



Southwestern Community College

# Student Satisfaction Survey

Spring 2015

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

## Table of Contents

<b>Southwestern College Student Satisfaction Survey .....</b>	<b><u><a href="#">4</a></u></b>
Introduction .....	<u><a href="#">4</a></u>
<b>Survey Analysis .....</b>	<b><u><a href="#">5</a></u></b>
Description .....	<u><a href="#">5</a></u>
Methodology.....	<u><a href="#">5</a></u>
Statistical Definitions .....	<u><a href="#">6</a></u>
Reliability and Validity .....	<u><a href="#">6</a></u>
Survey Question Summary .....	<u><a href="#">7</a></u>
<b>Survey Charts &amp; Results .....</b>	<b><u><a href="#">12</a></u></b>
<b>Familiarity.....</b>	<b><u><a href="#">12</a></u></b>
Familiarity with Student and Institutional Support Services .....	<u><a href="#">13</a></u>
Familiarity with Student and Institutional Support Service Comparisons.....	<u><a href="#">14</a></u>
<b>Student Services.....</b>	<b><u><a href="#">19</a></u></b>
Admissions and Records .....	<u><a href="#">20</a></u>
Financial Aid .....	<u><a href="#">22</a></u>
Student Affairs .....	<u><a href="#">27</a></u>
Transfer Center .....	<u><a href="#">28</a></u>
EOPS/CARE .....	<u><a href="#">30</a></u>
Associated Student Organization of Southwestern College (ASO) and Inter-Club Council .....	<u><a href="#">32</a></u>
Health Services .....	<u><a href="#">35</a></u>
CalWORKs .....	<u><a href="#">37</a></u>
Veterans Services .....	<u><a href="#">39</a></u>
Career Center .....	<u><a href="#">41</a></u>
Student Employment Services .....	<u><a href="#">43</a></u>
Disability Support Services .....	<u><a href="#">46</a></u>
Counseling Center .....	<u><a href="#">48</a></u>



<b>Survey Charts &amp; Results (Continued)</b>	
Assessment Center/Prerequisites Center .....	<a href="#">51</a>
Academic Success Center .....	<a href="#">53</a>
Open-Ended Questions .....	<a href="#">54</a>
<b>Institutional Support Services .....</b>	<b><a href="#">56</a></b>
Custodial Services .....	<a href="#">57</a>
Grounds Department .....	<a href="#">58</a>
Maintenance Department .....	<a href="#">59</a>
Facilities Department .....	<a href="#">60</a>
Food Services/Cafeteria .....	<a href="#">62</a>
Southwestern College Bookstore .....	<a href="#">65</a>
Police Department .....	<a href="#">66</a>
College Cashiers Office .....	<a href="#">69</a>
<b>Supplemental Information .....</b>	<b><a href="#">71</a></b>
Your Schedule .....	<a href="#">72</a>
Your Preferred Communication Method .....	<a href="#">73</a>
<b>Appendix .....</b>	
<b><a href="#">74</a></b>	
Southwestern Community College Student Satisfaction Survey, Spring 2015 – Survey Instrument .....	<a href="#">75</a>

## Southwestern Community College Student Satisfaction Survey, Spring 2015

### Introduction

The *Southwestern Community College Student Satisfaction Survey, Spring 2015* survey was intended to elicit student perceptions and opinions regarding student services and institutional support 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 2015, the *Southwestern Community College Student Satisfaction Survey* was revised in two ways:

1. The *Student Services* portion of the questionnaire underwent revision with the removal of the *CTEC* and *Women's Resource Center* portions of the survey.
2. Several *Student Services* survey questions experienced substantial changes (e.g. *Admissions and Records, Assessment Center/Prerequisite Center, Associated Student Organizations [ASO] and Inter-Club Council [ICC], Counseling Center, Food Services/Cafeteria, and Student Affairs*).

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 April 23, 2015 with three follow-up e-mail reminders sent to non-respondents throughout May. The survey closed on May 29, 2015. Nineteen thousand, seven hundred seven (19,707) invitations were sent out by e-mail. Three hundred thirty-nine (339) surveys were submitted for a response rate of approximately two percent (1.7%).

It should be noted that this year's response rate (1.7%) was lower compared to the previous year's response rate (4.5% in 2014); the underlying cause of this decrease in response rates may be largely contributed to technical and hardware errors with the software system used to distribute the surveys this year.

## 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 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 of valid question responses noted each question category where appropriate.

### 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 scaled questionnaire items make use of the Likert-rating 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	Dissatisfied = 2
N/A-Never heard of it = 1	Very Dissatisfied = 1

As a rule, questionnaire items may be viewed as either *general* or *program-specific*. 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” response to program utilization typically results in a filtering of responses to include only those students who have participated in the program or service. Students who indicated that they did not use a service were prompted to skip these questions and proceed to the next survey section. These instances are noted within the report with an asterisk (\*). 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

Questionnaires 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 may be viewed simply as a means for ensuring that survey procedures are consistent (reliability) and accurately measure the intended question of interest (validity).

Reliability is defined as the degree that survey questions can dependably produce similar responses—whether it be over time or between similarly worded items. In the context of this survey study, *internal consistency* reliability is of key importance; the term refers to ability of a group of questions to measure different aspects of the same concept (for instance, quality of service). In this survey, measuring quality of service will often take the form of multiple prompts involving “helpfulness,” “courteousness,” and/or “overall experience.”

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, survey questions and prompts focus on this aspect of students’ experiences with student and institutional support services at the College.

## 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:
- |   |   |  |   |
|---|---|--|---|
| <ul style="list-style-type: none"> <li>▪ Academic Success Center</li> <li>▪ Admissions &amp; Records</li> <li>▪ Assessment/Prerequisites Center</li> <li>▪ Associated Student Organization (ASO) and Student Clubs</li> </ul> | <ul style="list-style-type: none"> <li>▪ Bookstore</li> <li>▪ CalWORKs</li> <li>▪ Career Center</li> <li>▪ Cashiering</li> <li>▪ College Police</li> <li>▪ Counseling</li> <li>▪ Custodial</li> <li>▪ Disability Support Services</li> <li>▪ EOPS/CARE</li> </ul> | <ul style="list-style-type: none"> <li>▪ Facilities</li> <li>▪ Financial Aid</li> <li>▪ Food Services/Cafeteria</li> <li>▪ Grounds</li> <li>▪ Health Services</li> <li>▪ International Programs (Study Abroad)</li> <li>▪ Maintenance</li> </ul> | <ul style="list-style-type: none"> <li>▪ Outreach</li> <li>▪ Service Learning</li> <li>▪ Student Employment Services</li> <li>▪ Student Veterans' Resources Center</li> <li>▪ Transfer Center</li> <li>▪ Veterans' Services Office</li> </ul> |
|---|---|--|---|

### Admissions and Records

- Question 2** For each item listed below, please indicate your level of satisfaction:
- SWC Registration Process for Classes
  - Transcript Request Service (Internal/External)
  - Student ID Process
- Question 3** For each item listed below, please indicate your level of satisfaction with the timeliness of service:
- Student ID Process
  - Transcript Request Service (Internal/External)
  - External Transcript Evaluation Process
- Question 4** Based on your experience with Admissions and Records, please indicate your level of satisfaction with:
- Helpfulness of staff
  - Your overall experience

### Financial Aid

- Question 5** Have you ever received Financial Aid while attending Southwestern College?
- Question 6** Do you believe receiving Financial Aid increased your ability to:
- Attend Southwestern College?
  - Succeed in your classes at Southwestern College?
- Question 7** Based on your experience with the Financial Aid Department, 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 overall experience
- Question 8** Have you ever used any of the Financial Aid Office's online services?
- Question 9** Based on your experience using online services provided by the Financial Aid Office, please indicate your level of satisfaction with:
- Amount of information provided
  - Timeliness of information
  - Overall quality of service
  - Accuracy of information provided
  - Ease of online navigation process

### Student Affairs

- Question 10** What was the most important factor for your attending Southwestern College? Please choose all that apply:
- Denied admission to 4-year college
  - Financial consideration
  - SWC presentation at your high school
  - Other (please specify:)
  - Advice of high school counselor

## Survey Question Summary

### Transfer Center

- Question 11* Did you participate in any of the Transfer Center’s workshops (Steps to Transfer, UC/CSU Application Review, etc.)?
- Question 12* Did you participate in any of the Transfer Center’s university campus tours?
- Question 13* Have you ever used the Transfer Center website?
- Question 14* Did you find the Transfer Center’s services helpful in meeting your educational goal or transfer goal?
- Question 15* Based on your experience with the Transfer Center, please indicate your level of satisfaction with:
- Helpfulness of staff/counselors
  - Your overall experience

### EOPS/CARE

- Question 16* Are you a current EOPS student?
- Question 17* Which other student services programs have you utilized? Please choose all that apply:
- Counseling Center
  - Disabled Student Services
  - Transfer Center
  - None
  - Other (please specify: )
- Question 18* Based on your experience with the EOPS, please indicate your level of satisfaction with:
- Helpfulness of staff
  - Your overall experience

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

- Question 19* Did you vote in the last ASO student election (May 2014)?
- Question 20* Have you ever attended an ASO event?
- Question 21* 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 22* Are you a member of a student club?
- Question 23* Do the clubs at Southwestern College meet your needs?

### Health Services

- Question 24* Have you ever received services from the Health Services Office?
- Question 25* Have you received any information from Health Services related to a healthy lifestyle?
- Question 26* Based on your experience with the Health Services Office, 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

### Veterans Services

- Question 29* Are you a veteran?
- Question 30* 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 31* Have you ever used services provided by the NEW Student Veterans’ Resource Center?
- Question 32* Based on your experience with the NEW Student Veterans’ Resource Center, please indicate your level of satisfaction with:
- Helpfulness of staff
  - Courteousness of staff
  - Your overall experience



## Survey Question Summary

### Career Center

- Question 33* Have you ever used any of the services provided by the Career Center?
- Question 34* Did you participate in any of the career assessments (Choices, MBTI, Career Cruising)?
- Question 35* Did you find the Career Center services helpful in identifying your career or educational goals?
- Question 36* Based on your experience with the Southwestern College Career Center, please indicate your level of satisfaction with:
- Helpfulness of staff
  - Your overall experience

### Student Employment Services

- Question 37* Have you ever used any of the services provided by Student Employment Services?
- Question 38* 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 39* Have you used the resume or interview assistance services provided by Student Employment Services?
- Question 40* Have you used the Student Employment Services website?
- Question 41* Based on your experience with Student Employment Services, please indicate your level of satisfaction with:
- Helpfulness of staff
  - Your overall experience

### Disability Support Services

- Question 42* Have you used services provided by Disability Support Services?
- Question 43* 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 overall experience

### Counseling Center

- Question 44* Have you ever used any of the services provided by the Counseling Center in Chula Vista?
- Question 45* Were your counseling needs met?
- Question 46* 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 47* 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
- Question 48* Did you review information on any of the following topics in the Orientation Session?
- College resources
  - An overview of your educational options
  - Student success characteristics
  - Did you schedule and attend an individual counseling appointment with a college counselor?

## Survey Question Summary

### Assessment Center/Prerequisites Center

- Question 49* Did you take one or more assessment tests during your first semester?
- Question 50* Did you clearly understand how to select courses based on the results of your educational goal?\*
- Question 51* Based on your experience with the Assessment Center/Prerequisites Center, please indicate your level of satisfaction with:
- Helpfulness of staff
  - Your overall experience

### Academic Success Center

- Question 52* 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 53* Name one service you utilized and liked the most, why you liked it, or how the service was helpful to you.
- Question 54* Name one service you utilized that you *did not* like and what can be done to improve this service.
- Question 55* List the “Top 3” NEW online services you would like the College to provide.

### Custodial Services

- Question 56* 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 57* 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 58* 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 59* 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

\*Item changed in Spring 2015 from prior survey item, “Did you clearly understand how to select courses based on the results of your *assessment test*?”

## Survey Question Summary

### Food Services/Cafeteria

- Question 60** Based on your experience with Food Services, please indicate your level of satisfaction with the:
- Friendliness of staff
  - Cleanliness of food service area
  - Courteousness of staff
  - Food inventory levels
  - Selection of cold food choices
  - Wait time
  - Selection of hot food choices
  - Prices
- Question 61** Would you like to see more hours for the Student Union Cafeteria (main campus)?
- Question 62** What other hot/cold food choices would you like to see made available?

### 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
  - Suspected or charged with a crime
  - No contact with Campus Police
  - Victim of a crime
  - Casual encounter
  - Other (please specify: )
  - Reported a crime
  - Traffic stop
  - Witnessed a crime
  - Service-oriented (i.e. escort lost property, lockout, etc.)
- 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 and 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
  - Afternoon/Evening
  - Online (anytime)
  - Morning/Afternoon
  - Evening
  - Afternoon
  - Weekend

### Your Preferred Communication Method

- Question 69** Please indicate the communication method that you prefer for social and business networking. Please choose all that apply:
- E-mail
  - 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-six in all). Statistical results presented within the *Familiarity with Student and Institutional Support Departments* table summary reflect two distinct computational measures: *Familiarity Percentage* and *Familiarity Average*.

The first measure, *Familiarity Percentage*, is based on an overall awareness of student services and institutional support 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 are not included in this percentage score as these measures do not constitute true familiarity. Therefore, higher *Familiarity Percentage* scores represents a greater number of students who were familiar, at any level, with a particular student service or institutional support service at the College.

The second measure, the *Familiarity Average Score*, involves the use of the entire *Familiarity* scale (from Very Familiar to N/A-Never heard of it). Responses were assigned numerical scores (Very Familiar = 5, Familiar = 4, Somewhat Familiar = 3, Not Familiar = 2, and N/A-Never heard of it = 1) and then averaged to produce the *Familiarity Average Score*; higher *Familiarity Average Scores* represent a greater level of familiarity with a particular student service or institutional support service.

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 were 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:

- *Familiarity Percentage* and *Familiarity Average* scores are not intended to represent students’ preferences for a given service or department. Rather, these values should be treated only as an indicator of students’ level of awareness associated with each campus service or department.
- In addition, many *Student Services* should be expected to exhibit high familiarity scores, particularly those that have an open eligibility process (i.e., not limited to specific student populations; may include services such as Admissions and Records, Financial Aid, etc.). Conversely, student services and departments with specialized/limited eligibility or lower participation rates will likely have a lower familiarity index scores (e.g., CalWORKs, International Programs [Study Abroad], etc.).



## 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
- 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' Resource Center (New)
- Transfer Center
- Veterans' Services Office

### Student Services/Departments Familiarity Rankings

Item	Familiarity Percentage <sup>1</sup>	Familiarity Average Score <sup>2</sup>
Admissions & Records	92.0%	4.0
Counseling	90.5%	4.1
Financial Aid	88.6%	4.1
Assessment/Prerequisites Center	87.8%	3.8
Academic Success Center	81.7%	3.8
Transfer Center	72.2%	3.3
Career Center	69.7%	3.3
Student Employment Services	69.1%	3.2
Health Services	69.0%	3.2
EOPS/CARE	68.8%	3.3
Associated Student Organization (ASO)	68.4%	3.2
Disability Support Services	59.2%	3.1
Service Learning	57.3%	2.7
Veterans' Services Office	55.0%	2.9
Student Veterans' Resource Center (New)	55.0%	2.9
International Programs (Study Abroad)*	49.7%	2.7
CalWORKs	44.2%	2.7
Outreach	43.6%	2.4

### Institutional Support Services/Departments Familiarity Rankings

Item	Familiarity Percentage <sup>1</sup>	Familiarity Average Score <sup>2</sup>
Bookstore	97.0%	4.5
Food Services/Cafeteria	85.3%	3.9
Cashiering	84.0%	3.8
College Police	83.5%	3.6
Grounds	79.7%	3.2
Facilities	75.2%	3.3
Custodial	52.4%	2.7
Maintenance	48.7%	2.7

\*Added to Spring 2015 *Familiarity with Services* portion of questionnaire.

<sup>1</sup> *Familiarity Percentage* based on Very Familiar, Familiar, and Somewhat Familiar frequencies

<sup>2</sup> *Familiarity Average Score* based on Likert scale scores of: Very Familiar = 5, Familiar = 4, Somewhat Familiar = 3, Not Familiar = 2, N/A-Never heard of it = 1; No Response frequencies not included in average score calculations

Response Count: 338

No Response: 1

Response Percent: 99.7%

## Familiarity with Student and Institutional Support Services Comparisons

### Question 1

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

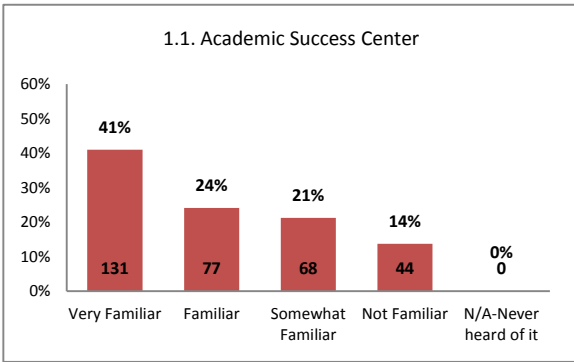
#### Student Services/Departments

Items	Average Score 2015	Familiarity Ranking 205	Average Score 2014	Familiarity Ranking 2014	Average Score 2013	Familiarity Ranking 2013	Average Score 2012	Familiarity Ranking 2012	Average Score 2011	Familiarity Ranking 2011
Admissions & Records	4.0	1	4.2	1	4.1	2	4.1	1	4.1	1
Counseling	4.1	2	4.1	3	4.1	3	4	3	4.1	2
Financial Aid	4.1	3	4.2	2	4.2	1	4	2	3.9	3
Assessment/Prerequisites Center	3.8	4	3.9	4	3.8	4	3.7	4	3.7	4
Academic Success Center	3.8	5	3.9	5	—	—	—	—	—	—
Transfer Center	3.3	6	3.4	7	3.3	6	3.2	6	3.3	6
Career Center	3.3	7	3.4	8	3.4	5	3.4	5	3.4	5
Student Employment Services	3.2	8	3.3	11	3.2	9	3.1	9	3.1	9
Health Services	3.2	9	3.3	9	3.2	8	3.2	7	3.2	7
EOPS/CARE	3.3	10	3.6	6	3.2	7	3.1	8	3.2	8
Associated Student Organization (ASO) and Student Clubs	3.2	11	3.3	10	3.1	10	3	10	3	10
Disability Support Services	3.1	12	3.2	12	3	11	2.9	11	2.9	11
Service Learning	2.7	13	3	13	2.8	13	2.7	13	2.7	13
Veterans' Services Office	2.9	14	3	14	2.9	12	2.8	12	2.8	12
Student Veterans' Services (New)	2.9	15	2.9	15	—	—	—	—	—	—
International Programs (Study Abroad)*	2.7	16	—	—	—	—	—	—	—	—
CalWORKs	2.7	17	2.8	16	—	—	—	—	—	—
Outreach	2.4	18	2.8	17	2.4	14	2.4	14	2.4	14

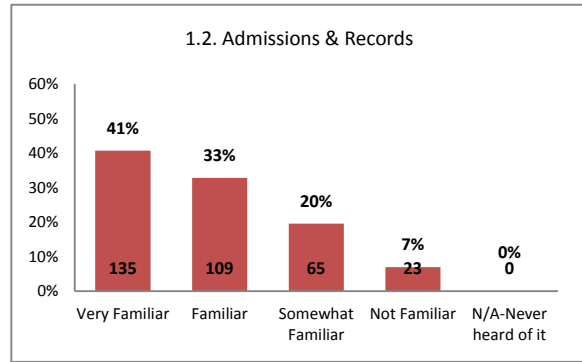
#### Institutional Support Services/Departments

Items	Average Score 2015	Familiarity Ranking 205	Average Score 2014	Familiarity Ranking 2014	Average Score 2013	Familiarity Ranking 2013	Average Score 2012	Familiarity Ranking 2012	Average Score 2011	Familiarity Ranking 2011
Bookstore	4.5	1	4.4	1	4.4	1	4.4	1	4.4	1
Food Services/Cafeteria	3.9	2	4.1	2	3.9	2	3.8	2	3.9	2
Cashiering	3.8	3	3.9	3	3.8	3	3.7	3	3.8	3
College Police	3.6	4	3.5	5	3.5	5	3.4	5	3.5	5
Grounds	3.2	5	3.6	4	3.2	6	3.2	6	3.3	6
Facilities	3.3	6	3.5	6	3.6	4	3.5	4	3.6	4
Custodial	2.7	7	2.8	8	2.7	8	2.6	8	2.6	8
Maintenance	2.7	8	2.9	7	2.9	7	2.8	7	2.9	7

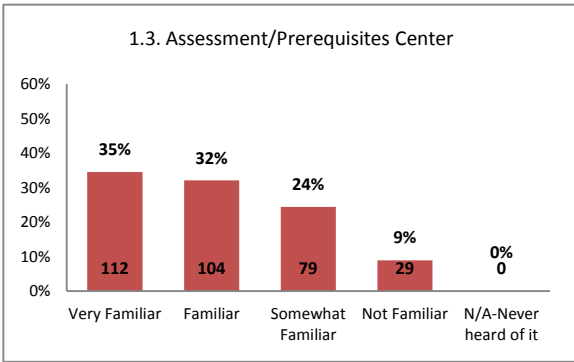
\*Added to Spring 2015 *Familiarity with Services* portion of questionnaire.



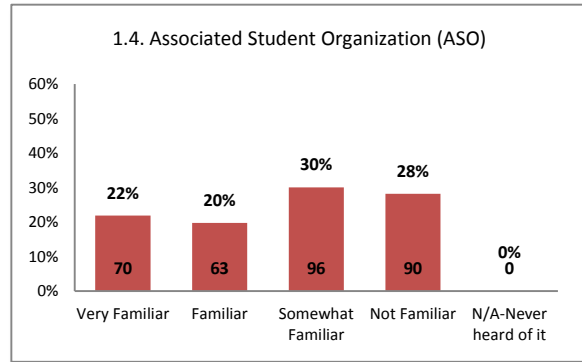
N = 320



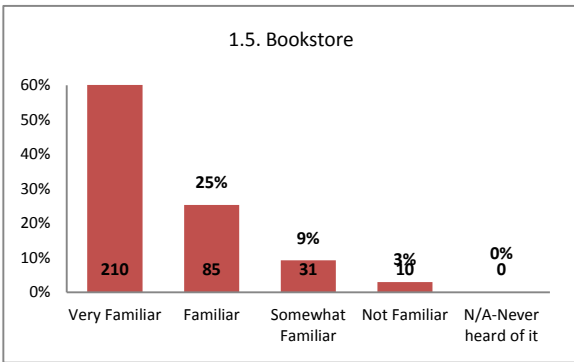
N = 332



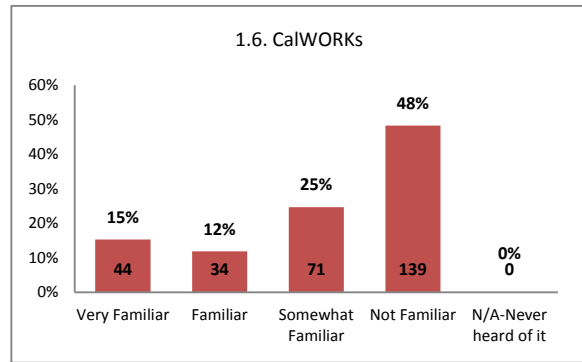
N = 324



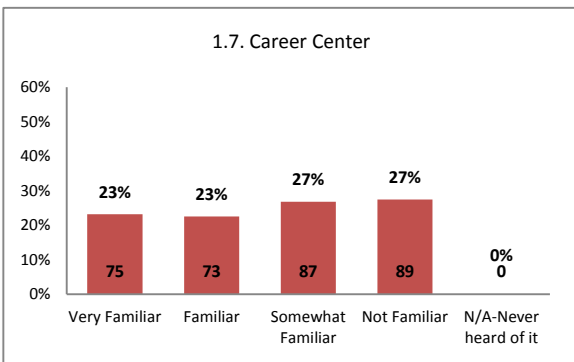
N = 319



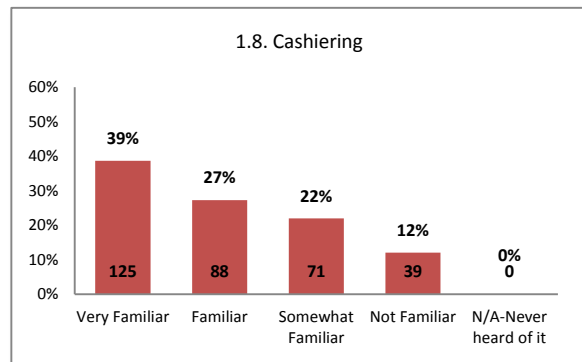
N = 336



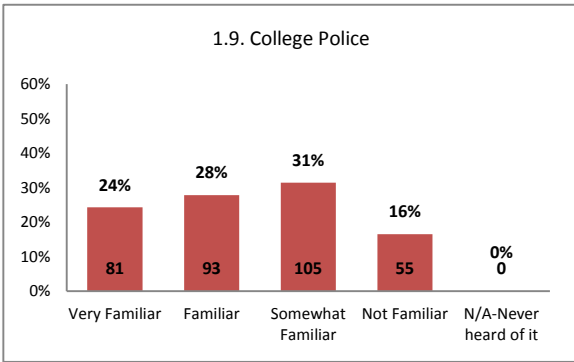
N = 288



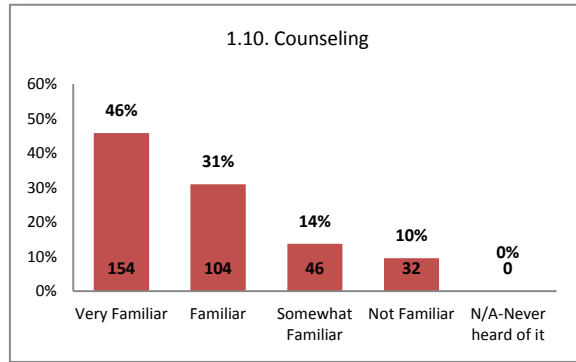
N = 324



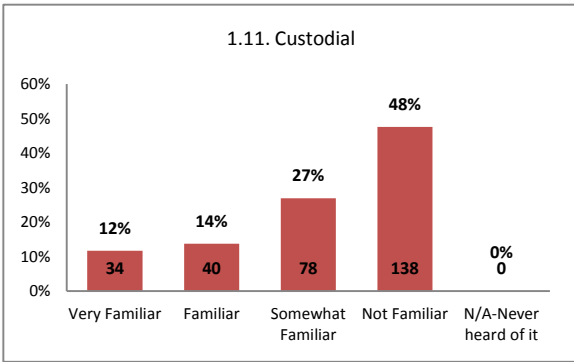
N = 323



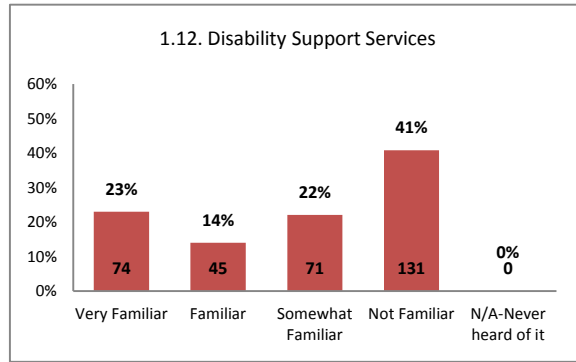
N = 334



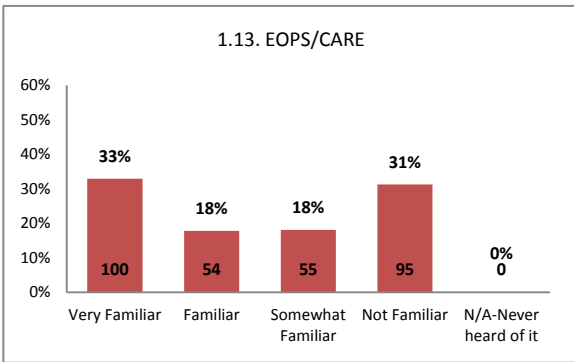
N = 336



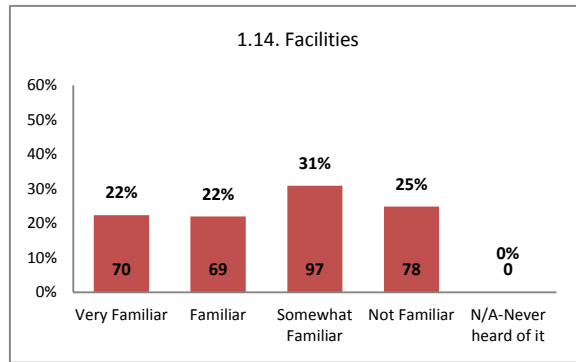
N = 290



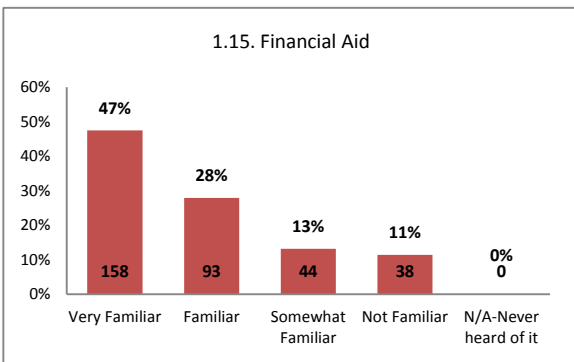
N = 321



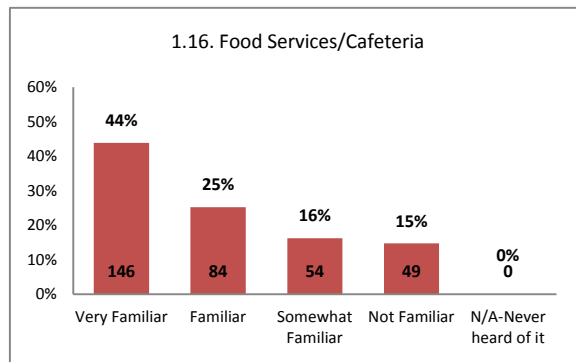
N = 304



N = 314

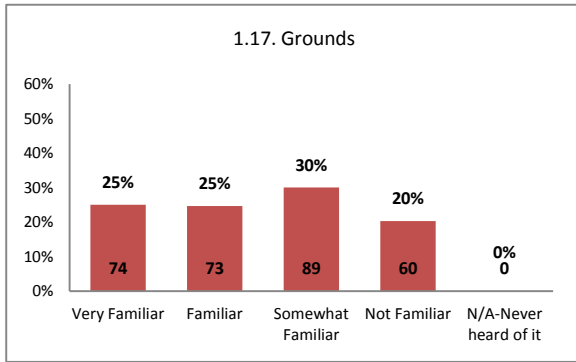


N = 333

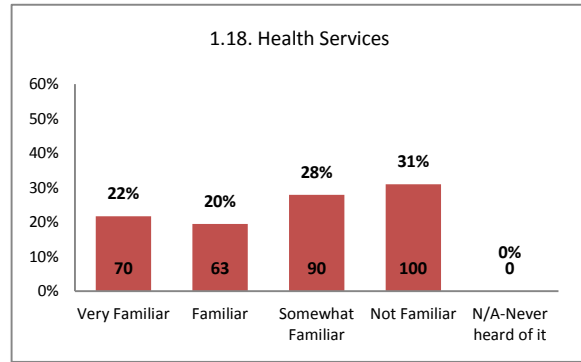


N = 333

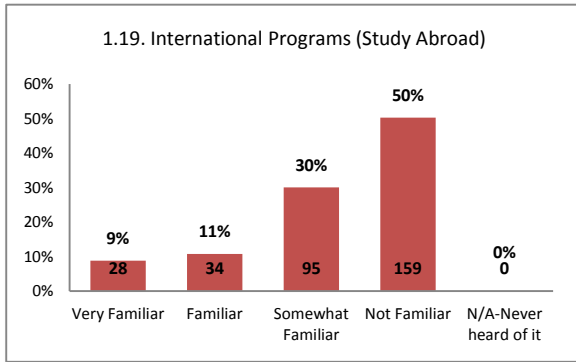




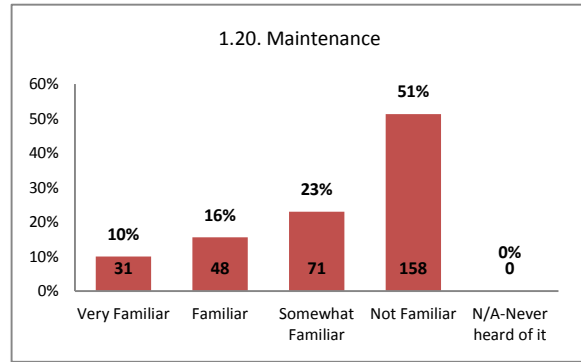
N = 296



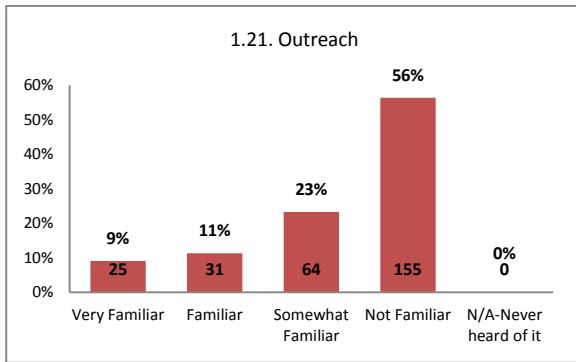
N = 323



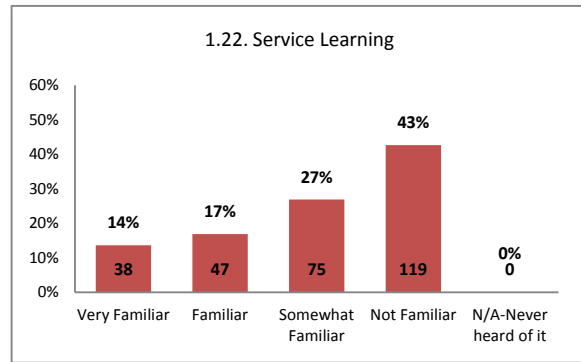
N = 316



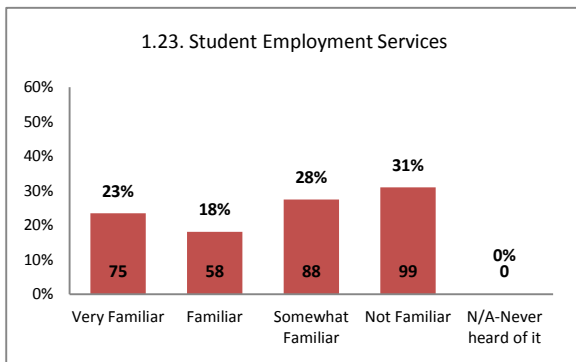
N = 308



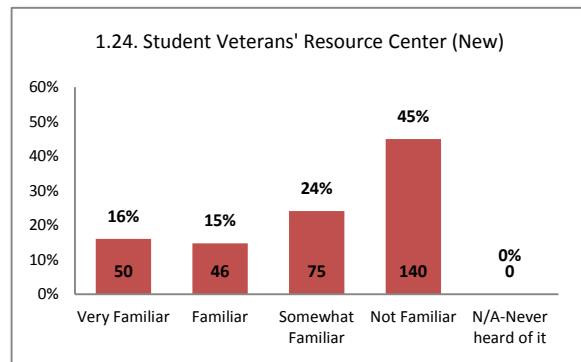
N = 304



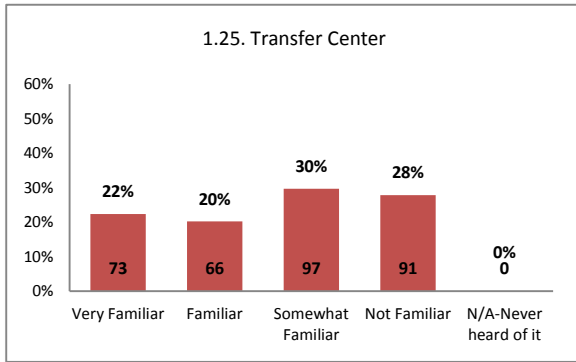
N = 279



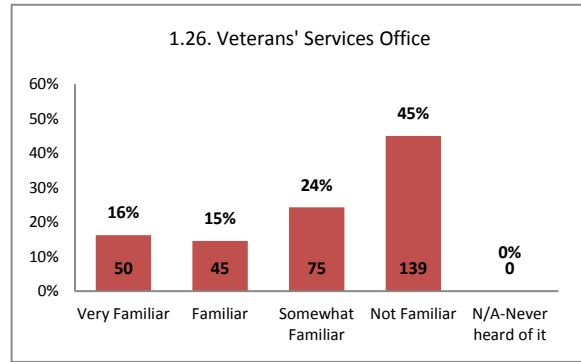
N = 320



N = 311



N = 327



N = 309

## Student Services

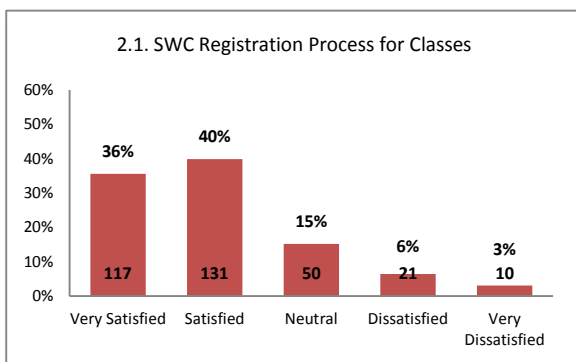
Student services are a ubiquitous aspect of campus life and are important resources to academic progress and achievement. Student services are also important to the development of personal and economic well-being for students in preparation for entry into campus life, success in academic studies, transfer, and other educational objectives. The *Southwestern Community College Student Satisfaction Survey, Spring 2015* 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 sixteen (16) student service and departmental entities.

Of note within this section of the report:

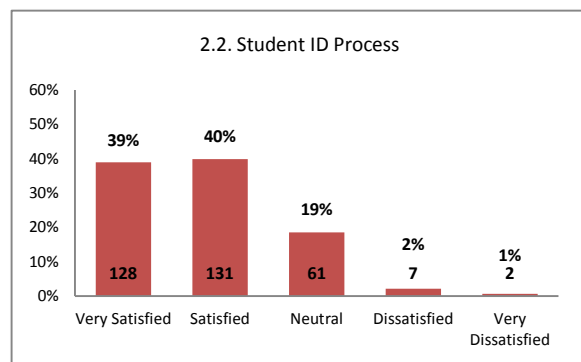
- Survey results are based on Yes/No item and Likert-scaled satisfaction scores (i.e. *Very Satisfied* = 5, *Satisfied* = 4, *Neutral* = 3, *Dissatisfied* = 2, and *Very Dissatisfied* = 1), multiple choice queries, and a limited number of open-response formats.
- Thirteen (13) student service/departments make use of Likert scoring methodologies in some manner; whether in combination with Yes/No prompts, or multiple-choice queries. Student services/departments using Likert-scaled satisfaction scores include: *Admissions and Records, Financial Aid, the Transfer Center, EOPS/CARE, the Associated Student Organization (ASO) of Southwestern College and Inter-Club Council (ICC), Health Services, CalWORKs, Veterans Services, the Career Center, Student Employment Services, Disability Support Services, the Counseling Center, and the Assessment Center/Prerequisites Center.*
- Fourteen (14) student service/departments rely primarily on Yes/No prompts, multiple-choice queries, or a combination of these two methodologies. These student services/departments are *Financial Aid, Student Affairs, the Transfer Center, EOPS/CARE, the Associated Student Organization of Southwestern College (ASO) and Inter Club Council (ICC), Health Services, CalWORKs, Veterans Services, the Career Center, Student Employment Services, Disability Support Services, the Counseling Center, the Assessment Center/Prerequisites Center, and the Academic Success Center.*
- Three open-ended questions are also included in this section, assessing student's feedback regarding current and/or potential student services. A results summary of the students' comments is included at the end of this section.

## Admissions and Records

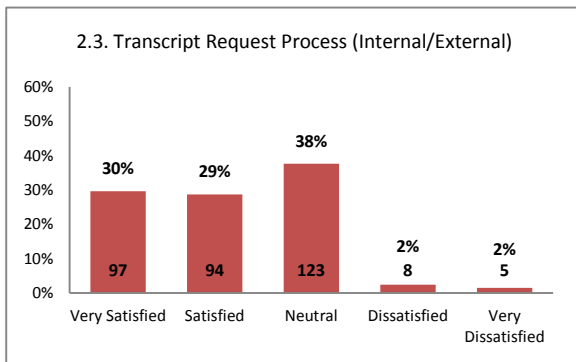
<b>Question 2</b>	For each item listed below, please indicate your level of satisfaction:
	<ul style="list-style-type: none"> <li style="width: 50%;">• SWC Registration Process for Classes</li> <li style="width: 50%;">• Student ID Process</li> <li style="width: 50%;">• Transcript Request Service (Internal/External)</li> </ul>
<b>Question 3</b>	For each item listed below, please indicate your level of satisfaction with the timeliness of service:
	<ul style="list-style-type: none"> <li style="width: 50%;">• Student ID Process</li> <li style="width: 50%;">• External Transcript Evaluation Process</li> <li style="width: 50%;">• Transcript Request Service (Internal/External)</li> </ul>
<b>Question 4</b>	Based on your experience with Admissions and Records, please indicate your level of satisfaction with:
	<ul style="list-style-type: none"> <li style="width: 50%;">• Helpfulness of staff</li> <li style="width: 50%;">• Your overall experience</li> </ul>



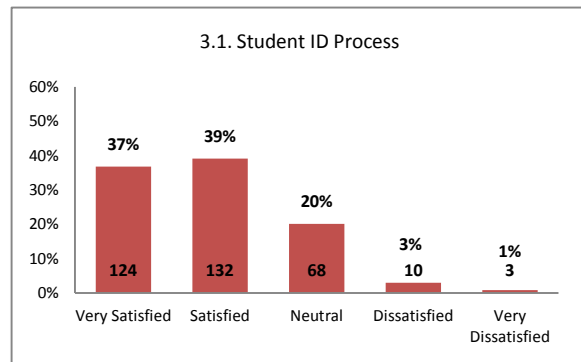
N = 329



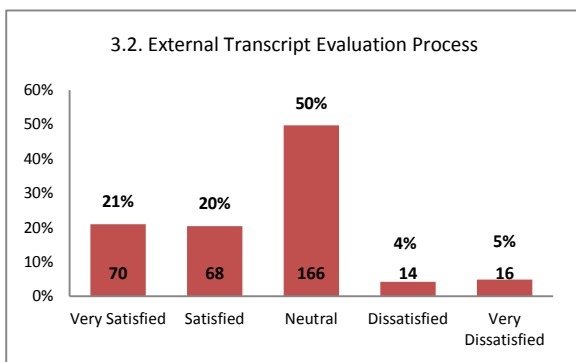
N = 329



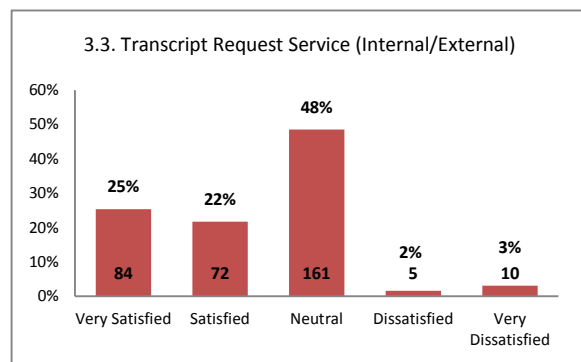
N = 327



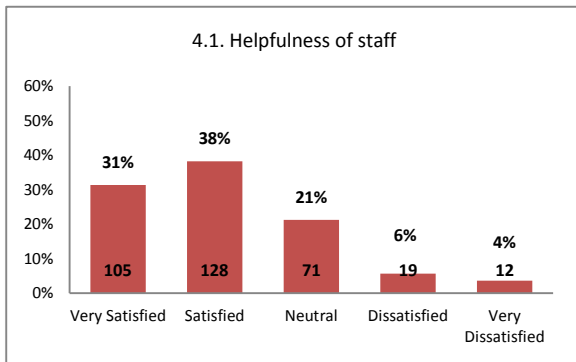
N = 337



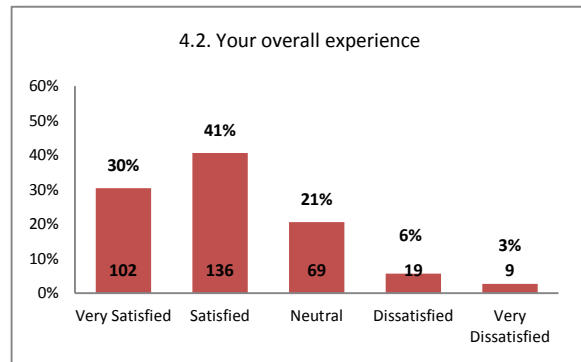
N = 334



N = 332



N = 335



N = 335

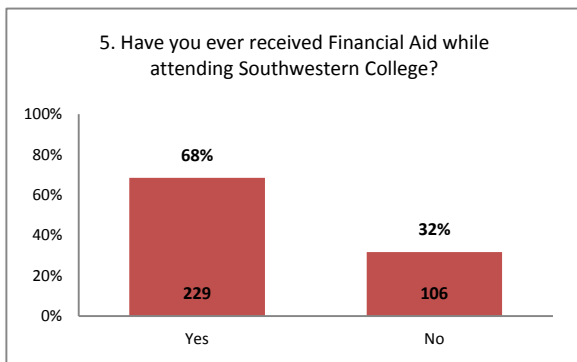
### Statistical Results: Admissions and Records

	Item	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
<b>Question 2.1</b>	SWC Registration Process for Classes	329	10	97.1%	4.0	4	1.0
<b>Question 2.2</b>	Student ID Process	329	19	97.1%	4.1	4	0.8
<b>Question 2.3</b>	Transcript Request Service (Internal/ External)	327	12	96.5%	3.8	4	0.9
<b>Question 3.1</b>	Student ID Process	337	2	99.4%	4.1	4	0.9
<b>Question 3.2</b>	External Transcript Evaluation Process	334	5	98.5%	3.5	3	1.0
<b>Question 3.3</b>	Transcript Request Service (Internal/External)	332	7	97.9%	3.6	3	1.0
<b>Question 4.1</b>	Helpfulness of staff	335	4	98.8%	3.9	4	1.0
<b>Question 4.2</b>	Your overall experience	335	4	98.8%	3.9	4	1.0

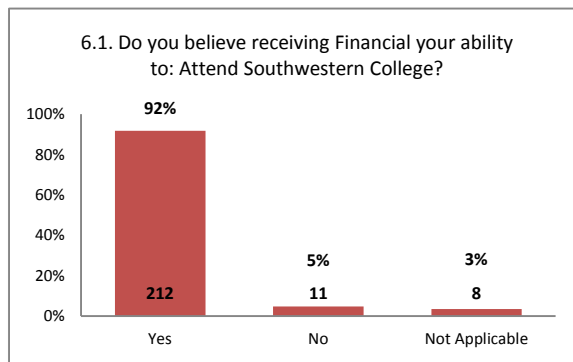
Scoring scale: Very Satisfied = 5, Satisfied = 4, Neutral = 3, Dissatisfied = 2, Very Dissatisfied = 1, Not Asked/Applicable excluded

## Financial Aid

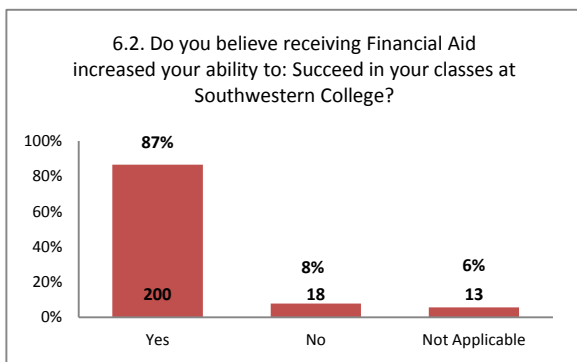
<b>Question 5</b>	Have you ever received Financial Aid while attending Southwestern College?
<b>Question 6</b>	Do you believe receiving Financial Aid increased your ability to: <ul style="list-style-type: none"> <li>• Attend Southwestern College?</li> <li>• Succeed in your classes at Southwestern College?</li> </ul>
<b>Question 7</b>	Based on your experience with the Financial Aid Department, please indicate your level of satisfaction with: <ul style="list-style-type: none"> <li>• Helpfulness of staff</li> <li>• Amount of information provided</li> <li>• Timeliness of information</li> <li>• Courteousness of staff</li> <li>• Accuracy of information provided</li> <li>• Your overall experience</li> </ul>
<b>Question 8</b>	Have you used any of the Financial Aid Office’s online services?
<b>Question 9</b>	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"> <li>• Amount of information provided</li> <li>• Timeliness of information</li> <li>• Overall quality of service</li> <li>• Accuracy of information provided</li> <li>• Ease of online navigation process</li> </ul>



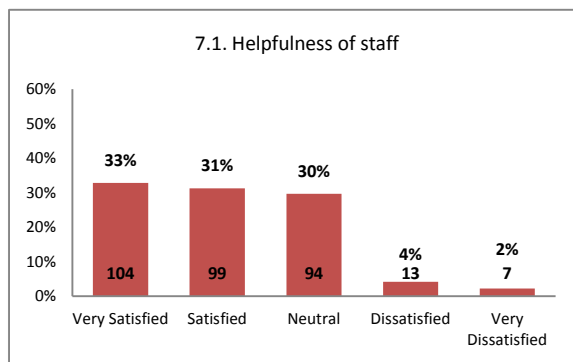
N = 335



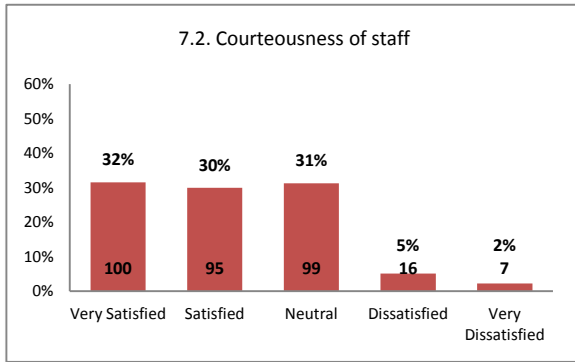
N = 231; Not Asked = 106



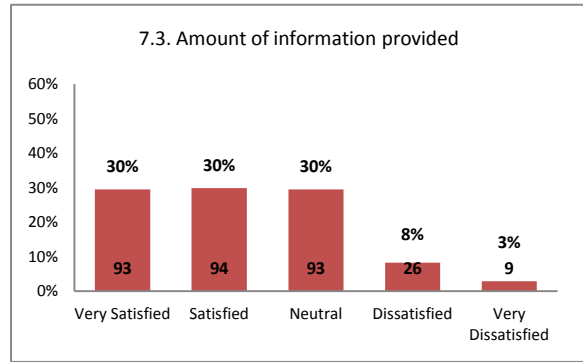
N = 231; Not Asked = 106



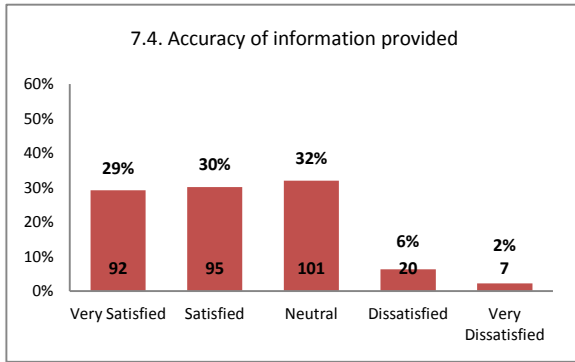
N = 317



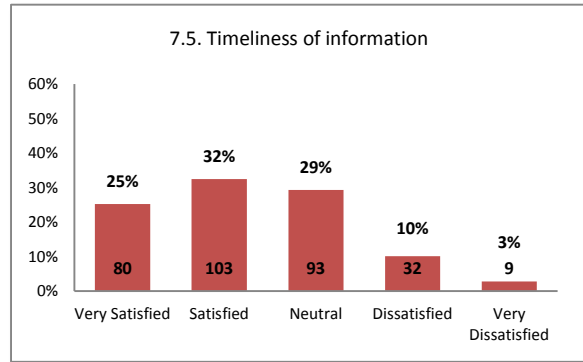
N = 317



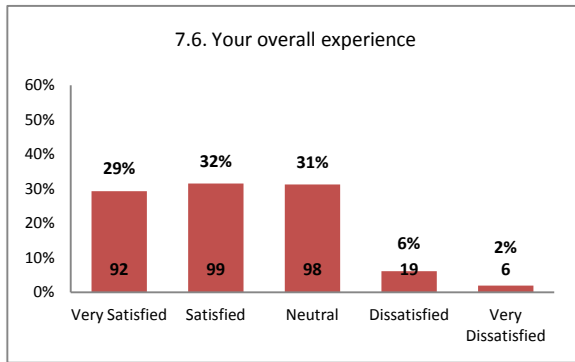
N = 315



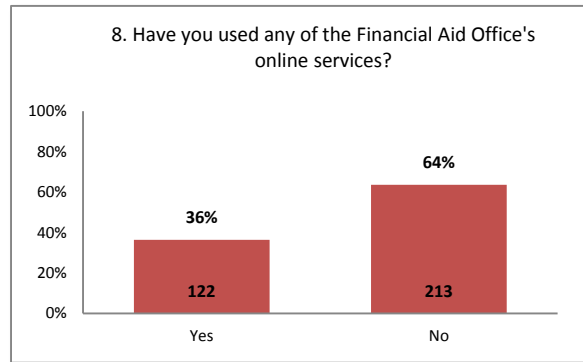
N = 315



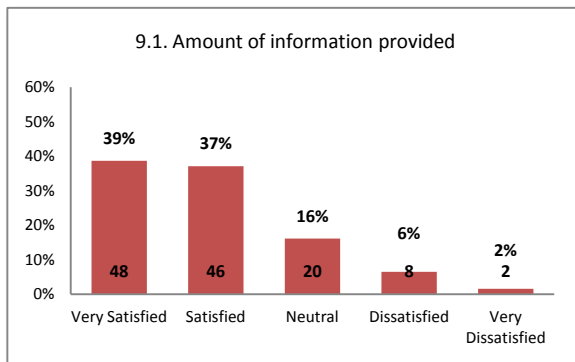
N = 317



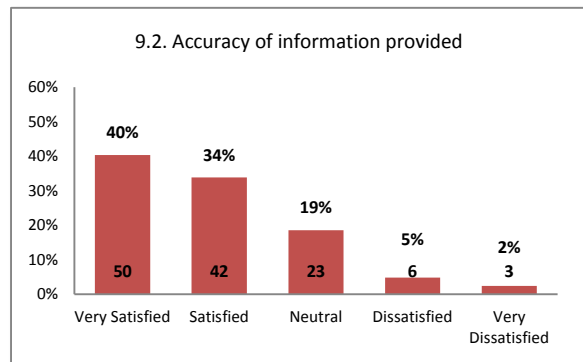
N = 314



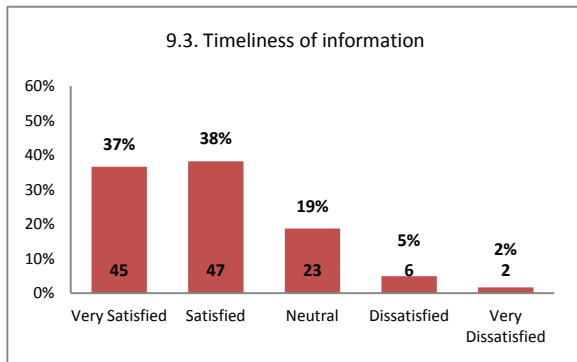
N = 335



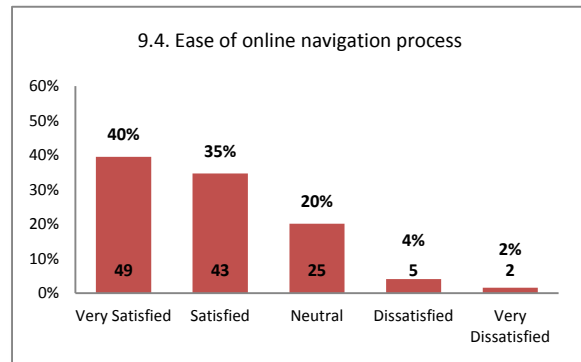
N = 124; Not Asked = 213



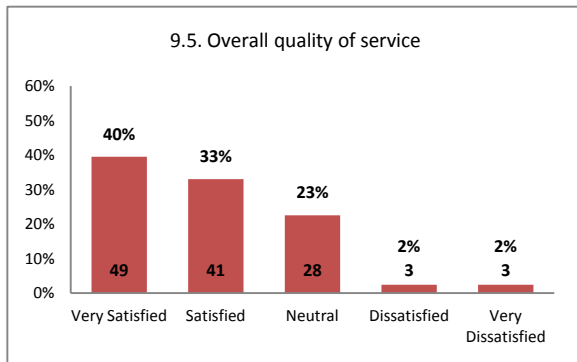
N = 124; Not Asked = 213



N = 123; Not Asked = 213



N = 124; Not Asked = 213



N = 123; Not Asked = 213

### Statistical Results: Financial Aid

	Item	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
<b>Question 5</b>	Have you ever received Financial Aid while attending Southwestern College?	335	4	98.8%	68.4%	31.6%	100.0%
	<b>Item*</b>	<b>Response Count</b>	<b>No Response</b>	<b>Response Percent</b>	<b>Percent "Yes"</b>	<b>Percent "No"</b>	<b>Percent N/A</b>
<b>Question 6.1</b>	Do you believe receiving Financial Aid increased your ability to: Attend Southwestern College?	231	2	99.1%	91.8%	4.8%	3.5%



### Statistical Results: Financial Aid

	Item*	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent N/A
Question 6.2	Do you believe receiving Financial Aid increased your ability to: Succeed in your classes at Southwestern College?	231	2	99.1%	91.8%	4.8%	3.5%
	Item	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 7.1	Helpfulness of staff	317	22	93.5%	3.9	4	1.0
Question 7.2	Courteousness of staff	317	22	93.5%	3.8	4	1.0
Question 7.3	Amount of information provided	315	24	92.9%	3.7	4	1.1
Question 7.4	Accuracy of information provided	315	24	92.9%	3.8	4	1.0
Question 7.5	Timeliness of information	317	22	93.5%	3.7	4	1.0
Question 7.6	Your overall experience	314	25	92.6%	3.8	4	1.0
	Item	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
Question 8	Have you used any of the Financial Aid Office's online services?	335	4	98.8%	36.4%	63.6%	100.0%
	Item**	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 9.1	Amount of information provided	124	2	98.4%	4.0	4	1.0
Question 9.2	Accuracy of information provided	124	2	98.4%	4.0	4	1.0

**Statistical Results: Financial Aid**

	Item**	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
<b>Question 9.3</b>	Timeliness of information	123	3	97.6%	4.0	4	0.9
<b>Question 9.4</b>	Ease of online navigation process	124	2	98.4%	4.1	4	1.0
<b>Question 9.5</b>	Overall quality of service	124	2	98.4%	4.0	4	1.0

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

\*Item results based on *Question 5* response; Not Asked = 106

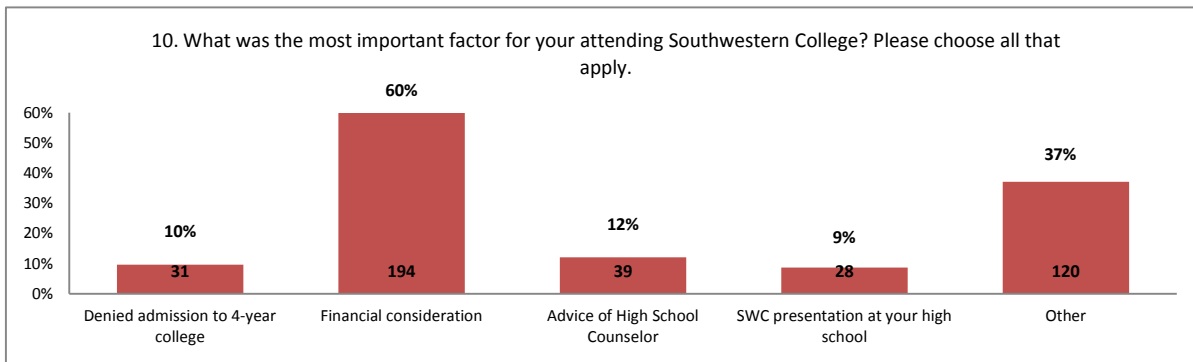
\*\*Item results based on *Question 8* response; Not Asked = 213

## Student Affairs

**Question 10**

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

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



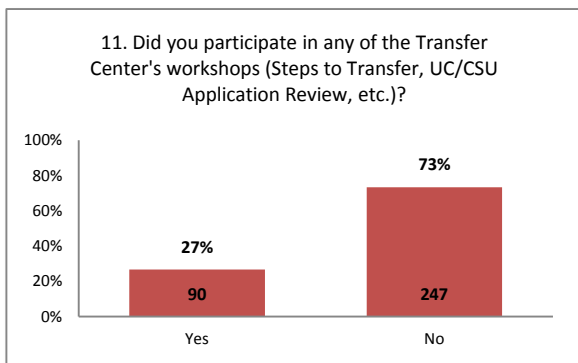
N=779

### Statistical Results: Student Affairs

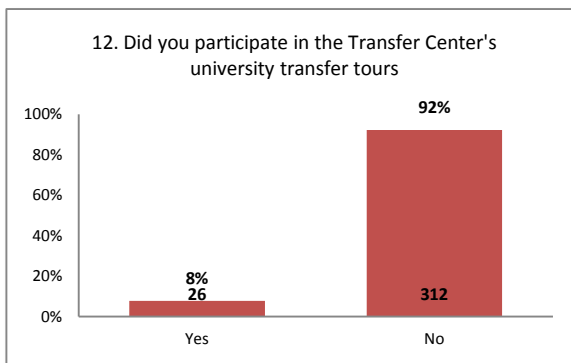
Item	Response Count	No Response	Response Percent	Mode	Mode Count	Mode Percent
Question 10 What was the most important factor for your attending Southwestern College?	324	15	95.6%	Financial Consideration	194	59.9%
<b>Other factors for attending Southwestern College (greatest to least, partial list):</b> "Location/proximity," "self-improvement," "program/course offerings," "career /vocational skill advancement," "convenience (travel, schedule, etc.)," and "university transfer/preparation."						

## Transfer Center

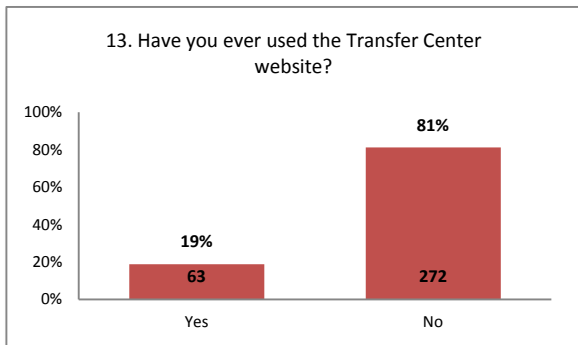
<b>Question 11</b>	Did you participate in any of the Transfer Center’s workshops (Steps to Transfer, UC/CSU Application Review, etc.)?
<b>Question 12</b>	Did you participate in any of the Transfer Center’s university campus tours?
<b>Question 13</b>	Have you ever used the Transfer Center website?
<b>Question 14</b>	Did you find the Transfer Center services helpful in meeting your educational goal or transfer goal?
<b>Question 15</b>	Based on your experience with the Transfer Center, please indicate your level of satisfaction with: <ul style="list-style-type: none"> <li>• Helpfulness of staff/counselors</li> <li>• Your experience overall</li> </ul>



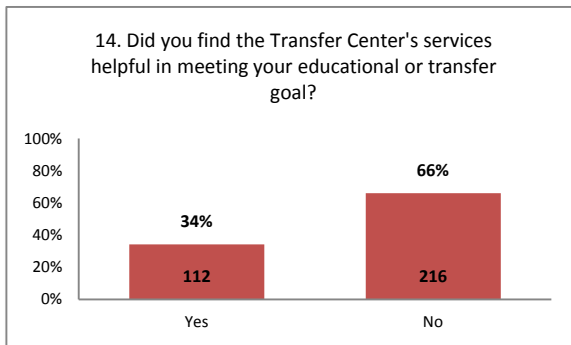
N = 337



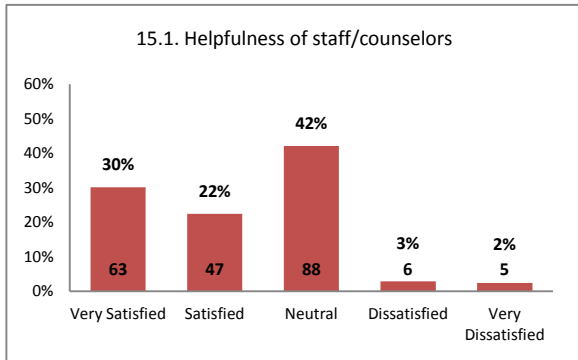
N = 338



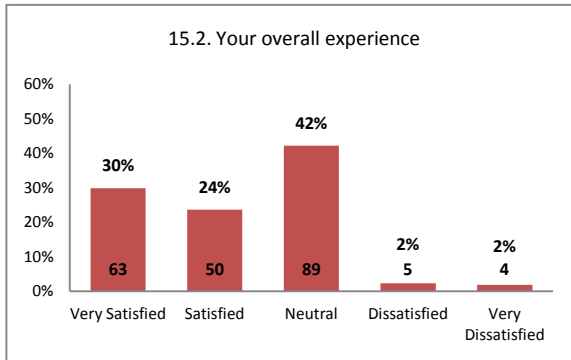
N = 335



N = 328



N = 209



N = 211

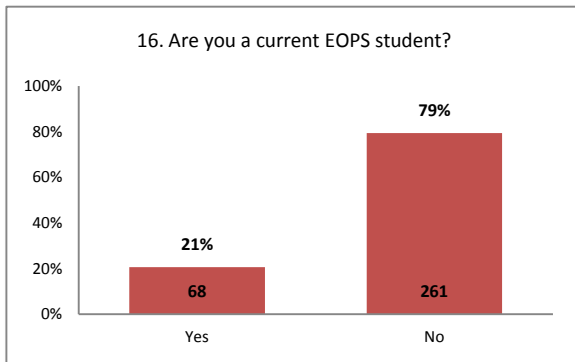
**Statistical Results: Transfer Center**

	<b>Item</b>	<b>Response Count</b>	<b>No Response</b>	<b>Response Percent</b>	<b>Percent "Yes"</b>	<b>Percent "No"</b>	<b>Percent Total</b>
<b>Question 11</b>	Did you participate in any of the Transfer Center's workshops (Steps to Transfer, UC/CSU Application Review, etc.)?	337	2	99.4%	26.7%	73.3%	100.0%
<b>Question 12</b>	Did you participate in any of the Transfer Center's university campus tours?	338	1	99.7%	7.7%	92.3%	100.0%
<b>Question 13</b>	Have you ever used the Transfer Center website?	335	4	98.8%	18.8%	81.2%	100.0%
<b>Question 14</b>	Did you find the Transfer Center services helpful in meeting your educational goal or transfer goal?	328	11	96.8%	34.1%	65.9%	100.0%
	<b>Item*</b>	<b>Response Count</b>	<b>No Response</b>	<b>Response Percent</b>	<b>Average Score</b>	<b>Median Score</b>	<b>Standard Deviation</b>
<b>Question 15.1</b>	Helpfulness of staff/counselors	209	130	61.7%	3.8	4	1.0
<b>Question 15.2</b>	Your overall experience	211	128	62.2%	3.8	4	1.0

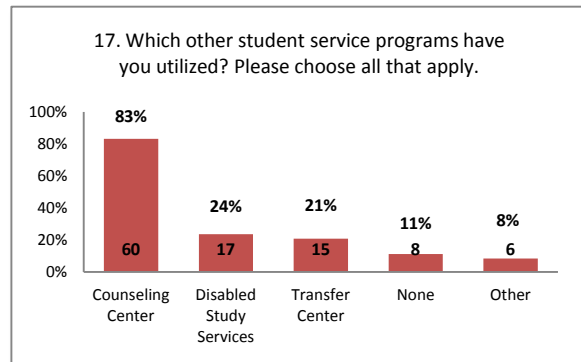
Scoring scale: Very Satisfied = 5, Satisfied = 4, Neutral = 3, Dissatisfied = 2, Very Dissatisfied = 1, Not Asked/Applicable excluded

## EOPS/CARE

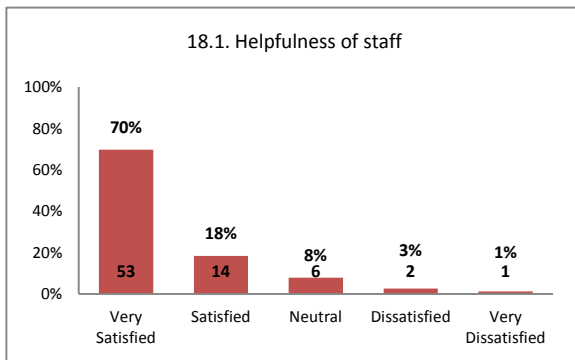
<b>Question 16</b>	Are you a current EOPS student?
<b>Question 17</b>	Which other student services programs have you utilized? Please choose all that apply:
	<ul style="list-style-type: none"> <li style="width: 33%;">• Counseling Center</li> <li style="width: 33%;">• Disabled Student Services</li> <li style="width: 33%;">• Transfer Center</li> <li style="width: 33%;">• None</li> <li style="width: 33%;">• Other (please specify: )</li> </ul>
<b>Question 18</b>	Based on your experience with EOPS, please indicate your level of satisfaction with:
	<ul style="list-style-type: none"> <li style="width: 50%;">• Helpfulness of staff</li> <li style="width: 50%;">• Your overall experience</li> </ul>



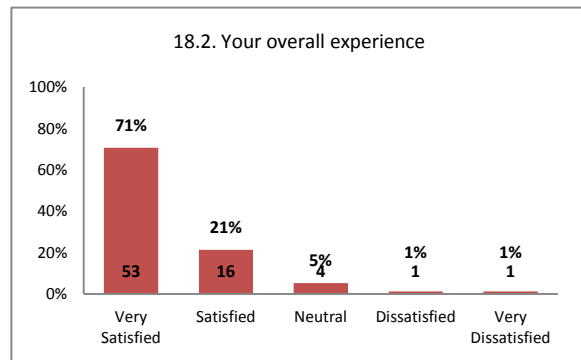
N = 329



N = 72



N = 76



N = 75

### Statistical Results: EOPS/CARE

	Item	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
<b>Question 16</b>	Are you a current EOPS student?	329	10	97.1%	20.7%	79.3%	100.0%

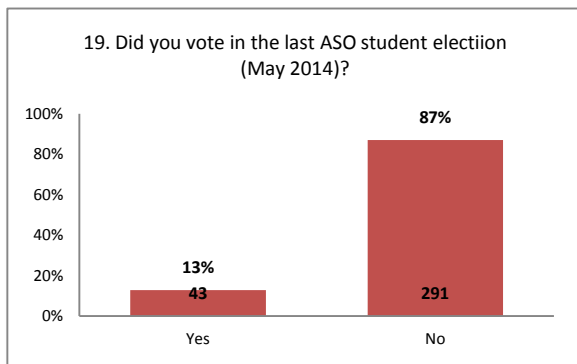
**Statistical Results: EOPS/CARE**

	Item	Response Count	No Response	Response Percent	Mode	Mode Count	Mode Percent
<b>Question 17</b>	Which other student services programs have you utilized?	72	6	96.0%	Counseling Center	60	83%
	<b>Other student service programs utilized (greatest to least, partial list):</b> "Book services" and "tutoring."						
	Item	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
<b>Question 18.1</b>	Helpfulness of staff	76	2	97.4%	4.5	5	0.9
<b>Question 18.2</b>	Your overall experience	75	3	96.2	4.6	5	0.8

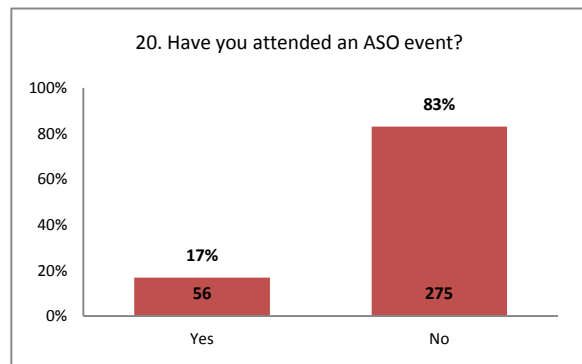
Scoring scale: Very Satisfied = 5, Satisfied = 4, Neutral = 3, Dissatisfied = 2, Very Dissatisfied = 1, Not Asked/Applicable excluded

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

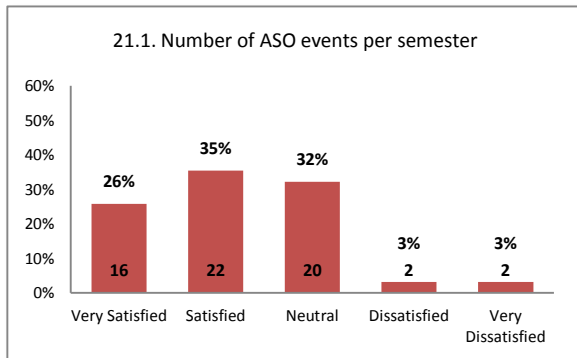
<b>Question 19</b>	Did you vote in the last ASO student election (May 2014)?
<b>Question 20</b>	Have you ever attended an ASO event?
<b>Question 21</b>	Based on your experience with ASO events, please indicate your level of satisfaction with the: <ul style="list-style-type: none"> <li>• Number of ASO events per semester</li> <li>• Variety of ASO events per semester</li> <li>• Organization of ASO events</li> <li>• Promotion of ASO events</li> </ul>
<b>Question 22</b>	Are you a member of a student club?
<b>Question 23</b>	Do the clubs at Southwestern College meet your needs?



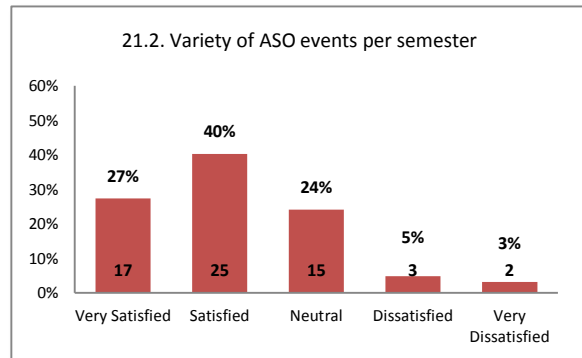
N = 334



N = 331

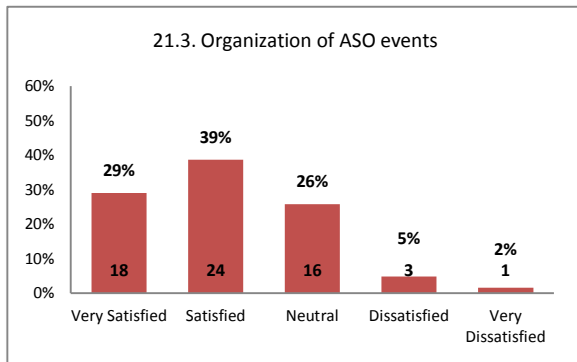


N = 62; Not Asked = 275

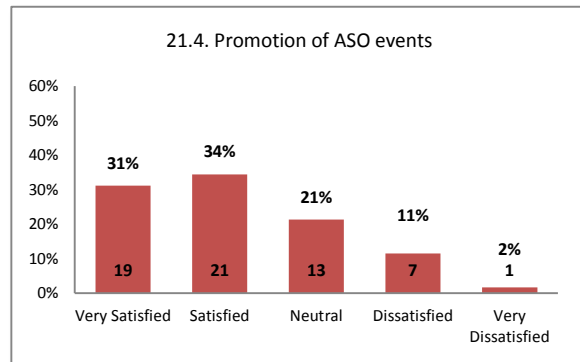


N = 62; Not Asked = 275

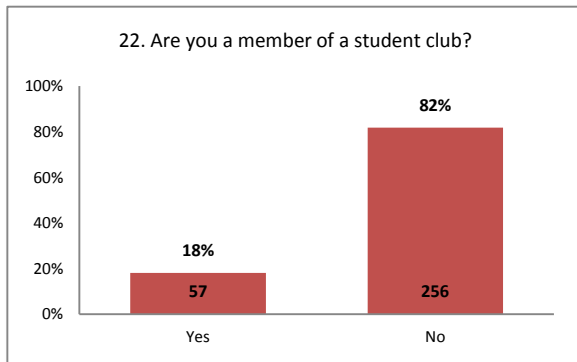




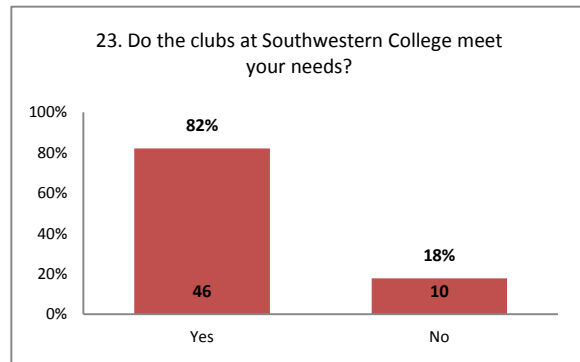
N = 62; Not Asked = 275



N = 61; Not Asked = 275



N = 313



N = 211; Not Asked = 256

### 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
<b>Question 19</b>	Did you vote in the last ASO student election (May 2014)?	334	5	98.5%	12.9%	87.1%	100.0%
<b>Question 20</b>	Have you ever attended an ASO event?	331	8	97.6%	16.9%	83.1%	100.0%
	Item*	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
<b>Question 21-1</b>	Number of ASO events per semester	62	2	96.9%	3.8	4	1.0
<b>Question 21-2</b>	Variety of ASO events per semester	62	2	96.9%	3.8	4	1.0
<b>Question 21-3</b>	Organization of ASO events	62	2	96.9%	3.9	4	0.9

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

	Item*	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 21-4	Promotion of ASO events	61	3	95.3%	3.8	4	1.1
	Item	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
Question 22	Are you a member of a student club?	313	26	92.3%	18.2%	81.8%	100.0%
Question 23	Do the clubs at Southwestern College meet your needs? **	56	27	67.5%	82.1%	17.9%	100.0%

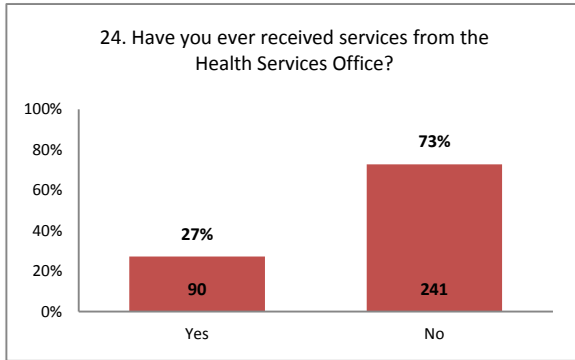
Scoring scale: Very Satisfied = 5, Satisfied = 4, Neutral = 3, Dissatisfied = 2, Very Dissatisfied = 1, Not Asked/Applicable excluded

\*Item results based on *Question 20* response; Not Asked = 275

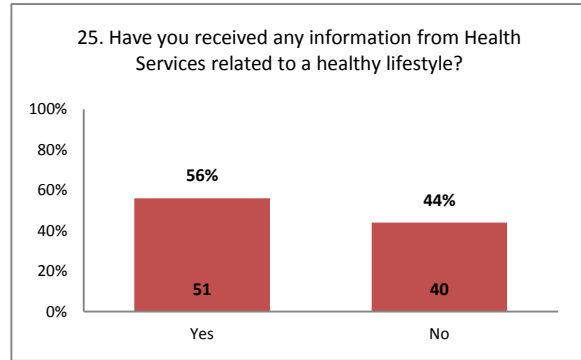
\*\*Item result based on *Question 22* response; Not Asked = 256

## Health Services

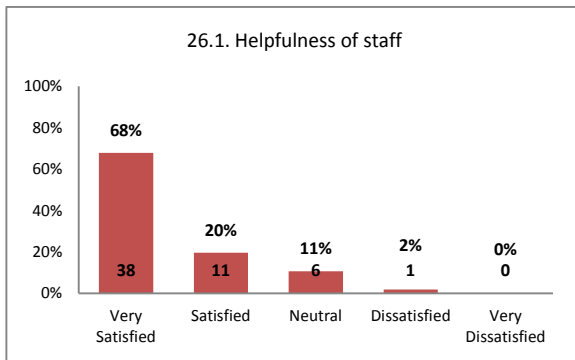
<b>Question 24</b>	Have you ever received services from the Health Services Office?
<b>Question 25</b>	Have you received any information from Health Services related to a healthy lifestyle?
<b>Question 26</b>	Based on your experience with the Health Services Office, please indicate your level of satisfaction with:
	<ul style="list-style-type: none"> <li>• Helpfulness of staff</li> <li>• Courteousness of staff</li> <li>• Your overall experience</li> </ul>



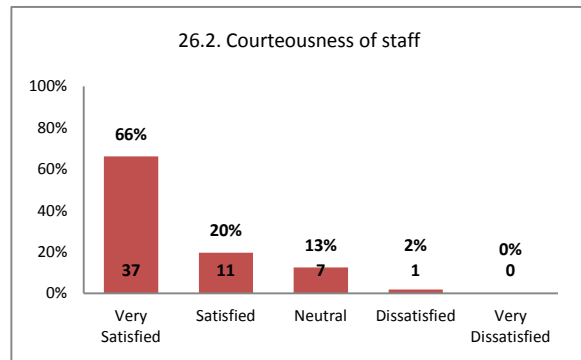
N = 331



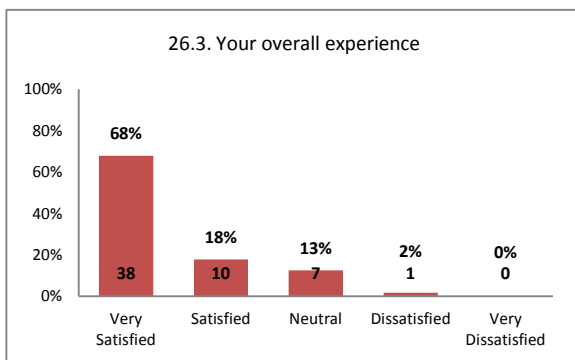
N = 331



N = 56; Not Asked = 241



N = 56; Not Asked = 241



N = 56; Not Asked = 241

### Statistical Results: Health Services

	Item	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
<b>Question 24</b>	Have you ever received services from the Health Services Office?	331	8	97.6%	27.2%	72.8%	100.0%
<b>Question 25</b>	Have you received any information from Health Services related to a healthy lifestyle?*	91	7	92.9%	56.0%	44.0%	100.0%
	Item*	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
<b>Question 26-1</b>	Helpfulness of staff	56	42	57.1%	4.5	5	0.8
<b>Question 26-2</b>	Courteousness of staff	56	42	57.1%	4.5	5	0.8
<b>Question 26-3</b>	Your overall experience	56	42	57.1%	4.5	5	0.8

Scoring scale: Very Satisfied = 5, Satisfied = 4, Neutral = 3, Dissatisfied = 2, Very Dissatisfied = 1, Not Asked/Applicable excluded  
\*Item results based on *Question 24* response; Not Asked = 241

## CalWORKs

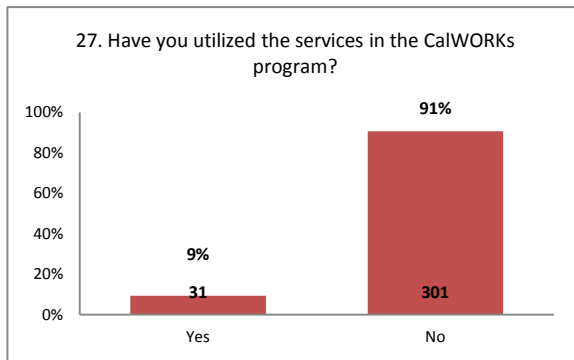
**Question 27**

Have you utilized the services in the CalWORKs program?

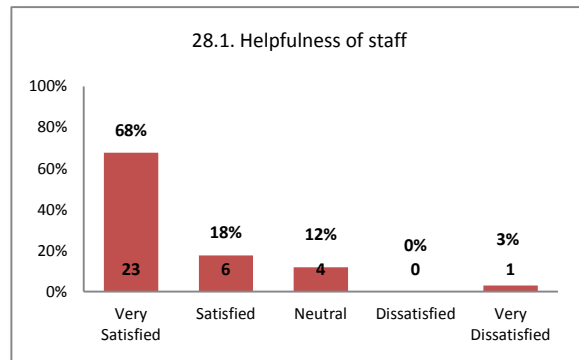
**Question 28**

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

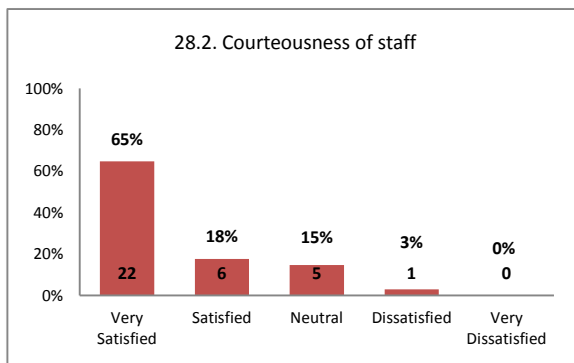
- Helpfulness of staff
- Your overall experience
- Courteousness of staff



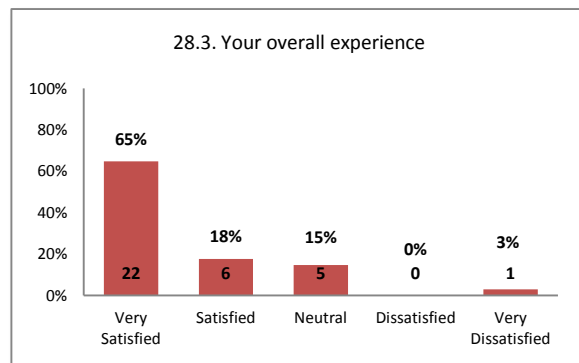
N = 331



N = 34; Not Asked = 301



N = 34; Not Asked = 301



N = 34; Not Asked = 301

### Statistical Results: CalWORKs

Item	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
<b>Question 27</b> Have you utilized the services in the CalWORKs program?	332	7	97.9%	9.3%	90.7%	100.0%
Item*	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
<b>Question 28-1</b> Helpfulness of staff	34	4	89.5%	4.5	5	0.9
<b>Question 28-2</b> Courteousness of staff	34	4	92.9%	4.4	5	0.9



**Statistical Results: CalWORKs**

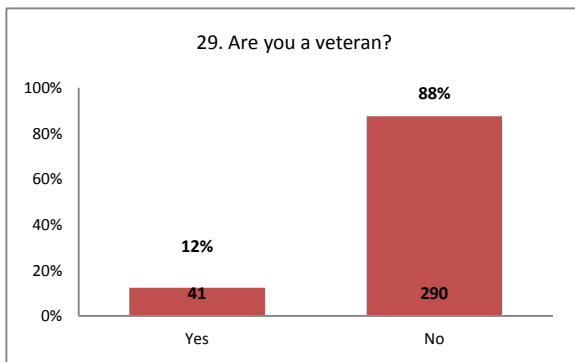
	Item*	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
<b>Question 28-3</b>	Your overall experience	34	4	92.9%	4.4	5	1.0

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

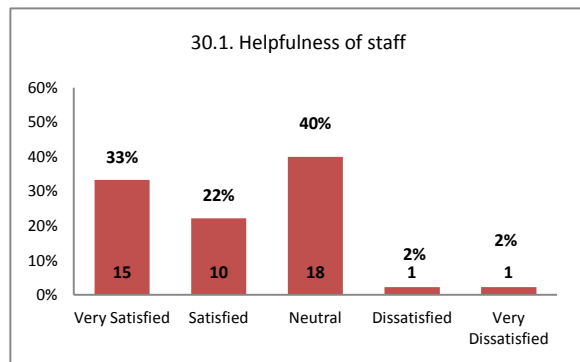
\*Item results based on *Question 27* response; Not Asked = 301

## Veterans Services

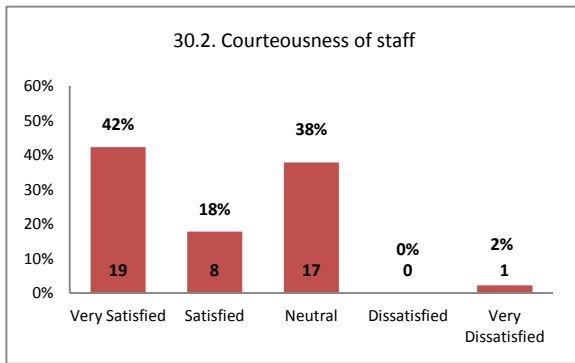
<b>Question 29</b>	Are you a veteran?
<b>Question 30</b>	Based on your experience with the Veterans' Services Office, please indicate your level of satisfaction with: <ul style="list-style-type: none"> <li>• Helpfulness of staff</li> <li>• Courteousness of staff</li> <li>• Your overall experience</li> </ul>
<b>Question 31</b>	Have you ever used services provided by the NEW Student Veterans' Resource Center?
<b>Question 32</b>	Based on your experience with the NEW Student Veterans' Resource Center, please indicate your level of satisfaction with: <ul style="list-style-type: none"> <li>• Helpfulness of staff</li> <li>• Courteousness of staff</li> <li>• You experience overall</li> </ul>



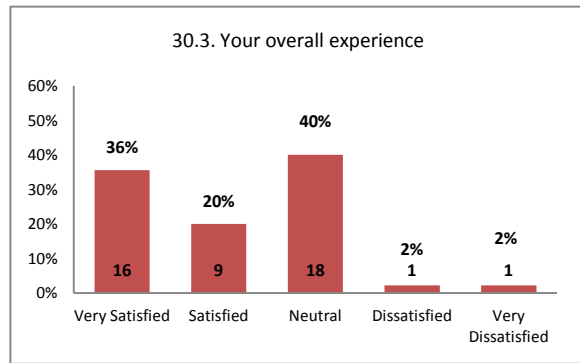
N = 331



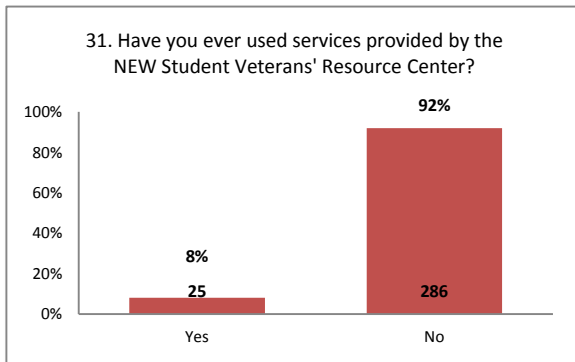
N = 45; Not Asked = 290



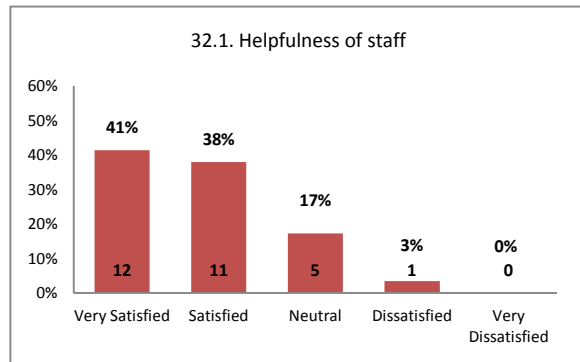
N = 45; Not Asked = 290



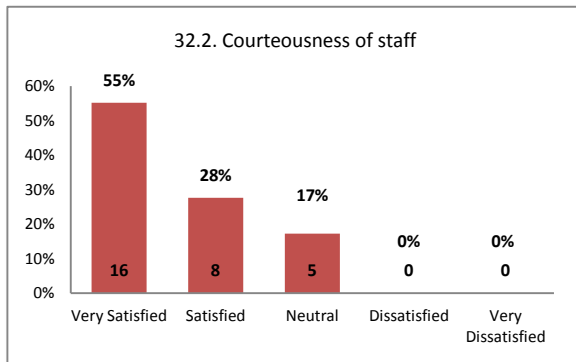
N = 45; Not Asked = 290



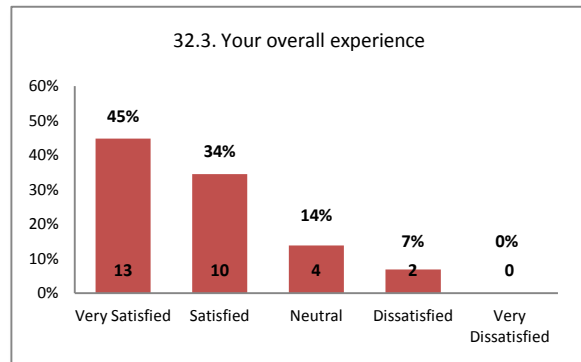
N = 311



N = 29; Not Asked = 286



N = 29; Not Asked = 286



N = 29; Not Asked = 286

### Statistical Results: Veterans Services

Question	Item	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
Question 29	Are you a veteran?	331	8	97.6%	12.4%	87.6%	100.0%
	Item*	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 30-1	Helpfulness of staff	45	4	91.8%	3.8	4	1.0
Question 30-2	Courteousness of staff	45	4	91.8%	4.0	4	1.0
Question 30-3	Your overall experience	45	4	91.8%	3.8	4	1.0
Question 31	Have you ever used services provided by the NEW Veterans' Resource Center?	311	28	91.7%	8.0%	92.0%	100.0%
	Item	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
Question 32-1	Helpfulness of staff	29	24	54.7%	4.2	4	0.8
Question 32-2	Courteousness of staff	29	24	54.7%	4.4	5	0.8
Question 32-3	Your experience overall	29	24	54.7%	4.2	4	0.9

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

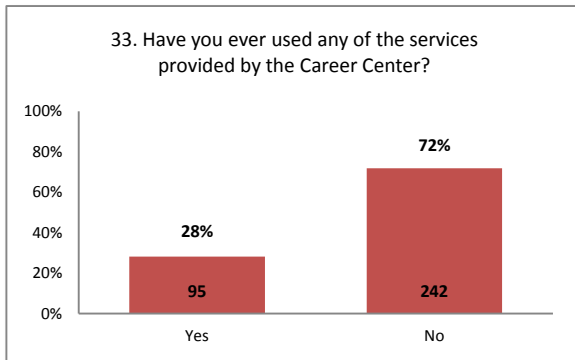
\*Item results based on Question 31 response; Not Asked = 290

\*\*Item results based on Question 33 response; Not Asked = 286

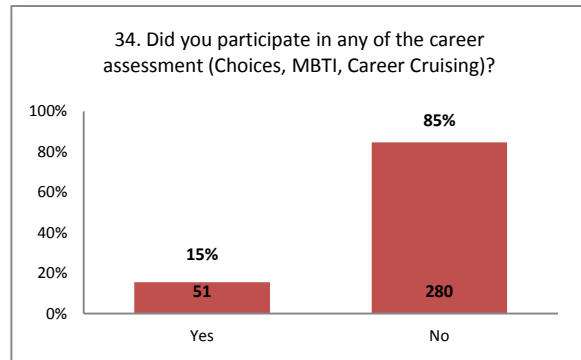


## Career Center

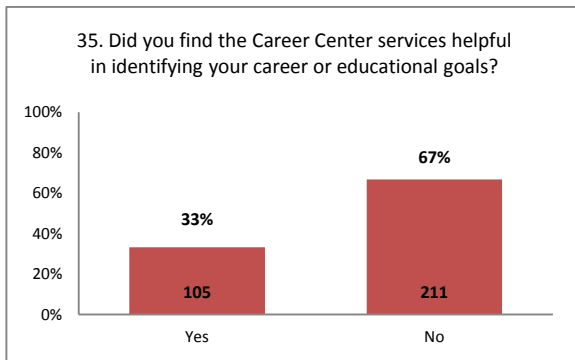
<b>Question 33</b>	Have you ever used any of the services provided by the Career Center?
<b>Question 34</b>	Did you participate in any of the career assessments (Choices, MBTI, Career Cruising)?
<b>Question 35</b>	Did you find the Career Center services helpful in identifying your career or educational goals?
<b>Question 36</b>	Based on your experience with the Southwestern College Career Center, please indicate your level of satisfaction with: <ul style="list-style-type: none"> <li>• Helpfulness of staff</li> <li>• Your experience overall</li> </ul>



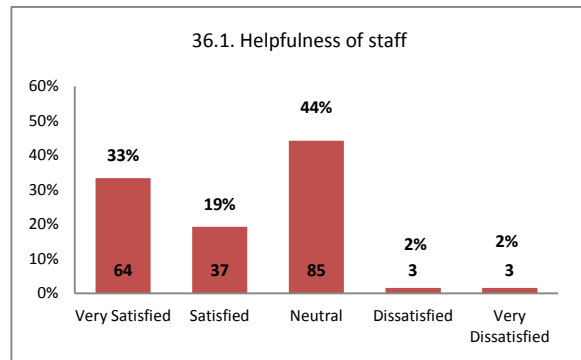
N = 337



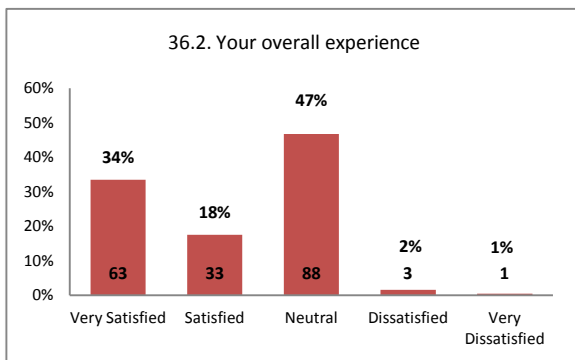
N = 331



N = 316



N = 192



N = 188

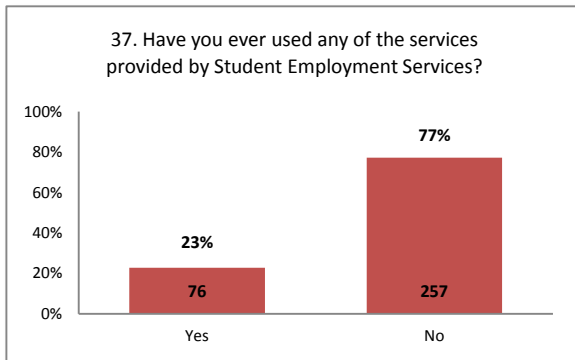
### Statistical Results: Career Center

	Item	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
Question 33	Have you ever used any of the services provided by the Career Center?	337	2	99.4%	28.2%	71.8%	100.0%
Question 34	Did you participate in any of the career assessments (Choices, MBTI, Career Cruising)?	331	8	97.6%	15.4%	84.6%	100.0%
Question 35	Did you find the Career Center services helpful in identifying your career or educational goals?	316	23	93.2%	33.2%	66.8%	100.0%
	Item*	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 36-1	Helpfulness of staff	192	147	56.6%	3.8	4	1.0
Question 36-2	Your experience overall	188	151	55.5%	3.8	4	0.9

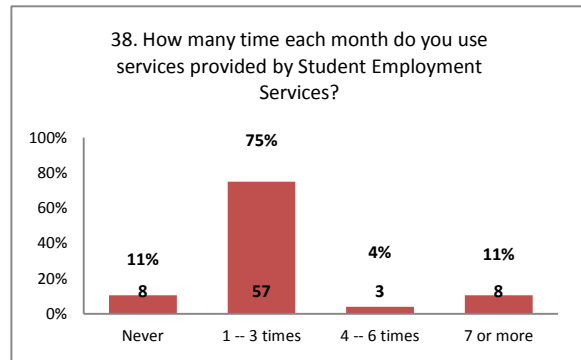
Scoring scale: Very Satisfied = 5, Satisfied = 4, Neutral = 3, Dissatisfied = 2, Very Dissatisfied = 1, Not Asked/Applicable excluded

## Student Employment Services

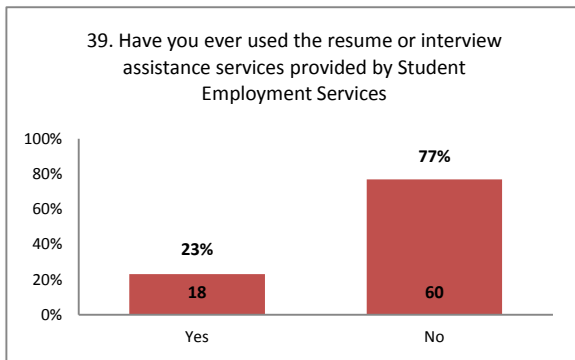
<b>Question 37</b>	Have you ever used any of the services provided by Southwestern College Student Employment Services?
<b>Question 38</b>	How many times each month do you use services provided by Southwestern College Student Employment Services? <ul style="list-style-type: none"> <li>• Never</li> <li>• 1-3 times</li> <li>• 4-6 times</li> <li>• 7 or more times</li> </ul>
<b>Question 39</b>	Have you used the resume or interview assistance services provided by Student Employment Services?
<b>Question 40</b>	Have you used the Student Employment Services website?
<b>Question 41</b>	Based on your experience with Student Employment Services, please indicate your level of satisfaction with: <ul style="list-style-type: none"> <li>• Helpfulness of staff</li> <li>• Your experience overall</li> </ul>



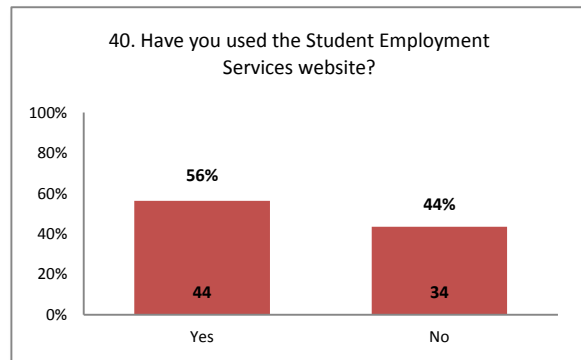
N = 333



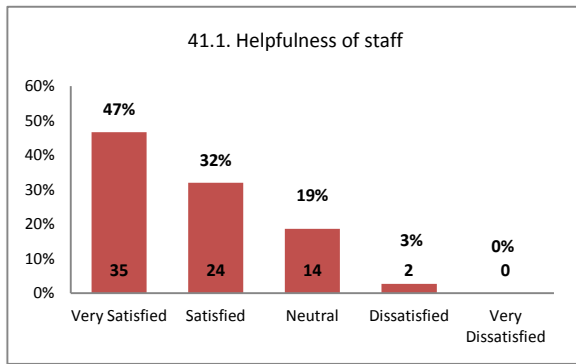
N = 76; Not Asked = 257



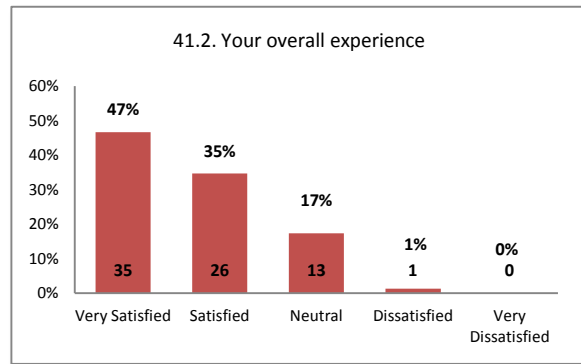
N = 78; Not Asked = 257



N = 78; Not Asked = 257



N = 75; Not Asked = 257



N = 75; Not Asked = 257

### Statistical Results: Student Employment Services

	Item	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
<b>Question 37</b>	Have you ever used any of the services provided by Student Employment Services?	333	6	98.2%	22.8%	77.2%	100.0%
	<b>Item*</b>	<b>Response Count</b>	<b>No Response</b>	<b>Response Percent</b>	<b>Mode</b>	<b>Mode Count</b>	<b>Mode Percent</b>
<b>Question 38</b>	How many times each month do you use services provided by Student Employment Services?	76	6	92.7%	1 – 3 times	57	75.0%
	<b>Item*</b>	<b>Response Count</b>	<b>No Response</b>	<b>Response Percent</b>	<b>Percent "Yes"</b>	<b>Percent "No"</b>	<b>Percent Total</b>
<b>Question 39</b>	Have you used the resume or interview assistance services provided by Student Employment Services?	78	4	95.1%	23.1%	76.9%	100.0%
<b>Question 40</b>	Have you used the Student Employment Services website?	78	4	95.1%	56.4%	43.6%	100.0%

### Statistical Results: Student Employment Services

	Item*	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
<b>Question 41-1</b>	Helpfulness of staff	75	7	91.5%	4.2	4	0.8
<b>Question 41-2</b>	Your experience overall	75	7	91.5%	4.3	4	0.8

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

\*Item results based on *Question 37* response; Not Asked = 257

## Disability Support Services

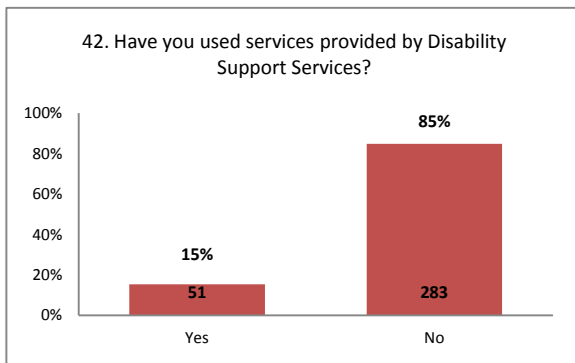
**Question 42**

Have you used services provided by Disability Support Services?

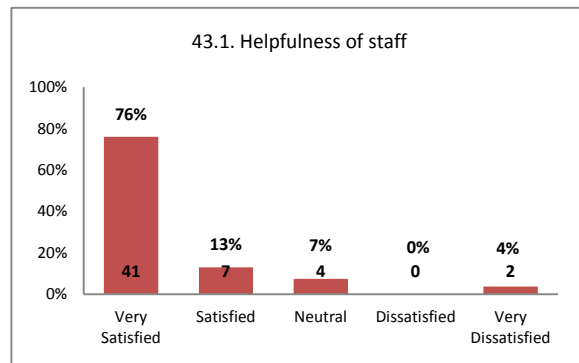
**Question 43**

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

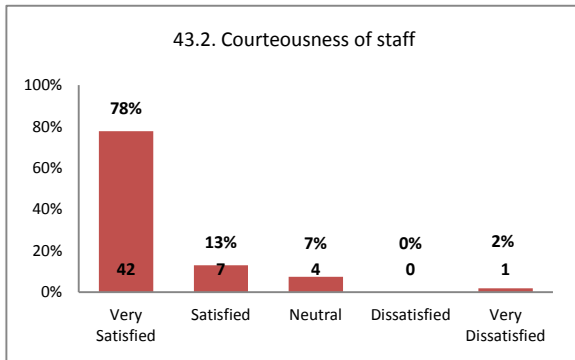
- Helpfulness of staff
- Amount of information provided
- Timeliness of information
- Courteousness of staff
- Accuracy of information provided
- Your overall experience



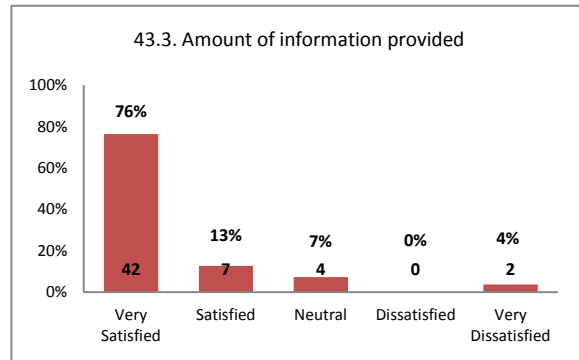
N = 334



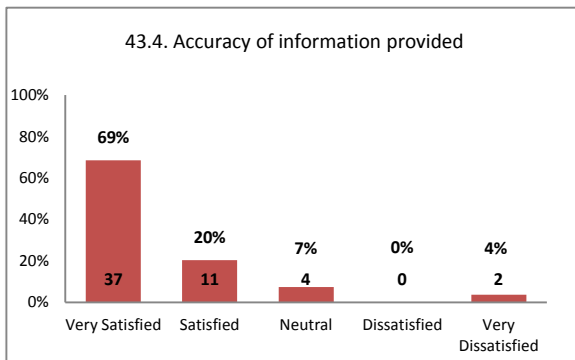
N = 54; Not Asked = 283



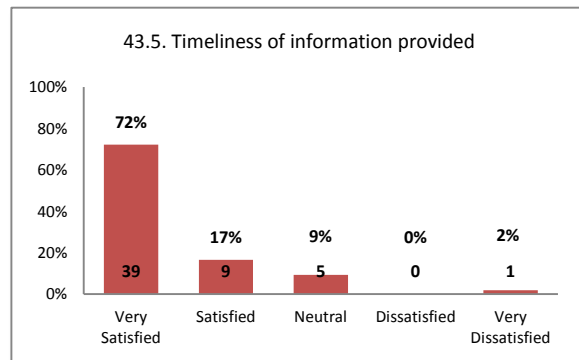
N = 54; Not Asked = 283



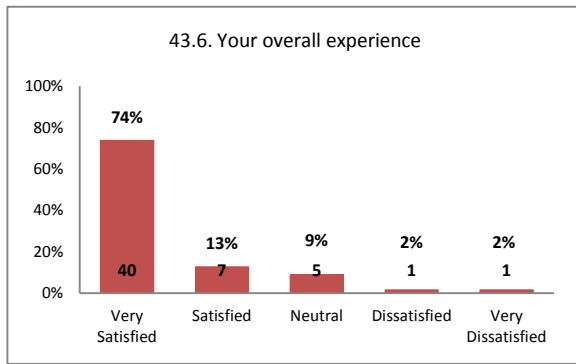
N = 55; Not Asked = 283



N = 54; Not Asked = 283



N = 54; Not Asked = 283



N = 54; Not Asked = 283

### Statistical Results: Disability Support Services

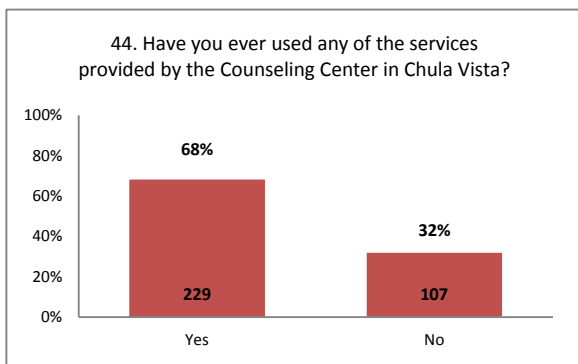
	Item	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
<b>Question 42</b>	Have you used services provided by Disability Support Services?	334	5	98.5%	15.3%	84.7%	100.0%
	Item*	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
<b>Question 43-1</b>	Helpfulness of staff	54	2	96.4%	4.6	5	0.9
<b>Question 43-2</b>	Courteousness of staff	54	2	96.4%	4.6	5	0.8
<b>Question 43-3</b>	Amount of information provided	55	1	98.2%	4.5	5	0.9
<b>Question 43-4</b>	Accuracy of information provided	54	2	96.4%	4.6	5	0.8
<b>Question 43-5</b>	Timeliness of information	54	2	96.4%	4.6	5	0.9
<b>Question 43-6</b>	Your overall experience	54	2	96.4%	4.6	5	0.9

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

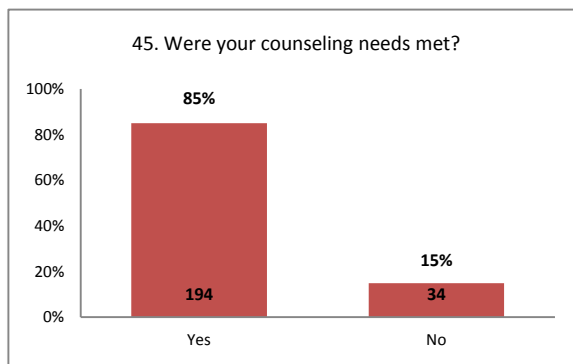
\*Item results based on *Question 42* response; Not Asked = 283

## Counseling Center

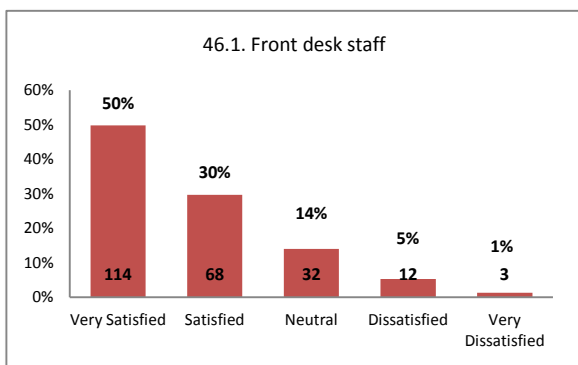
<b>Question 44</b>	Have you ever used any of the services provided by the Counseling Center in Chula Vista?
<b>Question 45</b>	Were your counseling needs met?
<b>Question 46</b>	Based on your experience with the Counseling Center at the Chula Vista campus, please indicate your level of satisfaction with:
	<ul style="list-style-type: none"> <li style="width: 33%; text-align: center;">• Front desk staff</li> <li style="width: 33%; text-align: center;">• Counselors at Walk-in service</li> <li style="width: 33%; text-align: center;">• Counselors in appointment session</li> </ul>
<b>Question 47</b>	In your first semester at Southwestern College, did you attend an orientation to college?
	<ul style="list-style-type: none"> <li style="width: 33%; text-align: center;">• Yes—I attended an in-person/traditional student orientation</li> <li style="width: 33%; text-align: center;">• Yes—I completed an online student orientation</li> <li style="width: 33%; text-align: center;">• No</li> </ul>
<b>Question 48</b>	Did you review information on any of the following topics in the Orientation Sessions?
	<ul style="list-style-type: none"> <li style="width: 33%; text-align: center;">• College resources</li> <li style="width: 33%; text-align: center;">• Student success characteristics</li> <li style="width: 33%; text-align: center;">• An overview of your educational options</li> </ul> <ul style="list-style-type: none"> <li>• Did you schedule and attend an individual counseling appointment with a college counselor?</li> </ul>



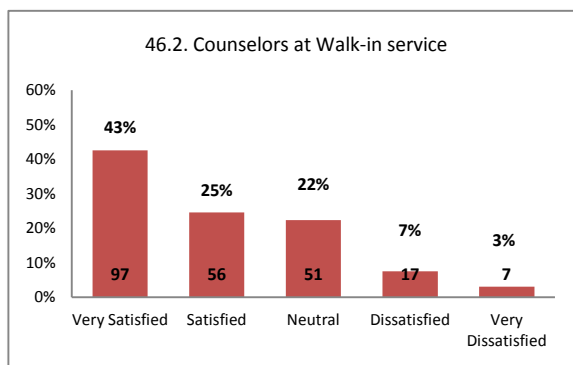
N = 336



N = 228; Not Asked = 107

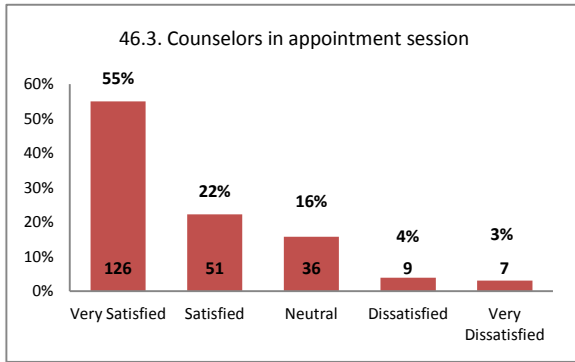


N = 229; Not Asked = 107

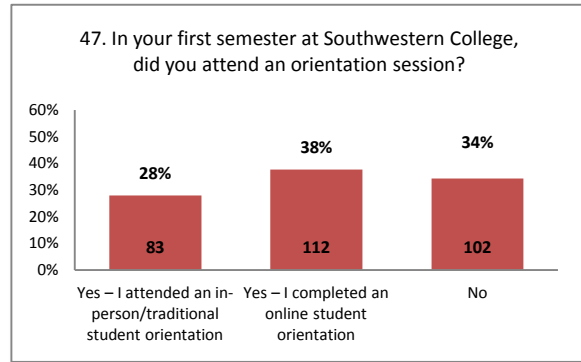


N = 228; Not Asked = 107

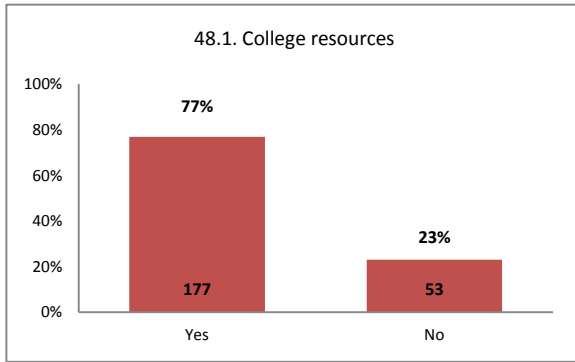




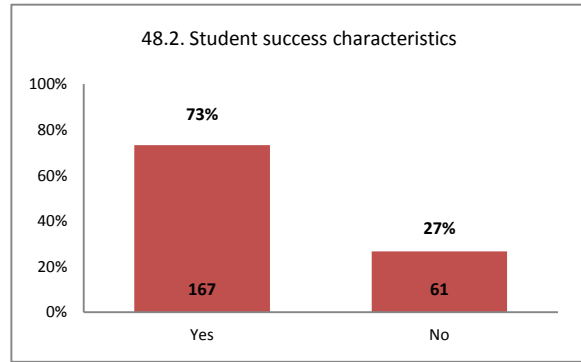
N = 229; Not Asked = 107



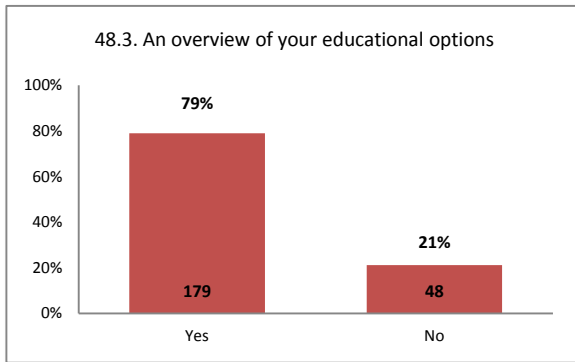
N = 297



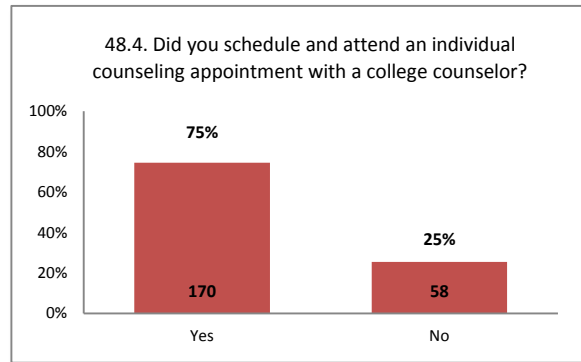
N = 230; Not Asked = 102



N = 228; Not Asked = 102



N = 227; Not Asked = 102



N = 228; Not Asked = 102

### Statistical Results: Counseling Center

	Item	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
<b>Question 44</b>	Have you ever used any of the services provided by the Counseling Center in Chula Vista?	336	3	99.1%	68.2%	31.8%	100.0%
<b>Question 45</b>	Were your counseling needs met?*	228	4	98.3%	85.1%	14.9%	100.0%



**Statistical Results: Counseling Center**

	Item*	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 46-1	Front desk staff	229	3	98.7%	4.2	4	1.0
Question 46-2	Counselors at Walk-in service	228	4	98.3%	4.0	4	1.1
Question 46-3	Counselors in appointment session	229	3	98.7%	4.2	5	1.0
	Item	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
Question 47-1	Yes—I attended an in-person/traditional student orientation	83	N/A	24.5%	27.9%	N/A	27.9%
Question 47-2	Yes—I completed an online student orientation	112	N/A	33.0%	37.7%	N/A	37.7%
Question 47-3	No	102	N/A	30.1%	N/A	34.3%	34.3%
	Total	297	73	87.6%	65.6%	34.4%	100.0%
	Item**	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
Question 48-1	College resources	230	7	97.0%	77.0%	23.0%	100.0%
Question 48-2	Student success characteristics	228	9	96.2%	73.2%	26.8%	100.0%
Question 48-3	An overview of your educational options	227	10	95.8%	78.9%	21.1%	100.0%
Question 48-4	Did you schedule and attend an individual counseling appointment with a college counselor?	228	9	96.2%	74.6%	25.4%	100.0%

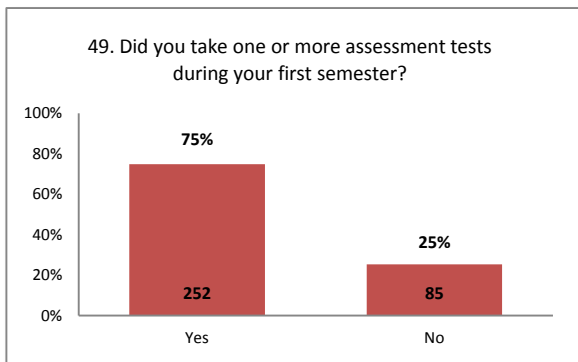
Scoring scale: Very Satisfied = 5, Satisfied = 4, Neutral = 3, Dissatisfied = 2, Very Dissatisfied = 1, Not Asked/Applicable excluded

\*Item result based on Question 44 response; Not Asked = 107

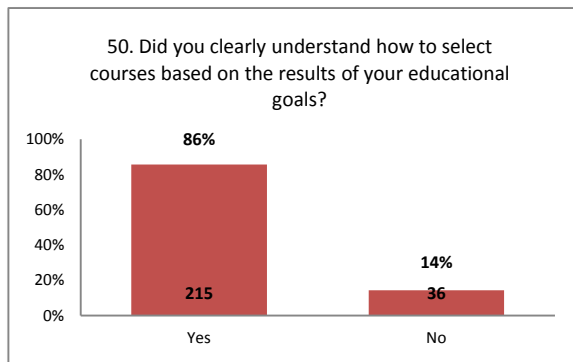
\*\*Item results based on Question 47 response; Not Asked = 102

## Assessment Center/Prerequisites Center

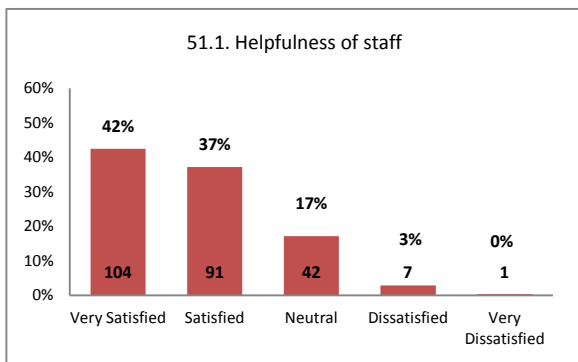
<b>Question 49</b>	Did you take one or more assessment tests during your first semester?
<b>Question 50</b>	Do you clearly understand how to select courses based on the results of your educational goals?
<b>Question 51</b>	Based on your experience with the Assessment Center/Prerequisites Center, please indicate your level of satisfaction with:
	<ul style="list-style-type: none"> <li>• Helpfulness of staff</li> <li style="margin-left: 100px;">• Your overall experience</li> </ul>



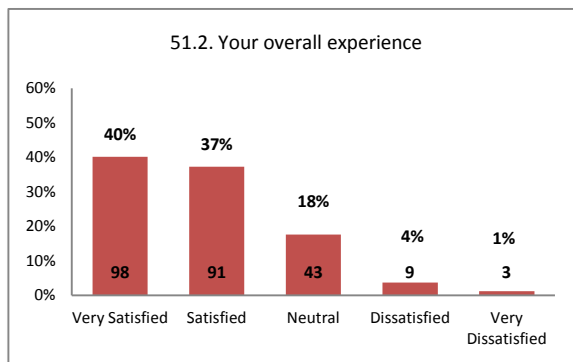
N = 337



N = 251; Not Asked = 85



N = 245; Not Asked = 85



N = 244; Not Asked = 85

### Statistical Results: Assessment Center/Prerequisites Center

	Item	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
<b>Question 49</b>	Did you take one or more assessment tests during your first semester?	337	2	99.4%	74.8%	25.2%	100.0%
<b>Question 50</b>	Do you clearly understand how to select courses based on the results of your educational goal?*	251	3	98.8%	85.7%	14.3%	100.0%

**Statistical Results: Assessment Center/Prerequisites Center**

	Item*	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
<b>Question 51-1</b>	Helpfulness of staff	245	9	96.5%	4.2	4	0.8
<b>Question 51-2</b>	Your overall experience	244	10	96.1%	4.1	4	0.9

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

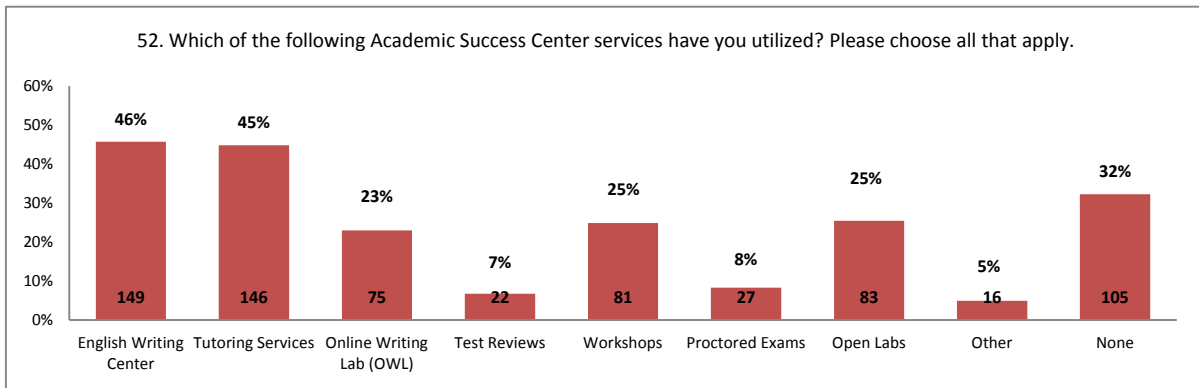
\*Item results based on *Question 49* response; Not Asked = 85

## Academic Success Center

**Question 52**

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

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



N=326

### 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?*	326	13	96.2%	English Writing Center	149	45.7%
<b>Other Academic Success Center services utilized (greatest to least, partial list):</b> "Computer lab" and "study/testing rooms."						

## Open-Ended Questions

<b>Question 53</b>	Name one service you utilized and liked the most, why you liked it, or how the service was helpful to you.
<b>Question 54</b>	Name one service you utilized that you <i>did not</i> like and what can be done to improve this service.
<b>Question 55</b>	List the “Top 3” NEW online service you would like the College to provide.

The *Southwestern College Student Satisfaction Survey*'s open-ended question section offered the opportunity for students to provide feedback regarding current student and institutional support services. The first open-ended question asked students what single service or department is “liked the most,” the reason for their favorable view, and how it was helpful to them. Immediately following this question, students were then asked to identify services utilized that they “*did not* like” and what could be done to “improve this service.” The first two questions complement one another and designed with the purpose of identifying the strengths and weaknesses across a range of student and institutional support services. The final question asked students to list any three (3) *NEW online services* which were not currently available at Southwestern College that they would like to see the College provide.

The analysis makes use of a simple grouping and classification system:

- All responses were first classified into a single service or departmental category
- Counts were made of category items
- Comments were examined for common themes

Student and institutional support services or departmental categories for the first two open-ended prompts were reported only for those achieving a count threshold of ten or more. In the final open-ended prompt, the “Top 3” rankings reflect the highest counts among the new online services requested by students.

### Statistical Results: Open-Ended Questions

<b>Question 53</b>	Name one service you utilized and liked the most, why you liked it, or how the service was helpful to you:*			
		<u>Response</u>	<u>Response</u>	
		<u>Count</u>	<u>Percentage</u>	
			<u>Comment Summary</u>	
	Tutoring (Open Labs, Library-ITC, etc.)	26	13.3%	Helpful, patient
	Writing Center/OWL	26	13.3%	Helpful, informative
	Counseling	23	11.7%	Helpful, constructive
EOPS/CARE	18	9.2%	Important additional support	
Math Center/Math Open Labs	11	5.6%	Improved understanding	
<b>Question Response Total</b>	<b>196</b>			

\*Only categories with 10 or more responses are listed

### Statistical Results: Open-Ended Questions

Name one service you utilized that you <i>did not</i> like and what can be done to improve this service:*			
Item	<u>Response</u>	<u>Response</u>	<u>Comment Summary</u>
	<u>Count</u>	<u>Percentage</u>	
Question 54 Tutorial Open Labs (Math Center, Writing Center, etc.)	13	8.2%	Time constraints, not enough tutors
Counseling	12	7.6%	Limited availability, information provided
<b>Question Response Total</b>	<b>158</b>		

\*Only categories with 10 or more responses are listed

List the "Top 3" NEW online service you would like the College to provide:			
Item	<u>Response</u>	<u>Response</u>	<u>Comment Summary</u>
	<u>Count</u>	<u>Percentage</u>	
Question 55 1. Online counseling access	13	11.4%	Live chat, scheduling
2. Online tutoring	12	10.5%	Greater accessibility
3. Online financial aid assistance	5	4.4%	Additional resources
<b>Question Response Total</b>	<b>114</b>		

## 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, *Dissatisfied* = 2 and *Very Dissatisfied* = 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."

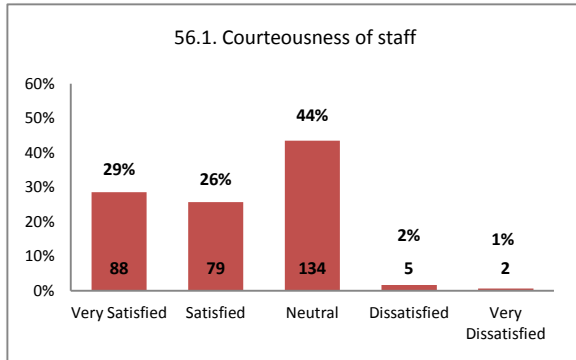


## Custodial Services

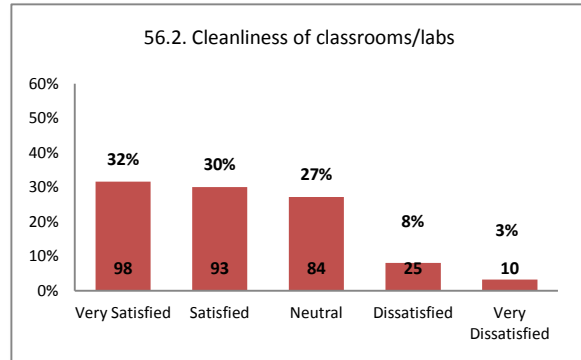
**Question 56**

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

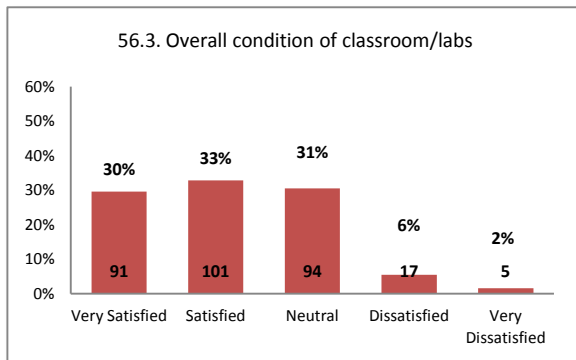
- Courteousness of staff
- Cleanliness of classroom/labs
- Overall condition of classroom/labs
- Level of supplies in the restrooms



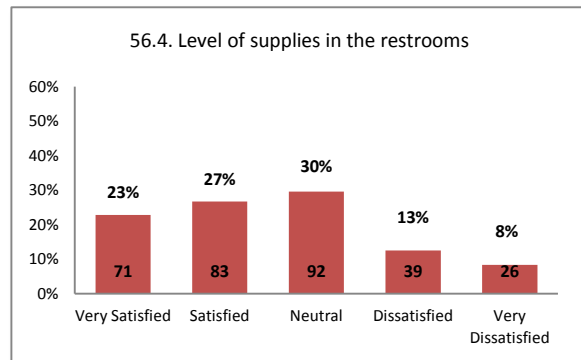
N = 308



N = 310



N = 308



N = 311

### Statistical Results: Custodial Services

	Item	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
<b>Question 56-1</b>	Courteousness of staff	308	31	90.9%	3.8	4	0.9
<b>Question 56-2</b>	Cleanliness of classrooms/labs	310	29	91.4%	3.8	4	1.1
<b>Question 56-3</b>	Overall condition of classroom/labs	308	31	90.9%	3.8	4	1.0
<b>Question 56-4</b>	Level of supplies in the restrooms	311	28	91.7%	3.4	3	1.2

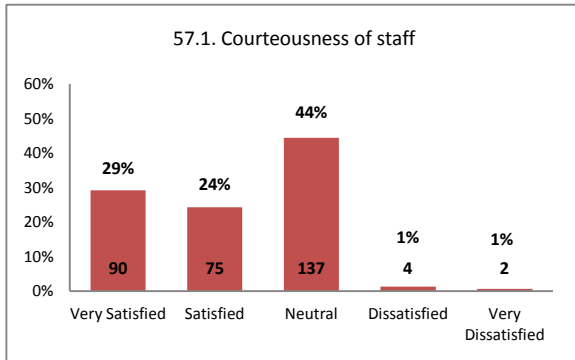
Scoring scale: Very Satisfied = 5, Satisfied = 4, Neutral = 3, Dissatisfied = 2, Very Dissatisfied = 1

## Grounds Department

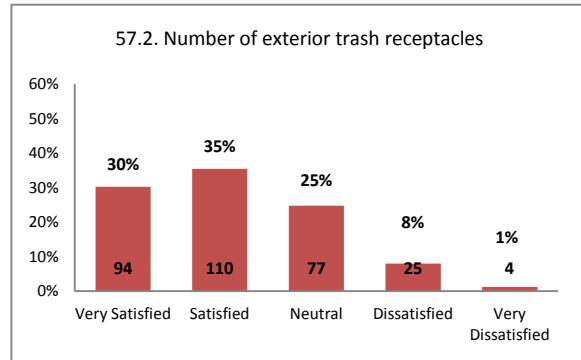
**Question 57**

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

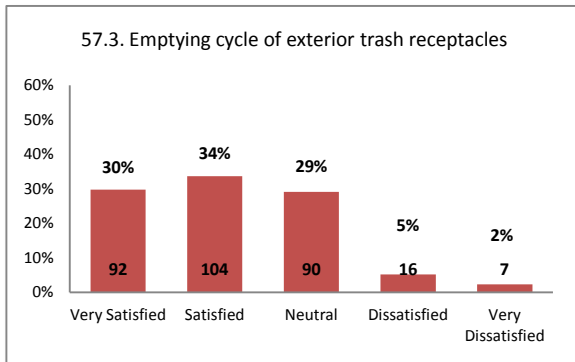
- Courteousness of staff
- Emptying cycle of exterior trash receptacles
- Number of exterior trash receptacles
- College landscape



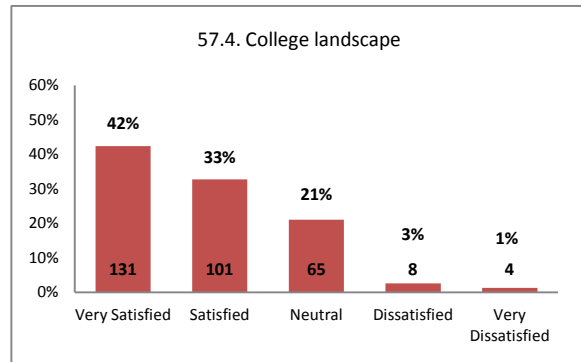
N = 308



N = 310



N = 309



N = 309

### Statistical Results: Grounds Department

	Item	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
<b>Question 57-1</b>	Courteousness of staff	308	31	90.9%	3.8	4	0.9
<b>Question 57-2</b>	Number of exterior trash receptacles	310	29	91.4%	3.9	4	1.0
<b>Question 57-3</b>	Emptying cycle of exterior trash receptacles	309	30	91.2%	3.8	4	1.0
<b>Question 57-4</b>	College landscape	309	30	91.2%	4.1	4	0.9

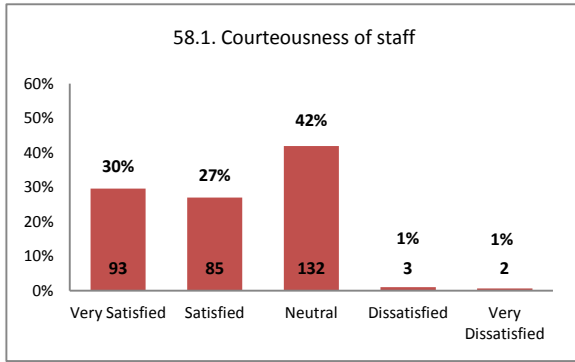
Scoring scale: Very Satisfied = 5, Satisfied = 4, Neutral = 3, Dissatisfied = 2, Very Dissatisfied = 1

## Maintenance Department

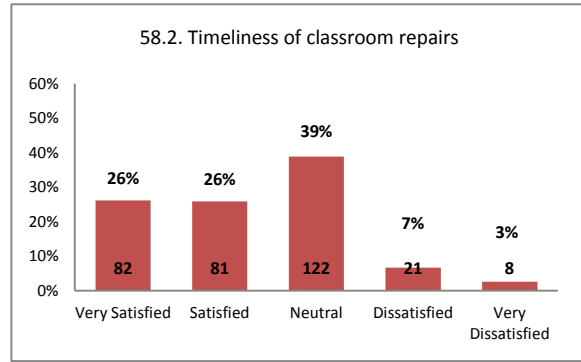
**Question 58**

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

- Courteousness of staff
- Timeliness of classroom repairs



N = 315



N = 314

### Statistical Results: Maintenance Department

	Item	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
<b>Question 58-1</b>	Courteousness of staff	315	24	92.9%	3.8	4	0.9
<b>Question 58-2</b>	Timeliness of classroom repairs	314	25	92.6%	3.7	4	1.0

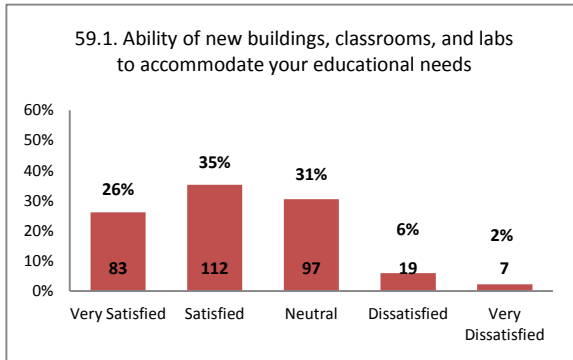
Scoring scale: Very Satisfied = 5, Satisfied = 4, Neutral = 3, Dissatisfied = 2, Very Dissatisfied = 1

## Facilities Department

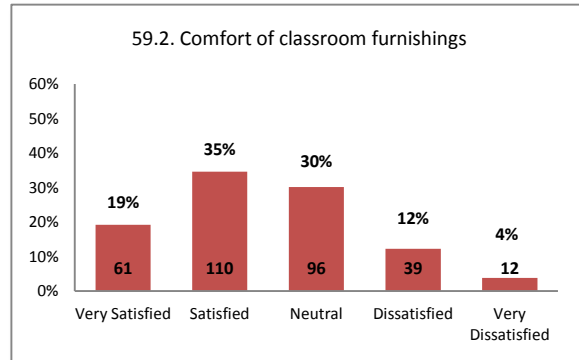
### Question 59

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

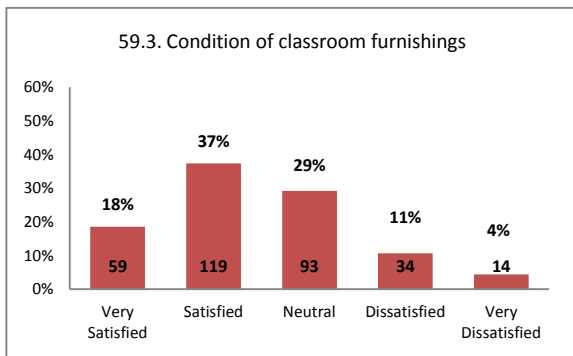
- Ability of new buildings, classrooms and labs to accommodate your educational needs
- Condition of classroom furnishings
- Comfort of classroom furnishings
- Promptness with which safety hazards are removed



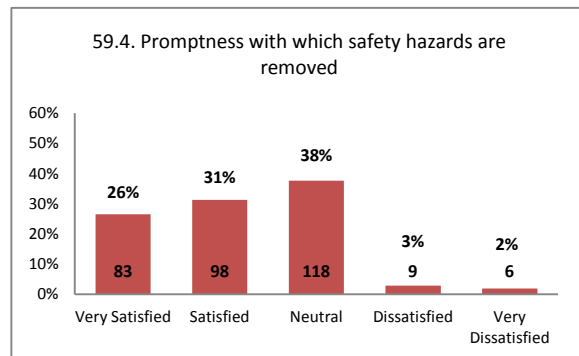
N = 318



N = 318



N = 319



N = 314

## Statistical Results: Facilities Department

	Item	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 59-1	Ability of new buildings, classrooms and labs to accommodate your educational needs	318	21	93.8%	3.8	4	1.0
Question 59-2	Comfort of classroom furnishings	318	21	93.8%	3.5	4	1.1
Question 59-3	Condition of classroom furnishings	319	20	94.1%	3.5	4	1.0

### Statistical Results: Facilities Department

	Item	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
<b>Question 59-4</b>	Promptness with which safety hazards are removed	314	25	92.6%	3.8	4	0.9

Scoring scale: Very Satisfied = 5, Satisfied = 4, Neutral = 3, Dissatisfied = 2, Very Dissatisfied = 1

## Food Services/Cafeteria

**Question 60**

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

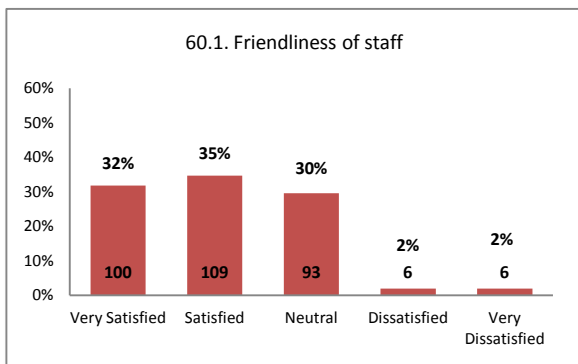
- Friendliness of staff
- Cleanliness of food service area
- Courteousness of staff
- Food inventory levels
- Selection of cold food choices
- Wait time
- Selection of hot food choices
- Prices

**Question 61**

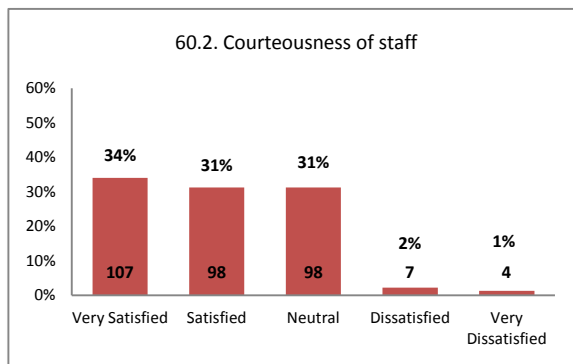
Would you like to see more hours for the Student Union Cafeteria (main campus)?

**Question 62**

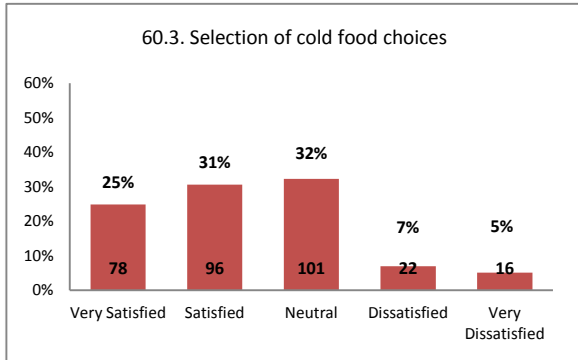
What other hot/cold food choices would you like to see made available?



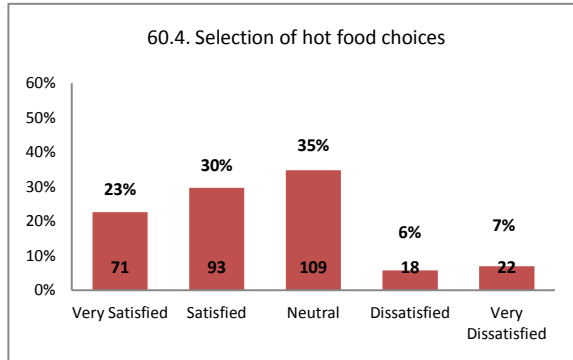
N = 314



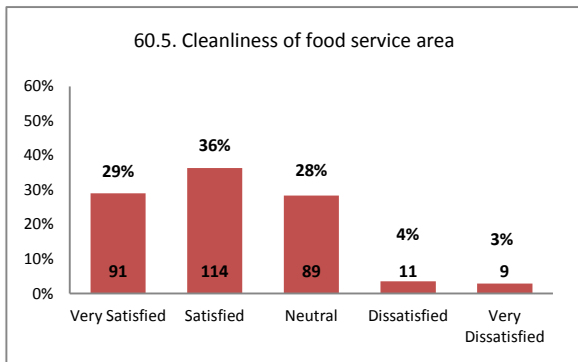
N = 314



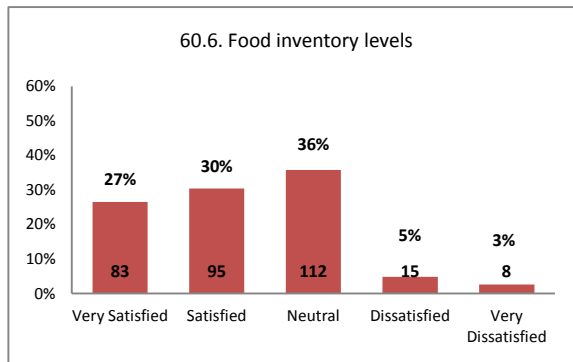
N = 313



N = 313



N = 314

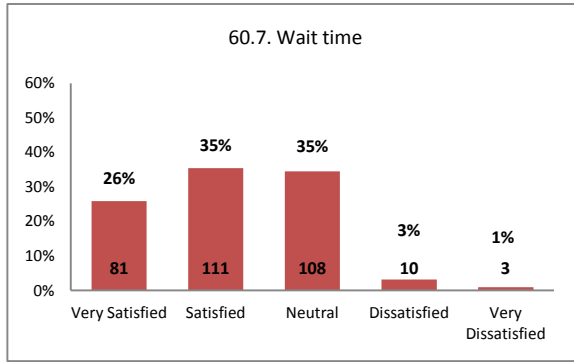


N = 313

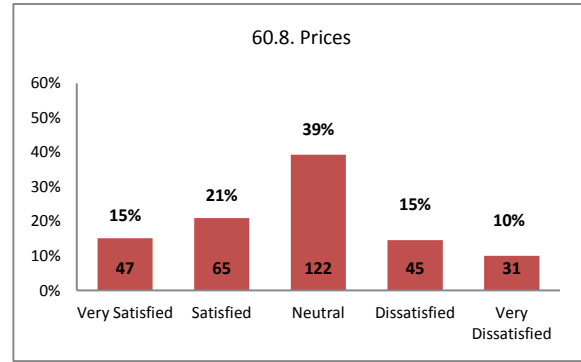
## Survey Charts & Results



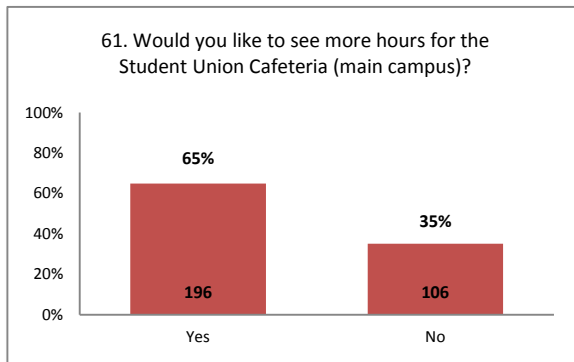
Satisfaction Survey  
Spring 2015



N = 313



N = 310



N = 302

## Statistical Results: Food Services/Cafeteria

	Item	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
<b>Question 60-1</b>	Friendliness of staff	314	25	92.6%	3.9	4	0.9
<b>Question 60-2</b>	Courteousness of staff	314	25	92.6%	3.9	4	0.9
<b>Question 60-3</b>	Selection of cold food choices	313	26	92.3%	3.6	4	1.1
<b>Question 60-4</b>	Selection of hot food choices	313	26	92.3%	3.6	4	1.1
<b>Question 60-5</b>	Cleanliness of food service area	314	25	92.6%	3.9	4	1.0
<b>Question 60-6</b>	Food inventory levels	313	26	92.3%	3.7	4	1.0
<b>Question 60-7</b>	Wait time	313	26	92.3%	3.8	4	0.9
<b>Question 60-8</b>	Prices	310	29	91.4%	3.2	3	1.2

Scoring scale: Very Satisfied = 5, Satisfied = 4, Neutral = 3, Dissatisfied = 2, Very Dissatisfied = 1

### Statistical Results: Food Services/Cafeteria

Item	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
<b>Question 61</b>						
Would you like to see more hours for the Student Union Cafeteria (main campus)?	302	37	89.1%	64.9%	35.1%	100.0%
<b>What other hot/cold food choices would you like to see made available?</b>						
<b>Item</b>	<b>Response Count</b>		<b>Response Percentage</b>	<b>Comment Summary</b>		
Fresher/healthier food choices	30		21.7%	Vegetables, fruits, etc.		
Pasta-based food choices	12		8.7%	Spaghetti, ravioli, macaroni and cheese, etc.		
Larger salad selection	11		8.0%	More options/variety, including fruit salads		
Expanded Mexican and Asian cuisine menu	11		8.0%	Tamales, enchiladas, chicken teriyaki, chow mein, lumpia, etc.		
Larger breakfast menu	10		7.2%	Omelets, pancakes, waffles, and other menu choices		
Fresh juices/smoothies	10		7.2%	"Jamba Juice" and other fresh juice beverages		
<b>Question Response Total</b>	<b>138</b>		—	—		

\*Only categories with 10 or more responses are listed

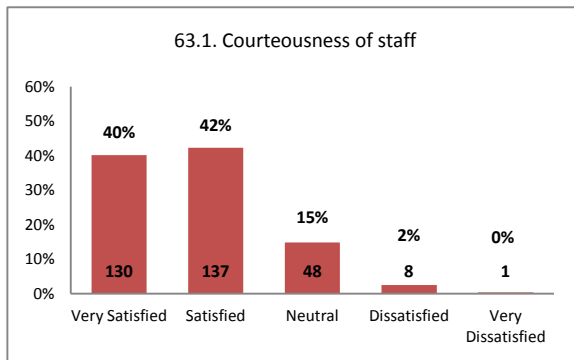


## Southwestern College Bookstore

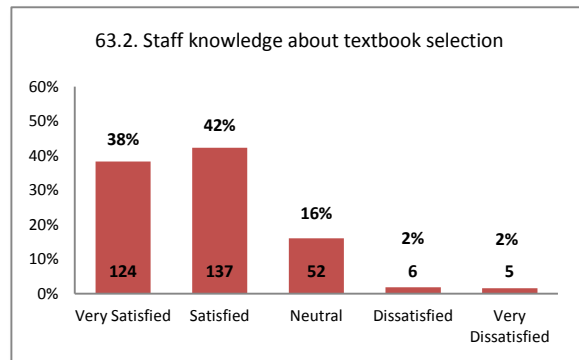
### Question 63

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

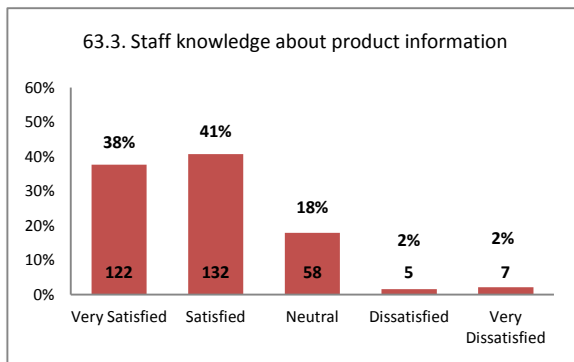
- Courteousness of staff
- Staff knowledge about textbook selection
- Staff knowledge about product information
- Cleanliness of store



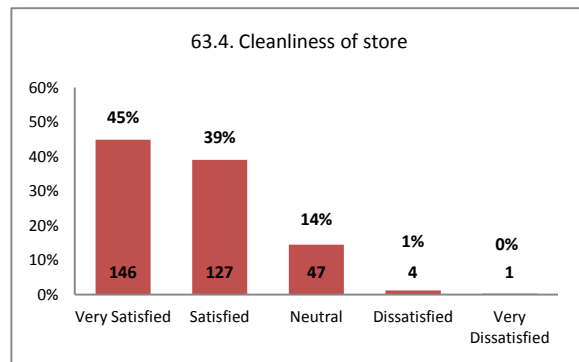
N = 324



N = 324



N = 324



N = 325

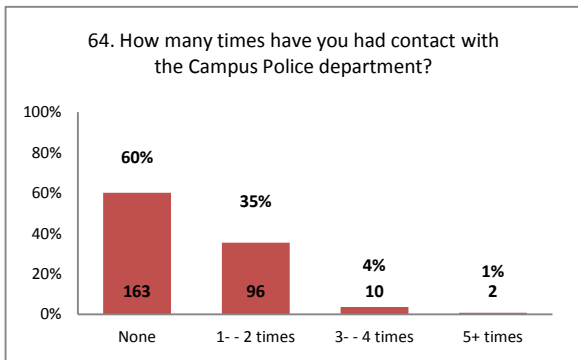
## Statistical Results: Southwestern College Bookstore

	Item	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 63-1	Courteousness of staff	324	15	95.6%	4.2	4	0.8
Question 63-2	Staff knowledge about textbook selection	324	15	95.6%	4.1	4	0.9
Question 63-3	Staff knowledge about product information	324	15	95.6%	4.1	4	0.9
Question 63-4	Cleanliness of store	325	14	95.9%	4.3	4	0.8

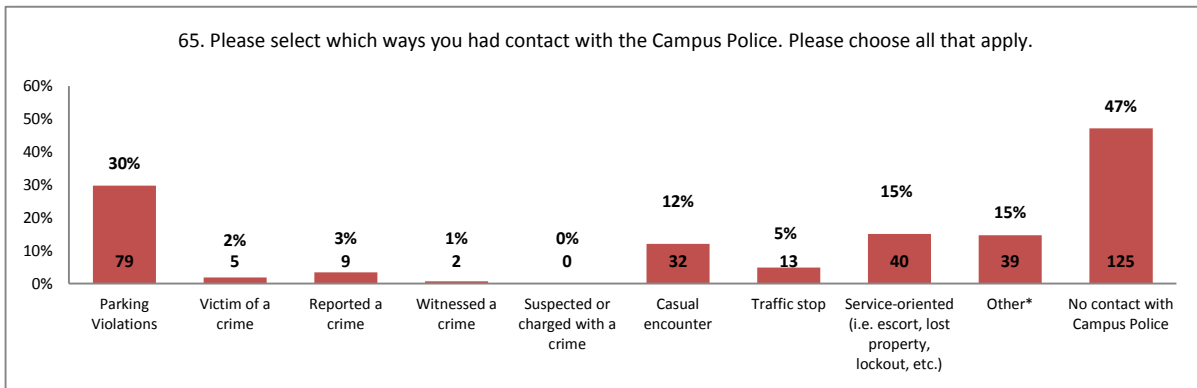
Scoring scale: Very Satisfied = 5, Satisfied = 4, Neutral = 3, Dissatisfied = 2, Very Dissatisfied = 1

## Police Department

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



N = 271

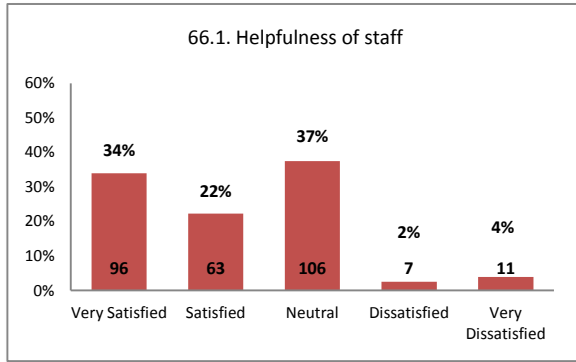


N = 265

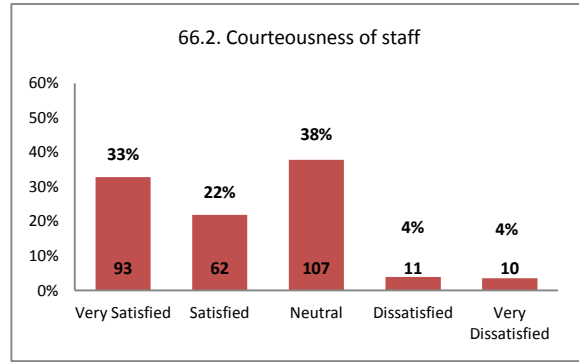
## Survey Charts & Results



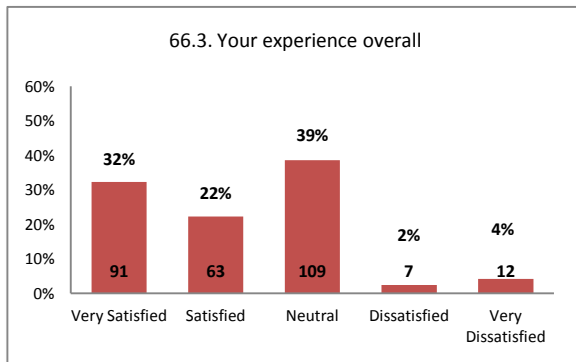
Satisfaction Survey  
Spring 2015



N = 283



N = 283



N = 282

## Statistical Results: Police Department

	Item	Response Count	No Response	Response Percent	Mode	Mode Count	Mode Percent
<b>Question 64</b>	How many times have you had contact with the Campus Police department?	271	68	79.9%	None	163	60.1%
<b>Question 65</b>	Please select which ways you had contact with the Campus Police.*	265	74	78.2%	No contact with Campus Police	125	47.2%
	*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
<b>Question 66-1</b>	Helpfulness of staff	283	56	83.5%	3.8	4	1.1
<b>Question 66-2</b>	Courteousness of staff	283	56	83.5%	3.8	4	1.1

### Statistical Results: Police Department

	Item	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
<b>Question 66-3</b>	Your experience overall	282	57	83.2%	3.8	4	1.1

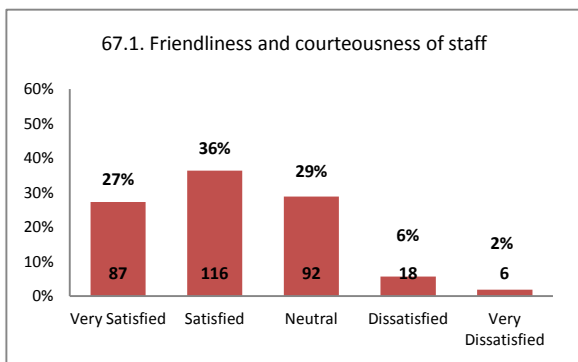
Scoring scale: Very Satisfied = 5, Satisfied = 4, Neutral = 3, Dissatisfied = 2, Very Dissatisfied = 1

### College Cashiers Office

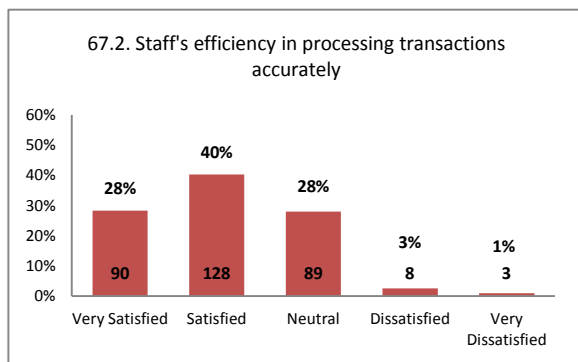
**Question 67**

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

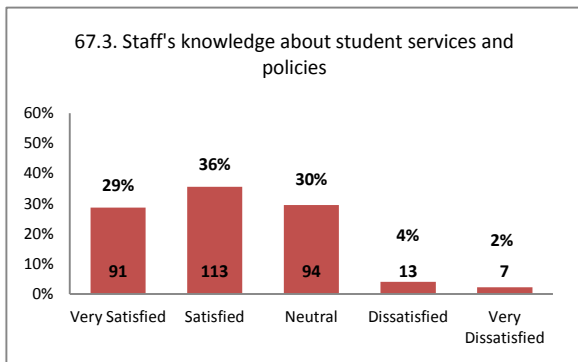
- Friendliness of  
courteousness of staff
- Staff's efficiency in  
processing transaction  
accurately
- Staff's knowledge about  
student services and  
policies



N = 319



N = 318



N = 318

### Statistical Results: College Cashiers Office

	Item	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
<b>Question 67-1</b>	Friendliness and courteousness of staff	319	20	94.1%	3.8	4	1.0
<b>Question 67-2</b>	Staff's efficiency in processing transactions accurately	318	21	93.8%	3.9	4	0.9
<b>Question 67-3</b>	Staff's knowledge about student services and policies	318	21	93.8%	3.8	4	1.0

Scoring scale: Very Satisfied = 5, Satisfied = 4, Neutral = 3, Dissatisfied = 2, Very Dissatisfied = 1

## 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.

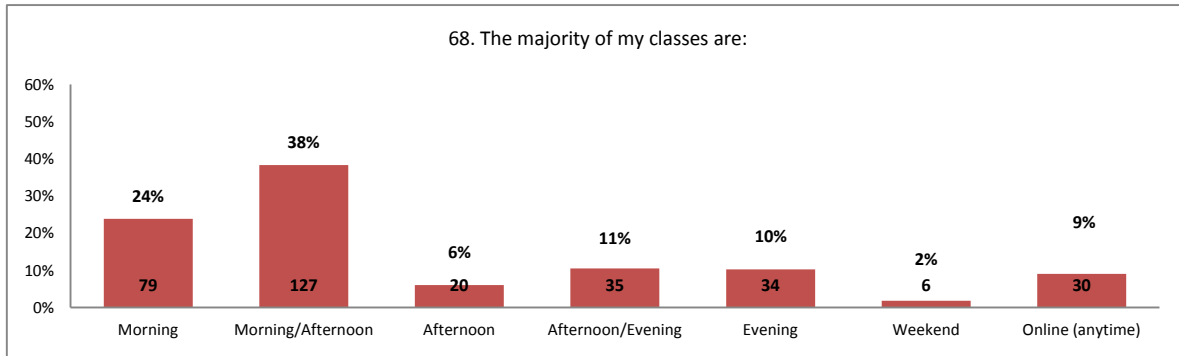
- Among respondents, a substantial number take classes in the morning and morning/afternoon period. However, the relative proportion of responses related to class scheduling is only an approximate measure of the general student population.
- For those interested in accessing additional information regarding 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
- Afternoon/Evening
- Online (anytime)
- Morning/Afternoon
- Evening
- Afternoon
- Weekend



N=326

## Statistical Results: Your Schedule

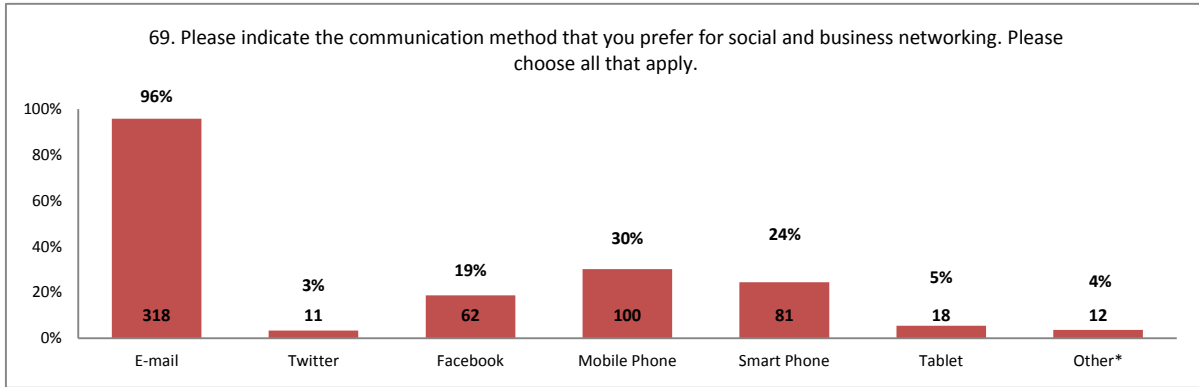
Item	Response Count	No Response	Response Percent	Mode	Mode Count	Mode Percent
Question 68 The majority of my classes are:	331	8	97.6%	Morning/Afternoon	127	38.4%

## Your Preferred Communication Method

**Question 69**

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=326


### Statistical Results: Your Preferred Communication Method

**Question 69**

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.	332	7	97.9%	E-mail	318	95.8%
<i>*Other includes "in-person/face-to-face" and "phone calls."</i>						



# Appendix

Class Climate	Southwestern Community College Student Satisfaction Survey, Spring 2015	
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	Somewhat Familiar	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"/>
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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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"/>

Class Climate	Southwestern Community College Student Satisfaction Survey, Spring 2015	
---------------	---	---

**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"/>

4. Based on your experience with Admissions and Records, 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"/>

**FINANCIAL AID**

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

Yes  No

*If you answered "No" to Question 5 above, please skip to Question 7.*

6. 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

Yes  No  Not Applicable

Class Climate	Southwestern Community College Student Satisfaction Survey, Spring 2015	SCANTRON
---------------	---	----------

7. Based on your experience with the Financial Aid 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"/>
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"/>

8. Have you ever used any of the Financial Aid Office's online services?  
 Yes                                       No                                       Not Applicable  
*If you answered "No" to Question 8 above, please skip to Question 10.*

9. Based on your experience using online services provided by the Financial Aid Office, 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"/>
Ease of online navigation process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall quality of service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**STUDENT AFFAIRS**

10. 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  
 If "Other" selected, please specify:

Class Climate	Southwestern Community College Student Satisfaction Survey, Spring 2015	SCANTRON
---------------	---	----------

### TRANSFER CENTER

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

- Yes  No

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

- Yes  No

13. Have you ever used the Transfer Center website?

- Yes  No

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

- Yes  No

*If you answered "No" to Questions 11 - 14, please skip to Question 16.*

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
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

16. Are you a current EOPS student?

- Yes  No

*If you answered "No" to Question 16 above, please skip to Question 19.*


17. 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:

18. Based on your experience with EOPS, 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"/>

Class Climate	Southwestern Community College Student Satisfaction Survey, Spring 2015	
---------------	---	---

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

19. Did you vote in the last ASO student election (May 2014)?

- Yes  No

20. Have you ever attended an ASO event?

- Yes  No

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

**21. 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"/>

22. Are you a member of a student club?

- Yes  No

*If you answered "No" to Question 22 above, please skip to Question 24.*

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

- Yes  No

**HEALTH SERVICES**

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

- Yes  No


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

- Yes  No

*If you answered "No" to either Question 24 or 25 above, please skip to Question 27.*

**26. 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"/>

Class Climate	Southwestern Community College Student Satisfaction Survey, Spring 2015	
---------------	---	---

**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"/>

**VETERANS SERVICES**

29. Are you a veteran?

- Yes  No

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

30. 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"/>

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

- Yes  No

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

32. 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"/>

Class Climate	Southwestern Community College Student Satisfaction Survey, Spring 2015	SCANTRON
---------------	---	----------

**CAREER CENTER**

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

- Yes  No

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

- Yes  No

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

- Yes  No

*If you answered "No" to Questions 33 - 35 above, please skip to Question 37.*

36. Based on your experience with the Southwestern College 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**

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

- Yes  No

*If you answered "No" to Question 37 above, please skip to Question 42.*

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

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

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

- Yes  No


40. Have you used the Student Employment Services website?

- Yes  No

41. 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"/>



Class Climate	Southwestern Community College Student Satisfaction Survey, Spring 2015	
---------------	---	---

**DISABILITY SUPPORT SERVICES**

42. Have you used services provided by Disability Support Services?  
 Yes  No  
 If you answered "No" to Question 42 above, please skip to Question 44.

43. 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**

44. Have you ever used any of the services provided by the Counseling Center in Chula Vista?  
 Yes  No  
 If you answered "No" to Question 44 above, please skip to Question 47.


45. Were your counseling needs met?  
 Yes  No

46. 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"/>

47. 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 47 above, please skip to Question 50.

Class Climate	Southwestern Community College Student Satisfaction Survey, Spring 2015	
---------------	---	---

**48. 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
- Did you schedule and attend an individual counseling appointment with a college counselor?  
 Yes  No

**ASSESSMENT CENTER/PREREQUISITES CENTER**

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

- Yes  No

*If you answered "No" to Question 50 above, please skip to Question 53.*

50. Did you clearly understand how to select courses based on the results of your educational goals?

- Yes  No

**51. Based on your experience with the Assessment Center/Prerequisites Center, please indicate your level of satisfaction with:**


	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>
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"/>

**ACADEMIC SUCCESS CENTER**

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

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

If "Other" selected, please specify:

Class Climate	Southwestern Community College Student Satisfaction Survey, Spring 2015	
---------------	---	---

**OPEN-ENDED QUESTIONS**

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

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

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

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

**CUSTODIAL SERVICES**


56. 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**

57. 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"/>

Class Climate	Southwestern Community College Student Satisfaction Survey, Spring 2015	
---------------	---	---

**MAINTENANCE DEPARTMENT**

58. 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**


59. 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**

60. 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"/>

Class Climate	Southwestern Community College Student Satisfaction Survey, Spring 2015	
---------------	---	---

**60. Based on your experience with Food Services, please indicate your level of satisfaction with the: [Continue]**

61. Would you like to see more hours for the Student Union Cafeteria (main campus)?

- Yes  No

62. What other hot/cold food choices would you like to see made available? (200 character limit)

**SOUTHWESTERN COLLEGE BOOKSTORE**

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

	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>
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"/>
Cleanliness of store	<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?

- None  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:

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> Parking Violations | <input type="checkbox"/> Victim of a crime  | <input type="checkbox"/> Reported a crime              |
| <input type="checkbox"/> Witnessed a crime  | <input type="checkbox"/> Suspected or charged with a crime                            | <input type="checkbox"/> Casual encounter              |
| <input type="checkbox"/> Traffic stop       | <input type="checkbox"/> Service-oriented (i.e. escort, lost property, lockout, etc.) | <input type="checkbox"/> No contact with Campus Police |

Other

If "Other" selected, please specify:

Class Climate	Southwestern Community College Student Satisfaction Survey, Spring 2015	SCANTRON
---------------	---	----------

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

	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>
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:**

	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>
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:

<input type="checkbox"/> Morning	<input type="checkbox"/> Morning/Afternoon	<input type="checkbox"/> Afternoon
<input type="checkbox"/> Afternoon/Evening	<input type="checkbox"/> Evening	<input type="checkbox"/> Weekend
<input type="checkbox"/> 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: