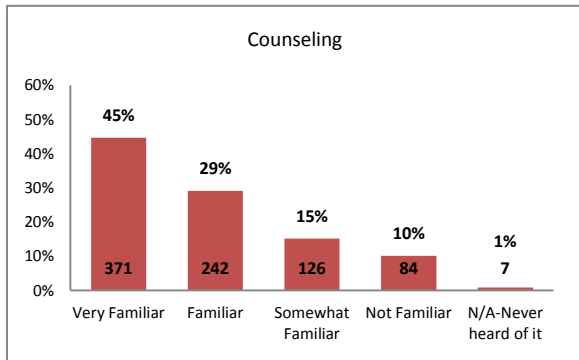
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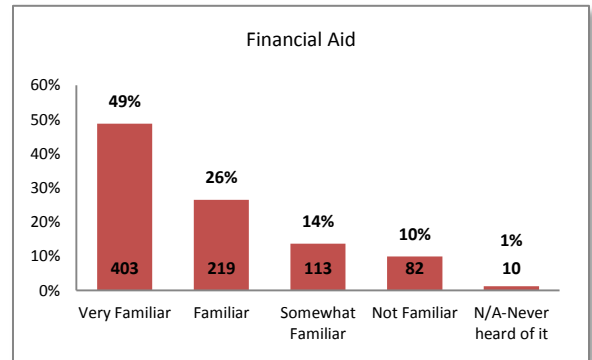
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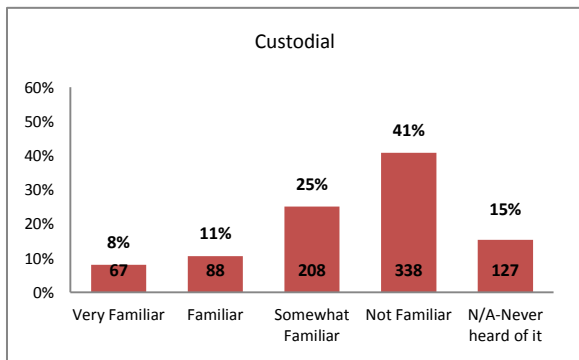
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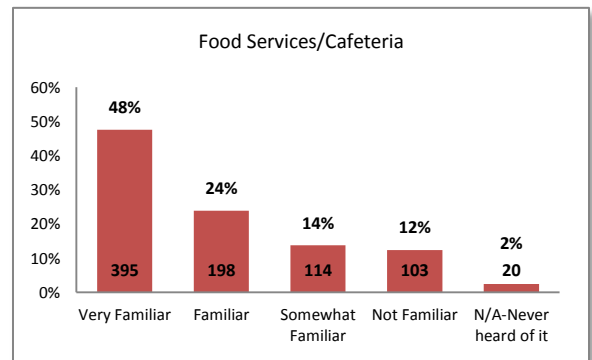
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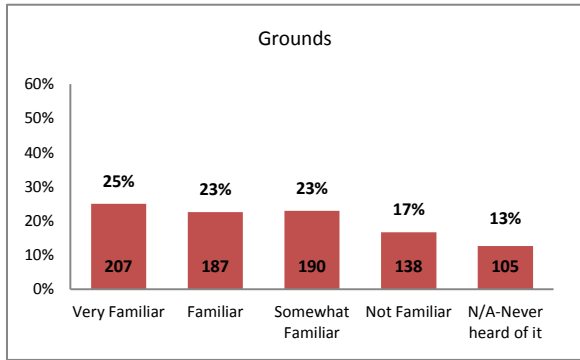
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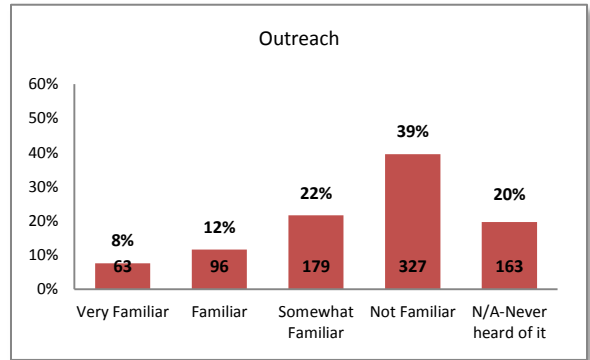
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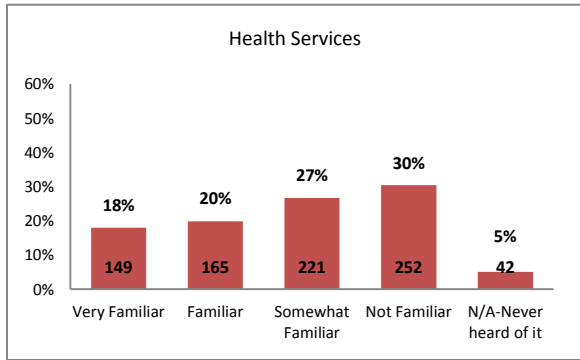
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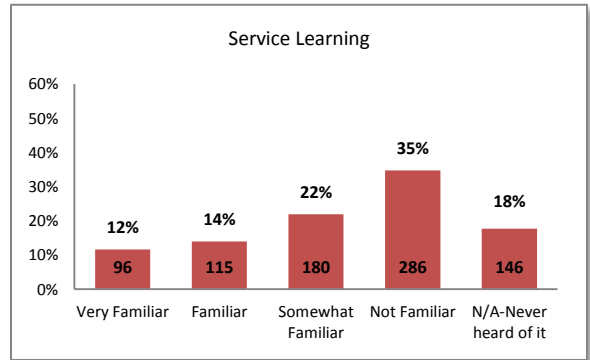
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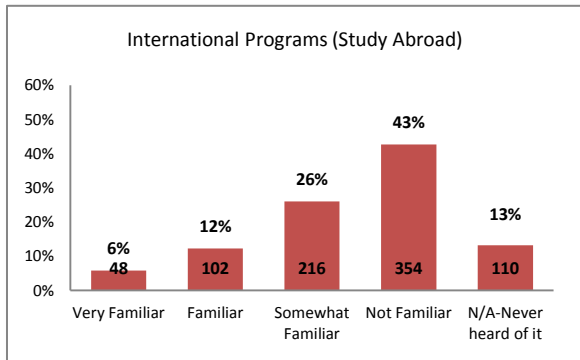
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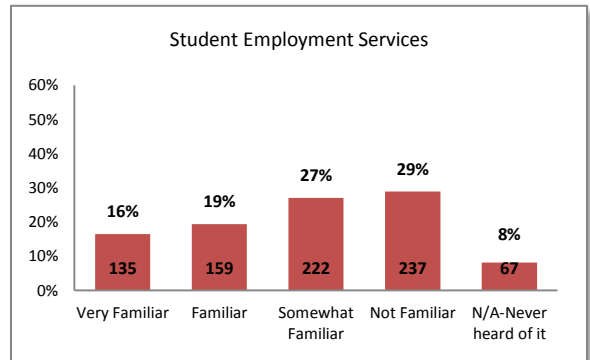
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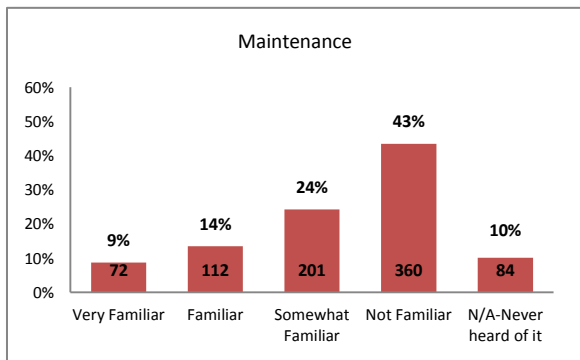
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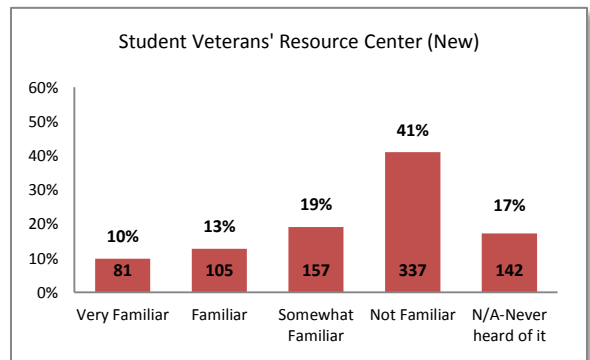
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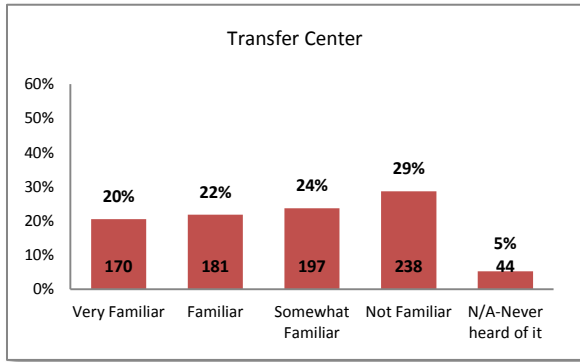
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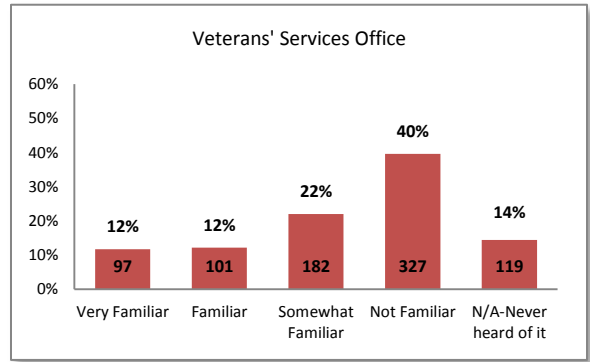
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N=822



N=830



N=826

Student Services

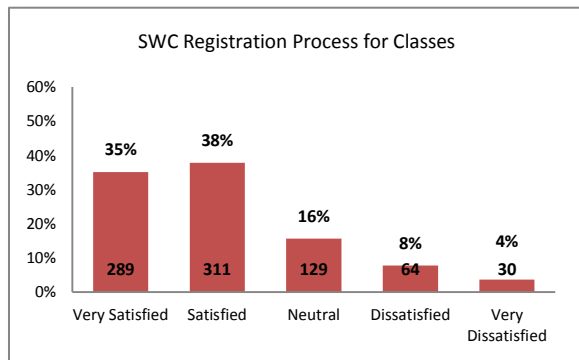
Student services are a ubiquitous aspect of campus life and are important resources to academic progress and achievement. Student services are also important to the development of personal and economic well-being in preparation for entry into campus life, success in academic studies, transfer, and other educational objectives. The *Southwestern Community College Student Satisfaction Survey, Spring 2014* provides campus services and departments with a means to assess service program outcomes from the student perspective. The following charts and statistical results provide a broad evaluative framework in nineteen (19) student service and departmental entities.

Of note within this section of the report:

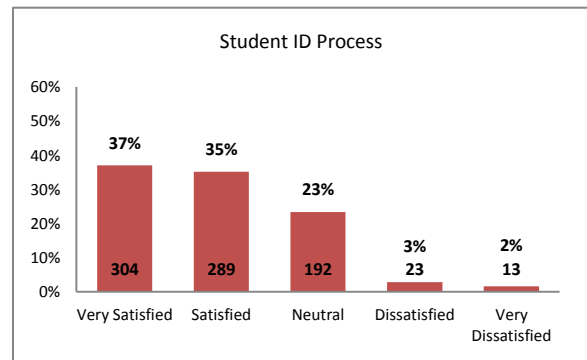
- Survey results are based on *Yes/No* item and Likert satisfaction-level scores (i.e. *Very Satisfied* = 5, *Satisfied* = 4, *Neutral* = 3, *Unsatisfied* = 2, and *Very Unsatisfied* = 1), multiple choice queries, and a limited number of open-response formats.
- Thirteen (13) student service/departments make use of Likert scoring methodologies in some manner; whether in combination with *Yes/No* prompts, or multiple-choice queries. Student service and departmental entities utilizing Likert satisfaction-level scoring include: *Admissions and Records, Financial Aid, Transfer Center, Associated Student of Southwestern College and Inter-Club Council, Health Services, Women's Resource Center, CalWORKs, Center for Technical Education and Career Success (CTECS), Veterans Services, Career Center, Student Employment Services, Disability Support Services, and the Counseling Center.*
- Five (5) student service/departments rely primarily on *Yes/No* prompts, multiple-choice queries, or a combination of these two methodologies. These student service/departments are *Student Affairs, EOPS/CARE, Academic Success Center, Associated Student Organization of Southwestern College (ASO) and Inter Club Council (ICC), and the Assessment Center/Prerequisites Center.*
- One (1) student service, the *Academic Success Center*, strictly utilized a multiple-choice query.
- Three open-ended questions were introduced for the first time in the survey. A results summary is included at the end of this section.

Admissions and Records

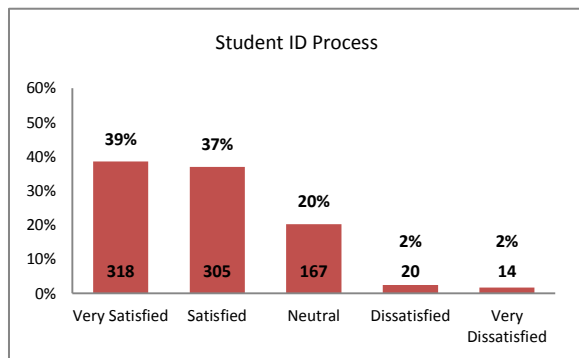
Question 2	For each item listed below, please indicate your level of satisfaction:
	<ul style="list-style-type: none"> • SWC Registration Process for Classes • Student ID Process • Transcript Request Service (Internal/External)
Question 3	For each item listed below, please indicate your level of satisfaction with the timeliness of service:
	<ul style="list-style-type: none"> • Student ID Process • External Transcript Evaluation Process • Transcript Request Service (Internal/External)



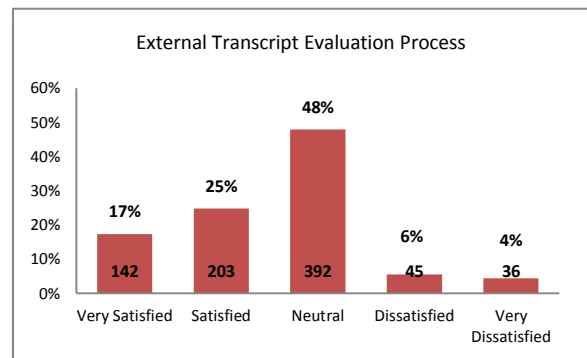
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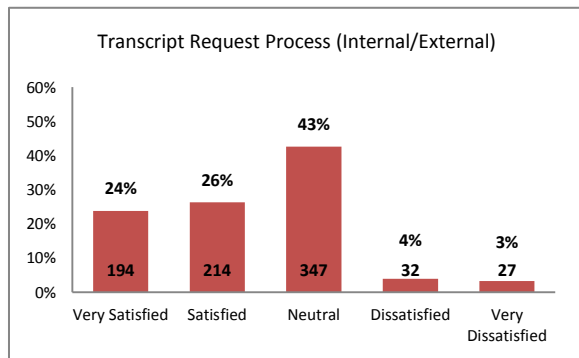
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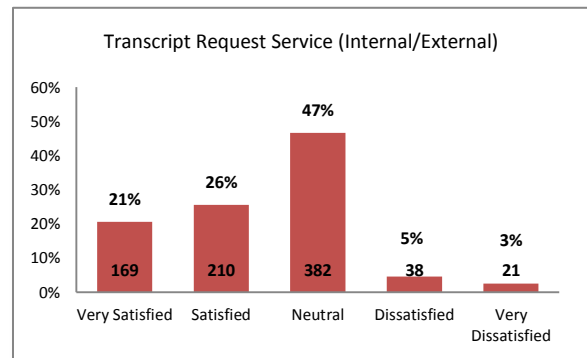
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N=818



N=814



N=820

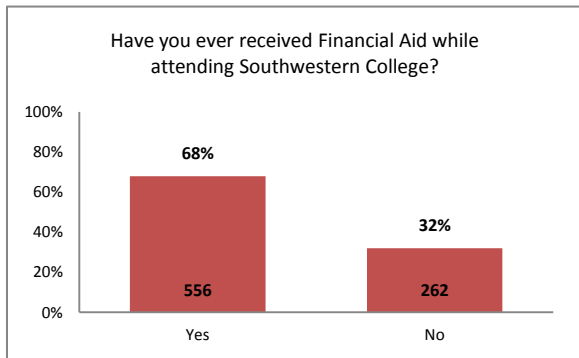
Statistical Results: Admissions and Records

	Item	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 2-1	SWC Registration Process for Classes	823	10	98.8%	4.0	4	1.1
Question 2-2	Student ID Process	814	19	97.7%	4.1	4	0.9
Question 2-3	Transcript Request Service (Internal/External)	824	9	98.9%	3.6	4	1.0
Question 3-1	Student ID Process	821	12	98.6%	4.0	4	0.9
Question 3-2	External Transcript Evaluation Process	818	15	98.2%	3.5	3	1.0
Question 3-3	Transcript Request Service (Internal/External)	820	13	98.4%	3.6	3	1.0

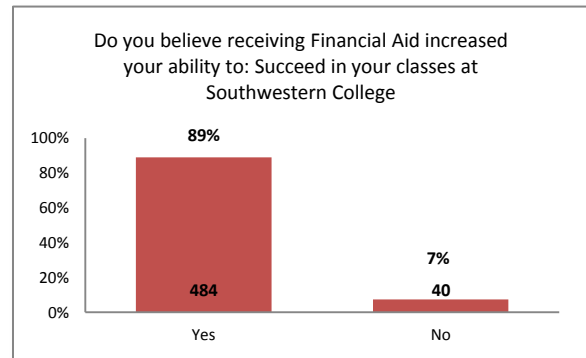
Scoring scale: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1, Not Applicable excluded

Financial Aid

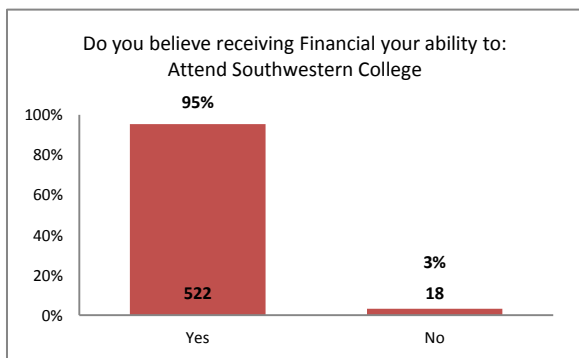
Question 4	Have you ever received Financial Aid while attending Southwestern College?
Question 5	Do you believe receiving Financial Aid increased your ability to: <ul style="list-style-type: none"> • Attend Southwestern College? • Succeed in your classes at Southwestern College?
Question 6	Based on your experience with the Financial Aid Department, please indicate your level of satisfaction with: <ul style="list-style-type: none"> • Helpfulness of staff • Amount of information provided • Timeliness of information • Helpfulness of staff • Amount of information provided • Timeliness of information
Question 7	Have you used any of the Financial Aid Office’s online services?
Question 8	Based on your experience using online services provided by the Southwestern College Financial Aid Office, please indicate your level of satisfaction with: <ul style="list-style-type: none"> • Amount of information provided • Timeliness of information • Overall quality of service • Accuracy of information provided • Ease of online navigation process



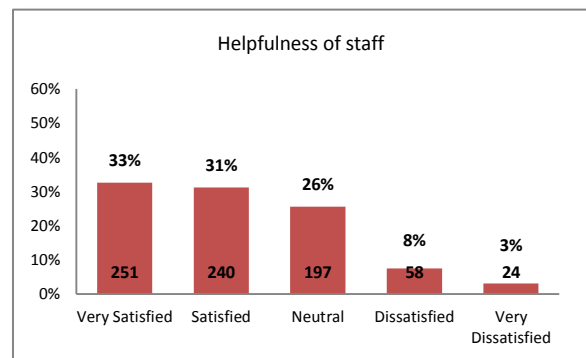
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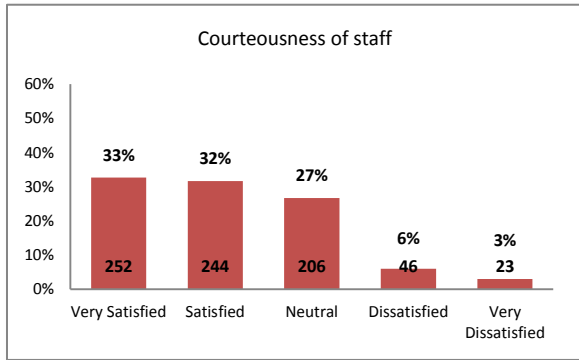
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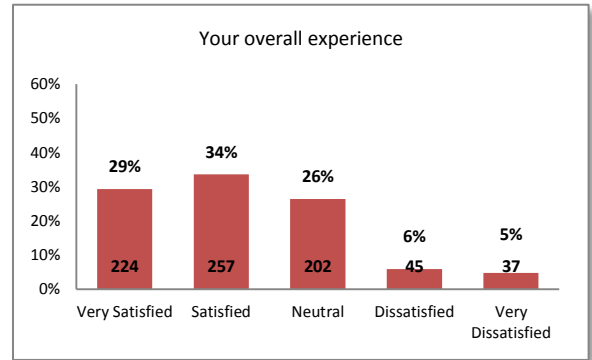
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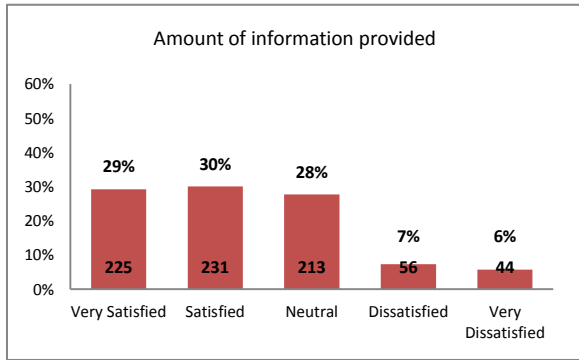
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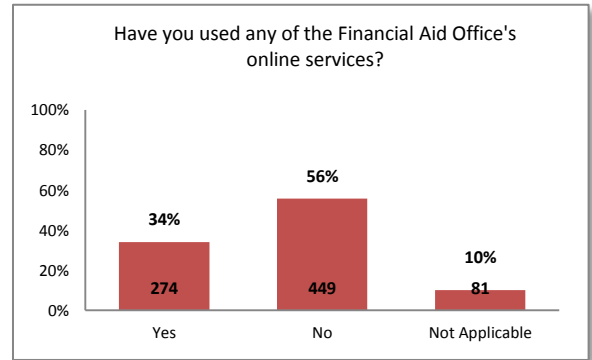
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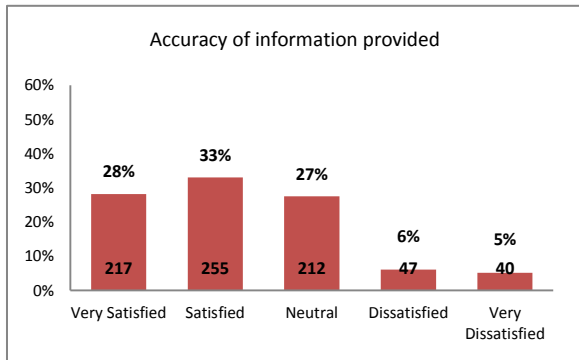
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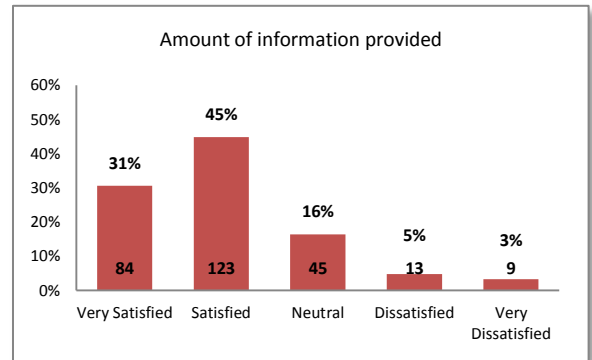
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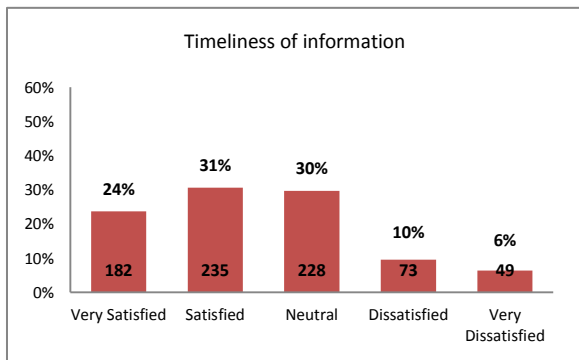
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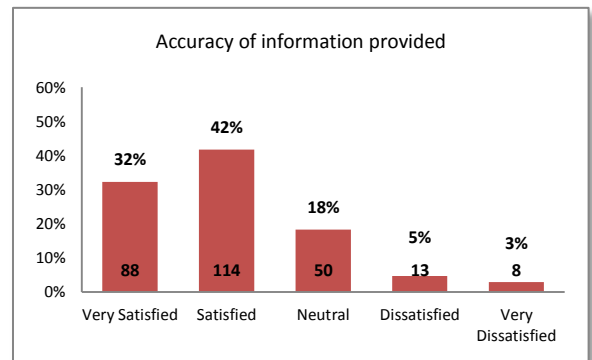
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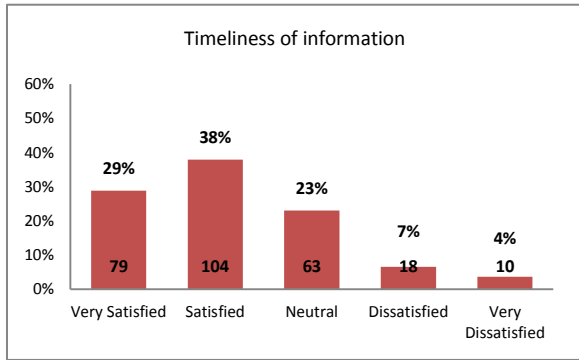
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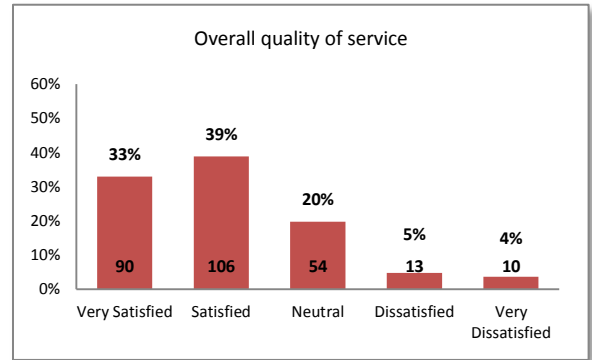
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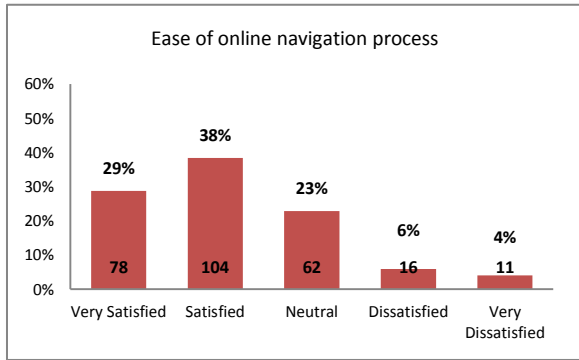
N=273



N=274



N=273



N=271

Statistical Results: Financial Aid

	Item	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
Question 4	Have you ever received Financial Aid while attending Southwestern College?	818	15	98.2%	68.0%	32.0%	100.0%
	Item*	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent N/A
Question 5-1	Do you believe receiving Financial Aid increased your ability to: Attend Southwestern College?	547	286	65.7%	95.4%	3.3%	1.3%
Question 5-2	Do you believe receiving Financial Aid increased your ability to: Succeed in your classes at Southwestern College?	544	289	65.3%	89.0%	7.4%	3.7%

Survey Charts & Results

	Item	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 6-1	Helpfulness of staff	770	63	92.4%	3.8	4	1.1
Question 6-2	Courteousness of staff	771	62	92.6%	3.9	4	1.0
Question 6-3	Amount of information provided	769	64	92.3%	3.7	4	1.1
Question 6-4	Accuracy of information provided	771	62	92.6%	3.7	4	1.1
Question 6-5	Timeliness of information	767	66	92.1%	3.6	4	1.1
	Item (cont.)	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 6-6	Your overall experience	765	68	91.8%	4.0		1.0
	Item	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent N/A
Question 7	Have you used any of the Financial Aid Office's online services?	804	29	96.5%	34.1%	55.8%	10.1%
	Item**	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 8-1	Amount of information provided	274	—	100%	4.0	4	1.0
Question 8-2	Accuracy of information provided	273	1	99.6%	4.0	4	1.0
Question 8-3	Timeliness of information	274	—	100%	3.8	4	1.0
Question 8-4	Ease of online navigation process	271	3	98.9%	3.8	4	1.0
Question 8-5	Overall quality of service	273	1	99.6%	3.9	4	1.0

Scoring scale: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1, Not Applicable excluded

*Item results based on *Question 4* response

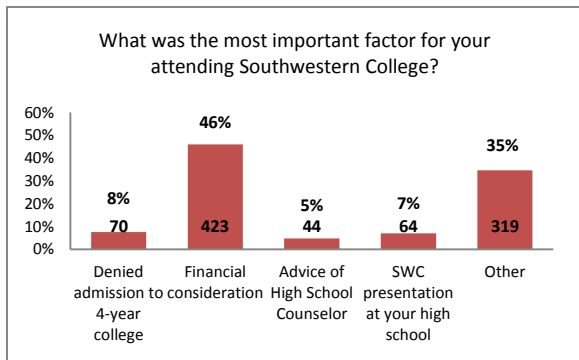
**Item results based on *Question 7* response

Student Affairs

Question 9

What was the most important factor for you attending Southwestern College?

- Denied admission to 4-year college
- SWC presentation at you high school
- Financial consideration
- Other (please specify:)
- Advice of High School Counselor



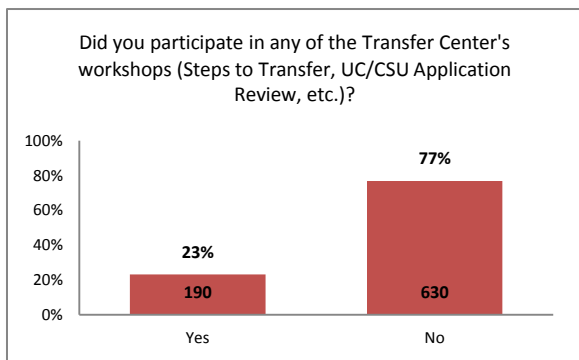
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Statistical Results: Student Affairs

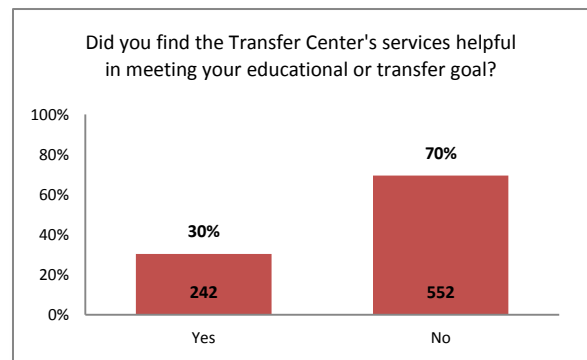
Item	Response Count	No Response	Response Percent	Mode	Mode Count	Mode Percent
Question 9 What was the most important factor for your attending Southwestern College?	779	54	93.5%	Financial Consideration	423	46.0%
Other factors for attending Southwestern College (greatest to least, partial list): "Location/proximity," "program/course offerings," "university transfer," "Associates degree/certificate," "career/skill advancement," "self-improvement/knowledge" and "convenience (travel, parking)"						

Transfer Center

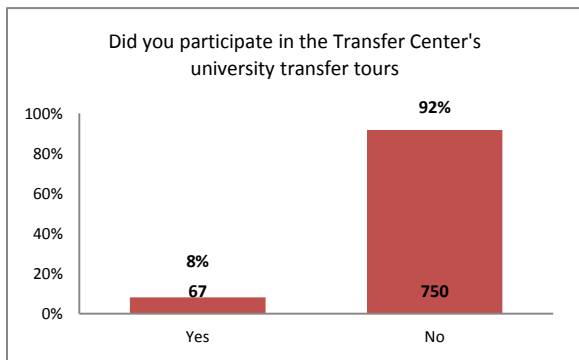
Question 10	Did you participate in any of the Transfer Center’s workshops (Steps to Transfer, UC/CSU Application Review, etc.)?
Question 11	Did you participate in any of the Transfer Center’s university campus tours?
Question 12	Have you ever used the Transfer Center website?
Question 13	Did you find the Transfer Center services helpful in meeting your educational goal or transfer goal?
Question 14	Based on your experience with the Transfer Center, please indicate your level of satisfaction with: <ul style="list-style-type: none"> • Helpfulness of staff/Counselors • Your experience overall



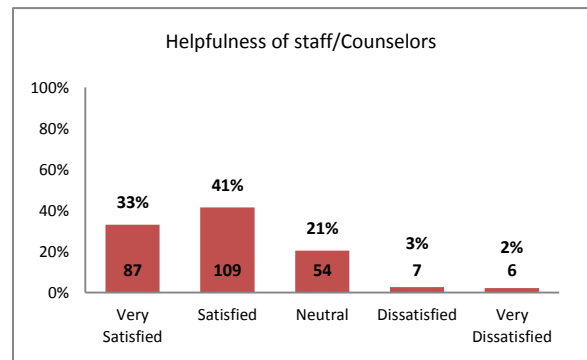
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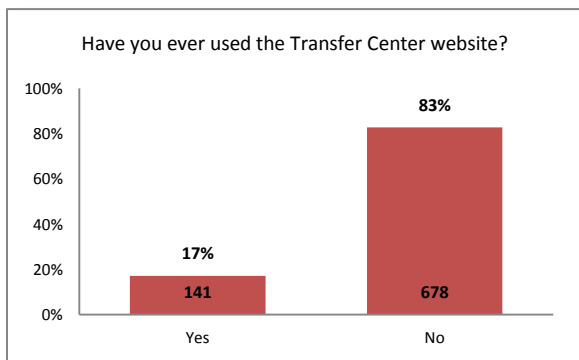
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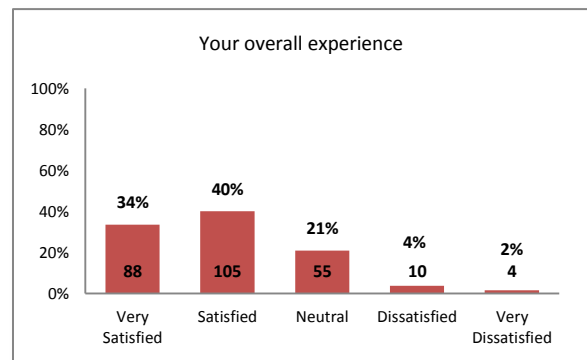
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N=263



N=819



N=262

Statistical Results: Transfer Center

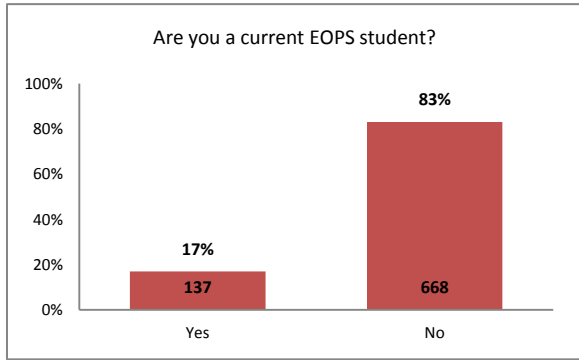
	Item	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
Question 10	Did you participate in any of the Transfer Center's workshops (Steps to Transfer, UC/CSU Application Review, etc.)?	820	13	98.4%	23.2%	76.8%	100.0%
Question 11	Did you participate in any of the Transfer Center's university campus tours?	817	16	98.1%	8.2%	91.8%	100.0%
Question 12	Have you ever used the Transfer Center website?	819	14	98.3%	17.2%	82.8%	100.0%
Question 13	Did you find the Transfer Center services helpful in meeting your educational goal or transfer goal?	794	39	95.3%	30.5%	69.5%	100.0%
	Item*	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 14-1	Helpfulness of staff/Counselors	263	33	88.9%	4.0	4	0.9
Question 14-2	Your overall experience	262	34	88.5%	4.0	4	0.9

Scoring scale: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1, Not Applicable excluded

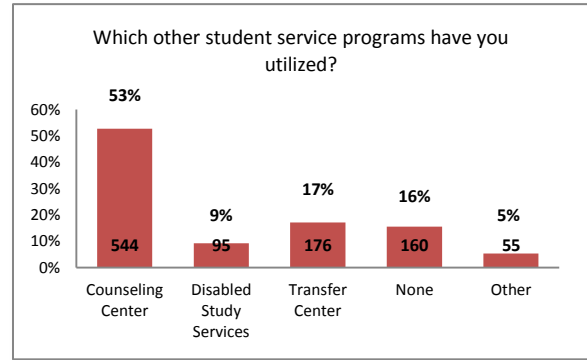
*Item results based on *Question 10-13* responses

EOPS/CARE

Question 15	Are you a current EOPS student?
Question 16	Which other student services programs have you utilized? Please choose all that apply:
	<ul style="list-style-type: none"> <li style="width: 33%;">• Counseling Center <li style="width: 33%;">• Disabled Student Services <li style="width: 33%;">• Transfer Center <li style="width: 33%;">• None <li style="width: 33%;">• Other (please specify:)



N=805



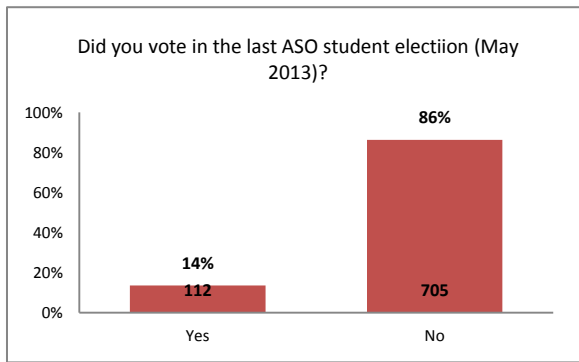
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Statistical Results: EOPS/CARE

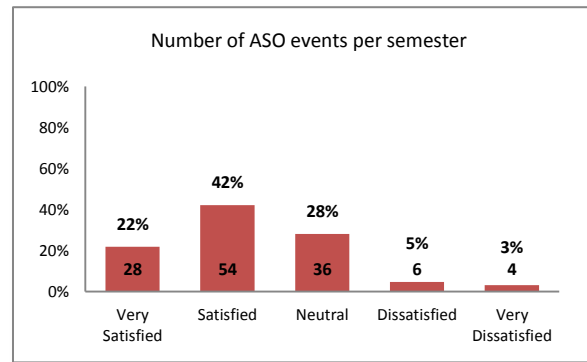
	Item	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
Question 15	Are you a current EOPS student?	805	28	96.6%	17.0%	83.0%	100.0%
	Item	Response Count	No Response	Response Percent	Mode	Mode Count	Mode Percent
Question 16	Which other student services programs have you utilized?	757	76	90.9%	Counseling Center	544	53%
	Other student service programs utilized (greatest to least, partial list):						
	"Veterans services," "Academic Success Center," "MESA," "Math Center" and "book borrowing service"						

Associated Student Organization of Southwestern College (ASO) and Inter-Club Council (ICC)

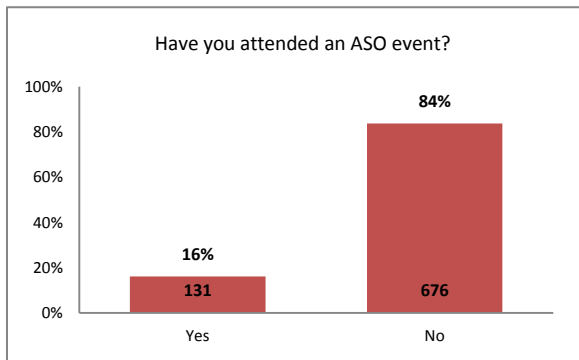
Question 17	Did you vote in the last ASO student election (May 2013)?
Question 18	Have you ever attended an ASO event?
Question 19	Based on your experience with ASO events, please indicate your level of satisfaction with the: <ul style="list-style-type: none"> • Number of ASO events per semester • Variety of ASO events per semester • Organization of ASO events • Promotion of ASO events
Question 20	Are you a member of a student club?
Question 21	Do the clubs at Southwestern College meet your needs?



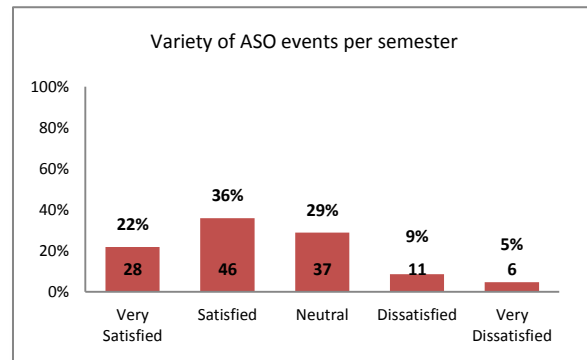
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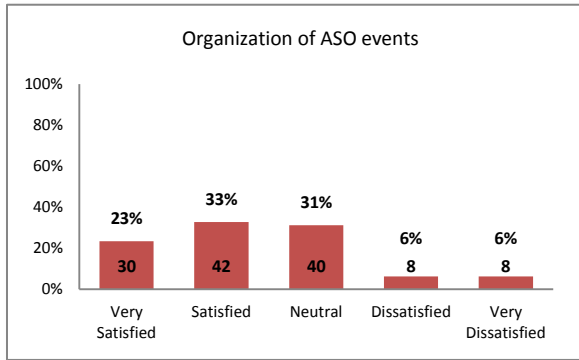
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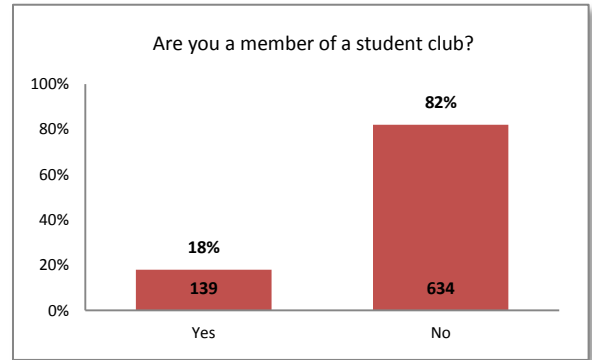
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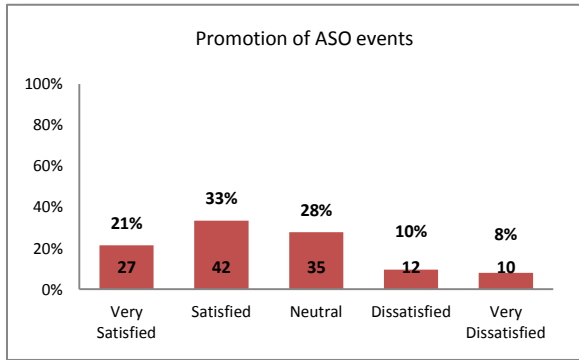
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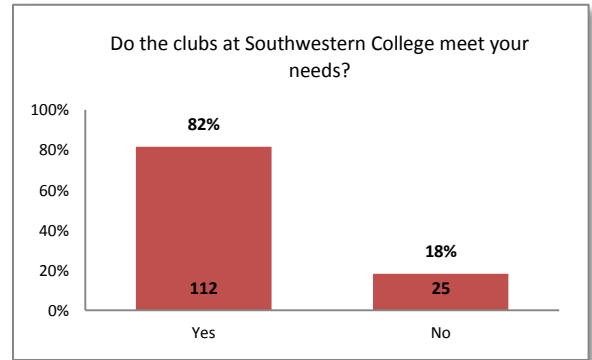
N=128



N=773



N=128



N=137

Statistical Results: Associated Student Organization of Southwestern College (ASO) and Inter-Club Council (ICC)

	Item	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
Question 17	Did you vote in the last ASO student election (May 2013)?	817	16	98.1%	13.4%	84.6%	100.0%
Question 18	Have you ever attended an ASO event?	807	26	96.9%	16.2%	83.8%	100.0%
	Item*	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 19-1	Number of ASO events per semester	128	3	97.7%	3.8	4	1.0
Question 19-2	Variety of ASO events per semester	128	3	97.7%	3.6	4	1.1
Question 19-3	Organization of ASO events	128	3	97.7%	3.6	4	1.1
Question 19-4	Promotion of ASO events	128	3	97.7%	3.5	4	1.2

	Item	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
Question 20	Are you a member of a student club?	773	60	92.8%	18.0%	82.0%	100.0%
Question 21	Do the clubs at Southwestern College meet your needs? **	137	2	98.6%	81.8%	18.2%	100.0%

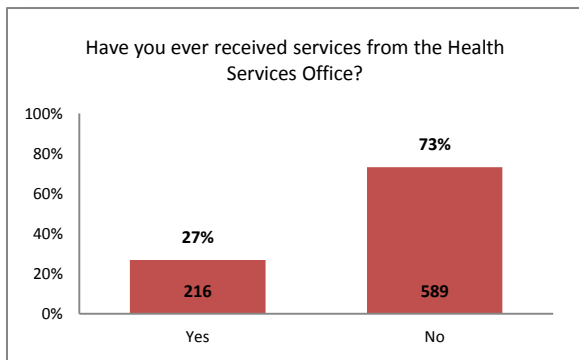
Scoring scale: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1, Not Applicable excluded

*Item results based on *Question 18* response

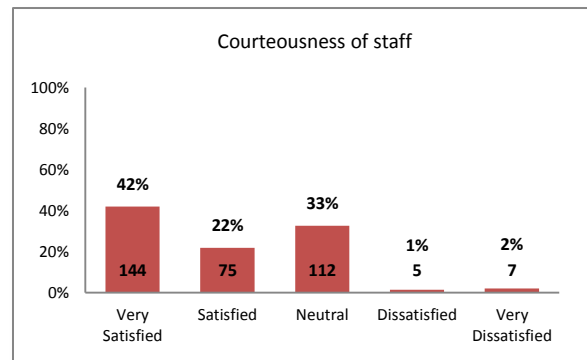
**Item result based on *Question 20* response

Health Services

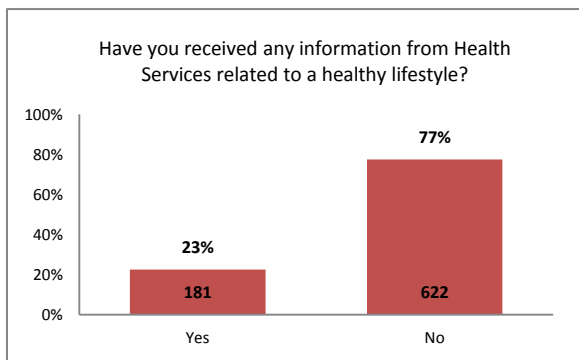
Question 22	Have you ever received services from the Health Services Office?
Question 23	Have you received any information from Health Services related to a healthy lifestyle?
Question 24	Based on your experience with the Health Services Office, please indicate your level of satisfaction with: <ul style="list-style-type: none"> • Helpfulness of staff • Courteousness of staff • Your overall experience



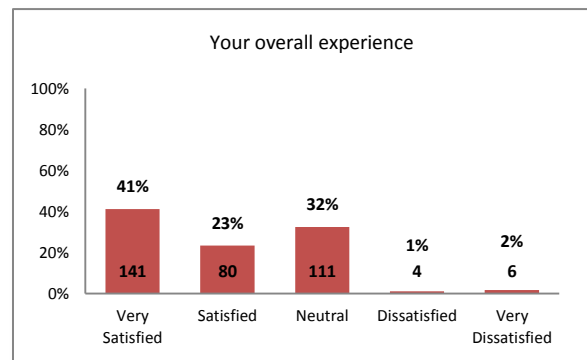
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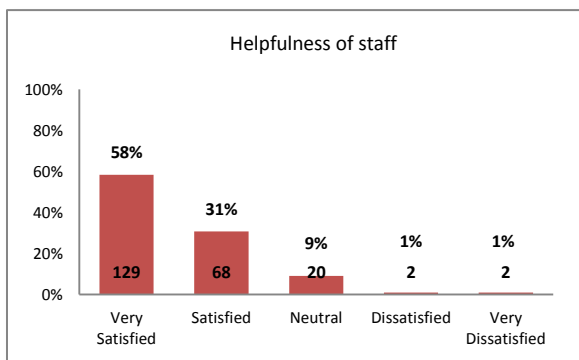
N=343



N=803



N=342



N=221

Statistical Results: Health Services

	Item	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
Question 22	Have you ever received services from the Health Services Office?	805	28	96.6%	26.8%	73.2%	100.0%
Question 23	Have you received any information from Health Services related to a healthy lifestyle?	803	30	96.4%	22.5%	77.5%	100.0%
	Item*	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 24-1	Helpfulness of staff	221	164	57.4%	4.5	5	0.8
Question 24-2	Courteousness of staff	343	42	89.1%	4.0	4	1.0
Question 24-3	Your overall experience	342	43	88.8%	4.0	4	1.0

Scoring scale: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1, Not Applicable excluded

*Item results based on *Question 22-23* responses

Women's Resource Center

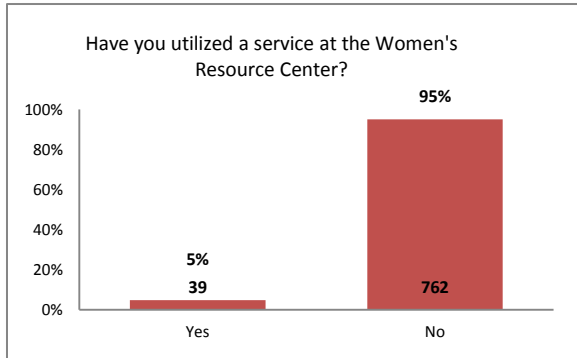
Question 25

Have you utilized a service at the Women's Resource Center?

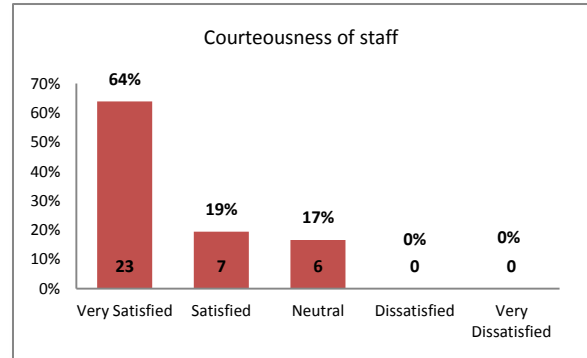
Question 26

Based on your experience with the Southwestern College Women's Resource Center, please indicate your level of satisfaction with:

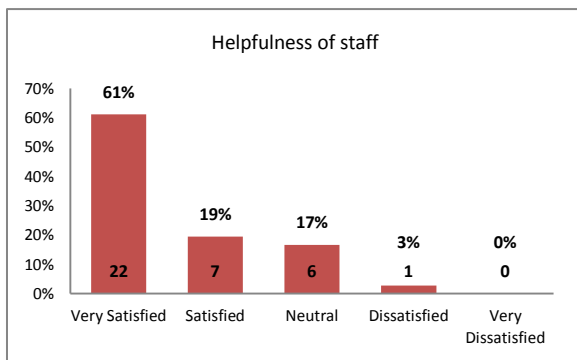
- Helpfulness of staff
- Courteousness of staff
- Your overall experience



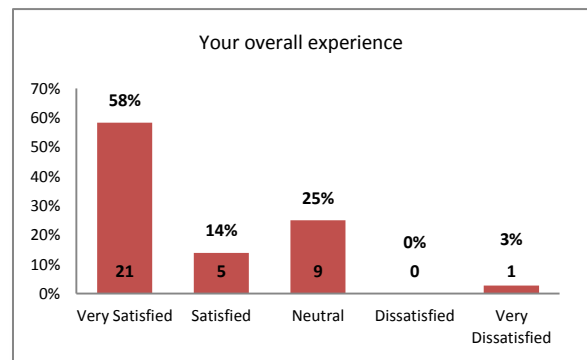
N=801



N=36



N=36



N=36

Statistical Results: Women's Resource Center

Item	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
Question 25 Have you utilized a service at the Women's Resource Center?	801	32	96.2%	4.9%	95.1%	100.0%
Item*	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 26-1 Helpfulness of staff	36	3	92.3%	4.4	5	0.9
Question 26-2 Courteousness of staff	36	3	92.3%	4.5	5	0.8
Question 26-3 Your experience overall	36	3	92.3%	4.3	5	1.0

Scoring scale: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1, Not Applicable excluded

*Item results based on Question 25 response

CalWORKs

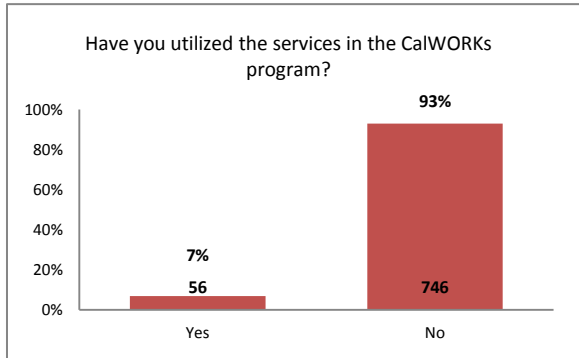
Question 27

Have you utilized the services in the CalWORKs program?

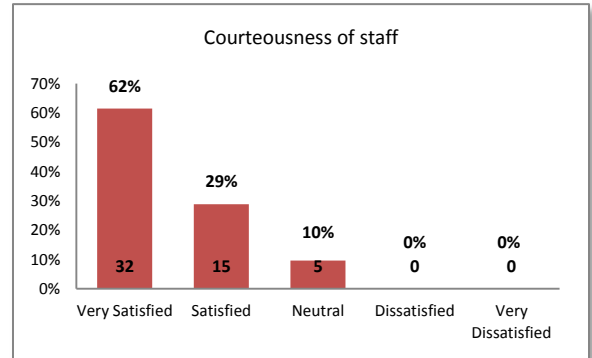
Question 28

Based on your experience with the CalWORKs program please indicate your level of satisfaction with:

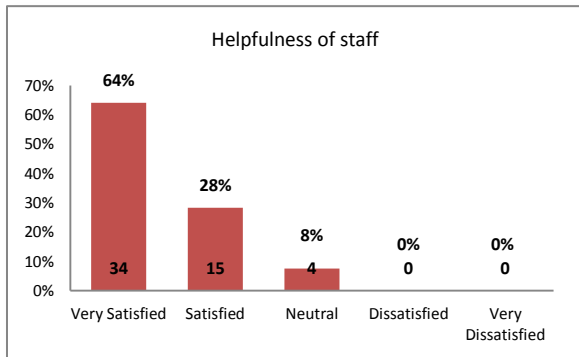
- Helpfulness of staff
- Courteousness of staff
- Your overall experience



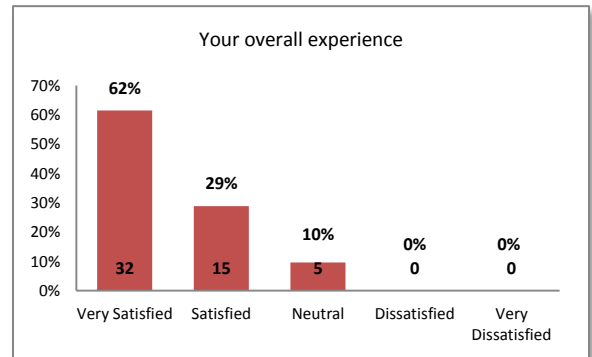
N=802



N=52



N=53



N=52

Statistical Results: CalWORKs

	Item	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
Question 27	Have you utilized the services in the CalWORKs program?	802	31	96.3%	7.0%	93.0%	100.0%
	Item*	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 28-1	Amount of information provided	53	3	94.6%	4.6	5	0.6
Question 28-2	Accuracy of information provided	52	4	92.9%	4.5	5	0.7
Question 28-3	Timeliness of information	52	4	92.9%	4.5	5	0.7

Scoring scale: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1, Not Applicable excluded
 *Item results based on *Question 27* "response"

Center for Technical Education and Career Success (CTECS)

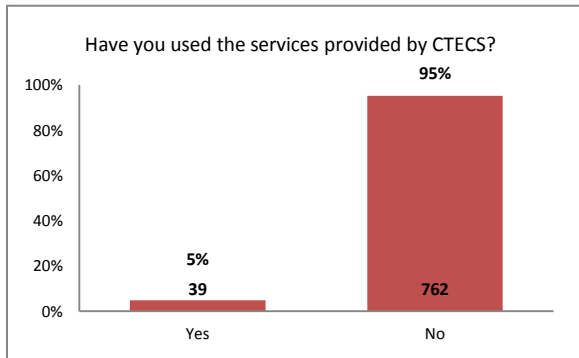
Question 29

Have you used the services provided by CTECS?

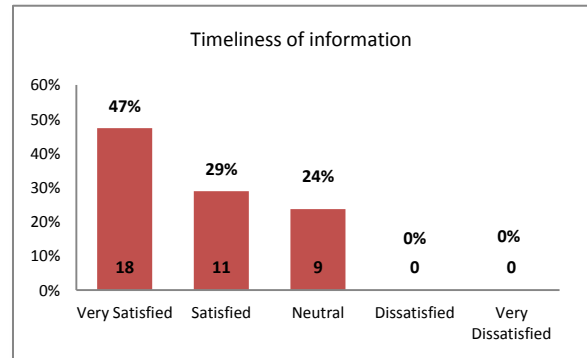
Question 30

Based on your experience using services by the Southwestern College's CTECS, please indicate your level of satisfaction with:

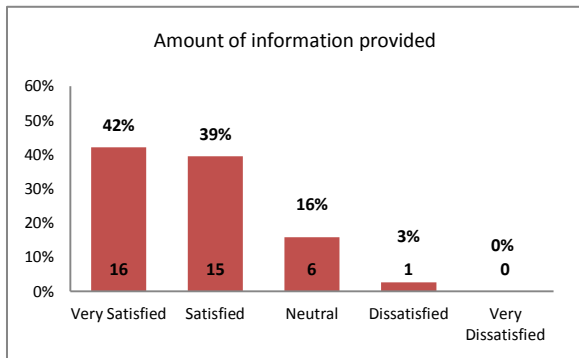
- Amount of information provided
- Accuracy of information provided
- Timeliness of information
- Helpfulness of staff



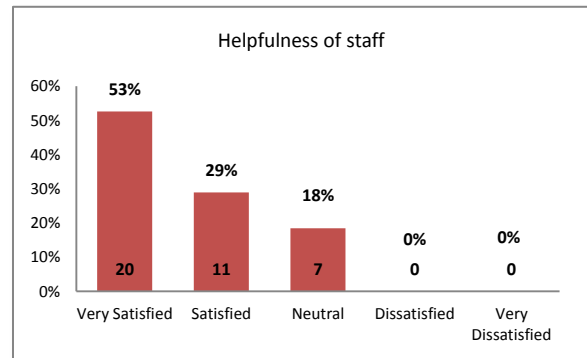
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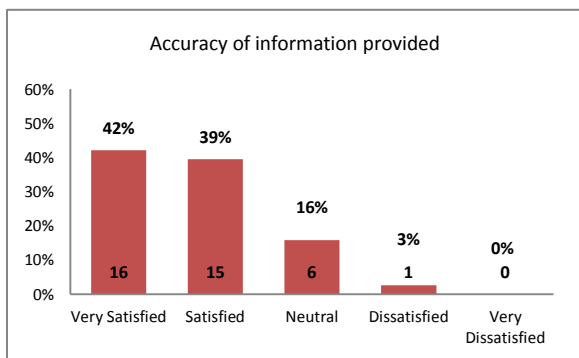
N=38



N=38



N=38



N=38

Statistical Results: Center for Technical Education and Career Success (CTECS)

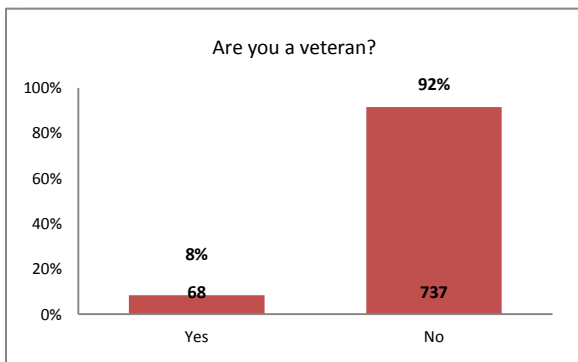
	Item	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
Question 29	Have you used the services provided by CTECS?	801	32	96.2%	4.9%	95.1%	100.0%
	Item*	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 30-1	Amount of information provided	38	1	97.4%	4.2	4	0.8
Question 30-2	Accuracy of information provided	38	1	97.4%	4.2	4	0.8
Question 30-3	Timeliness of information	38	1	97.4%	4.2	4	0.8
Question 30-4	Helpfulness of staff	38	1	97.4%	4.3	5	0.8

Scoring scale: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1, Not Applicable excluded

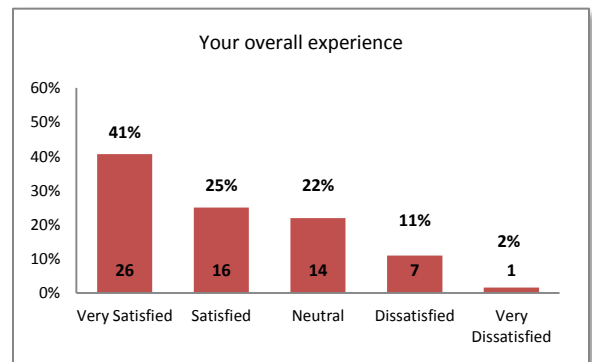
*Item results based on *Question 29* response

Veterans Services

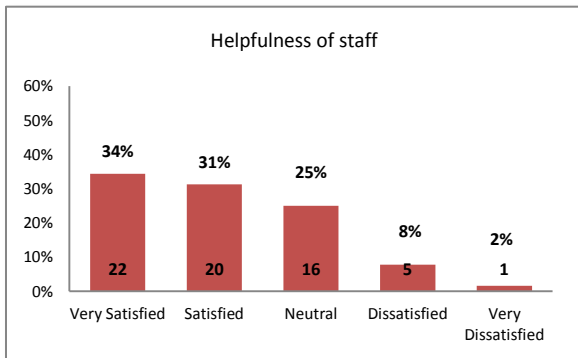
Question 31	Are you a veteran?
Question 32	Based on your experience with the Veterans Services office, please indicate your level of satisfaction with: <ul style="list-style-type: none"> • Helpfulness of staff • Courteousness of staff • Your overall experience
Question 33	Have you ever used services provided by the NEW Student Veterans' Center?
Question 34	Based on your experience with the NEW Student Veterans' Center, please indicate your level of satisfaction with: <ul style="list-style-type: none"> • Helpfulness of staff • Courteousness of staff • You experience overall



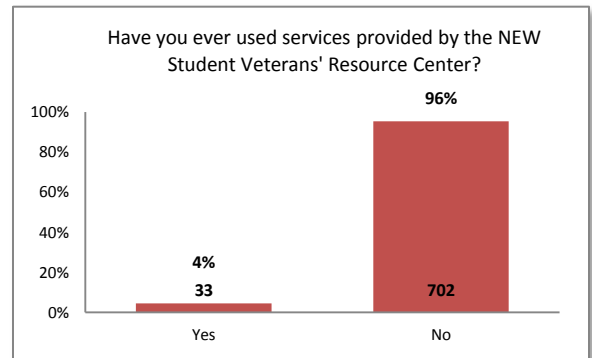
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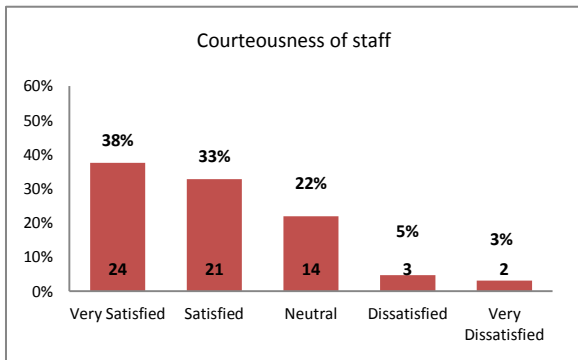
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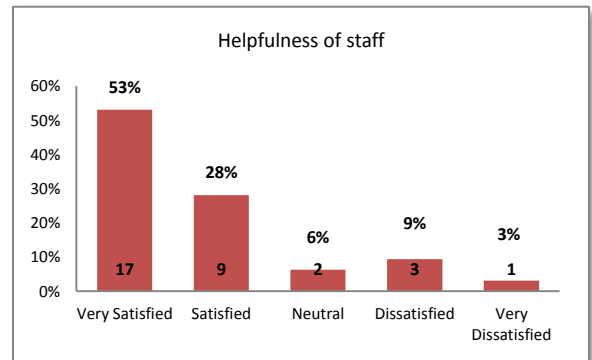
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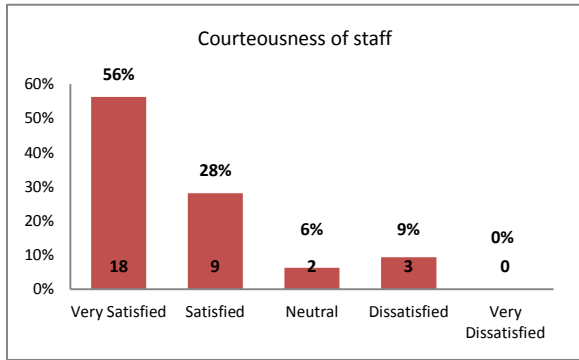
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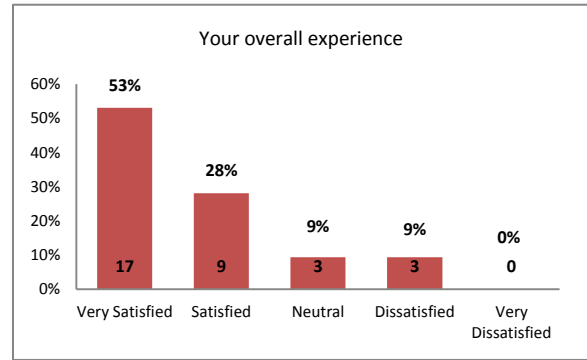
N=64



N=32



N=32



N=32

Statistical Results: Veterans Services

Question	Item	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
Question 31	Are you a veteran?	805	28	96.6%	8.4%	91.6%	100.0
	Item*	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 32-1	Helpfulness of staff	64	4	94.1%	3.9	4	1.0
Question 32-2	Courteousness of staff	64	4	94.1%	4.0	4	1.0
Question 32-3	Your overall experience	64	4	94.1%	3.9	4	1.1
	Item	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
Question 33	Have you ever used services provided by the NEW Veterans' Resource Center?	735	98	88.2%	4.5%	95.5%	100.0%
	Item**	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 34-1	Helpfulness of staff	32	1	97.0%	4.2	5	1.1
Question 34-2	Courteousness of staff	32	1	97.0%	4.3	5	1.0
Question 34-3	Your experience overall	32	1	97.0%	4.3	5	1.0

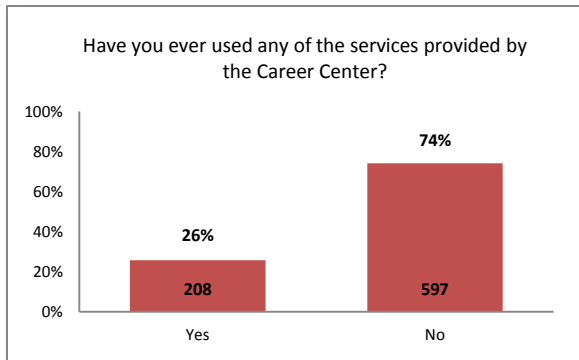
Scoring scale: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1, Not Applicable excluded

*Item results based on Question 31 response

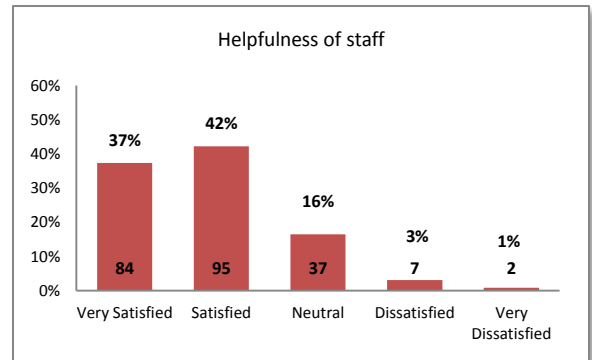
**Item results based on Question 33 response

Career Center

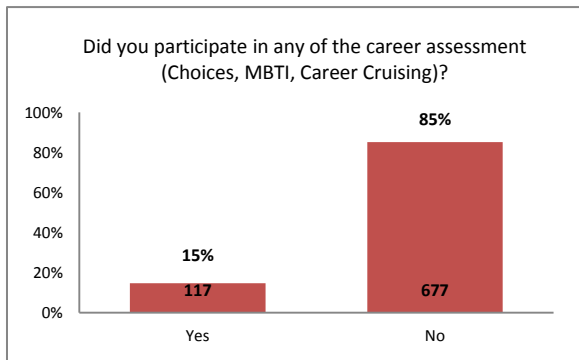
Question 35	Have you ever used any of the services provided by the Career Center?
Question 36	Did you participate in any of the career assessments (Choices, MBTI, Career Cruising)?
Question 37	Did you find the Career Center services helpful in identifying your career or educational goals?
Question 38	Based on your experience with the Southwestern College Career Center, please indicate your level of satisfaction with: <ul style="list-style-type: none"> • Helpfulness of staff • Your experience overall



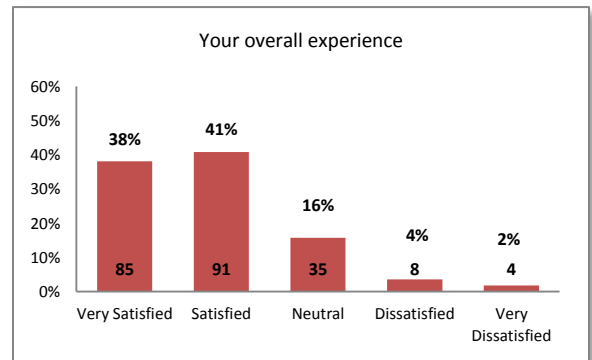
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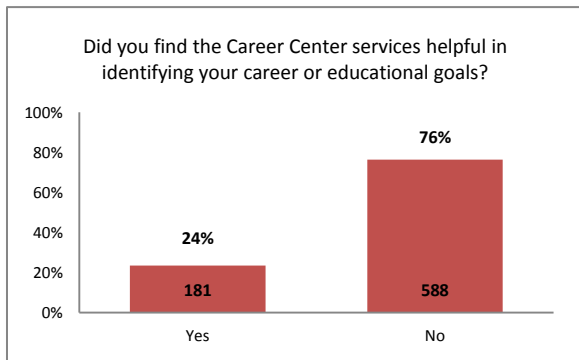
N=225



N=794



N=223



N=769

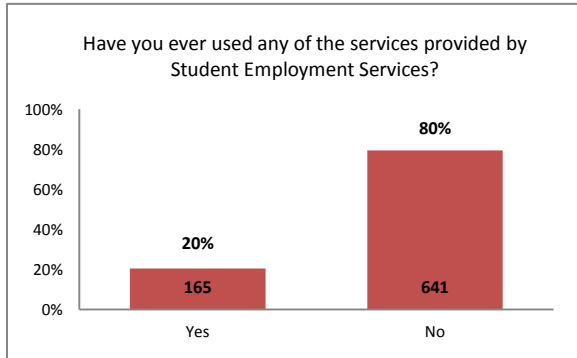
Statistical Results: Career Center

	Item	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
Question 35	Have you ever used any of the services provided by the Career Center?	805	28	96.6%	25.8%	74.2%	100.0%
Question 36	Did you participate in any of the career assessments (Choices, MBTI, Career Cruising)?	794	39	95.3%	14.7%	85.3%	100.0%
Question 37	Did you find the Career Center services helpful in identifying your career or educational goals?	769	64	92.3%	23.5%	76.5%	100.0%
	Item*	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 38-1	Helpfulness of staff	225	62	78.4%	4.1	4	0.9
Question 38-2	Your experience overall	223	64	77.7%	4.1	4	0.9

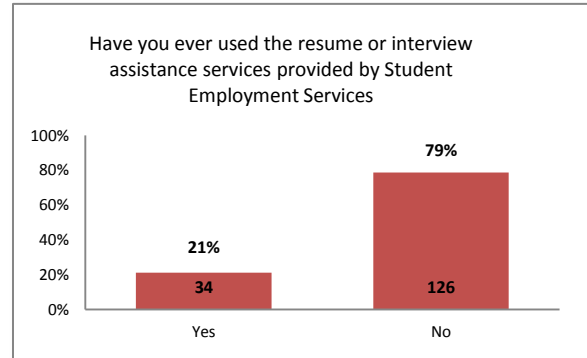
Scoring scale: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1, Not Applicable excluded
 *Item results based on *Question 35-37* responses

Student Employment Services

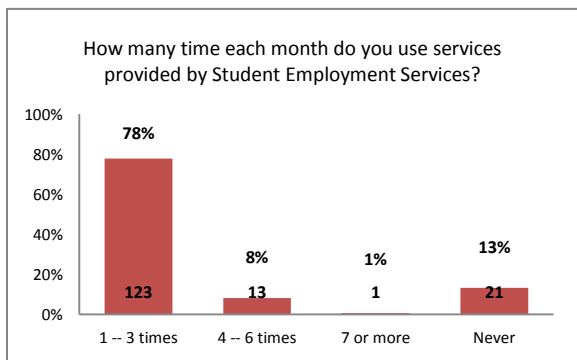
Question 39	Have you ever used any of the services provided by Southwestern College Student Employment Services?
Question 40	How many times each month do you use services provided by Southwestern College Student Employment Services? <ul style="list-style-type: none"> • Never • 1-3 times • 4-6 times • 7 or more times
Question 41	Have you used the resume or interview assistance services provided by Student Employment Services?
Question 42	Have you used the Student Employment Services website?
Question 43	Based on your experience with Student Employment Services, please indicate your level of satisfaction with: <ul style="list-style-type: none"> • Helpfulness of staff • Your experience overall



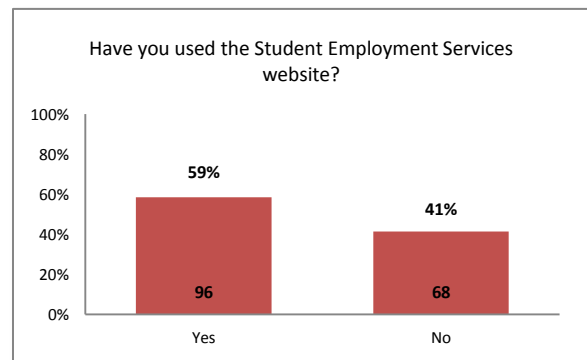
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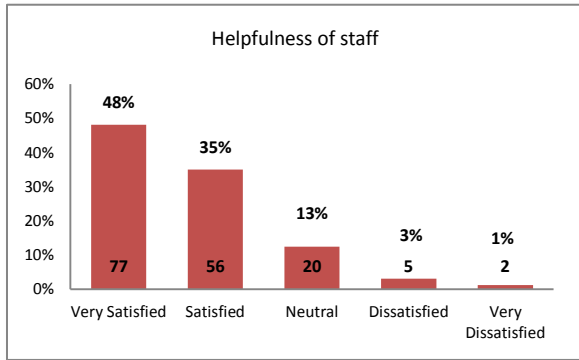
N=160



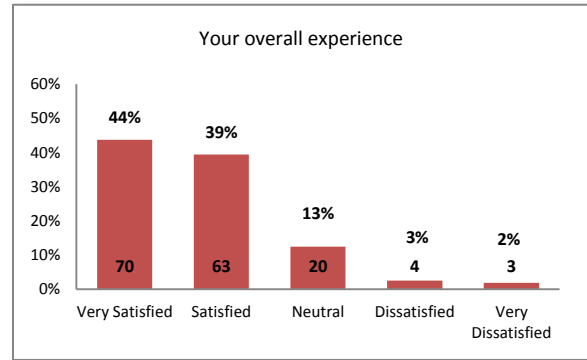
N=158



N=164



N=160



N=160

Statistical Results: Student Employment Services

	Item	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
Question 39	Have you ever used any of the services provided by Student Employment Services?	806	27	96.8%	20.5%	79.5%	100.0%
	Item*	Response Count	No Response	Response Percent	Mode	Mode Count	Mode Percent
Question 40	How many times each month do you use services provided by Student Employment Services?	158	7	95.8%	1 – 3 times	123	14.8%
	Item*	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
Question 41	Have you used the resume or interview assistance services provided by Student Employment Services?	160	5	97.0%	21.3%	78.8%	100.0%
Question 42	Have you used the Student Employment Services website?	164	1	99.4%	58.5%	41.5%	100.0%

	Item*	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 43-1	Helpfulness of staff	160	5	97.0%	4.3	4	0.9
Question 43-2	Your experience overall	160	5	97.0%	4.2	4	0.9

Scoring scale: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1, Not Applicable excluded
 *Item results based on *Question 39* response

Disability Support Services

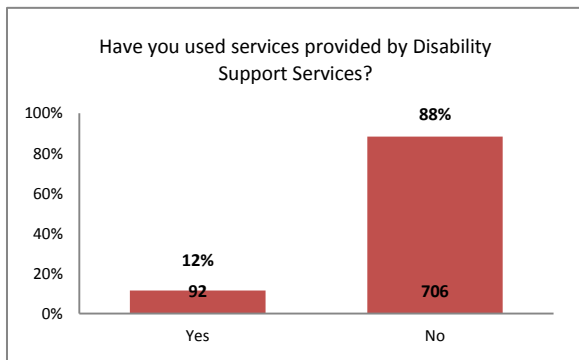
Question 44

Have you used any of the services provided by Disability Support Services?

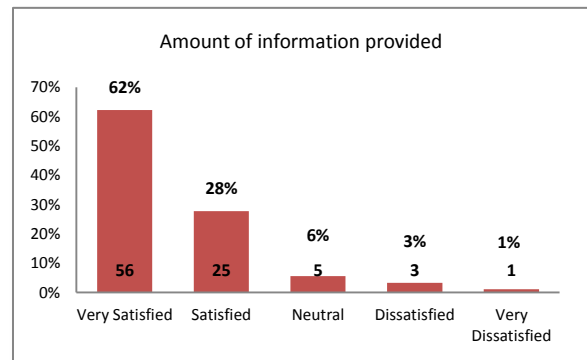
Question 45

Based on your experience with the Disability Support Services office, please indicate your level of satisfaction with:

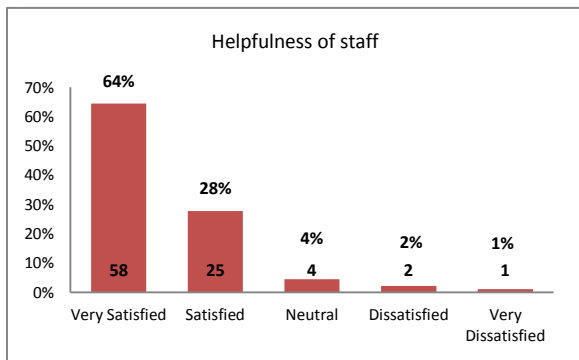
- Helpfulness of staff
- Amount of information provided
- Timeliness of information
- Courteousness of staff
- Accuracy of information provided
- Your experience overall



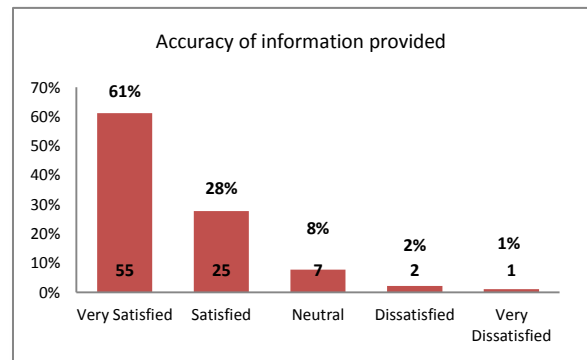
N=798



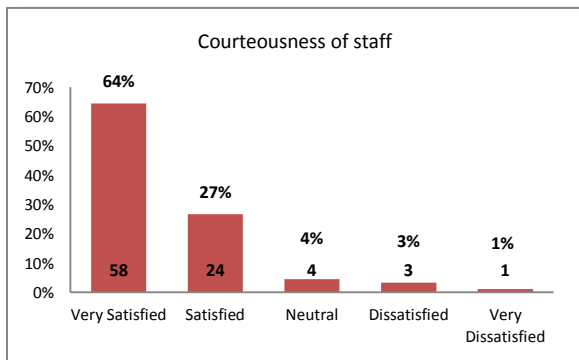
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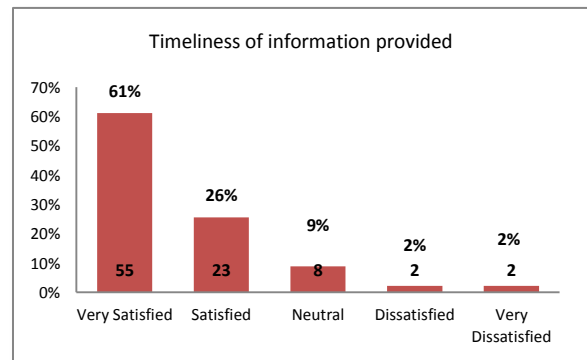
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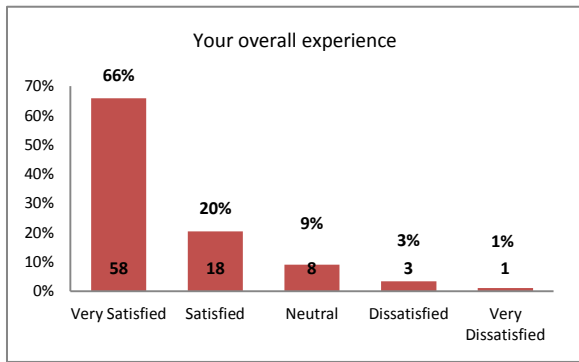
N=90



N=90



N=90



N=88

Statistical Results: Disability Support Services

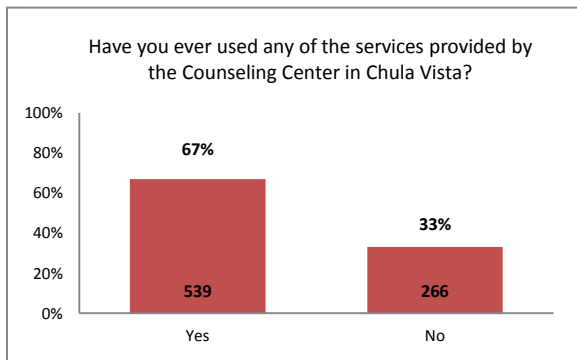
	Item	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
Question 44	Have you used any of the services provided by Disability Support Services?	798	35	95.8%	11.5%	88.8%	100.0%
	Item*	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 45-1	Helpfulness of staff	90	2	97.8%	4.5	5	0.8
Question 45-2	Courteousness of staff	90	2	97.8%	4.5	5	0.8
Question 45-3	Amount of information provided	90	2	97.8%	4.5	5	0.8
Question 45-4	Accuracy of information provided	90	2	97.8%	4.5	5	0.8
Question 45-5	Timeliness of information	90	2	97.8%	4.4	5	0.9
Question 45-6	Your experience overall	88	4	95.7%	4.5	5	1.0

Scoring scale: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1, Not Applicable excluded

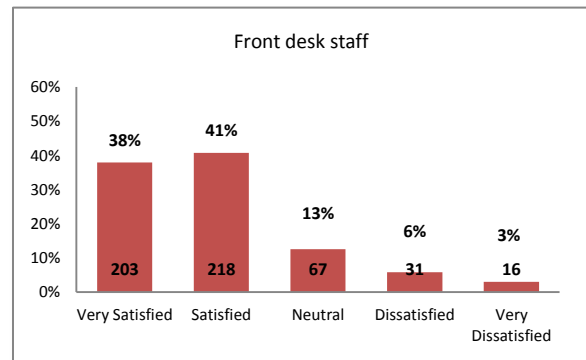
*Item results based on *Question 44* response

Counseling Center

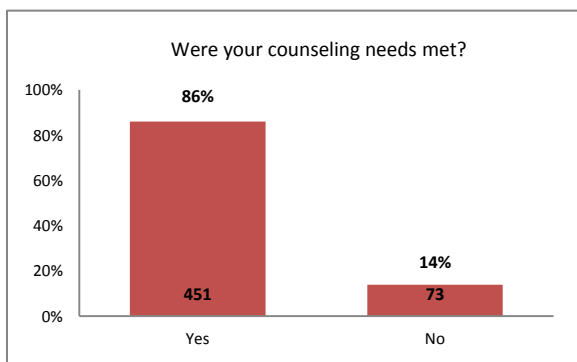
Question 46	Have you ever used any of the services provided by the Counseling Center in Chula Vista?
Question 47	Were your counseling needs met?
Question 48	Based on your experience with the Counseling Center at the Chula Vista campus, please indicate your level of satisfaction with: <ul style="list-style-type: none"> • Front desk staff • Counselors at Walk-in service • Counselors in appointment session
Question 49	In your first semester at Southwestern College, did you attend an orientation to college? <ul style="list-style-type: none"> • Yes—I attended an in-person/traditional student orientation • Yes—I completed an online student orientation • No
Question 50	Did you review information on any of the following topics in the Orientation Sessions? <ul style="list-style-type: none"> • College resources • Student success characteristics • An overview of our educational options
Question 51	Did you schedule and attend an individual counseling appointment with a college counselor?



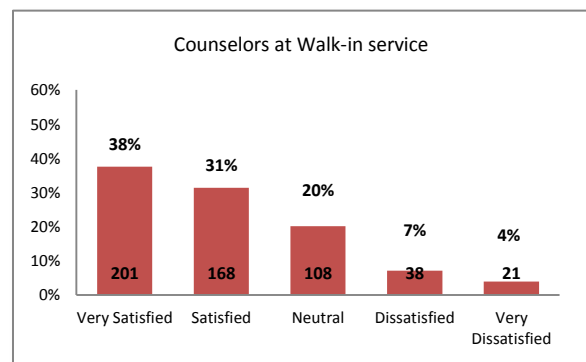
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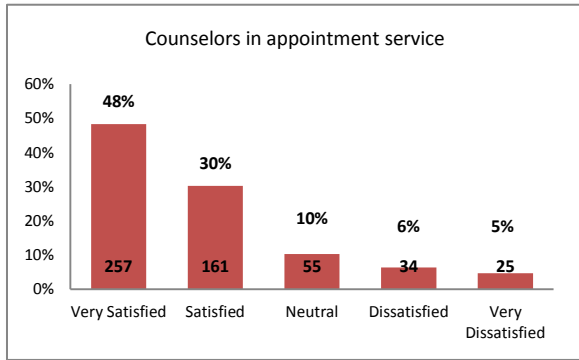
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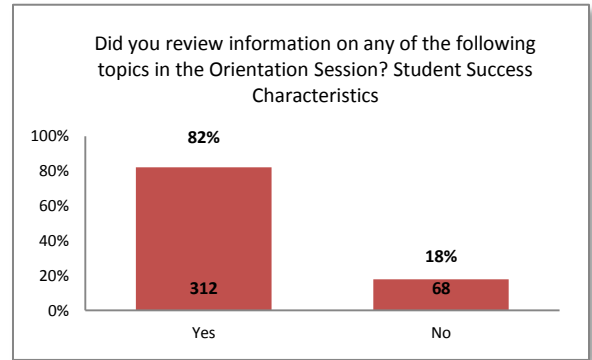
N=524



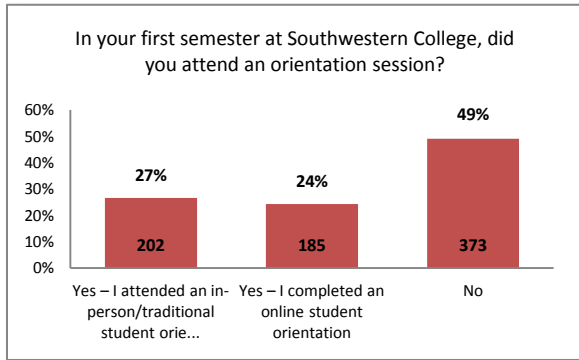
N=536



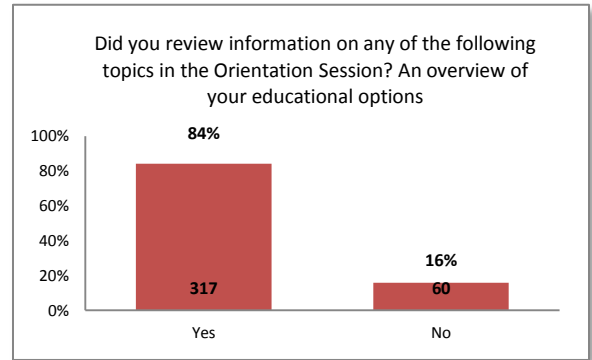
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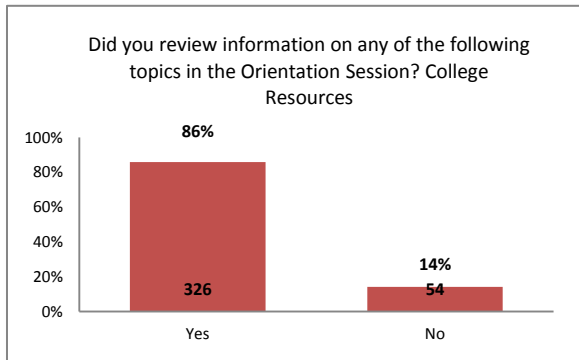
N=380



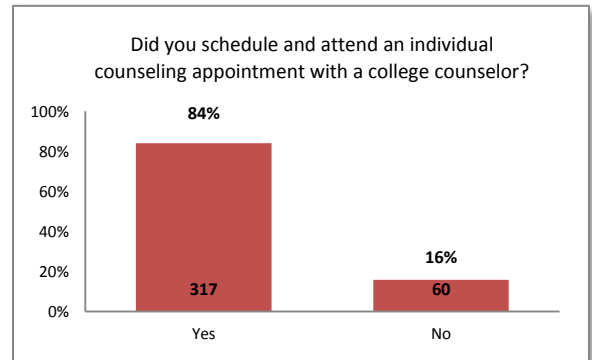
N=760



N=377



N=380



N=376

Statistical Results: Counseling Center

Item	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
Question 46 Have you ever used any of the services provided by the Counseling Center in Chula Vista?	805	28	96.6%	67.0%	33.0%	100.0%
Question 47 Were your counseling needs met?*	524	15	97.2%	86.1%	13.9%	100.0%

Survey Charts & Results

	Item*	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 48-1	Front desk staff	535	4	99.3%	4.1	4	1.0
Question 48-2	Counselors at Walk-in service	536	3	99.4%	3.9	4	1.1
Question 48-3	Counselors in appointment session	532	7	98.7%	4.1	4	1.1
	Item	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
Question 49-1	Yes—I attended an in-person/traditional student orientation	202	(see Total)	24.2%	26.6%	(see Total)	26.6%
Question 49-2	Yes—I completed an online student orientation	185	(see Total)	22.2%	24.3%	(see Total)	24.3%
Question 49-3	No	373	(see Total)	44.8%	(see Total)	49.1%	49.1%
	Total	760	73	91.2%	50.9%	49.1%	100.0%
	Item**	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
Question 50-1	College resources	380	7	98.2%	85.8%	14.2%	100.0%
Question 50-2	Student success characteristics	380	7	98.2%	82.1%	17.9%	100.0%
Question 50-3	An overview of your educational options	377	10	97.4%	84.1%	15.9%	100.0%
Question 51	Did you schedule and attend an individual counseling appointment with a college counselor?	376	11	97.2%	74.5%	25.5%	100.0%

Scoring scale: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1, Not Applicable exclude

*Item result based on Question 46 response

**Item results based on Question 49 response

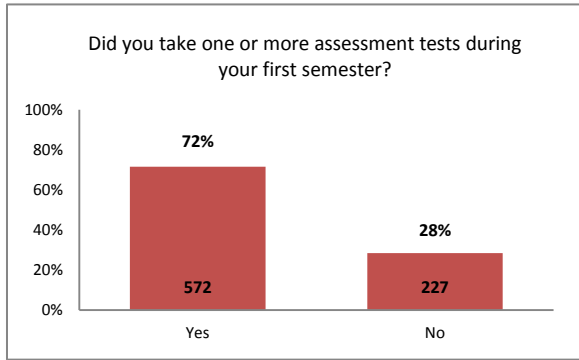
Assessment Center/Prerequisites Center

Question 52

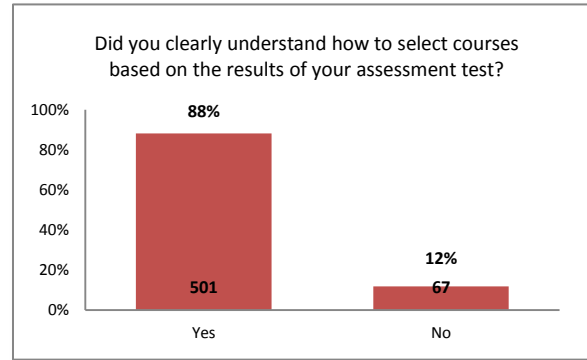
Did you take one or more assessment tests during your first semester?

Question 53

Do you clearly understand how to select courses based on the results of your assessment test?



N=799



N=568

Statistical Results: Assessment Center/Prerequisites Center

	Item	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
Question 52	Did you take one or more assessment tests during your first semester?	799	34	95.9%	68.7%	27.3%	100.0%
Question 53	Do you clearly understand how to select courses based on the results of your assessment test?*	568	4	99.3%	60.1%	8.0%	100.0%

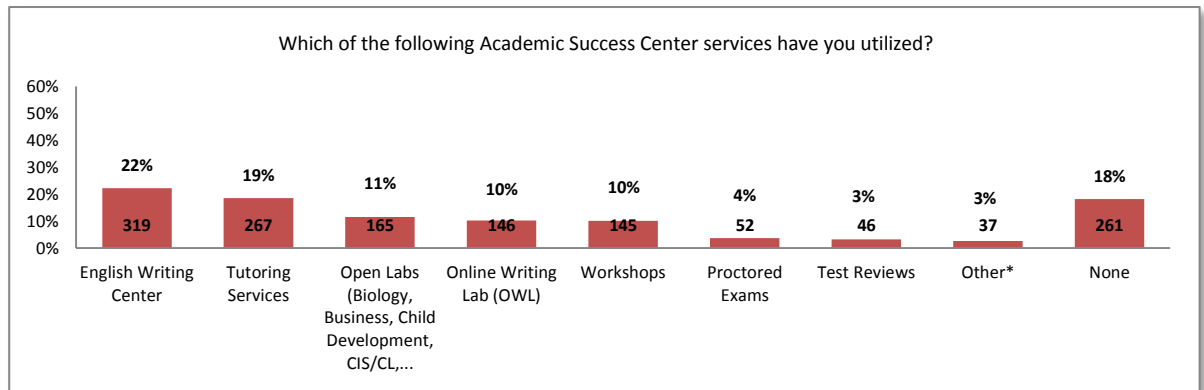
*Item results based on *Question 52* response

Academic Success Center

Question 54

Which of the following Academic Success Center services have you utilized? Please choose all that apply:

- English Writing Center
- Open Labs (Biology, Business, Child Development, CIS/CL, Language Conversation, Math/Science, Music, Nursing, Reading)
- Test Reviews
- Tutoring Services
- Workshops/Proctored Exams
- Online Writing Lab (OWL)
- Other (please specify:)



N=757

Statistical Results: Academic Success Center

Item	Response Count	No Response	Response Percent	Mode	Mode Count	Mode Percent
Which of the following Academic Success Center services have you utilized?	757	76	90.9%	English Writing Center	319	22%
*Other includes "independent study," "computer lab" and "study rooms"						

Open-Ended Questions

Question 55	Name one service you utilized and liked the most, why you liked it, or how the service was helpful to you.
Question 56	Name one service you utilized that you did not like and what can be done to improve this service.
Question 57	List the “Top 3” NEW online service you would like the College to provide.

For spring 2014, the Southwestern College Student Satisfaction Survey introduced three open-ended questions. The first prompt sought to identify a single service or department *liked* by students and the characteristics that led to this favorable view. A follow-up prompt then sought to identify a single service or program *disliked* by students, why it was disliked, and what could be done to improve it. The final prompt asked students to list three (3) new online services not currently available at Southwestern College.

The analysis used to summarize results utilized a simple grouping and classification system:

- All services and departments were first classified by item
- Counts were made of individual listings
- Comments were examined for common themes

These results were then presented in table format. The first two prompts were only reported if response counts numbered ten (10) or more. The final prompt utilized the “Top 3” responses, regardless of item count.

Statistical Results: Open-Ended Questions

Question 55	Name one service you utilized and liked the most, why you liked it, or how the service was helpful to you.*			
	Item	Response Count	Response Percentage	Comment Summary
	Counseling	55	14.8%	<i>Professionalism, friendliness</i>
	Writing Center (Open Lab, OWL)	36	9.7%	<i>Helpfulness, convenience</i>
	Tutoring (Open Labs, Appointments, etc.)	33	8.9%	<i>Helpfulness, understanding</i>
	Library	28	7.5%	<i>Excellent study area</i>
	Academic Success Center	26	7.0%	<i>Computers, helpful staff</i>
	Math Center/Math Open Labs	23	6.2%	<i>Helpful staff and tutors</i>
	Disabled Student Services	22	5.9%	<i>Helpful staff, facilitate success</i>
	EOPS	22	5.9%	<i>Counseling, other services</i>
	Financial Aid	21	5.7%	<i>Helpful staff</i>
	Veterans Services	11	3.0%	<i>Helpful and friendly staff</i>
Other**	94	25.3%	—	
Total	371	100.0%	—	

*Only categories with 10 or more responses are listed

**Other includes “EOPS,” “Disabled Student Services,” “Transfer Center” and “Health Services”

Name one service you utilized that you did not like and what can be done to improve this service.			
Item	Response	Response	Comment Summary
	Count	Percentage	
Counseling	40	21.1%	<i>Appointment process</i>
Financial Aid	35	18.4%	<i>Inadequate information</i>
Writing Center (Open Lab, OWL)	10	5.3%	<i>Session length, accessibility</i>
Other**	105	55.3%	—
Total	190	100.0%	—

*Only categories with 10 or more responses are listed

**Other includes “transcript evaluation, “Academic Success Center,” “tutoring” and “Math Center”

Question 57

List the “Top 3” NEW online service you would like the College to provide			
Item	Response	Response	Rankings
	Count	Percentage	
Tutoring	23	14.3%	<i>First</i>
Financial Aid documents and submissions	20	12.4%	<i>Second</i>
Student Education Plans (SEPs)	7	4.3%	<i>Third</i>
Other**	111	68.9%	—
Total	161	100.0%	—

**Other includes “counseling appointments,” “online scholarship lists/financial opportunities” and “library services (JSTOR, etc.)”

Institutional Support Services

Institutional support services sustain Southwestern College's working and academic environment by providing services to enhance and secure the success of students, staff, and faculty. These services include Custodial, Grounds, Maintenance, Cafeteria, Bookstore, Police and Cashier's Office services.

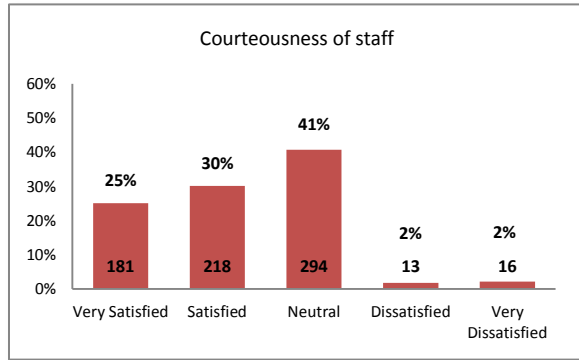
- All institutional support services and departments utilized Likert ratings in their survey questions with following scoring framework: *Very Satisfied* = 5, *Satisfied* = 4, *Neutral* = 3, *Unsatisfied* = 2 and *Very Unsatisfied* = 1.
- The Police Department included additional survey item options, specifically, multiple choice response items and an open-ended response query - "Please select which ways you had contact with the Campus Police."

Custodial Services

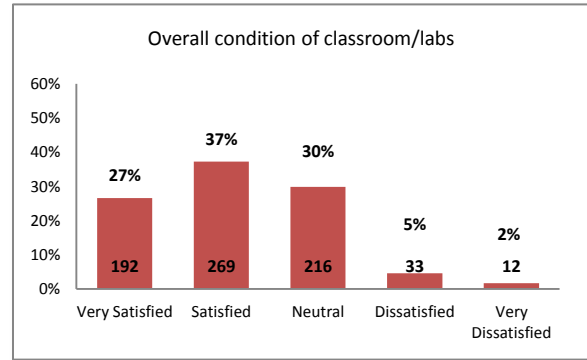
Question 58

Based on your experience with Custodial Services, please indicate your level of satisfaction with the:

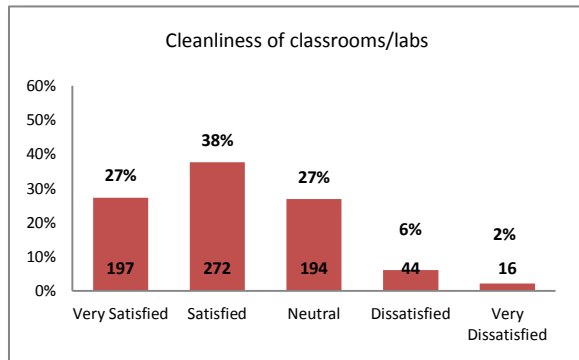
- Courteousness of staff
- Overall condition of classroom\labs
- Cleanliness of classroom\labs
- Level of supplies in the restrooms



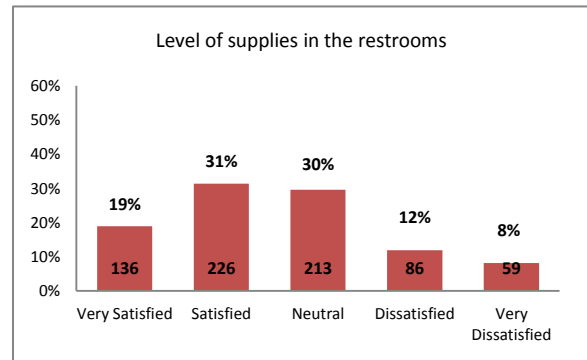
N=722



N=722



N=723



N=722

Statistical Results: Custodial Services

	Item	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 58-1	Courteousness of staff	722	111	86.7%	3.7	4	0.9
Question 58-2	Cleanliness of classrooms/labs	723	110	86.8%	3.8	4	1.0
Question 58-3	Overall condition of classroom/labs	723	110	86.8%	3.8	4	1.0
Question 58-4	Level of supplies in the restrooms	722	111	86.7%	3.8	4	0.9

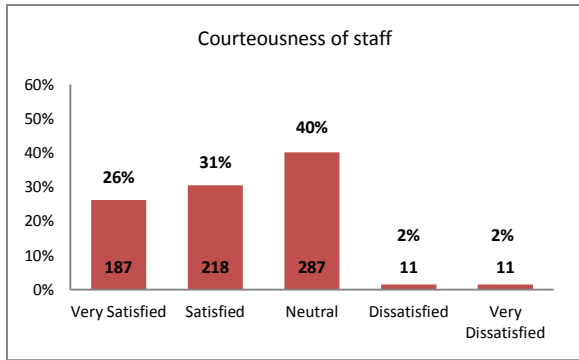
Scoring scale: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1, Not Applicable excluded

Grounds Department

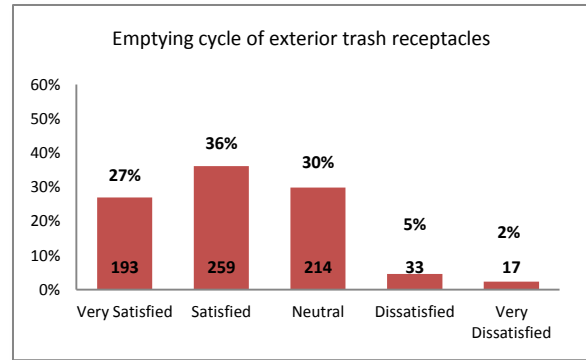
Question 59

Based on your experience with the Grounds Department, please indicate your level of satisfaction with the:

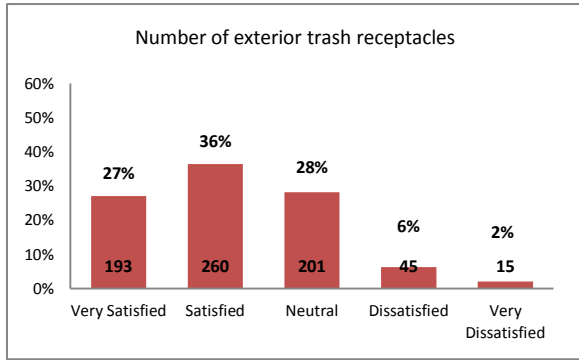
- Courteousness of staff
- Emptying cycle of exterior trash receptacles
- Number of exterior trash receptacles
- College landscape



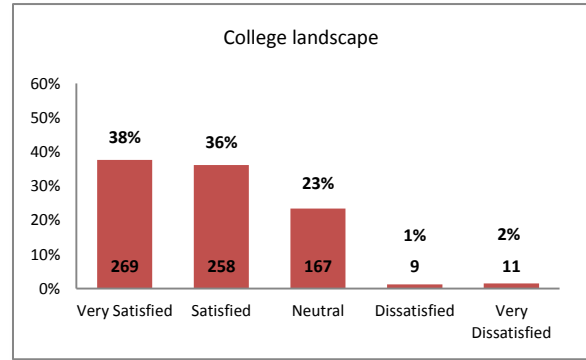
N=714



N=716



N=714



N=714

Statistical Results: Grounds Department

	Item	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 59-1	Courteousness of staff	714	119	85.7%	3.8	4	0.9
Question 59-2	Number of exterior trash receptacles	714	119	85.7%	3.8	4	1.0
Question 59-3	Emptying cycle of exterior trash receptacles	716	117	86.0%	3.8	4	1.0
Question 59-4	College landscape	714	119	85.7%	4.1	4	0.9

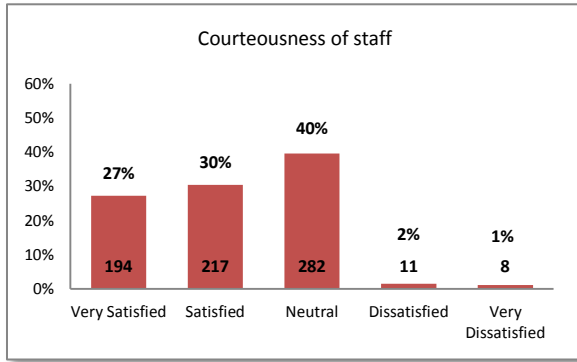
Scoring scale: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1, Not Applicable excluded

Maintenance Department

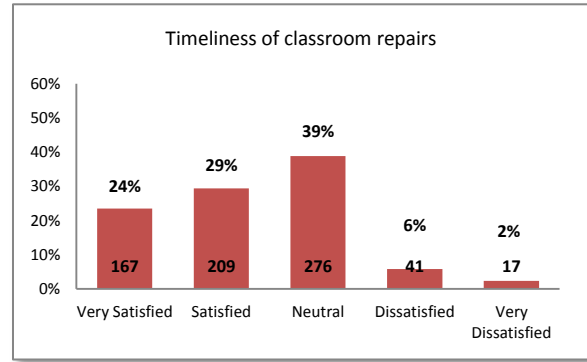
Question 60

Based on your experience with the Maintenance Department, please indicate your level of satisfaction with the:

- Courteousness of staff
- Timeliness of classroom repairs



N=712



N=710

Statistical Results: Maintenance Department

	Item	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 60-1	Courteousness of staff	712	121	85.5%	3.8	4	0.9
Question 60-2	Timeliness of classroom repairs	710	123	85.2%	3.7	4	1.0

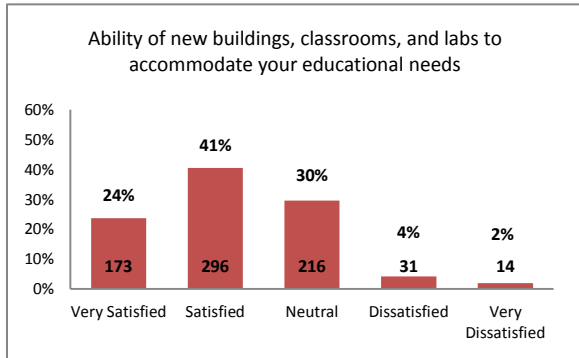
Scoring scale: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1, Not Applicable excluded

Facilities Department

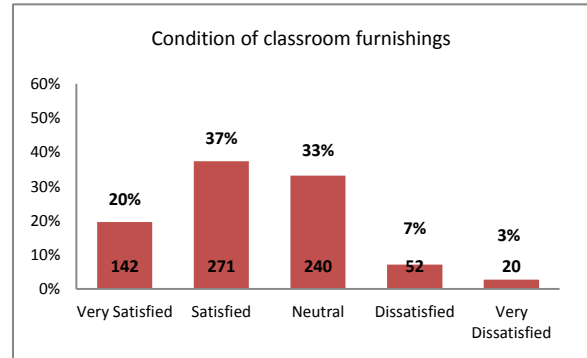
Question 61

Based on your experience with the Facilities Department, please indicate your level of satisfaction with the:

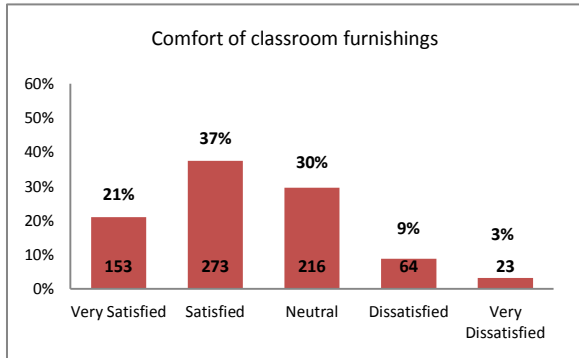
- Comfort of classroom furnishings
- Condition of classroom furnishings
- Ability of new buildings, classrooms and labs to accommodate your educational needs
- Promptness with which safety hazards are removed



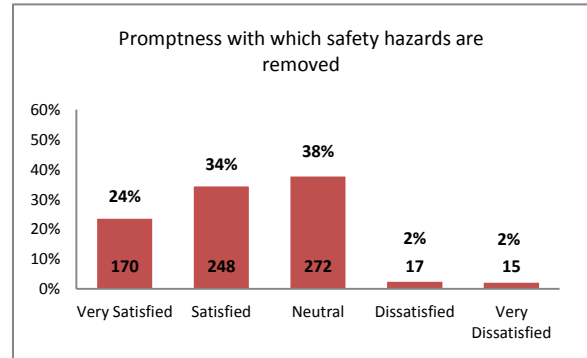
N=730



N=725



N=729



N=722

Statistical Results: Facilities Department

	Item	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 61-1	Ability of new buildings, classrooms and labs to accommodate your educational needs	730	103	87.6%	3.8	4	0.9
Question 61-2	Comfort of classroom furnishings	729	104	87.5%	3.6	4	1.0
Question 61-3	Condition of classroom furnishings	725	108	87.0%	3.6	4	1.0
Question 61-4	Promptness with which safety hazards are removed	722	111	86.7%	3.8	4	0.9

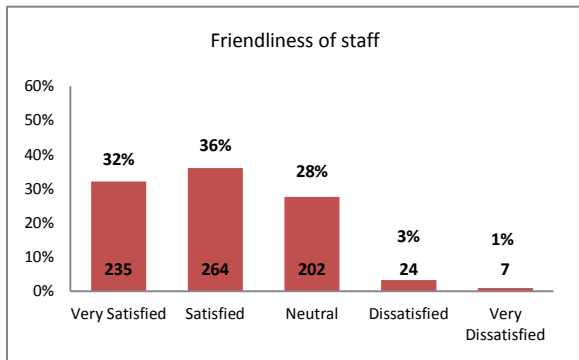
Scoring scale: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1, Not Applicable excluded

Food Services/Cafeteria

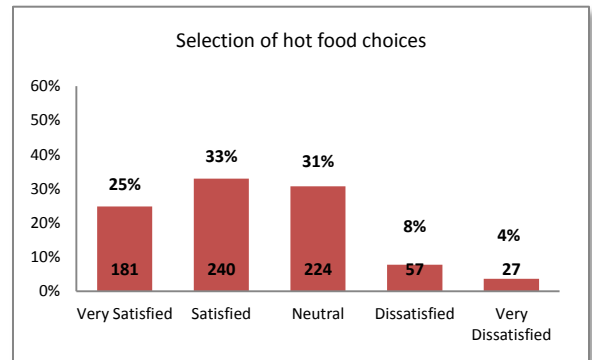
Question 62

Based on your experience with Food Services, please indicate your level of satisfaction with the:

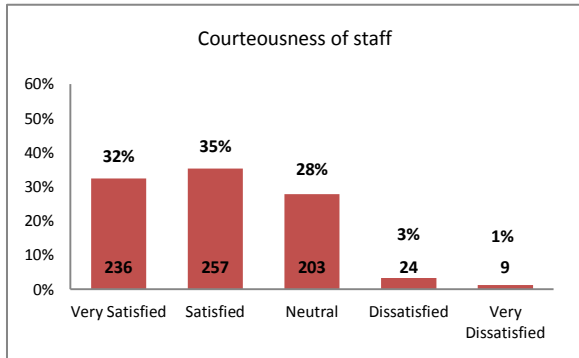
- Friendliness of staff
- Selection of cold food choices
- Courteousness of staff
- Selection of hot food choices
- Food inventory levels
- Cleanliness of food service area
- Wait levels
- Price



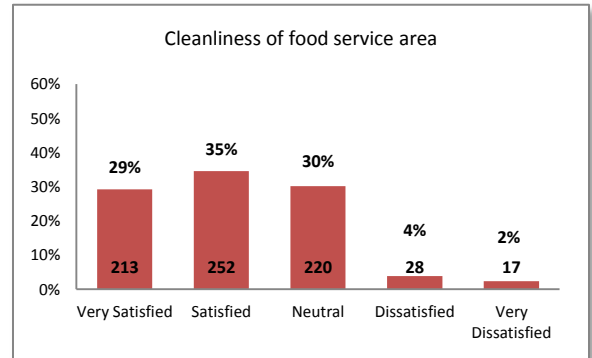
N=732



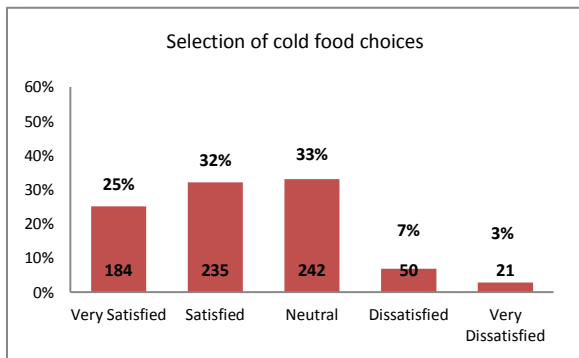
N=729



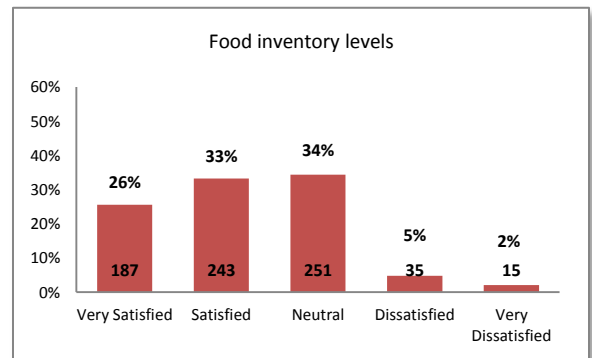
N=729



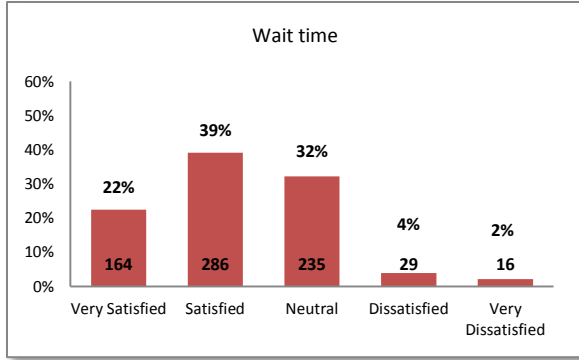
N=730



N=732



N=731



N=730



N=726

Statistical Results: Food Services/Cafeteria

	Item	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 62-1	Friendliness of staff	732	101	87.9%	4.0	4	0.9
Question 62-2	Courteousness of staff	729	104	87.5%	3.9	4	0.9
Question 62-3	Selection of cold food choices	732	101	87.9%	3.7	4	1.0
Question 62-4	Selection of hot food choices	729	104	87.5%	3.7	4	1.0
Question 62-5	Cleanliness of food service area	730	103	87.6%	3.8	4	1.0
Question 62-6	Food inventory levels	731	102	87.8%	3.8	4	1.0
Question 62-7	Wait time	730	103	87.6%	3.8	4	1.1
Question 62-8	Prices	726	107	87.2%	3.3	3	1.1

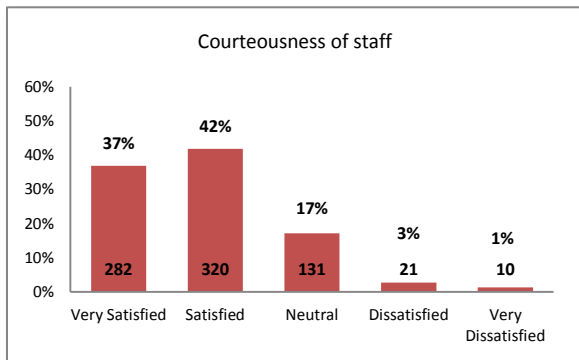
Scoring scale: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1, Not Applicable excluded

Southwestern College Bookstore

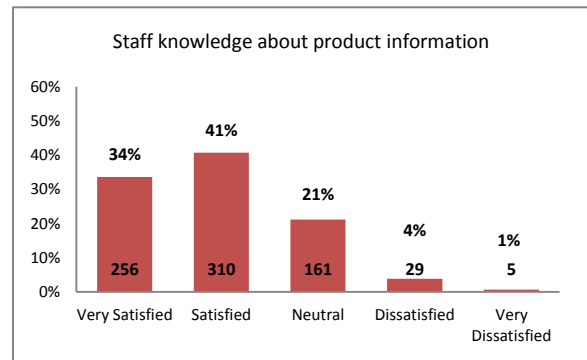
Question 63

Based on your experience with the Southwestern College Bookstore, please indicate your level of satisfaction with the:

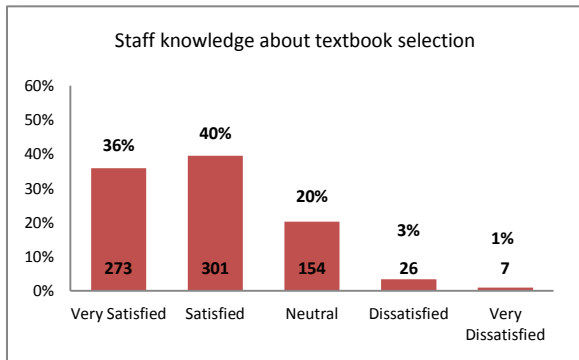
- Courteousness of staff
- Staff knowledge about textbook selection
- Staff knowledge about product information
- Cleanliness of store



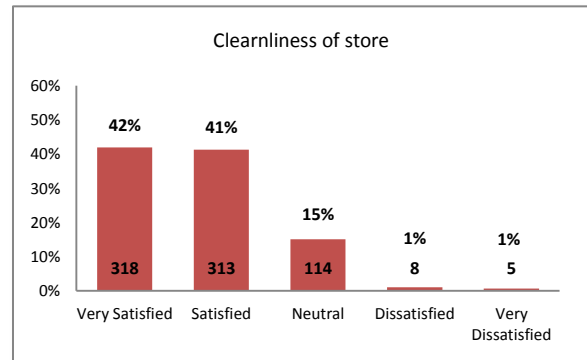
N=746



N=761



N=761



N=758

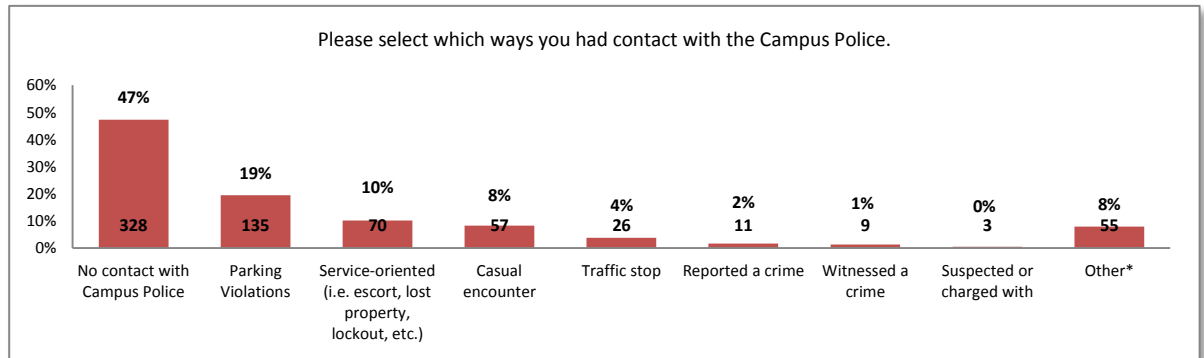
Statistical Results: Southwestern College Bookstore

	Item	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 63-1	Courteousness of staff	764	69	91.7%	4.1	4	0.9
Question 63-2	Staff knowledge about textbook selection	761	72	91.4%	4.1	4	0.9
Question 63-3	Staff knowledge about product information	761	72	91.4%	4.0	4	0.9
Question 63-4	Cleanliness of store	758	75	91.0%	4.2	4	0.8

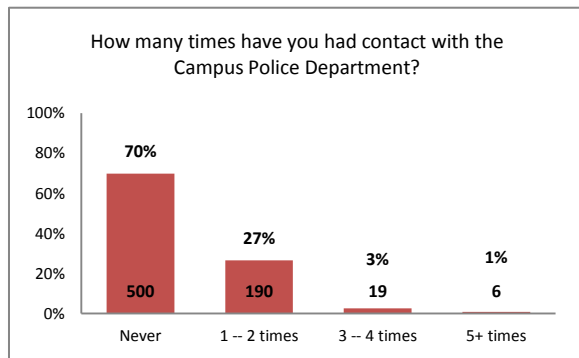
Scoring scale: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1, Not Applicable excluded

Police Department

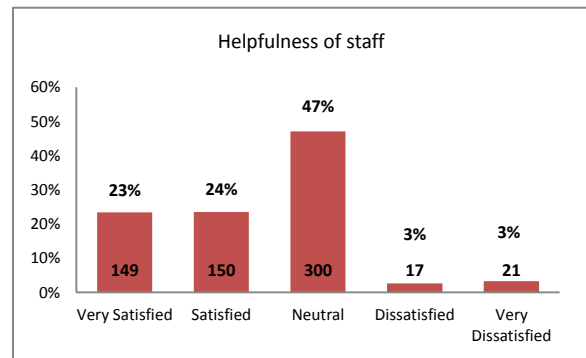
Question 64	<p>How many times have you had contact with the Campus Police department?</p> <ul style="list-style-type: none"> • None • 1-2 times • 3-4 times • 5+ times
Question 65	<p>Please select which ways you had contact with the Campus Police. Please choose all that apply:</p> <ul style="list-style-type: none"> • Parking violations • Witnessed a crime • Traffic stop • No contact with Campus Police • Victim of a crime • Casual encounter • Suspected or charged with a crime • Reported a crime • Other: (Please specify.) • Service oriented (i.e. escort, lost property lockout, etc.)
Question 66	<p>Based on your experience with the College Police Department, please indicate your level of satisfaction with:</p> <ul style="list-style-type: none"> • Helpfulness of staff • Courteousness of staff • Your experience overall



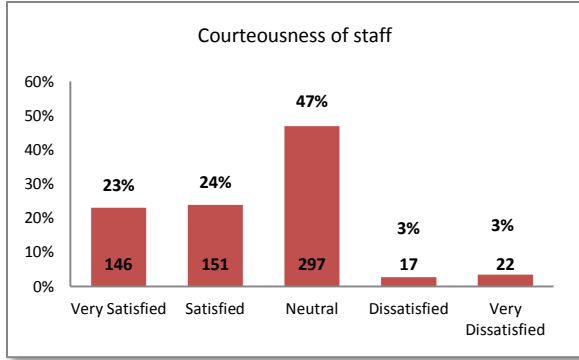
N=592



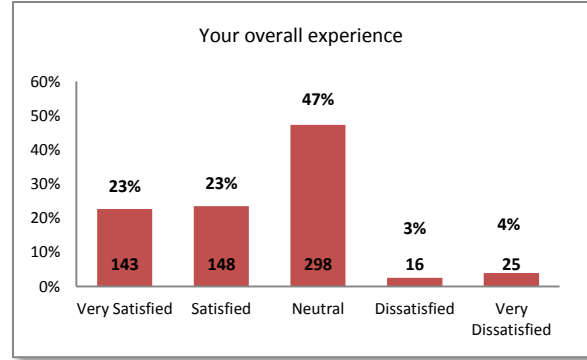
N=715



N=637



N=637



N=630

Statistical Results: Police Department

	Item	Response Count	No Response	Response Percent	Mode	Mode Count	Mode Percent
Question 64	How many times have you had contact with the Campus Police department?	715	118	85.8%	Never	500	70%
Question 65	Please select which ways you had contact with the Campus Police.	592	241	71.1%	No contact with Campus Police	328	47%
*Other includes "lost and found," "lost item turn in" and "parking permit"							
	Item	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 66-1	Helpfulness of staff	637	196	76.5%	3.6	4	1.0
Question 66-2	Courteousness of staff	633	200	76.0%	3.6	4	1.0
Question 66-3	Your experience overall	630	203	75.6%	3.6	4	1.0

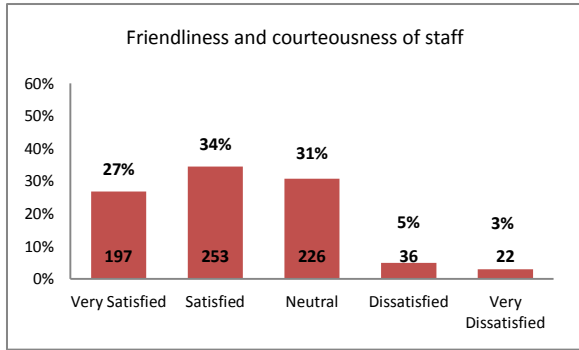
Scoring scale: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1, Not Applicable excluded

College Cashiers Office

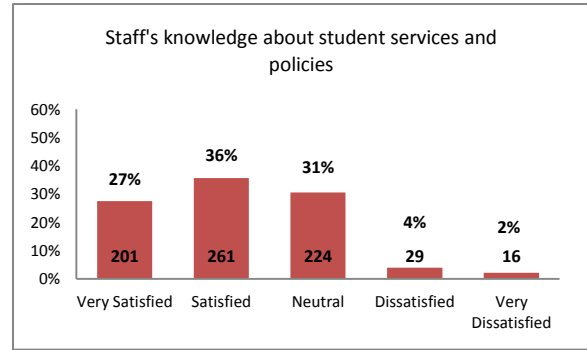
Question 67

Based on your experience with the College Cashier's Office, please indicate your level of satisfaction with the:

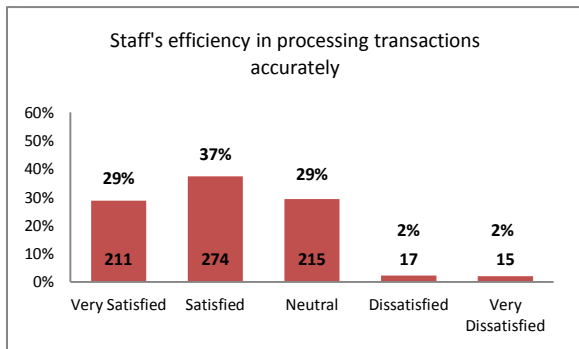
- Friendliness of
courteousness of staff
- Staff's efficiency in
processing transaction
accurately
- Staff's knowledge about
student services and
policies



N=734



N=731



N=732

Statistical Results: College Cashiers Office

	Item	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 67-1	Friendliness and courteousness of staff	734	99	88.1%	3.8	4	1.0
Question 67-2	Staff's efficiency in processing transactions accurately	732	101	87.9%	3.9	4	0.9
Question 67-3	Staff's knowledge about student services and policies	731	102	87.8%	3.8	4	1.0

Scoring scale: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1, Not Applicable excluded

Supplemental Information

Two supplemental queries, “Your Schedule” and “Your Preferred Communication Method,” provide an informal means for ascertaining the most common class scheduling patterns and communication media used by Southwestern College students.

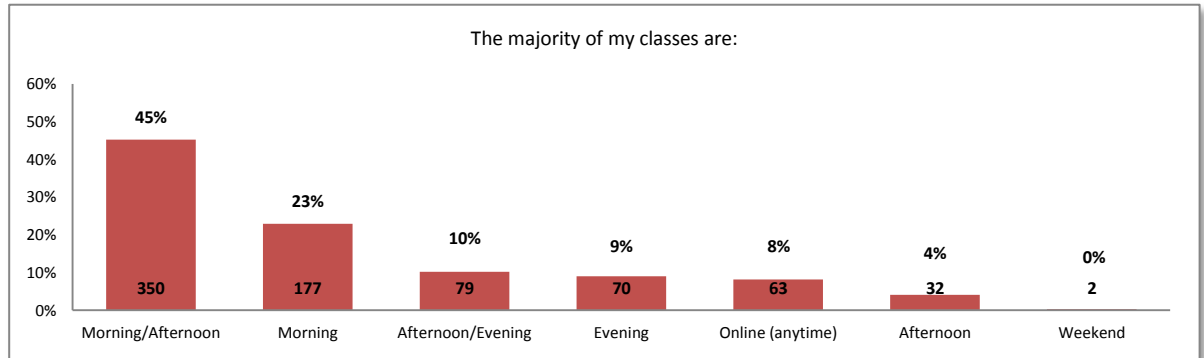
- Among respondents, a substantial number take classes in the morning and morning/afternoon period. However, the relative proportion of responses related to class scheduling is only an approximate measure of the general student population.
- For those interested in accessing additional information regarding Southwestern College student course load and schedule patterns, please visit the California Community College Chancellor’s Office (CCCCO) Data Mart website:
<http://datamart.cccco.edu/Students/Default.aspx>

Your Schedule

Question 68

The majority of my classes are:

- Morning
- Evening
- Morning/Afternoon
- Weekend
- Afternoon/Evening
- Online (Anytime)



N=733

Statistical Results: Your Schedule

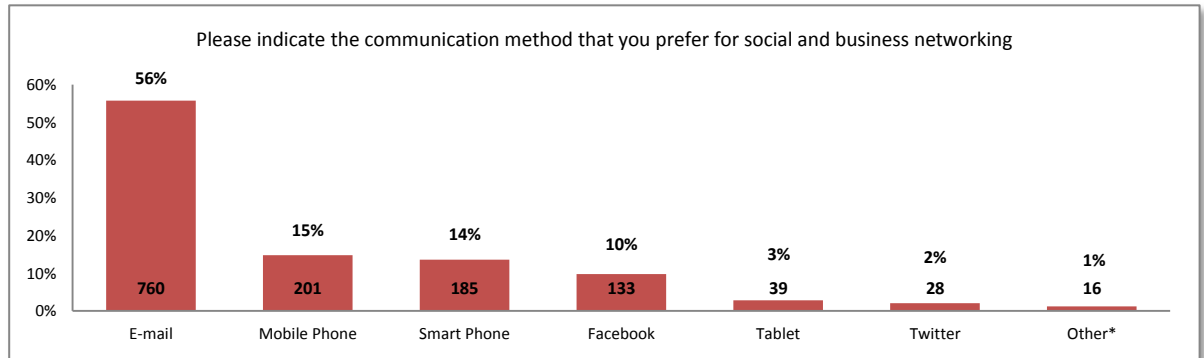
Item	Response Count	No Response	Response Percent	Mode	Mode Count	Mode Percent
Question 69. The majority of my classes are:	733	60	88.0%	Morning/Afternoon	350	45%

Your Preferred Communication Method

Question 70.

Please indicate the communication method that you prefer for social and business networking.
Please choose all that apply:

- E-mail
- Twitter
- Facebook
- Mobile phone
- Smart phone
- Tablet
- Other (please specify:)




N=785

Statistical Results: Your Preferred Communication Method

Item	Response Count	No Response	Response Percent	Mode	Mode Count	Mode Percent
Please indicate the communication method that you prefer for social and business networking.	785	48	94.2%	E-mail	760	56%
*Other includes "in-person/face-to-face"						

Question 69

Appendix

Class Climate | Southwestern Community College Student Satisfaction Survey, Spring 2014 (VFD) | 

Office of Institutional Effectiveness
Office of Research, Grants, and Planning



Mark as shown: Please use a ball-point pen or a thin felt tip. This form will be processed automatically.

Correction: Please follow the examples shown on the left hand side to help optimize the reading results.

FAMILIARITY WITH SERVICES

1. Please indicate your familiarity with each of the following services/departments offered at Southwestern College:

	Very Familiar	Familiar	Somewhat Familiar	Not Familiar	N/A - Never heard of it
Academic Success Center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Admissions & Records	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assessment/Prerequisites Center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Associated Student Organization (ASO) and Student Clubs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bookstore	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CalWORKs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Career Center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cashiering	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Center for Technical Education (CTECS)/Women's Resource Center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
College Police	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Counseling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Custodial	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disability Support Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EOPS/CARE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Financial Aid	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Food Services/Cafeteria	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
International Programs (Study Abroad)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outreach	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service Learning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Student Employment Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Student Veterans' Resource Center (New)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1. Please indicate your familiarity with each of the following services/departments offered at Southwestern College:
 [Continue]

Transfer Center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Veterans' Services Office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ADMISSIONS AND RECORDS

2. For each item listed below, please indicate your level of satisfaction:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
SWC Registration Process for Classes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Student ID Process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transcript Request Service (Internal/External)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. For each item listed below, please indicate your level of satisfaction with the timeliness of service.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Student ID Process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
External Transcript Evaluation Process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transcript Request Service (Internal/External)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

FINANCIAL AID

4. Have you ever received Financial Aid while attending Southwestern College?

Yes
 No

If you answered "No" to Question 4 above, please skip to Question 6.

5. Do you believe receiving Financial Aid increased your ability to:

Attend Southwestern College.

Yes
 No
 Not Applicable

Succeed in your classes at Southwestern College.

Yes
 No
 Not Applicable

TRANSFER CENTER

10. Did you participate in any of the Transfer Center's workshops (Steps to Transfer, UC/CSU Application Review, etc.?)

Yes No

11. Did you participate in any of the Transfer Center's university campus tours?

Yes No

12. Have you ever used the Transfer Center website?

Yes No

13. Did you find the Transfer Center's services helpful in meeting your educational or transfer goal?

Yes No

If you answered "No" to Questions 10 - 13 above, please skip to Question 15.

14. Based on your experience with the Transfer Center, please indicate your level of satisfaction with:

Helpfulness of staff/Counselors

Your overall experience

	Very Satisfied	Satisfied	Neutral	Disatisfied	Very Disatisfied
Helpfulness of staff/Counselors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your overall experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

EOPS/CARE

15. Are you a current EOPS student?

Yes No

16. Which other student service programs have you utilized? Please choose all that apply:

Counseling Center Disabled Student Services Transfer Center

None Other

If "Other" selected, please specify:

ASSOCIATED STUDENT ORGANIZATION (ASO) OF SOUTHWESTERN COLLEGE AND INTER-CLUB COUNCIL

17. Did you vote in the last ASO student election (May 2013)?

Yes No

18. Have you ever attended an ASO event?

Yes No

If you answered "No" to Question 18 above, please skip to Question 20.

19. Based on your experience with ASO events, please indicate your level of satisfaction with:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Number of ASO events per semester	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Variety of ASO events per semester	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Organization of ASO events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Promotion of ASO events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

20. Are you a member of a student club?

- Yes No

If you answered "No" to Question 20 above, please skip to Question 22.

21. Do the clubs at Southwestern College meet your needs?

- Yes No

HEALTH SERVICES

22. Have you ever received services from the Health Services Office?

- Yes No

23. Have you received any information from Health Services related to a healthy lifestyle?

- Yes No

If you answered "No" to either Question 22 or Question 23 above, please skip to Question 25.

24. Based on your experience with the Health Services Office, please indicate your level of satisfaction with:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Helpfulness of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courteousness of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your overall experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

WOMEN'S RESOURCE CENTER

25. Have you utilized a service at the Women's Resource Center?

- Yes No

If you answered "No" to Question 25 above, please skip to Question 27.

26. Based on your experience with the Southwestern College Women’s Resource Center, please indicate your level of satisfaction with:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Helpfulness of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courteousness of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your overall experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

CALWORKS

27. Have you utilized the services in the CalWORKs program?

Yes No

If you answered "No" to Question 27 above, please skip to Question 29.

28. Based on your experience with the CalWORKs program, please indicate your level of satisfaction with:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Helpfulness of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courteousness of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your overall experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

CENTER FOR TECHNICAL EDUCATION AND CAREER SUCCESS (CTECS)

29. Have you used the services provided by CTECS?

Yes No

If you answered "No" to Question 29 above, please skip to Question 31.

30. Based on your experience using services by CTECS, please indicate your level of satisfaction with:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Amount of information provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accuracy of information provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Timeliness of information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helpfulness of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

VETERANS SERVICES

31. Are you a veteran?

Yes No

If you answered "No" to Question 31, please skip to Question 33.

32. Based on your experience with the Veterans' Services office, please indicate your level of satisfaction with:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Helpfulness of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courteousness of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your overall experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

33. Have you ever used services provided by the NEW Student Veterans' Resource Center?

Yes No

If you answered "No" to Question 33 above, please skip to Question 35.

34. Based on your experience with the NEW Student Veterans' Resource Center, please indicate your level of satisfaction with:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Helpfulness of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courteousness of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your overall experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

CAREER CENTER

35. Have you ever used any of the services provided by the Career Center?

Yes No

36. Did you participate in any of the career assessments (Choices, MBTI, Career Cruising)?

Yes No

37. Did you find the Career Center services helpful in identifying your career or educational goals?

Yes No

If you answered "No" to Questions 35 - 37 above, please skip to Question 39.

38. Based on your experience with the Career Center, please indicate your level of satisfaction with:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Helpfulness of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your overall experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

STUDENT EMPLOYMENT SERVICES

39. Have you ever used any of the services provided by Student Employment Services?

- Yes No

If you answered "No" to Question 39 above, please skip to Question 44.

40. How many times each month do you use services provided by Student Employment Services?

- Never 1 - 3 times 4 - 6 times
 7 or more

41. Have you used the resume or interview assistance services provided by Student Employment Services?

- Yes No

42. Have you used the Student Employment Services website?

- Yes No

43. Based on your experience with Student Employment Services, please indicate your level of satisfaction with:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Helpfulness of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your overall experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

DISABILITY SUPPORT SERVICES

44. Have you used services provided by Disability Support Services?

- Yes No

If you answered "No" to Question 44 above, please skip to Question 46.

45. Based on your experience with the Disability Support Services office, please indicate your level of satisfaction with:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Helpfulness of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courteousness of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Amount of information provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accuracy of information provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Timeliness of information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your overall experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COUNSELING CENTER

46. Have you ever used any of the services provided by the Counseling Center in Chula Vista?

- Yes No

If you answered "No" to Question 46 above, please skip to Question 49.

47. Were your counseling needs met?

- Yes No

48. Based on your experience with the Counseling Center at the Chula Vista campus, please indicate your level of satisfaction with:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Front desk staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Counselors at Walk-in service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Counselors in appointment session	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

49. In your first semester at Southwestern College, did you attend an orientation to college?

- Yes – I attended an in-person/traditional student orientation Yes – I completed an online student orientation No

If you answered "No" to Question 49 above, please skip to Question 52.

50. Did you review information on any of the following topics in the Orientation Session?

- College resources Yes No

- Student success characteristics Yes No

- An overview of your educational options Yes No

51. Did you schedule and attend an individual counseling appointment with a college counselor?

- Yes No

ASSESSMENT CENTER/PREREQUISITES CENTER

52. Did you take one or more assessment tests during your first semester?

- Yes No

If you answered "No" to Question 52 above, please skip to Question 54.

53. Did you clearly understand how to select courses based on the results of your assessment test?

- Yes No

ACADEMIC SUCCESS CENTER

54. Which of the following Academic Success Center services have you utilized? Please choose all that apply:

- | | | |
|---|--|---|
| <input type="checkbox"/> English Writing Center | <input type="checkbox"/> Tutoring Services | <input type="checkbox"/> Online Writing Lab (OWL) |
| <input type="checkbox"/> Test Reviews | <input type="checkbox"/> Workshops | <input type="checkbox"/> Proctored Exams |
| <input type="checkbox"/> Open Labs (Biology, Business, Child Development, CIS/CL, Language Conversation, Math/Science, Music, Nursing, Reading) | <input type="checkbox"/> Other | <input type="checkbox"/> None |

If "Other" selected, please specify:

GENERAL QUESTIONS

Please feel free to provide a brief response regarding current and/or potential student services. Each open question is limited to 200 characters - approximately two (2) short sentences.

55. Name one service you utilized and liked the most, why you liked it, or how the service was helpful to you.

56. Name one service you utilized that you *did not* like and what can be done to improve this service.

57. List the "Top 3" NEW online services you would like the College to provide.

CUSTODIAL SERVICES

58. Based on your experience with Custodial Services, please indicate your level of satisfaction with the:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Courteousness of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness of classrooms/labs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall condition of classrooms/labs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Level of supplies in the restrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

GROUNDS DEPARTMENT

59. Based on your experience with the Grounds Department, please indicate your level of satisfaction with the:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Courteousness of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number of exterior trash receptacles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emptying cycle of exterior trash receptacles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
College landscape	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

MAINTENANCE DEPARTMENT

60. Based on your experience with the Maintenance Department, please indicate your level of satisfaction with the:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Courteousness of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Timeliness of classroom repairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

FACILITIES DEPARTMENT

61. Based on your experience with the Facilities Department, please indicate your level of satisfaction with the:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Ability of new buildings, classrooms, and labs to accommodate your educational needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comfort of classroom furnishings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condition of classroom furnishings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Promptness with which safety hazards are removed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

FOOD SERVICES/CAFETERIA

62. Based on your experience with Food Services, please indicate your level of satisfaction with the:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Friendliness of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courteousness of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Selection of cold food choices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Selection of hot food choices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness of food service area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Food inventory levels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wait time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SOUTHWESTERN COLLEGE BOOKSTORE

63. Based on your experience with the Southwestern College Bookstore, please indicate your level of satisfaction with the:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Courteousness of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff knowledge about textbook selection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff knowledge about product information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

POLICE DEPARTMENT

64. How many times have you had contact with the Campus Police department?

- Never 1 - 2 times 3 - 4 times
 5+ times

65. Please select which ways you had contact with the Campus Police. Please choose all that apply:

- Parking Violations Victim of a crime Reported a crime
 Witnessed a crime Suspected or charged with a crime Casual encounter
 Traffic stop Service-oriented (i.e. escort, lost property, lockout, etc.) No contact with Campus Police

Other

If "Other" selected, please specify:

66. Based on your experience with the College Police Department, please indicate your level of satisfaction with:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Helpfulness of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courteousness of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your experience overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COLLEGE CASHIER'S OFFICE

67. Based on your experience with the College Cashier's Office, please indicate your level of satisfaction with the:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Friendliness and courteousness of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff's efficiency in processing transactions accurately	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff's knowledge about student services and policies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

YOUR SCHEDULE

68. The majority of my classes are:

- Morning Morning/Afternoon Afternoon
 Afternoon/Evening Evening Weekend
 Online (anytime)

YOUR PREFERRED COMMUNICATION METHOD

69. Please indicate the communication method that you prefer for social and business networking. Please choose all that apply:

- | | | |
|---------------------------------------|--------------------------------------|-----------------------------------|
| <input type="checkbox"/> E-mail | <input type="checkbox"/> Twitter | <input type="checkbox"/> Facebook |
| <input type="checkbox"/> Mobile Phone | <input type="checkbox"/> Smart Phone | <input type="checkbox"/> Tablet |
| <input type="checkbox"/> Other | | |

If "Other" selected, please specify: