



2017-2018

Student Feedback Survey



B.Todhunter, Office of Institutional Research
Southwestern Community College
2017-2018

TABLE OF CONTENTS

Key Findings	2
Introduction	3
Familiarity	6
Useage	9
Overall Satisfaction	12
Individual Reports	13
Admissions & Records	14
Assessment Center	15
Associated Student Organization (ASO)	16
ASO/Student Clubs	19
Bookstore	21
CalWORKS.....	22
Career Center	23
Cashiering Office	24
College Police	25
Counseling Services	27
Disability Support Services (DSS).....	28
Evaluations	29
Extended Opportunities Programs and Services (EOPS)	30
Financial Aid Office.....	31
Food Services.....	32
Health Services	35
Learning Assistance Services (Academic Success Center/Tutoring)	37
Learning Resource Center (LRC)/ Library	39
Outreach Office	40
Personal Wellness Services	41
Student Employment Services.....	42
Transfer Center	43
Veterans' Resource Center.....	44
Veterans Services Office.....	45
Custodial Services.....	46
Grounds Services	47
Maintenance Services	48
Facilities Services.....	49
Supplemental Questions [Housing]	50
Supplemental Questions [Demographics].....	51
Appendix	i

KEY FINDINGS

- The response rate for the 2018 Southwestern Community College Student Feedback Survey was the highest on record, with a response rate of 17.7% ($N = 3,377$). Survey response rate for the 2016 Student Feedback Survey was 13.8% ($N = 2,666$).
- The three services students were most *familiar* with were the Bookstore, Counseling Services, and Financial Aid.
- The three services students reported the most *usage* of were the Bookstore, Counseling Services, and Admissions & Records.
- The three services with the highest overall *satisfaction* were Extended Opportunities Programs and Services (EOPS), Disability Support Services (DSS), and the Learning Resource Center (LRC)/Library.
- Between the 2016 and 2018 Student Feedback Survey, overall *satisfaction* for Student Clubs and EOPS has increased.
- Of our respondents, 39.4% reported being a first-generation college student, and 28.3% reported their primary language is something other than English.
- Of our respondents, 49.2% reported paying a monthly rent or mortgage, and 61.6% reported living with parent(s)/guardian(s).
- Survey respondents were primarily female (65.4%), Hispanic (64%), and 24 years or younger (63.6%).

INTRODUCTION

PURPOSE

The *2018 Student Feedback Survey* was intended to measure student perceptions and opinions regarding student services and institutional support services. State educational code requires post-secondary institutions to maintain processes capable of generating evidence-based data for accreditation, institution-wide assessment, and student learning outcome evaluations. The *SWC Student Feedback 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 and functions as an important means for generating Program Review assessment data.

SURVEY REVISIONS

The following describe revisions to the survey administration process or survey material between the 2016 Student Feedback Survey and the 2018 Student Feedback Survey:

1. The survey was administered earlier in April (April 3rd vs. April 18th) and remained open for 4 weeks (2016 survey opened April 18rd, closed May 1st).
 2. The following services/programs were added to the 2018 survey in some capacity: Service Learning Program, Associated Student Organization (ASO) Services.
 3. Questions within the following services/programs were altered or added: Associated Student Organization (ASO)/Student Clubs, Counseling Services, College Police.
 4. The following services/programs were deleted from the 2018 survey: Supplemental Information [Transportation].
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SURVEY ADMINISTRATION PROCESS

The survey was administered to all students currently enrolled in the Spring 2018 term as of March 19th, 2018; 19,070 students were included in this list. An email inviting students to participate in the Student Feedback Survey was sent to these students on April 3rd, 2018. Incentives for survey participation included a chance to win one of two \$100 Amazon gift cards or other prizes provided by ASO.

Five reminders were sent while the survey was open to students. One during the week of April 9th, one during the week of April 16th, two during the week of April 23rd, and the final reminder on the last day of the survey: April 30th, 2018.

Figure 1 displays the distribution of student responses from the open and close of the 2018 Student Feedback Survey. Each crest corresponds to a reminder day.

Time Distribution of Student Responses: *Student Feedback Survey 2018*

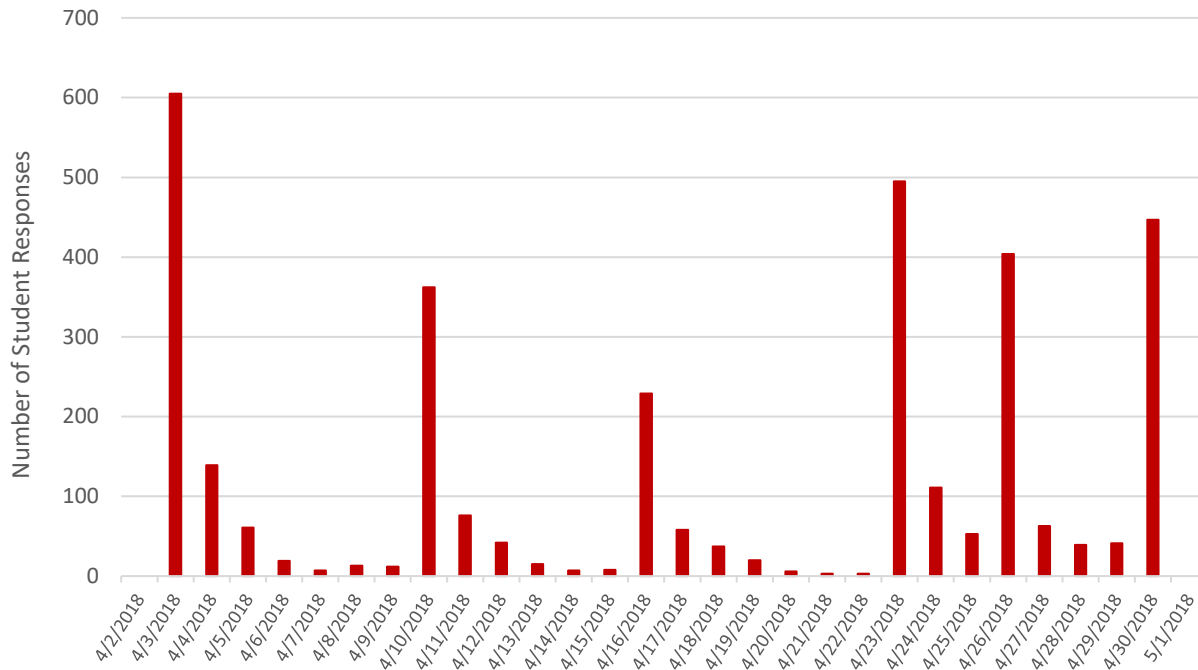


Figure 1: Response volume of 2018 SFS by day of live survey.

SURVEY REPRESENTATION

In order to determine if survey respondents were representative of SWC students, we compared demographics of our respondents ($n = 3,377$) and demographics of our survey sample ($N = 19,070$).

Due to missing auxiliary information amongst non-complete survey respondents, we limited response bias analysis to only complete survey responses for which gender, race/ethnicity, and age were entered, leaving 2,888 responses. Table 1 compares the proportions of gender, race/ethnicity, and age between the survey sample and the complete respondents. The largest difference between the survey sample and the complete respondents is an overrepresentation from female students and from students 19 years or younger amongst respondents. Without investigation and/or correction, these differences could introduce non-response bias into the results. In order to proceed and draw conclusions from the results, survey weights must be implemented if these demographic variables are related to student responses (Peytcheva & Grooves, 2009). For example, if female students, who are overrepresented amongst the survey respondents, respond with more favorable satisfaction ratings on average compared to male students, then unadjusted survey results may reflect higher satisfaction ratings than would be true if all SWC students had completed the survey.

To determine if gender or age is related to responses, average overall satisfaction rating was calculated for each individual participant and differences in these overall satisfaction ratings between genders and ages were tested. There was not a significant difference in overall satisfaction ratings

between females and males, $F(1, 2811) = 0.607, p = 0.436$. Additionally, age was not found to be related to satisfaction rating, $F(1, 2874) = 1.574, p = 0.138$. Given these results, survey weighting for non-response will not be used in analyses.

	Survey Sample		Complete Respondents	
	N	%	N	%
<i>Total</i>	19070	100%	2888	100%
Gender				
Female	10410	54.6%	1889	65.4%
Male	8446	44.3%	930	32.2%
Unknown/Unreported	214	1.10%	69	2.40%
Race/Ethnicity				
African-American	857	4.50%	95	3.30%
American Indian / Alaskan Native	57	0.30%	<10	*
Asian	454	2.40%	122	4.20%
Filipino	1519	8.00%	214	7.40%
Hispanic	12897	67.6%	1859	64.4%
Pacific Islander/ Native Hawaiian	76	0.40%	<10	*
Two or More Races	711	3.70%	154	5.30%
White	2249	11.8%	248	8.60%
Unknown/Unreported	250	1.30%	182	6.30%
Age				
19 or Less	2914	15.3%	684	23.7%
20- 24	8506	44.6%	1153	39.9%
25 - 29	2935	15.4%	388	13.4%
30 - 34	1303	6.80%	210	7.30%
35 - 39	887	4.70%	133	4.60%
40 - 49	1163	6.10%	173	6.00%
50 +	1362	7.10%	95	3.30%
Unknown/Unreported	0	0.00%	52	1.80%

Table 1: Response proportions based on student demographics. In the first column of results, we have the proportion of students by gender, race/ethnicity, and age that were surveyed. In the second column of results, we have the proportion of students by gender, race/ethnicity, and age that completed the survey.

ANALYSES

Analyses will focus on the three following measurements of student and institutional support services: *familiarity*, *usage*, and *overall satisfaction*. For familiarity and satisfaction, ratings will be compared between the 2016 and 2018 Student Feedback Survey to determine if significant changes have occurred between these two surveys and if any significant differences are meaningful. Individual reports are also provided for each service/program that had a dedicated section within the 2018 Student Feedback Survey. The individual reports provide only graphical representations of data; detailed response information for all survey questions can be found in the Appendix.

FAMILIARITY

Students began the survey by indicating their familiarity with campus services and programs. Answer options were as follows: “Not at all familiar”, “Slightly familiar”, “Moderately familiar”, and “Very familiar”. Each service/program then received a rating average, ranging from 1.0 – 4.0, in which a higher score indicates greater familiarity. Familiarity ratings are intended to be a measure of student awareness of available campus services and programs. Figure 2 provides the distribution of responses for each service/program; percents listed on the left side of the graph, along with the bars that are shades of red, capture the percent of students that were not at all familiar or slightly familiar with the service/program, and the percents listed on the right side of the graph, along with the bars that are shades of green, capture the percent of students that were moderately familiar or very familiar with the service/program. Services and programs appear in order of highest familiarity rating average to the lowest. Results are as expected, with more ubiquitous services, like the Bookstore and Counseling, demonstrating higher ratings of familiarity, whereas more specialized programs, like Guardian Scholars, which serves 30-50 students a term, demonstrating lower levels of student familiarity.

Table 2 draws comparisons between the 2016 and 2018 Student Feedback Surveys, in order to gauge whether awareness of specific services or programs have shifted over the last two years. First, through significance testing, we determined if the rating averages between the two surveys were significantly different, and then, through measuring effect sizes of these differences, determined if any significant differences were *meaningfully* significant (Cohen’s *d*). For example, we may have found that familiarity rating average for the Admissions & Records Office in 2016 (3.10) was significantly higher than the familiarity rating average in 2018 (2.99), but the size of this difference was found to be negligible (-0.119).

Student & Institutional Services Familiarity

Student Feedback Survey 2018

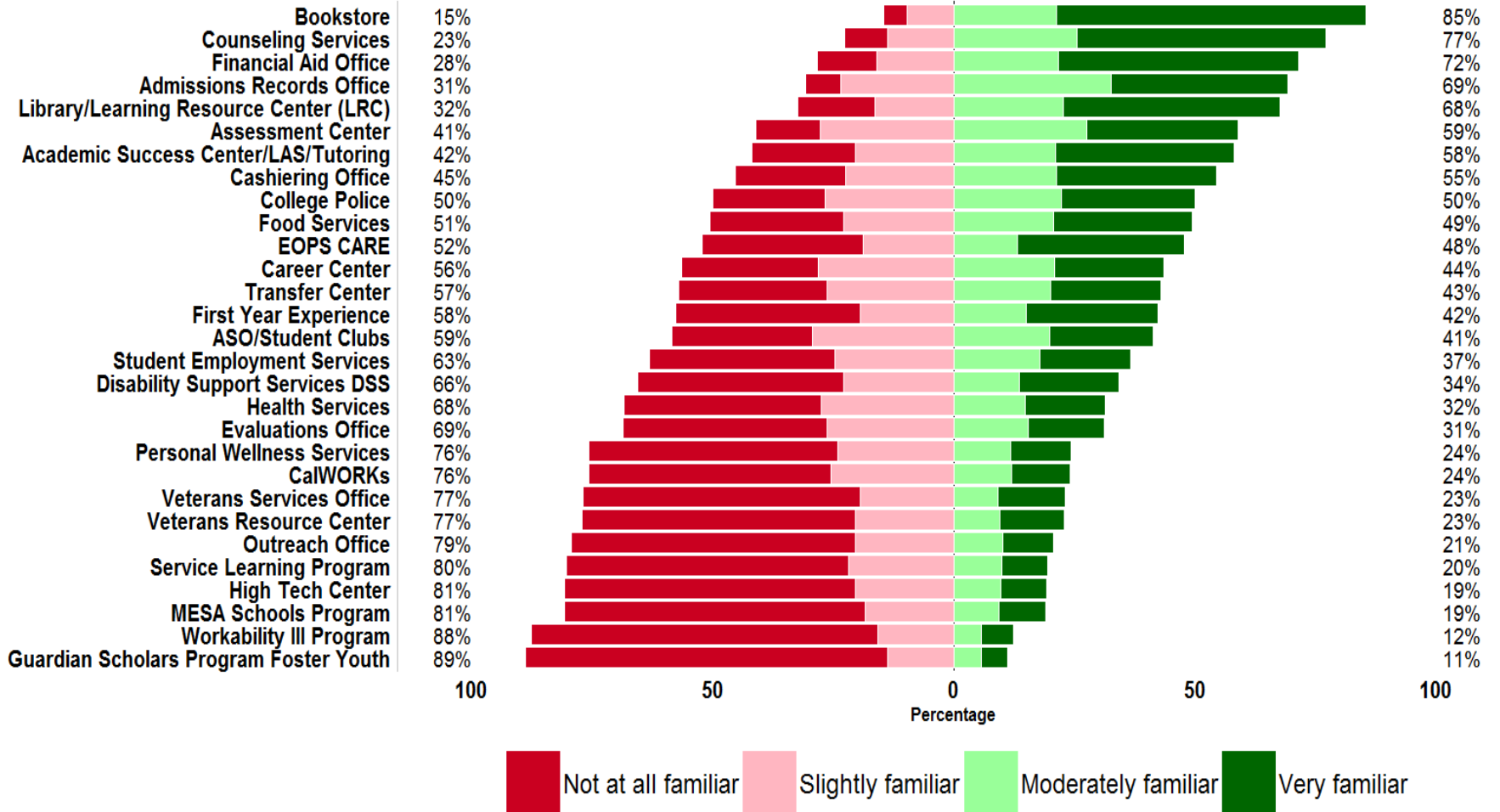


Figure 2: Graph on familiarity with services/programs on campus. Percents listed on the left side of the graph, along with the bars that are shades of red, capture the percent of students that were not at all familiar or slightly familiar with the service/program, and the percents listed on the right side of the graph, along with the bars that are shades of green, capture the percent of students that were moderately familiar or very familiar with the service/program.

While many services and programs have seen significant decreases or increases in familiarity between the 2016 & 2018 Student Feedback Survey (Table 2), all differences have been found to be negligible.

Service or Program	Rating Average 2018	Rating Average 2016	Significant Increase/Decrease	Cohen's d
Admissions & Records Office	2.99	3.10	<.001	-0.119
Assessment Center	2.77	2.91	<.001	-0.136
Associated Student Organization (ASO) & Student Clubs	2.34	2.45	<.001	-0.102
Bookstore	3.45	3.43	0.478	
CalWORKs	1.86	1.88	0.420	
Career Center	2.38	2.42	0.186	
Cashiering Office	2.65	2.81	<.001	-0.138
College Police	2.55	2.58	0.335	
Counseling Services	3.20	3.14	0.040	0.055
Disability Support Services (DSS)	2.12	2.16	0.231	
EOPS/ CARE	2.49	2.41	0.014	0.066
Evaluations Office	2.05	2.13	0.005	-0.075
Financial Aid Office	3.09	3.04	0.094	
First Year Experience	2.31	2.18	<.001	0.108
Food Services	2.50	2.67	<.001	-0.139
Guardian Scholars Program (Foster Youth)	1.42	1.52	<.001	-0.115
Health Services	2.07	2.17	0.002	-0.084
High Tech Center	1.68	1.79	<.001	-0.109
Learning Assistance Services (Academic Success Center / Tutoring)	2.74	2.70	0.292	
Learning Resource Center (LRC)/ Library	2.97	2.89	0.010	0.069
MESA Schools Program	1.67	1.76	<.001	-0.093
Outreach Office	1.72	1.74	0.596	
Personal Wellness Services	1.85	1.81	0.131	
Service Learning Program	1.71	NA	NA	
Student Employment Services	2.17	2.27	0.001	-0.085
Transfer Center	2.35	2.43	0.008	-0.072
Veterans' Resource Center	1.80	1.90	<.001	-0.094
Veterans' Services Office	1.80	1.90	<.001	-0.092
Workability III Program	1.47	1.59	<.001	-0.125

Table 2: Range = 1 – 4 (1 = Not at all familiar, 2 = Slightly familiar, 3 = Moderately familiar, 4 = Very familiar), N = 3,220. Under “Significant Increase/Decrease”, green highlights indicate significant increases, and the orange highlights indicate significant decreases. Under “Cohen’s d”, grey highlights indicate negligible differences, blue highlights indicate small differences, gold highlights indicate medium differences, and purple highlights indicate large differences.

USAGE

For each service with a dedicated independent section, students were first asked how often they had contact with the specific service or program. For example, the first individual section students were presented with was Admissions & Records. Students were asked “Within the last year, how often have you used the Admissions & Records Office?” The students could click one of the following three options: “Never”, “Sometimes”, or “Often”. If the student clicked “Never”, the student was not presented with the additional questions related to Admissions & Records. However, if the student clicked “Sometimes” or “Often” the student was then able to complete additional questions related to Admissions & Records. Table 3 and Figure 3 present the percent of students that indicated the usage responses for each of the services/programs. The percent listed on the left, along with the orange bar, reflect the percent of students that reported no use of the service or program, and the percent listed on the right, along with the blue bars, reflect the percent of students that report at least some use of the service or program. Also presented in Table 3 is an average rating, ranging from 1 – 3¹. Services/programs are ordered from greatest rating average to least.

¹ For three offices (Campus Police, Counseling, and Student Employment Services), the question was asked in a slightly altered manner; the answer options were “Never”, “1-2 times”, “3-4 times”, and “5 or more times”. Additionally, for Veterans’ Resource Center, the students had the following answer options: “Never”, “1-3 times”, “4-10 times”, and “More than 10 times”. In these cases, “Never” = 1, “1-2” and “1-3” = 2, “3-4 times”, “4-10 times”, “5 or more times”, and “More than 10 times” = 3.

Student & Institutional Services Usage

Student Feedback Survey 2018

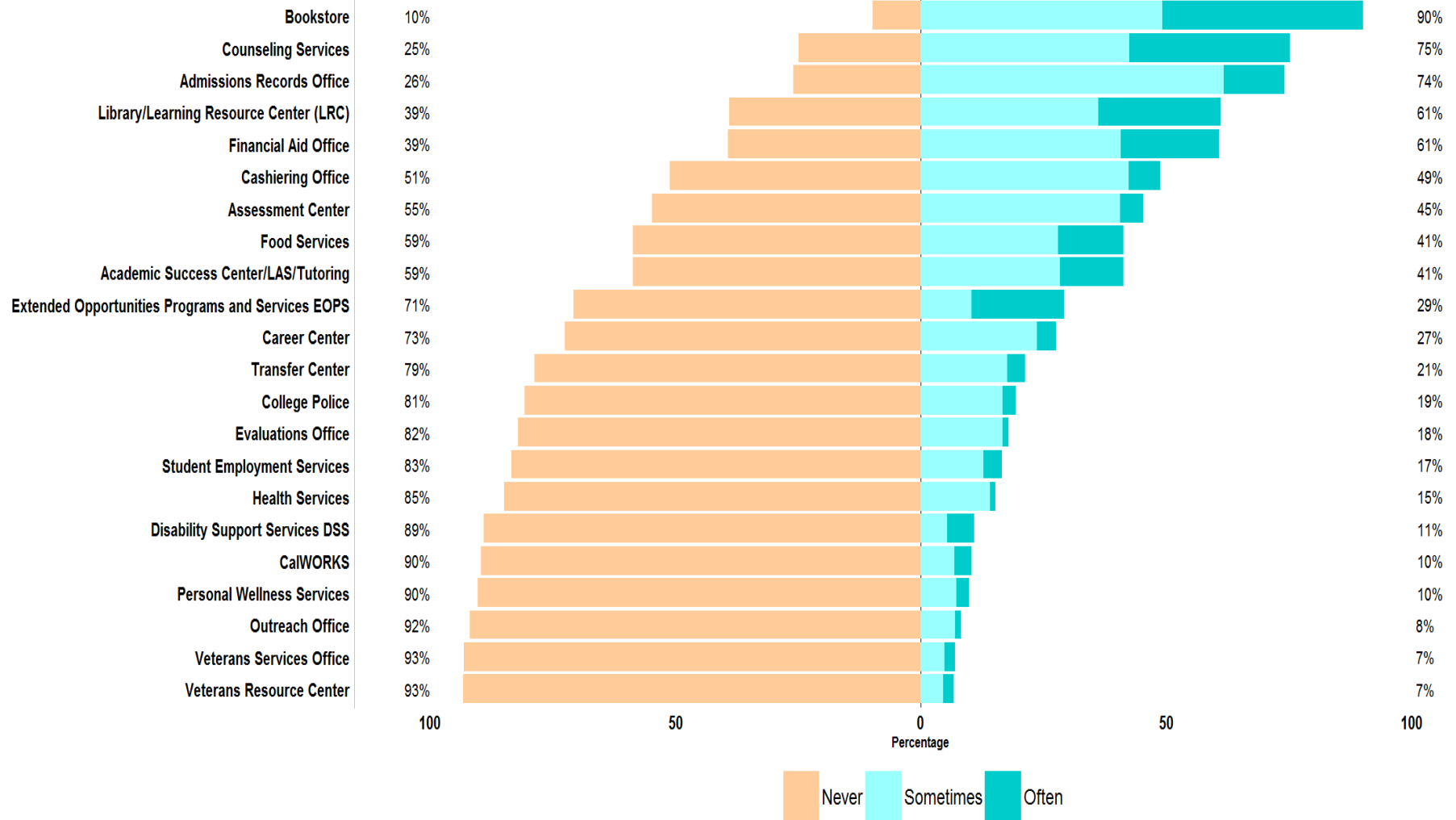


Figure 3: Percent listed on the left, along with the orange bar, reflect the percent of students that reported no use of the service or program, and the percent listed on the right, along with the blue bars, reflect the percent of students that report at least some use of the service or program. Number of respondents per question can be found in Table 3.

Table 3: Service & Program Usage					
2018 Student Feedback Survey					
Service/Program	Never	Sometimes	Often	Respondents	Rating Average
Bookstore	9.90%	49.2%	40.9%	3078	2.31
Counseling Services	24.9%	42.5%	32.6%	3035	2.08
Admissions & Records Office	26.0%	61.7%	12.3%	3210	1.86
Learning Resource Center (LRC)/ Library	39.0%	36.1%	24.9%	2969	1.86
Financial Aid Office	39.3%	40.7%	20.0%	3016	1.81
Cashiering Office	51.2%	42.4%	6.40%	3050	1.55
Food Services	58.7%	27.9%	13.3%	3014	1.55
Learning Assistance Services (Academic Success Center / Tutoring)	58.8%	28.3%	12.9%	2987	1.54
Assessment Center	54.8%	40.6%	4.60%	3166	1.50
EOPS/ CARE	70.8%	10.3%	18.9%	3017	1.48
Career Center	72.5%	23.7%	3.80%	3056	1.31
Transfer Center	78.8%	17.5%	3.70%	2956	1.25
College Police	80.7%	16.6%	2.70%	3045	1.22
Student Employment Services	83.5%	12.7%	3.80%	2960	1.20
Evaluations Office	82.1%	16.6%	1.30%	3022	1.19
Disability Support Services (DSS)	89.2%	5.30%	5.50%	3026	1.16
Health Services	84.9%	14.0%	1.10%	2993	1.16
CalWORKs	89.7%	6.80%	3.50%	3063	1.14
Personal Wellness Services	90.3%	7.30%	2.40%	2961	1.12
Outreach Office	91.9%	6.90%	1.10%	2965	1.09
Veterans Services Office	93.1%	4.70%	2.20%	2950	1.09
Veterans' Resource Center	93.3%	4.50%	2.20%	2951	1.09

Table 3: Range = 1 -3 (1 = Never, 2 = Sometimes, 3 = Often).

OVERALL SATISFACTION

Between the 2016 and 2018 Student Feedback Survey, students have indicated significant increases in satisfaction for many services or programs. Most of these increases were found to be negligible, but for two programs, the increases in satisfaction were meaningful. First, the EOPS/CARE program experienced a small increase in overall student satisfaction. Next, Students Clubs saw an increase in satisfaction that would be considered of medium practical significance.

Service or Program	Rating Average 2018	Rating Average 2016	Difference in means	Significant Increase/Decrease	Cohen's d
EOPS/ CARE	4.45	4.25	0.20	<.001	0.223
Disability Support Services (DSS)	4.28	4.16	0.12	0.167	
Learning Resource Center (LRC)/ Library	4.28	4.24	0.04	0.207	
Personal Wellness Services	4.19	4.00	0.19	0.041	0.198
Counseling Services	4.18	4.03	0.15	<.001	0.147
Veterans' Services Office	4.16	3.95	0.21	0.062	
Grounds Services	4.13	4.05	0.08	0.004	0.083
Veterans' Resource Center	4.12	3.95	0.17	0.142	
Health Services	4.06	4.05	0.01	0.995	
Transfer Center	4.06	3.91	0.15	0.004	0.167
Bookstore	4.05	3.97	0.08	0.002	0.092
Learning Assistance Services (Academic Success Center / Tutoring)	4.05	4.07	-0.02	0.566	
Cashiering Office	4.04	3.90	0.14	<.001	0.151
Financial Aid Office	4.02	3.88	0.14	<.001	0.143
Admissions & Records Office	3.99	3.80	0.19	<.001	0.191
CalWORKs	3.97	3.78	0.19	0.021	0.192
Food Services	3.96	3.92	0.04	0.340	
Facilities Services	3.90	3.80	0.10	<.001	0.105
Career Center	3.89	3.76	0.13	0.004	0.147
Outreach Office	3.88	3.78	0.10	0.305	
Assessment Center	3.87	3.70	0.17	<.001	0.182
Student Clubs	3.87	3.28	0.59	<.001	0.655
Maintenance Services	3.87	3.70	0.17	<.001	0.159
Associated Student Organization (ASO)	3.86	3.79	0.07	0.112	
College Police	3.80	3.73	0.07	0.257	
Student Employment Services	3.80	3.82	-0.02	0.755	
Custodial Services	3.80	3.75	0.05	0.146	
Evaluations Office	3.74	3.61	0.13	0.048	0.126
Associated Student Organization Services	2.63	NA			

Table 4: Overall satisfaction ratings, range 1 – 5 (1 = Very Dissatisfied, 2 = Dissatisfied, 3 = Neutral, 4 = Satisfied, 5 = Very Satisfied). Respondent N's can be found in individual Appendix tables. Under "Significant Increase/Decrease", green highlights indicate significant increases, and the orange highlights indicate significant decreases. Under "Cohen's d", grey highlights indicate negligible differences, blue highlights indicate small differences, gold highlights indicate medium differences, and purple highlights indicate large differences.

INDIVIDUAL REPORTS

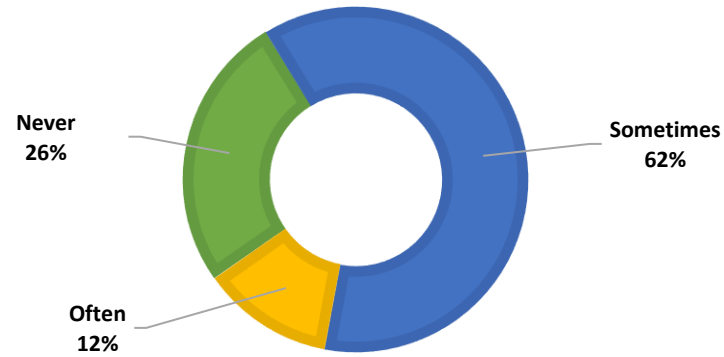
The following section provides additional information related to each service or program that had a dedicated section within the 2018 Student Feedback Survey.

For satisfaction graphs, percents listed on the left, along with bars shaded in red, represent the proportion of students that indicated dissatisfaction with the service or program; percents listed on the right, along with bars shaded in blue, indicate the proportions of students that indicated satisfaction with the service or program. Percents listed in the middle, along with bars shaded in grey, represent students that indicated a neutral response. Some graphs are presented that summarize information related to student agreement with proposed statements. These graphs have a similar format: percents on the left and bars shaded in red indicate disagreement, percents listed on the right and bars shaded in blue indicate agreement, and percents listed in the middle and bars shaded in grey indicate neutral opinion.

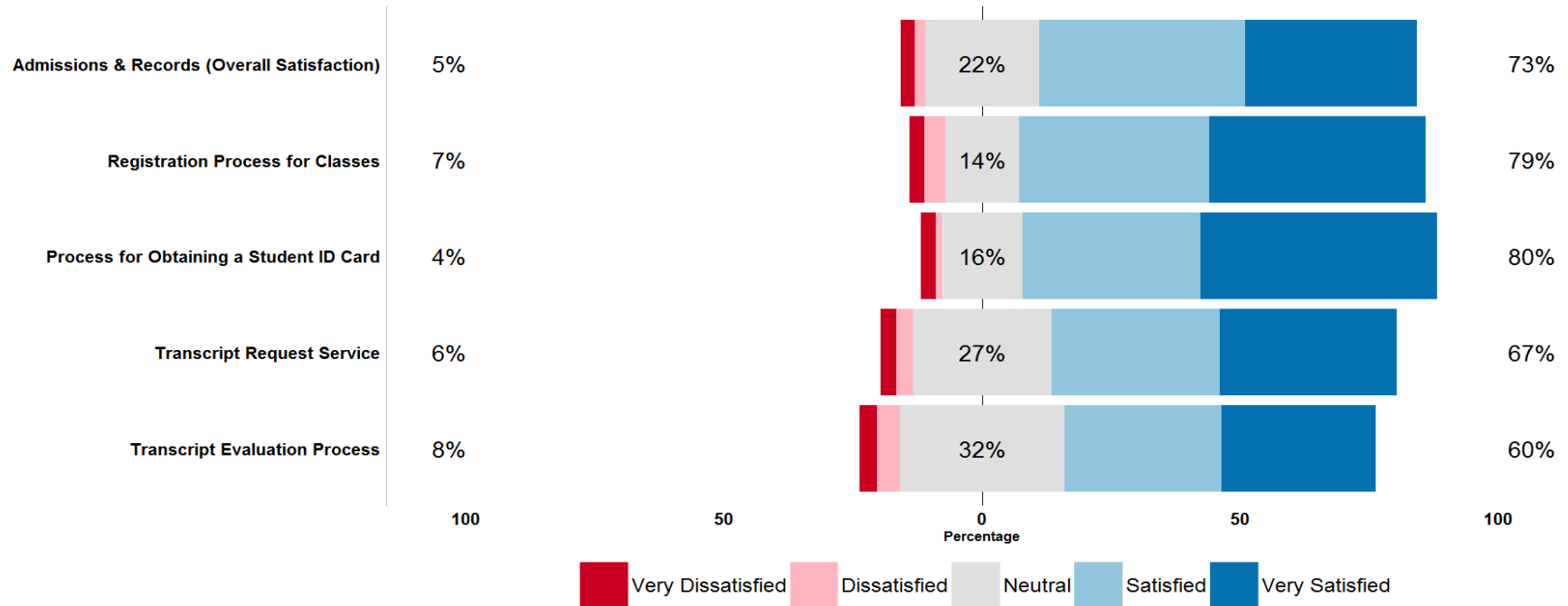
As a general rule, students that reported no contact with a service/program within the last year were not asked additional questions about that respective service/program. Therefore, satisfaction and agreement graphs, along with any custom questions asked within a section, only reflect responses from students that reported contact with the given service/program.

More detailed data values can be found within the Appendix. Examples of open-ended question answers that fit within coded categories are also provided in the Appendix; full versions of the redacted open-ended questions are provided in a supplemental document.

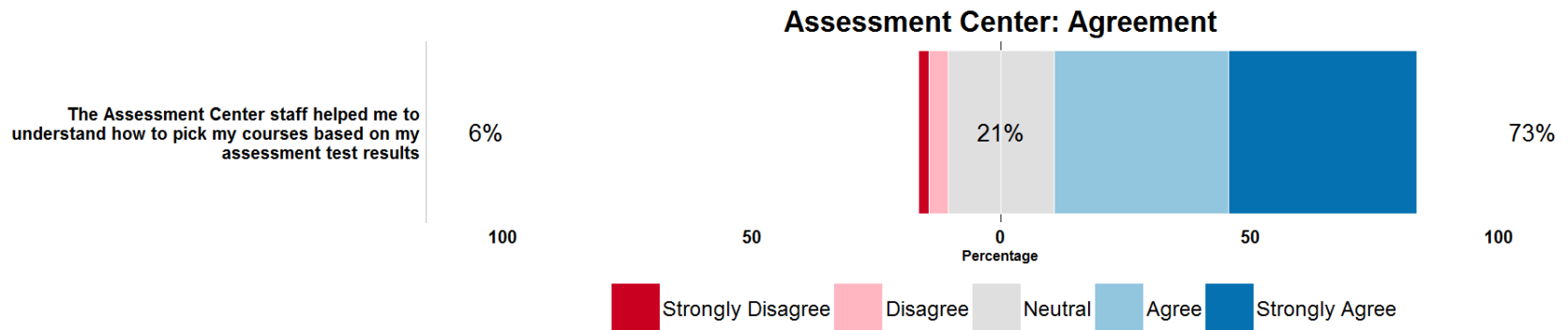
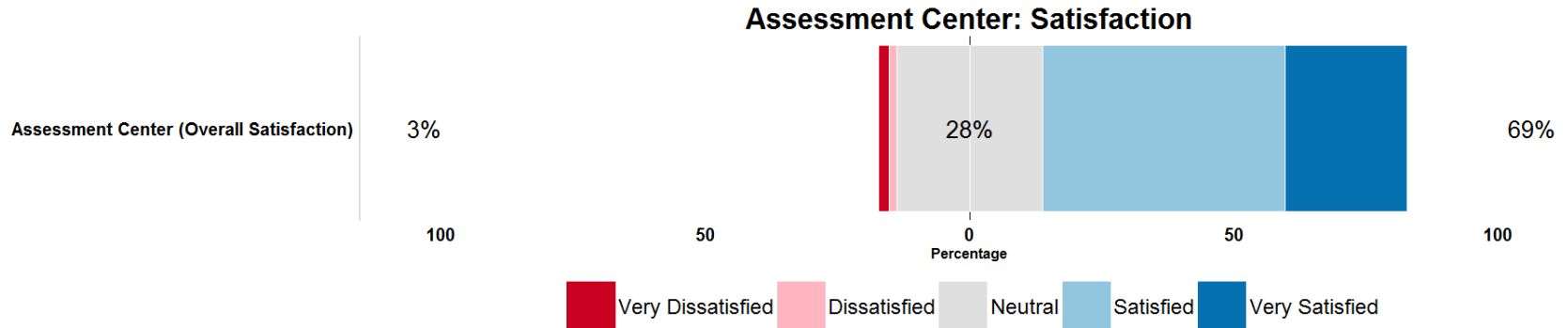
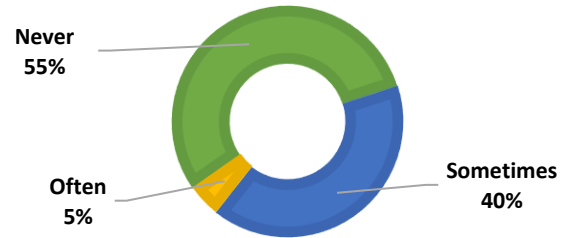
WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED THE ADMISSIONS & RECORDS OFFICE?



Admissions & Records: Satisfaction

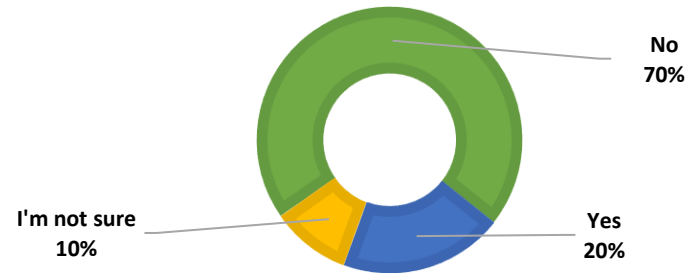


WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED THE ASSESSMENT CENTER?

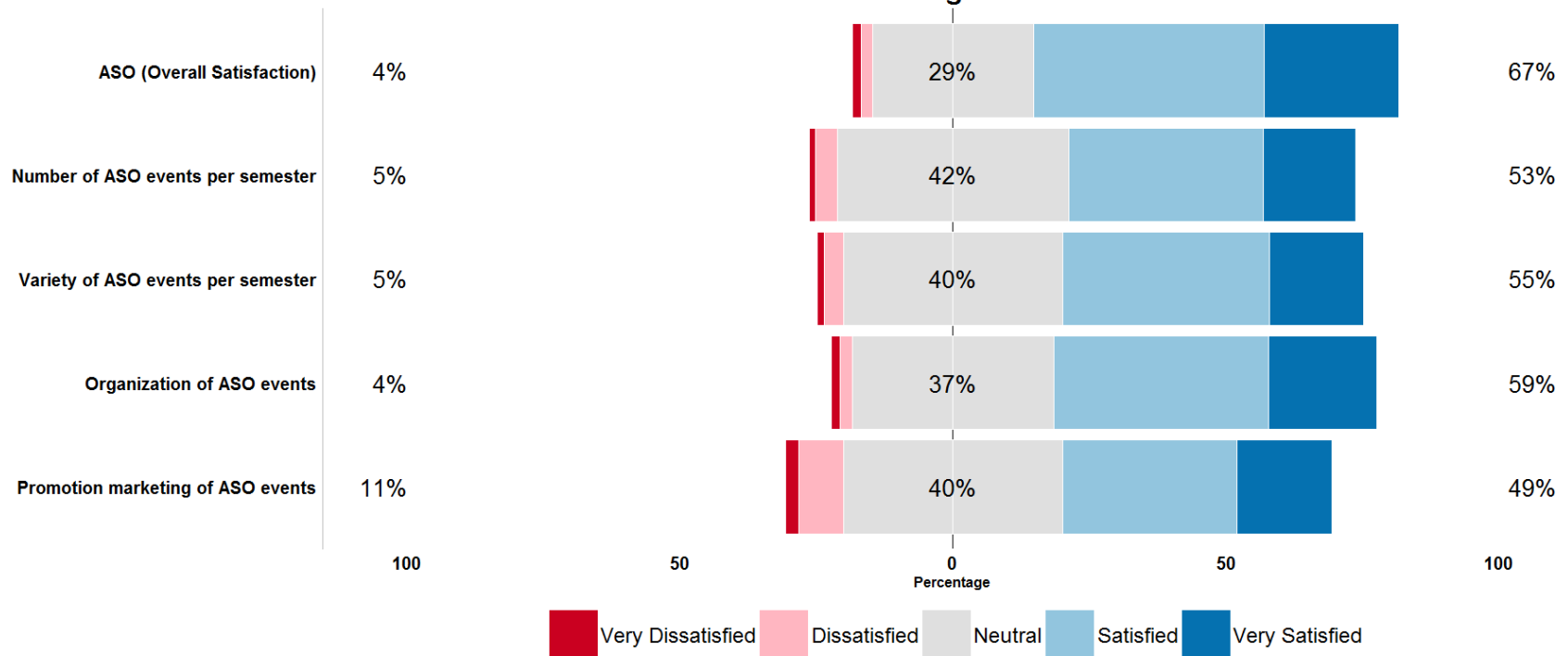


ASSOCIATED STUDENT ORGANIZATION (ASO)

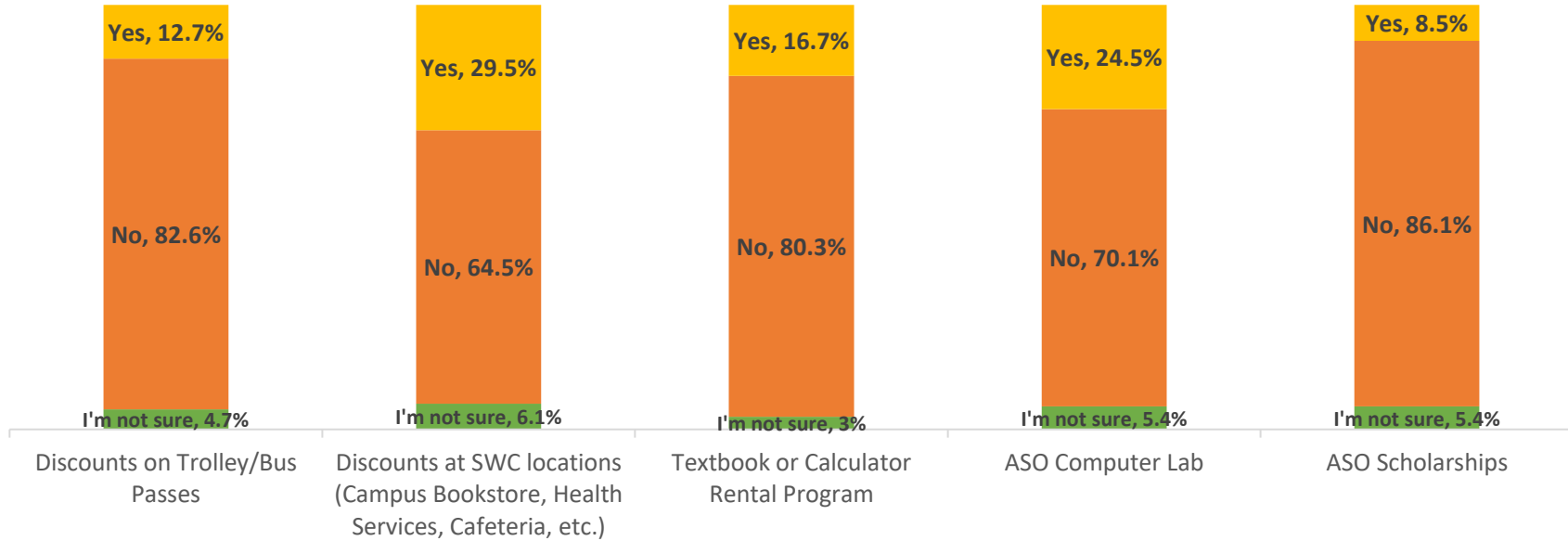
WITHIN THE LAST YEAR, HAVE YOU ATTENDED AN EVENT HOSTED BY THE ASSOCIATED STUDENT ORGANIZATION (ASO) (COLLEGE HOUR, WELCOME WEEK, STRESS RELIEF WEEK)?



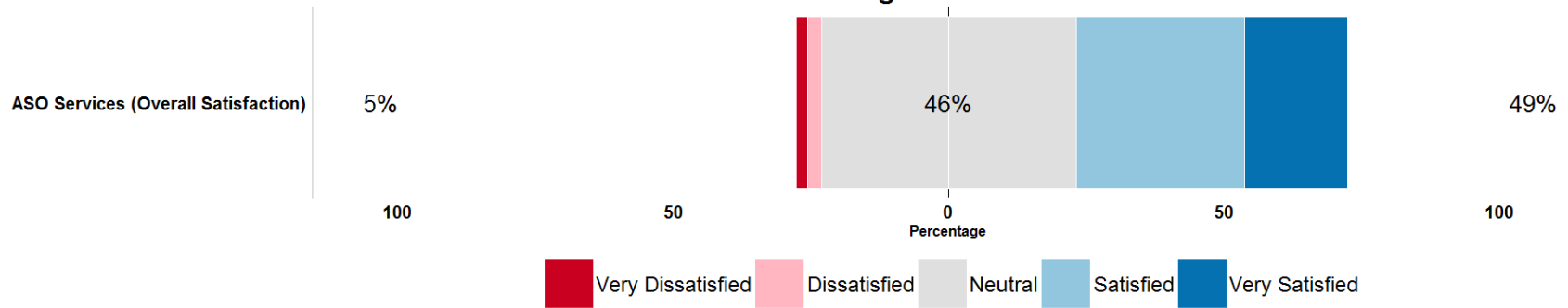
Associated Student Organization: Satisfaction



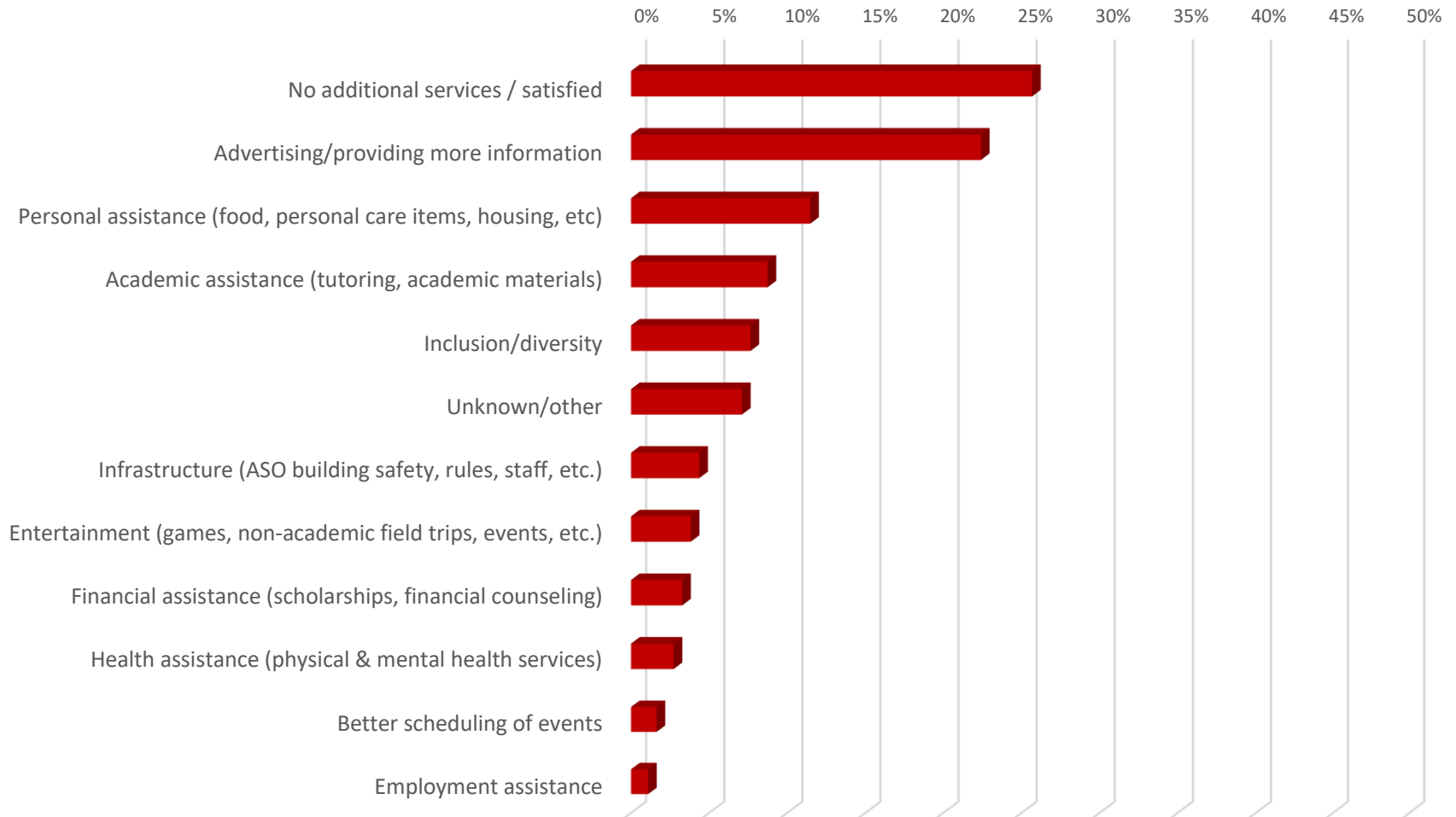
Within the last year, have you utilized any of the following services provided by ASO?



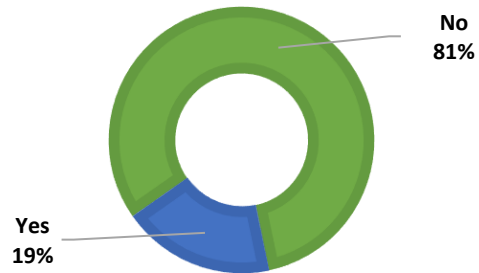
Associated Student Organization Services: Satisfaction



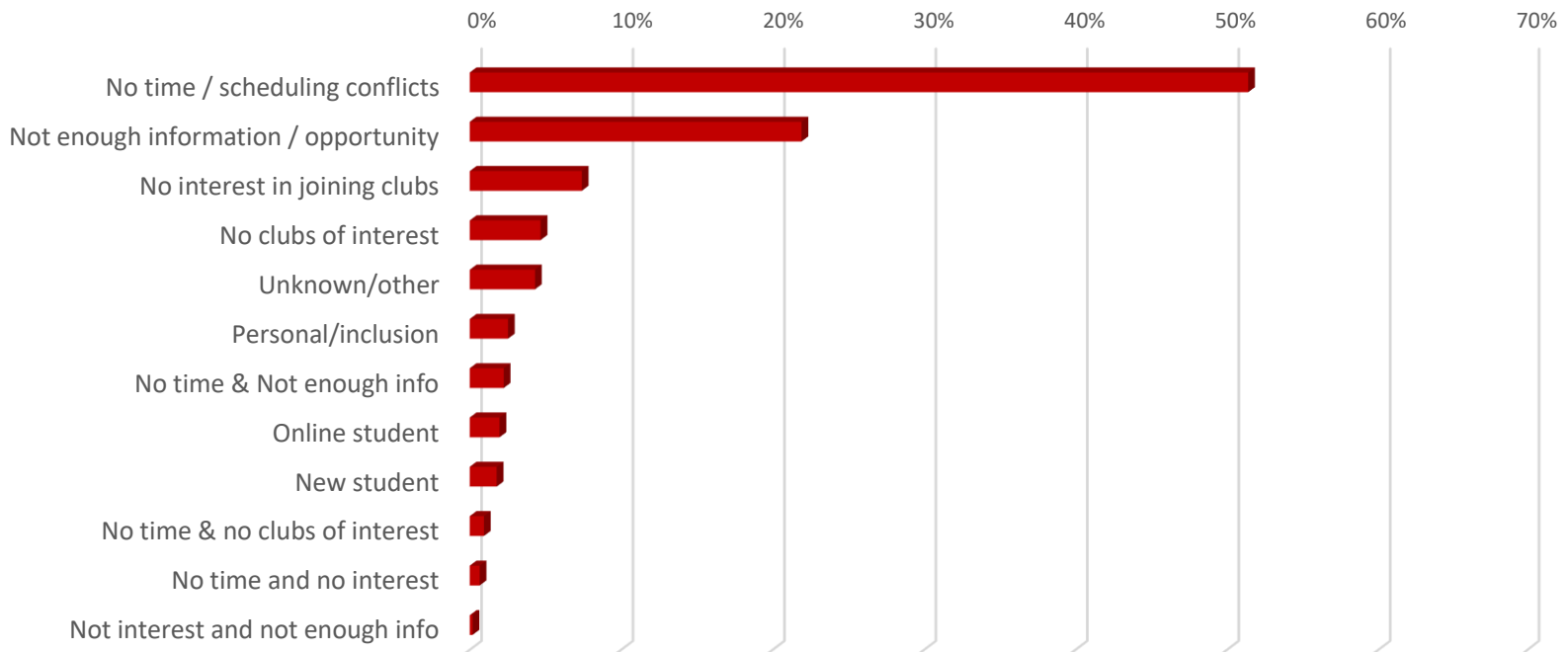
Is there another service the Associated Student Organization (ASO) could provide?



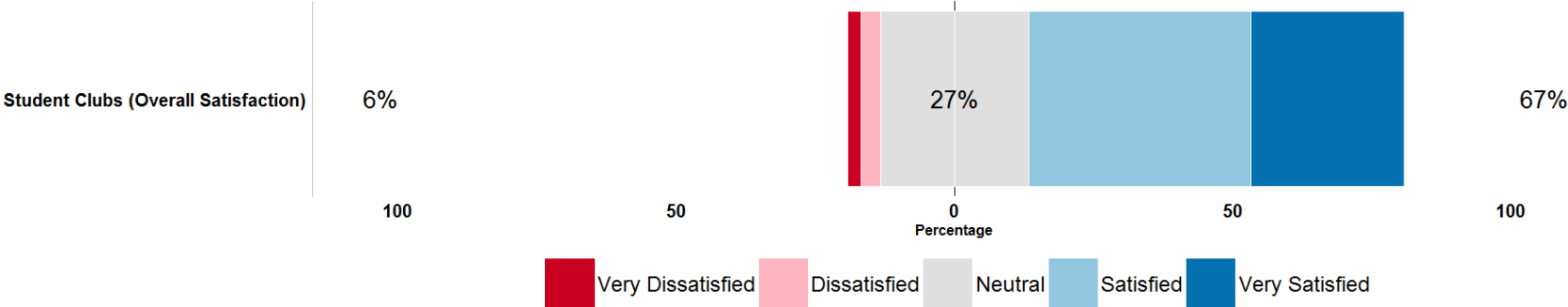
WITHIN THE LAST YEAR, HAVE YOU BEEN A MEMBER OF A STUDENT CLUB?



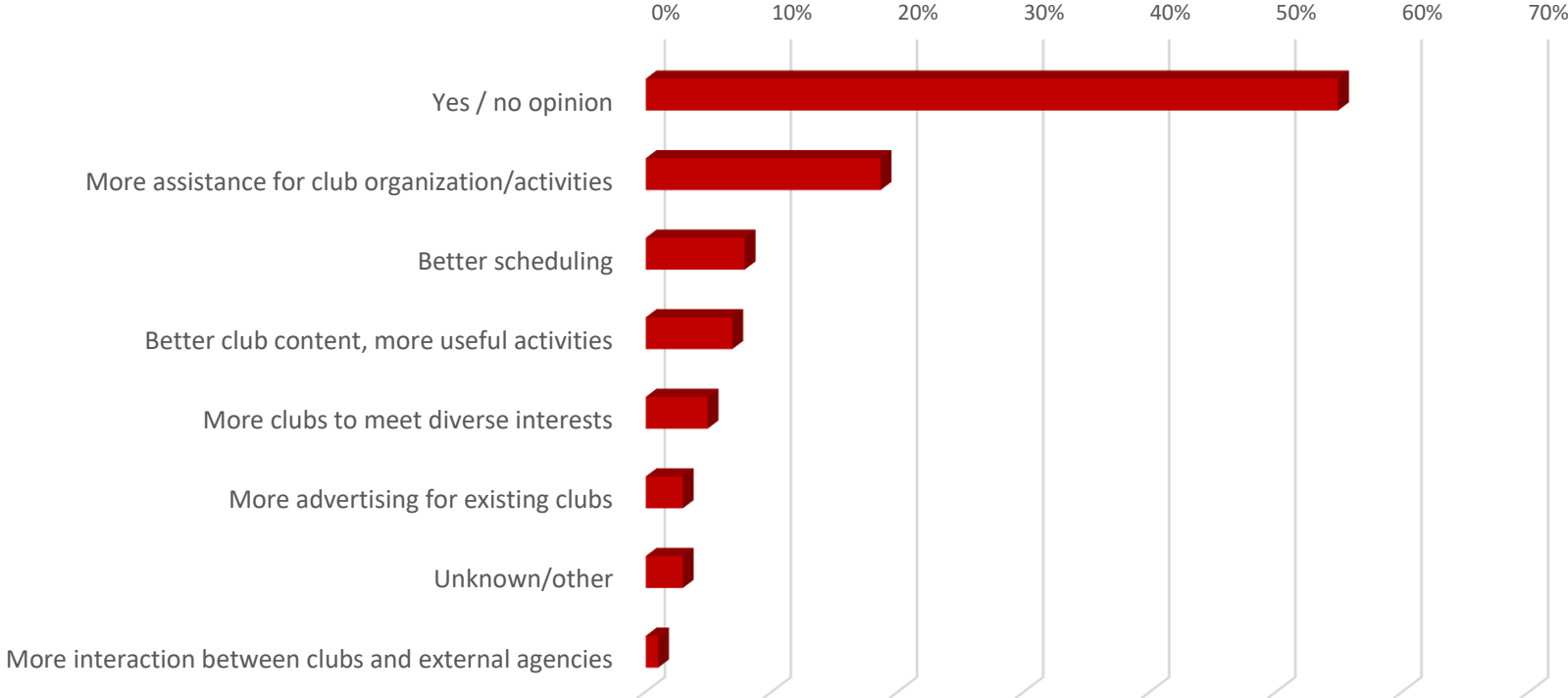
If you have never been involved in Student Clubs, please tell us why:



Student Clubs: Satisfaction

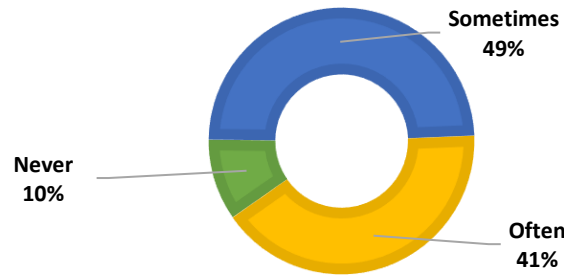


Do the Student Clubs meet your needs? Please explain why or why not:

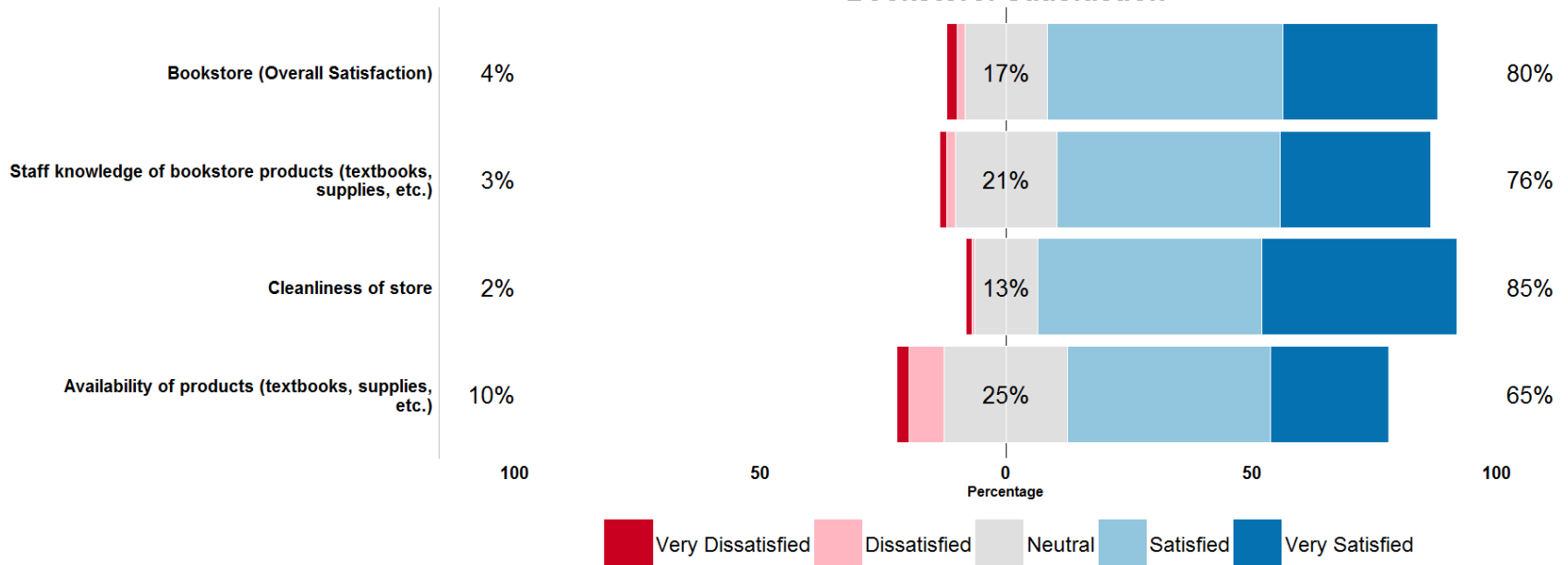


BOOKSTORE

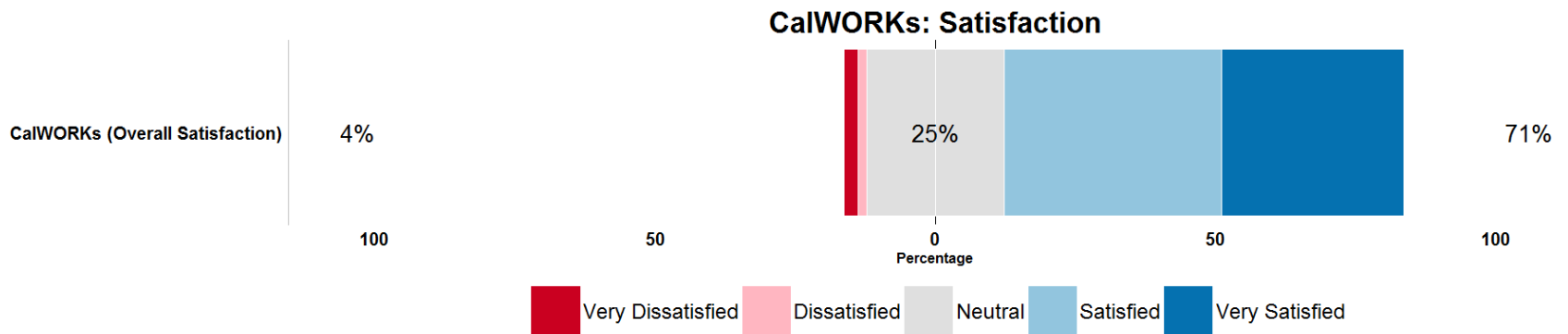
WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED THE BOOKSTORE?



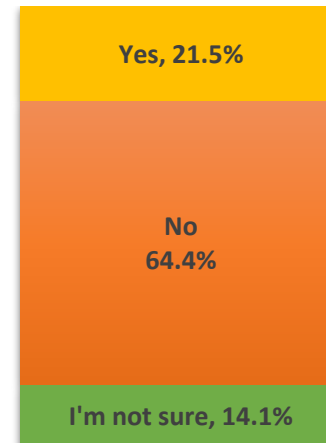
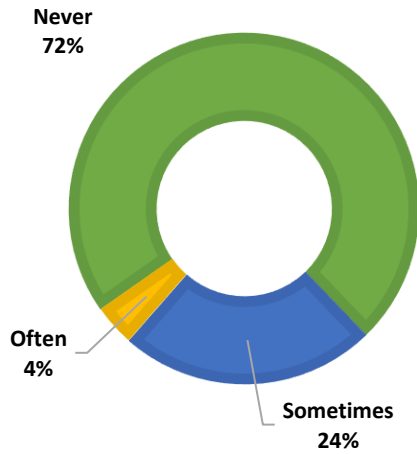
Bookstore: Satisfaction



WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED CALWORKS?



WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED THE CAREER CENTER?



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

Career Center (Overall Satisfaction)

3%

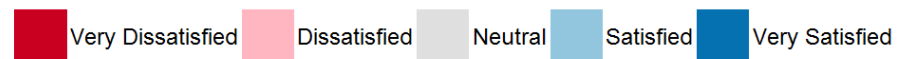
100

50

Percentage

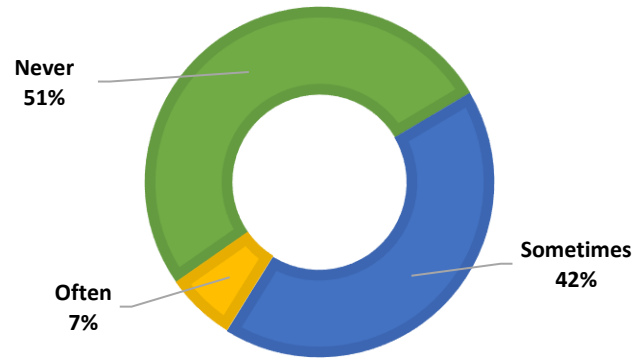
50

100

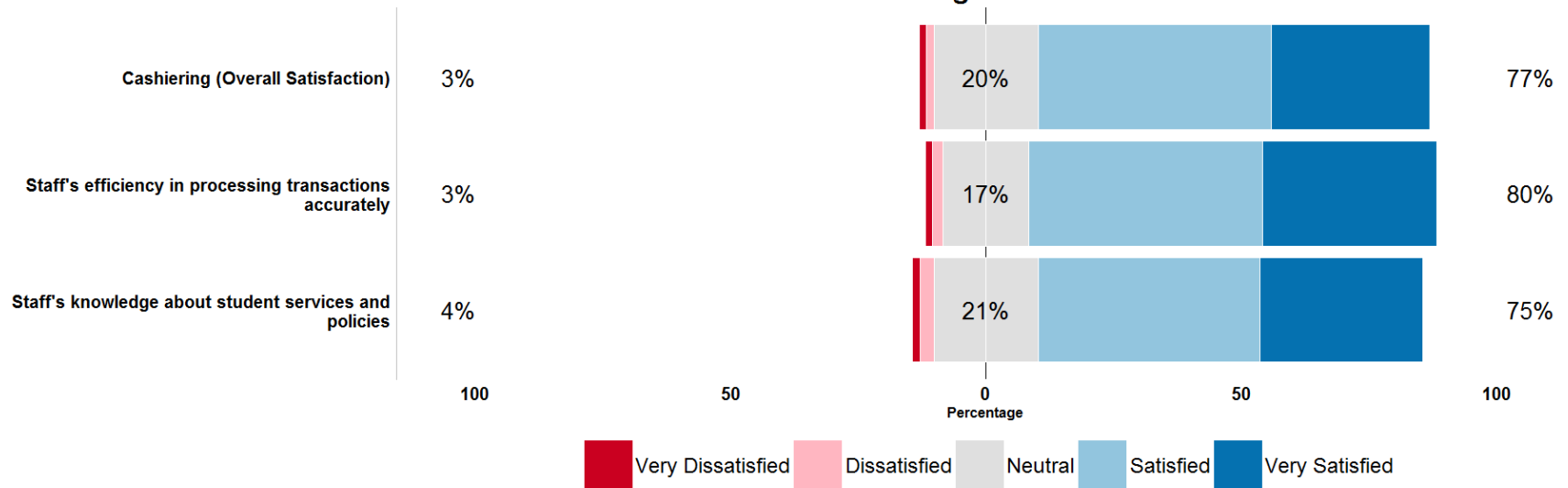


CASHIERING OFFICE

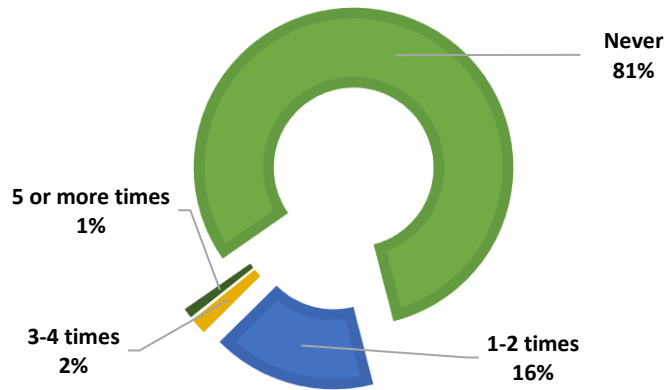
WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED THE CASHIERING OFFICE?



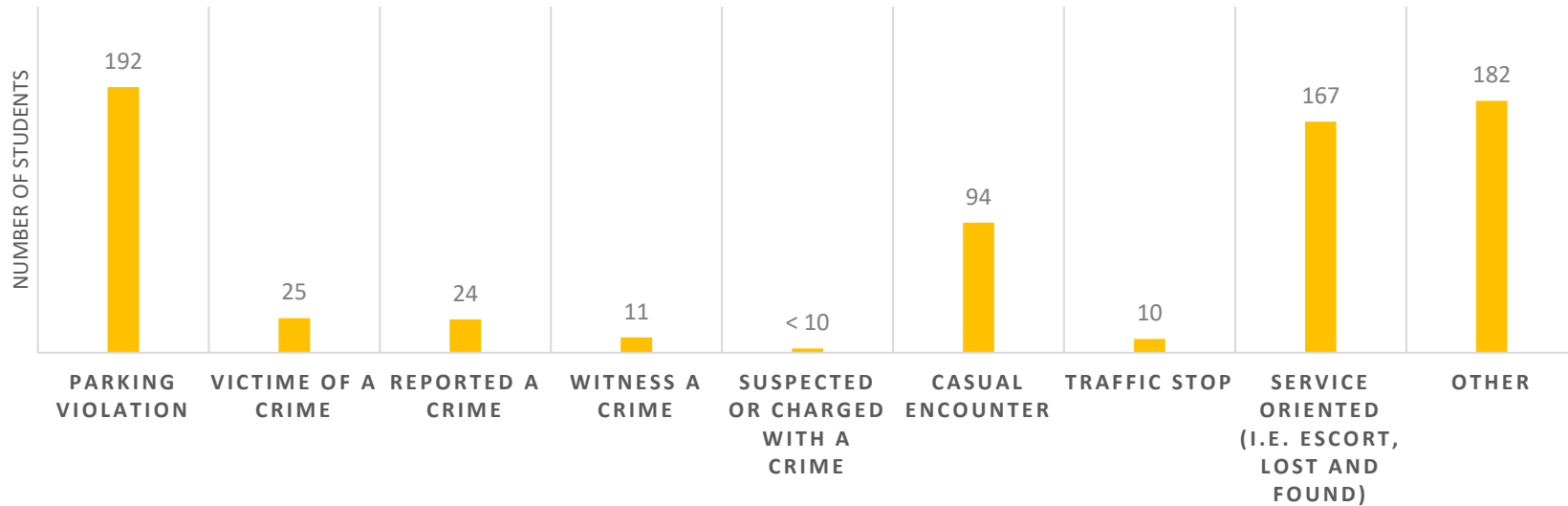
Cashiering: Satisfaction



WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU HAD CONTACT WITH OR USED SERVICES PROVIDED BY THE COLLEGE POLICE?

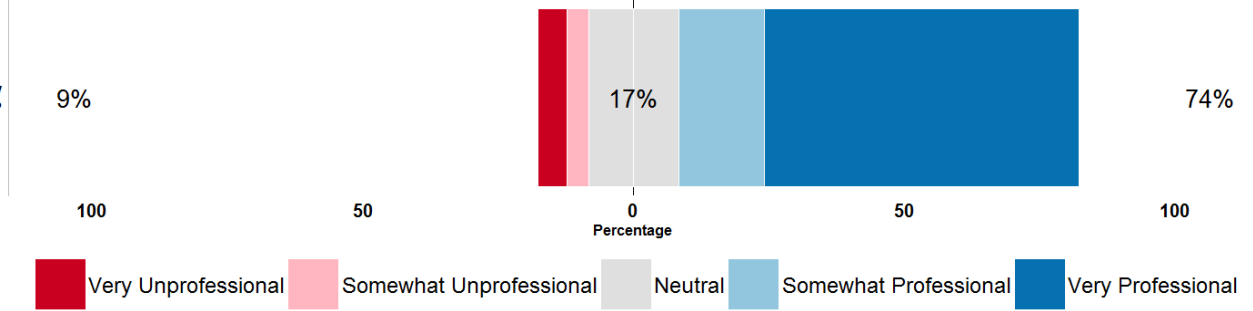


PLEASE SELECT THE WAYS IN WHICH YOU HAVE HAD CONTACT WITH COLLEGE POLICE:

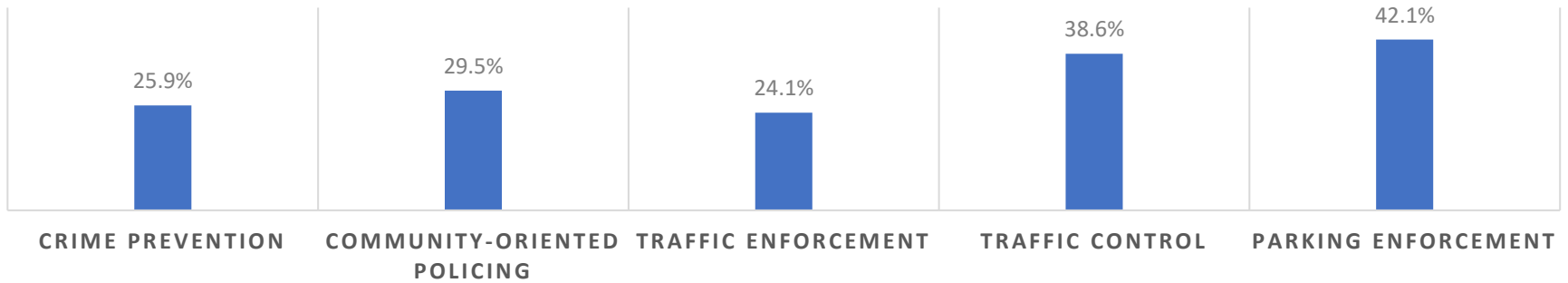


College Police: Professionalism

During your encounter with College Police, how professional were the members of the department?

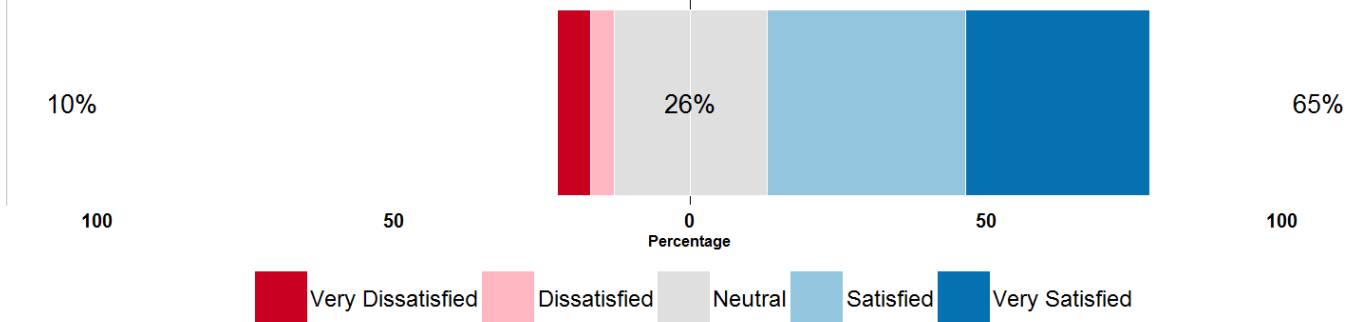


WHERE COULD THE COLLEGE POLICE IMPROVE SERVICES?



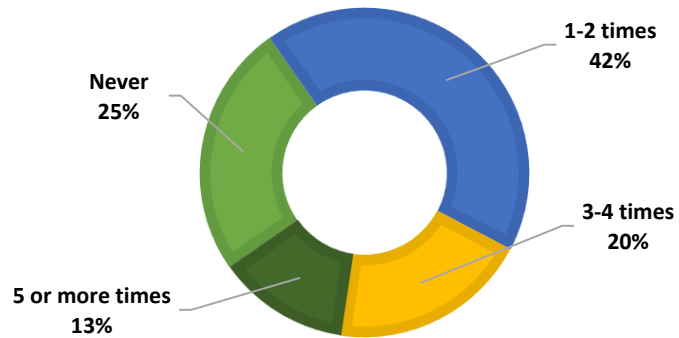
College Police: Satisfaction

College Police (Overall Satisfaction)

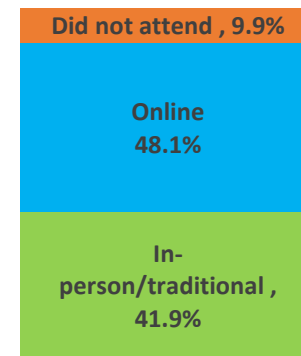


COUNSELING SERVICES

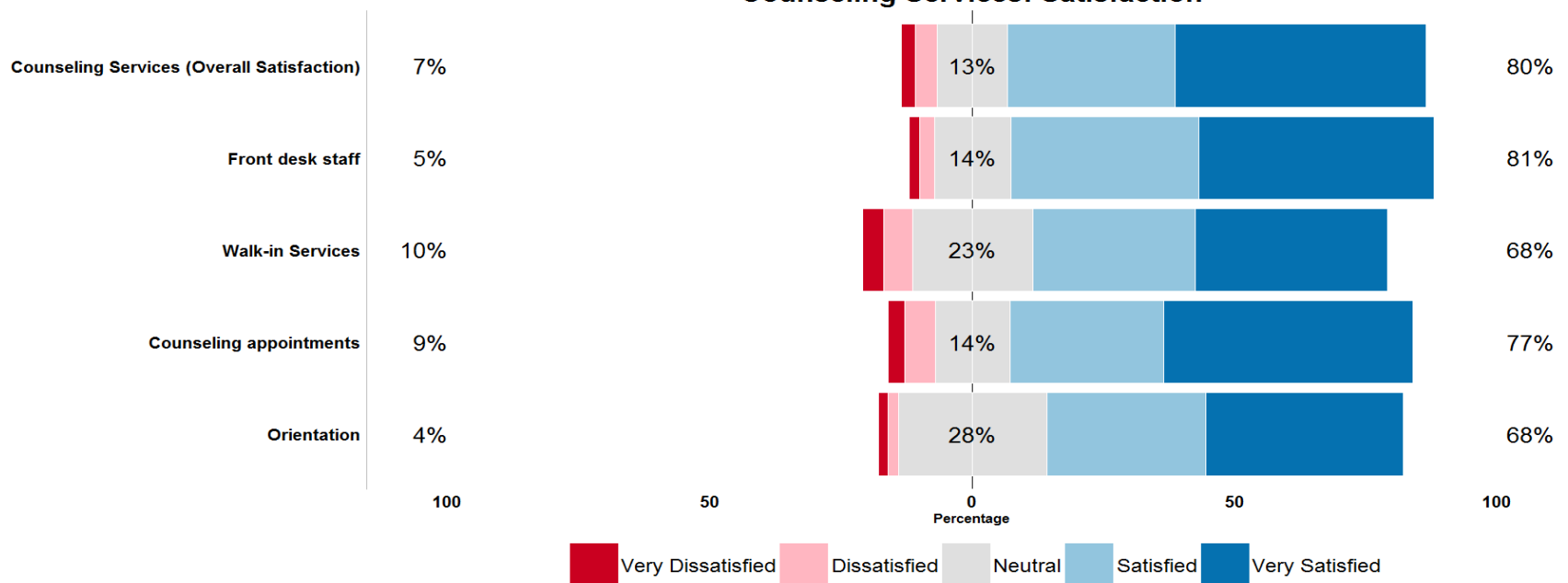
WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED COUNSELING SERVICES?



What type of orientation did you attend when registering at Southwestern College?

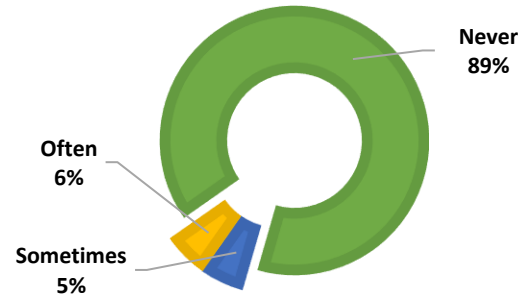


Counseling Services: Satisfaction

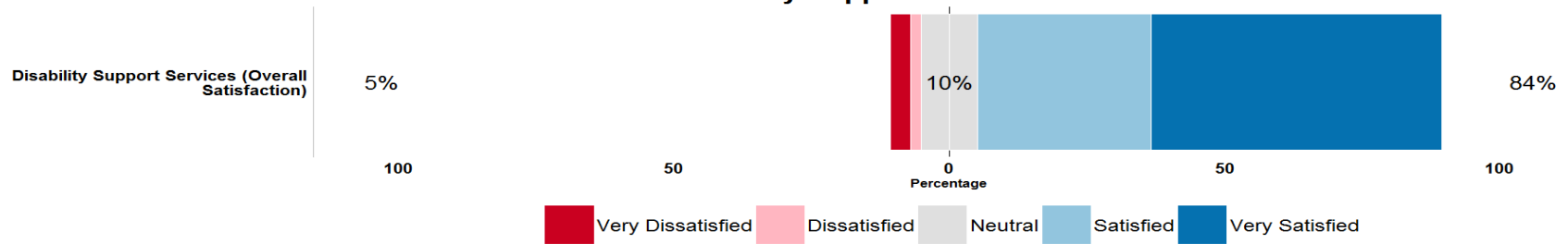


DISABILITY SUPPORT SERVICES (DSS)

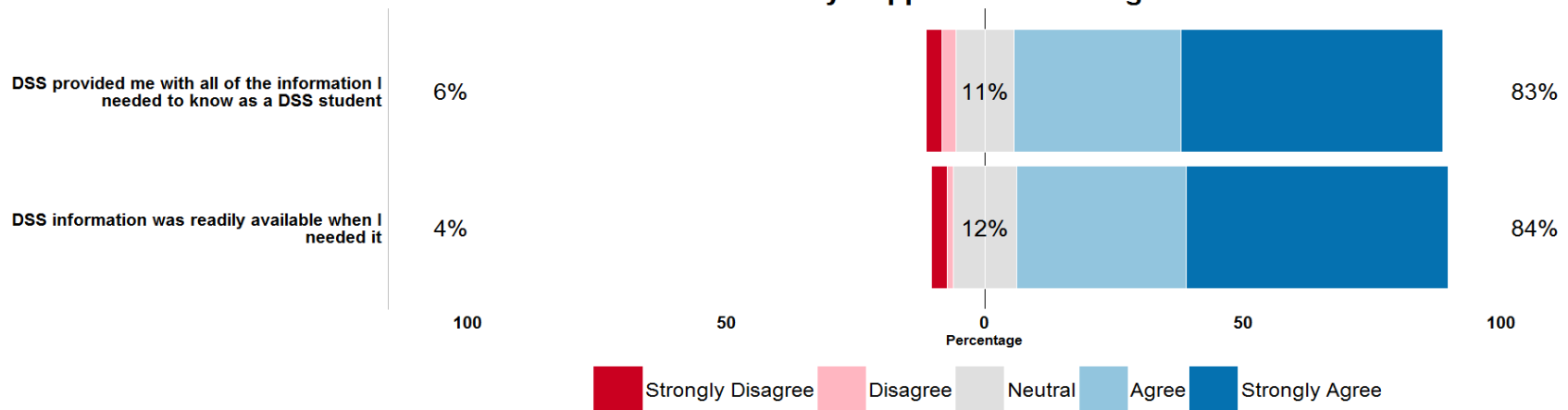
WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED DISABILITY SUPPORT SERVICES?



Disability Support Services: Satisfaction

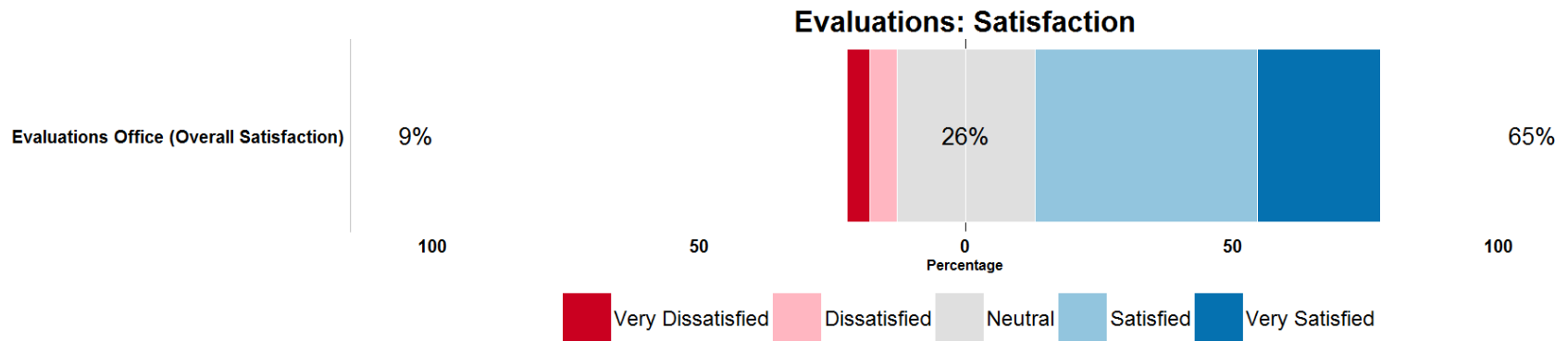
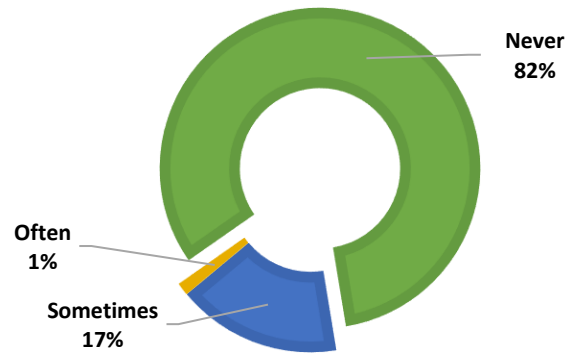


Disability Support Services: Agreement



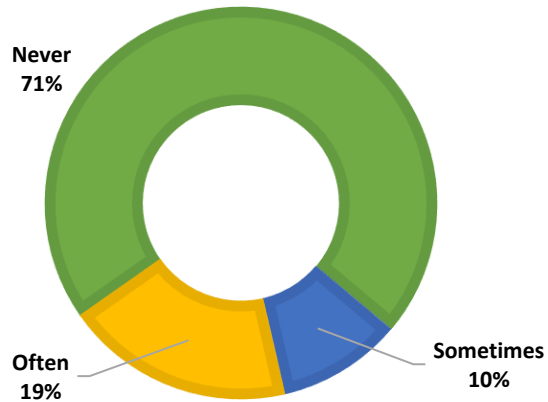
EVALUATIONS

WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED THE EVALUATIONS OFFICE?

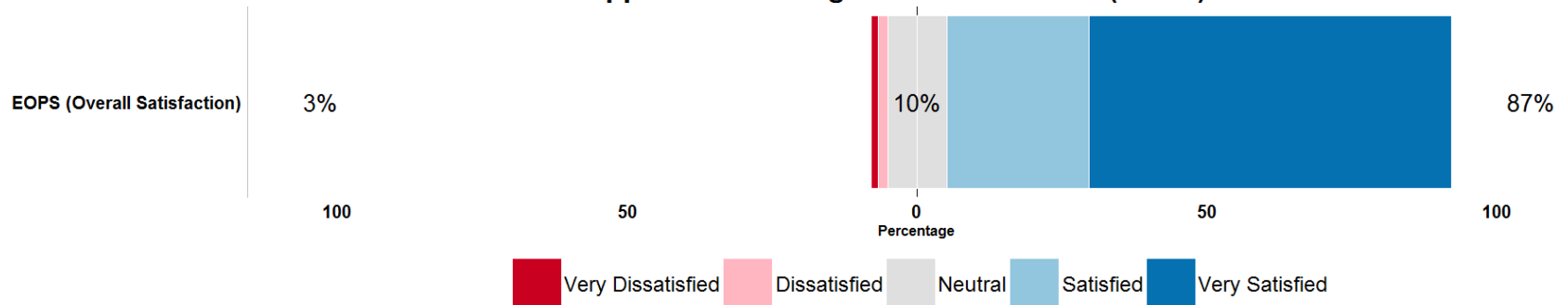


EXTENDED OPPORTUNITIES PROGRAMS AND SERVICES (EOPS)

WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED EXTENDED OPPORTUNITIES PROGRAMS AND SERVICES (EOPS)?

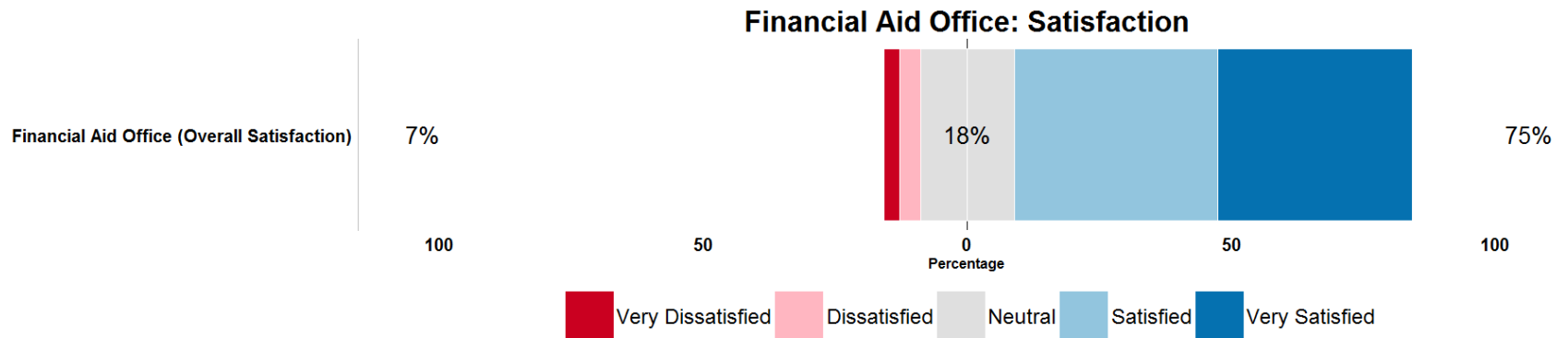
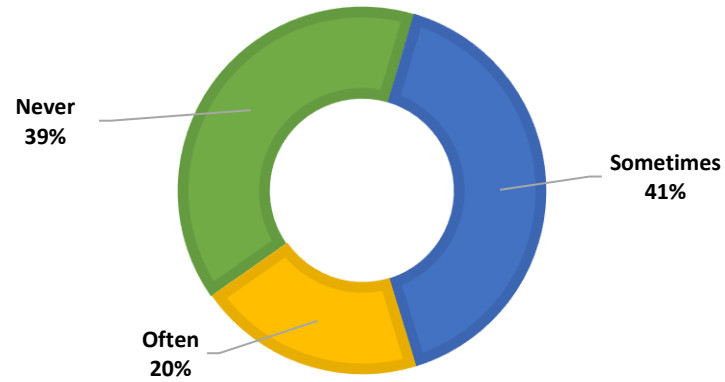


Extended Opportunities Programs and Services (EOPS): Satisfaction



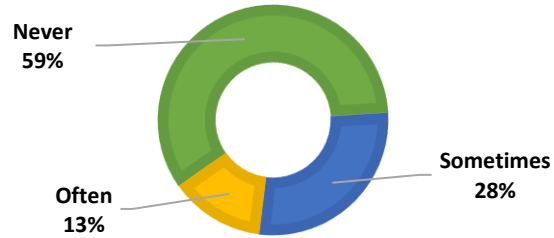
FINANCIAL AID OFFICE

WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED THE FINANCIAL AID OFFICE?

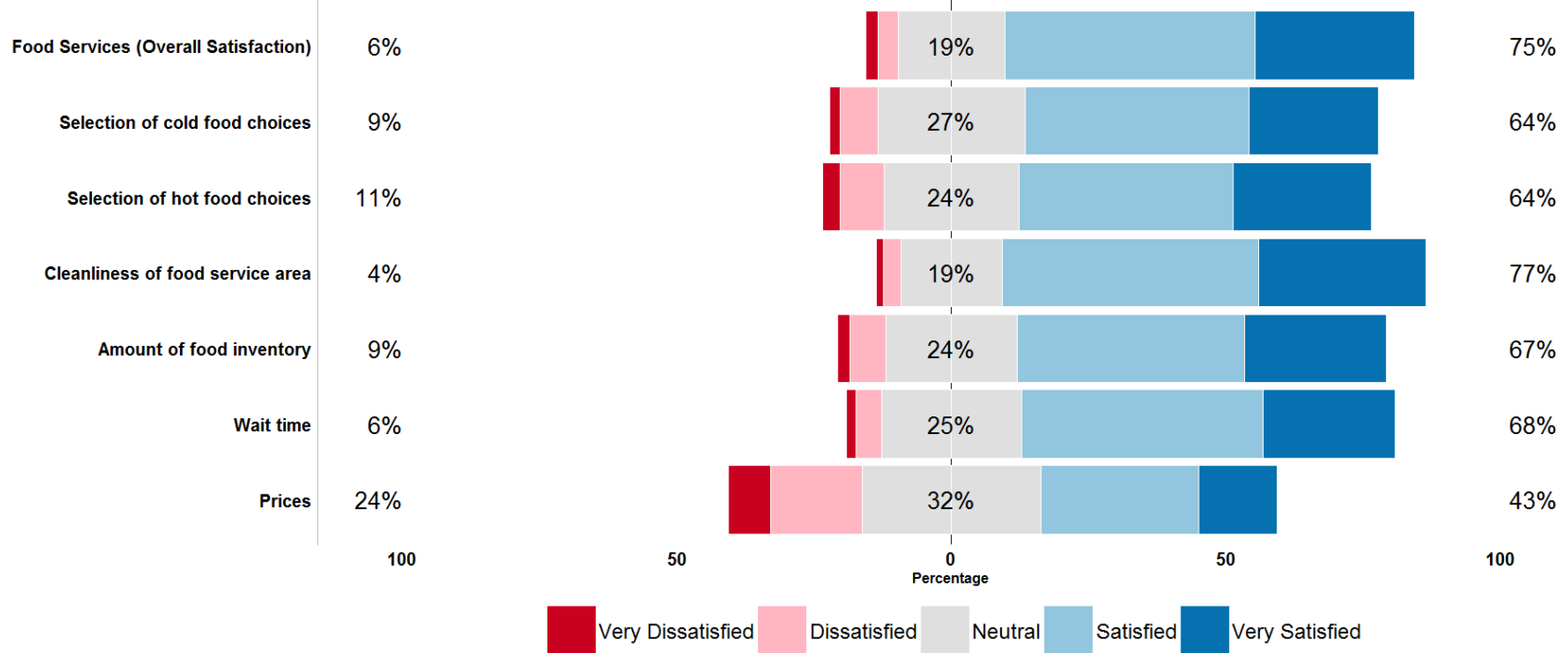


FOOD SERVICES

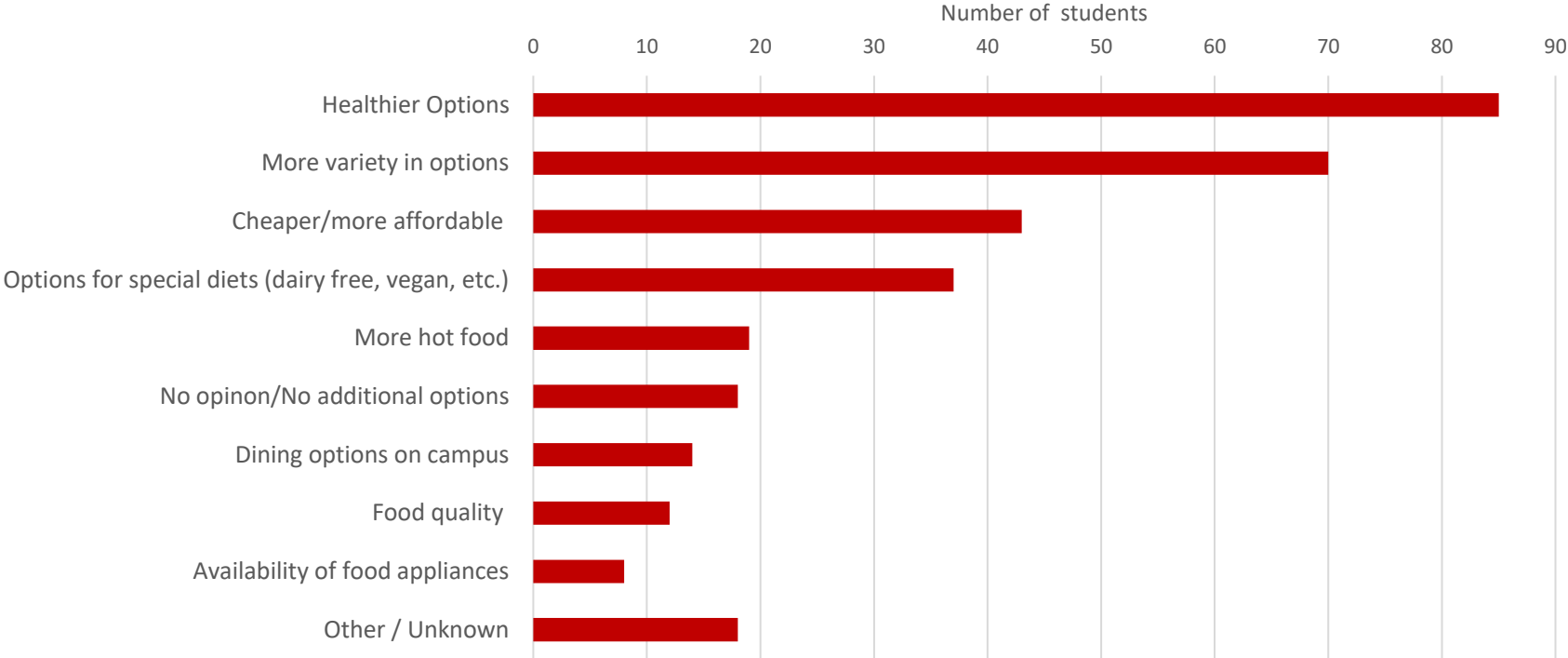
WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED FOOD SERVICES?



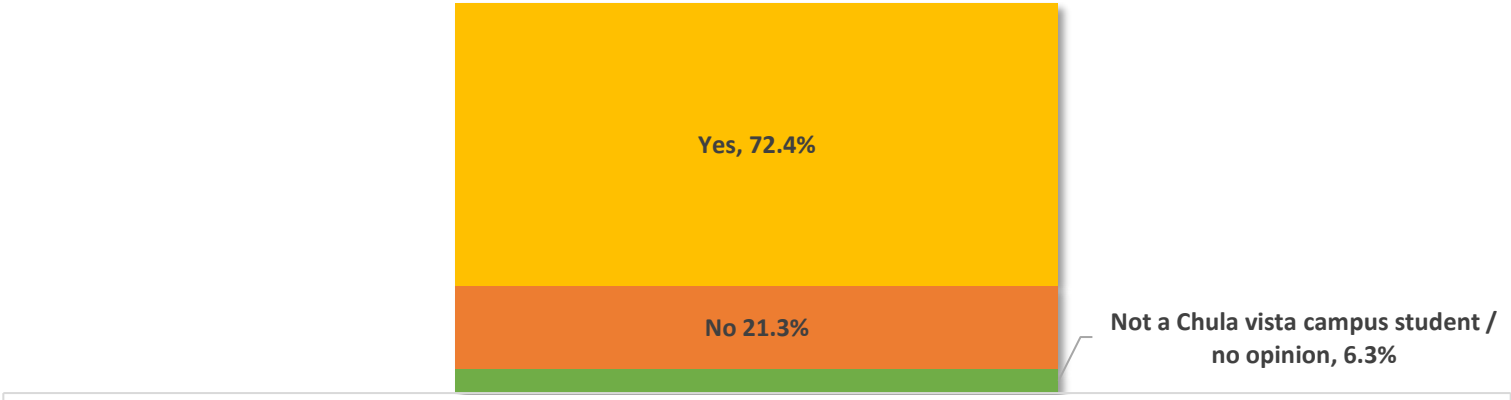
Food Services: Satisfaction



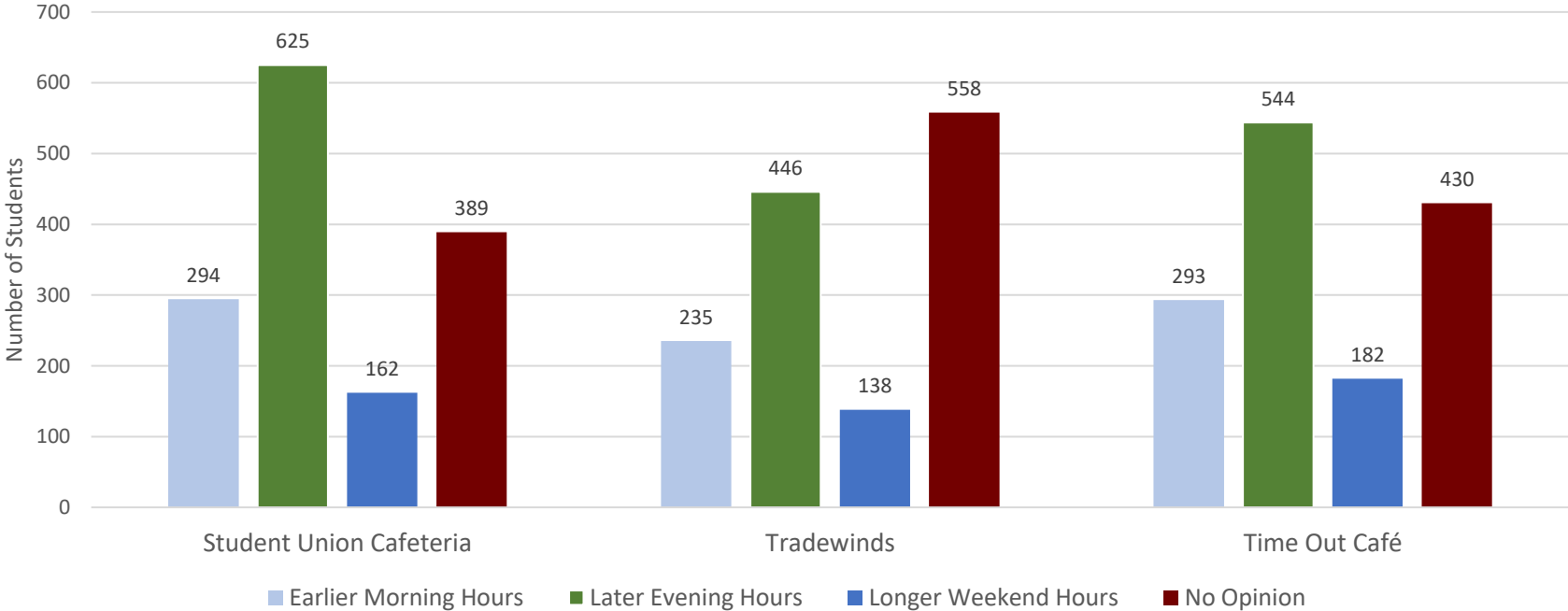
What other food choices or offerings would you like to be made available to you?



Would you like the Student Union Cafeteria, Tradewinds, or Time Out Café to be open more hours?

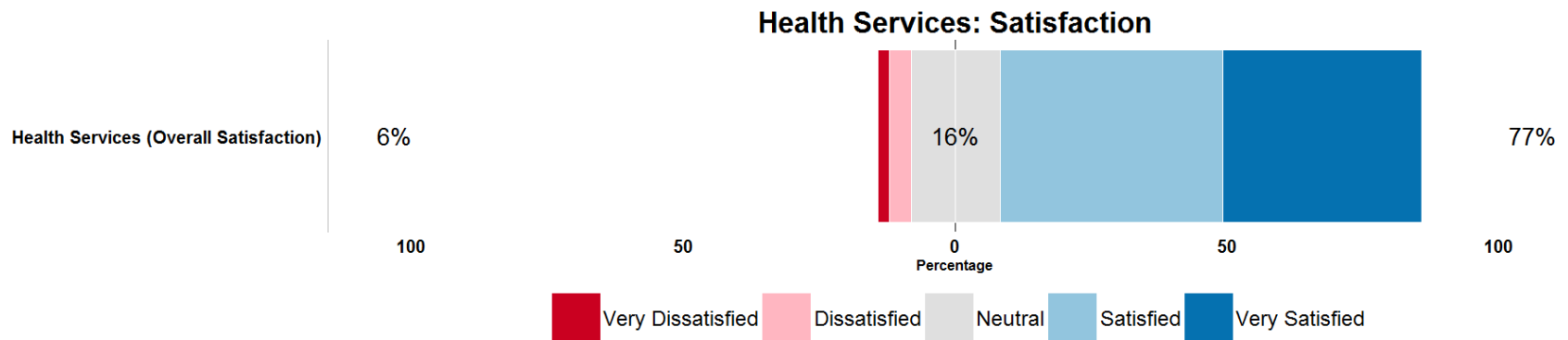
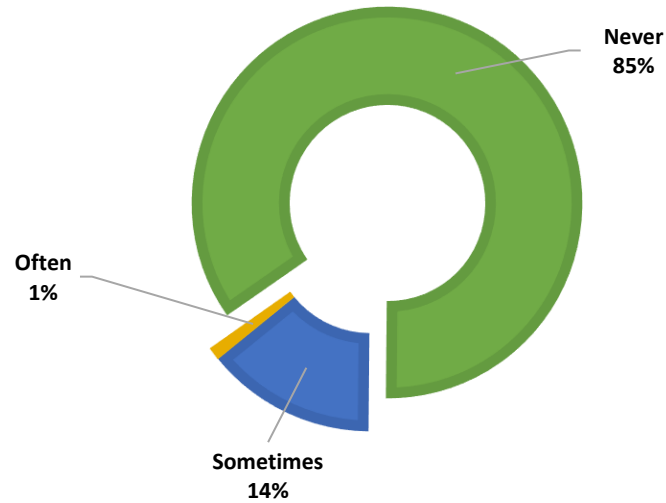


Please indicate the additional times you would like the following Food Services to be open:

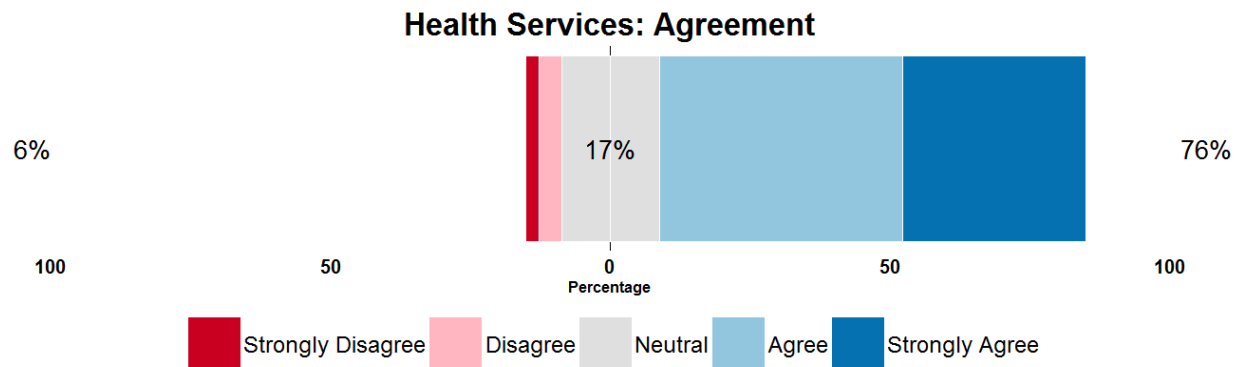


HEALTH SERVICES

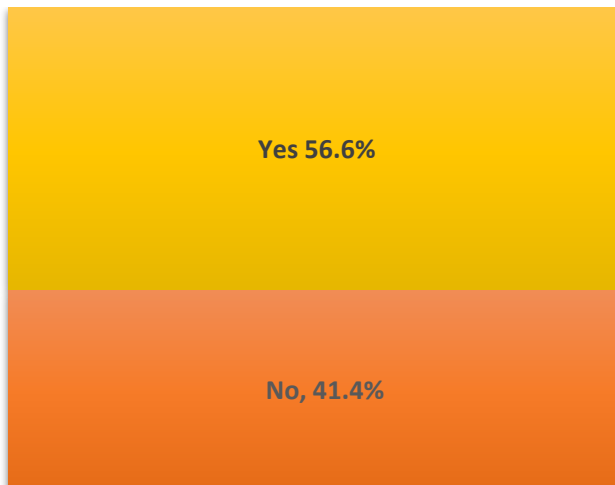
WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED HEALTH SERVICES?



I was provided with the information I needed about health services

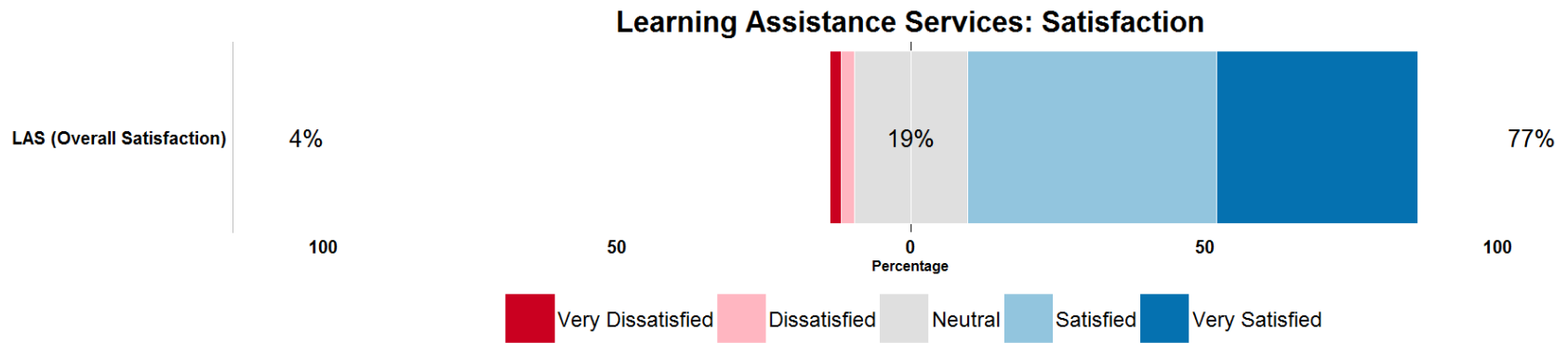
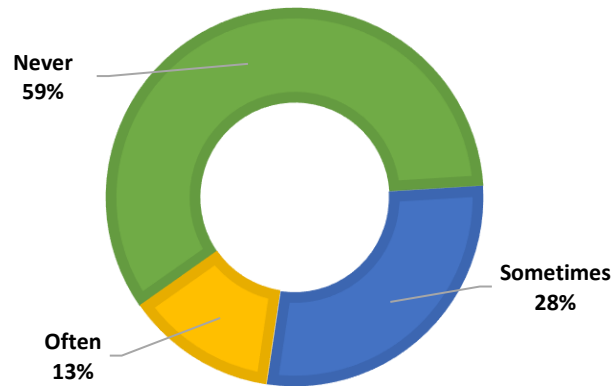


Have you received any information from Health Services that raised your awareness of or encouraged a healthy lifestyle?

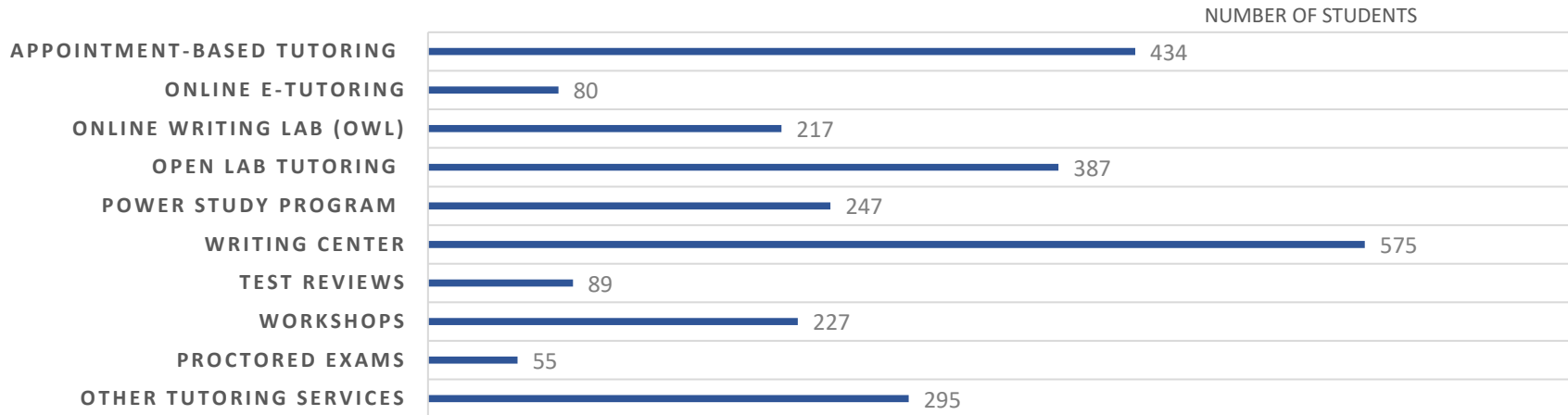


LEARNING ASSISTANCE SERVICES (ACADEMIC SUCCESS CENTER/TUTORING)

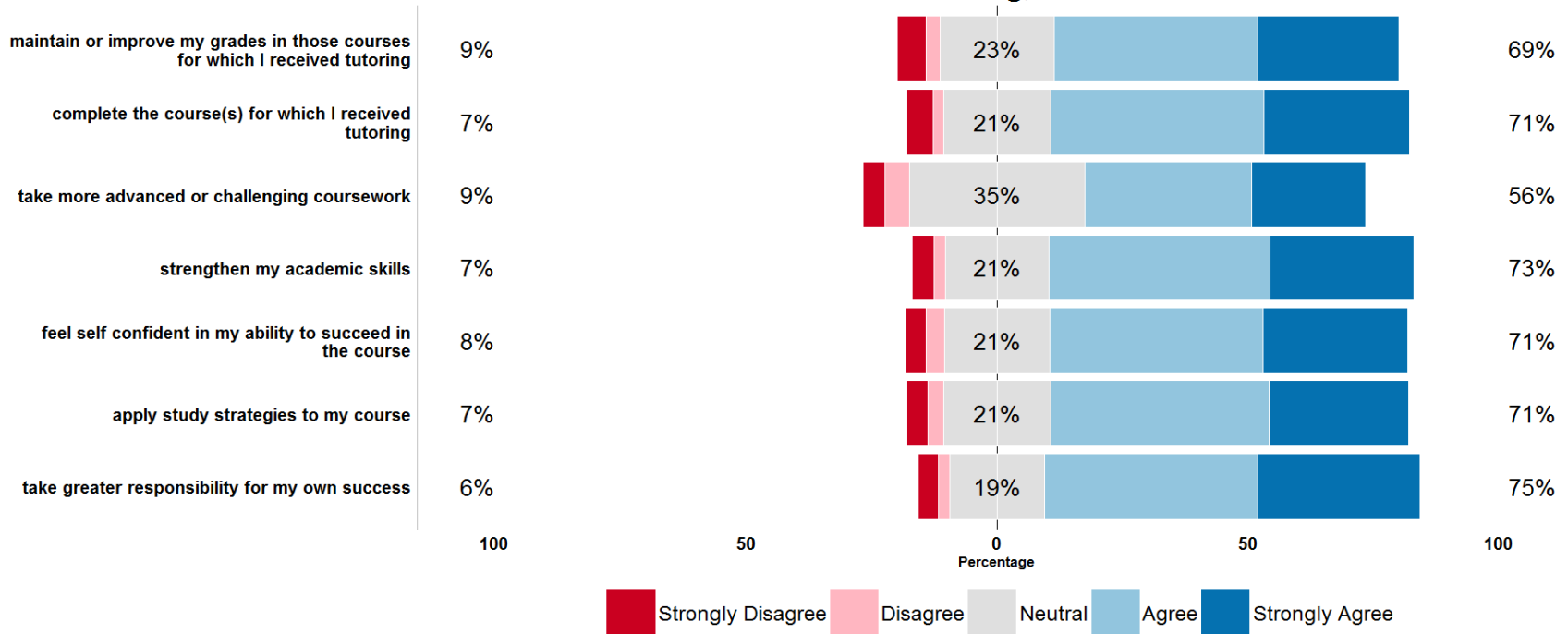
WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED LEARNING ASSISTANCE SERVICES (ACADEMIC SUCCESS CENTER / TUTORING)?



WHICH OF THE FOLLOWING LAS SERVICES HAVE YOU UTILIZED?

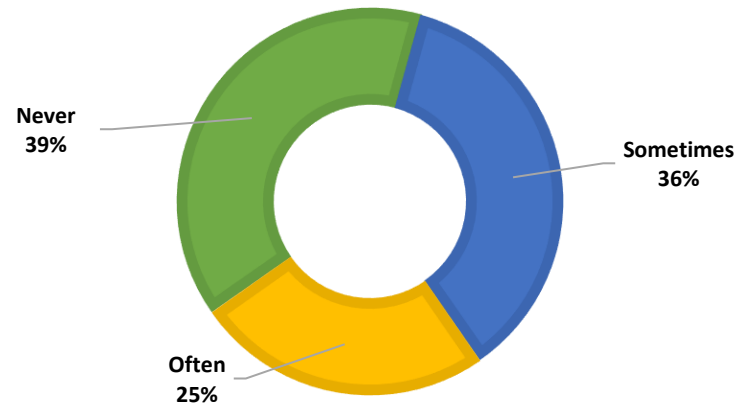


As a result of tutoring, I am/was able to:

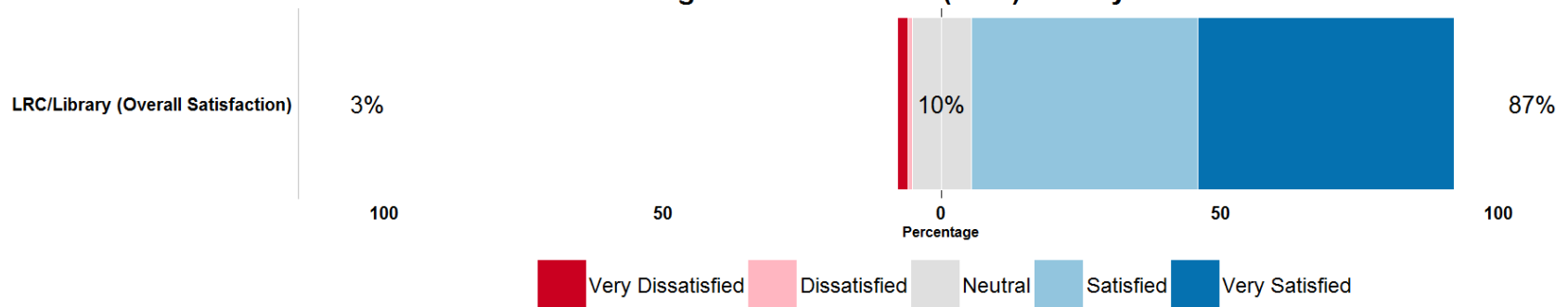


LEARNING RESOURCE CENTER (LRC)/ LIBRARY

WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED THE LEARNING RESOURCE CENTER (LRC) / LIBRARY?

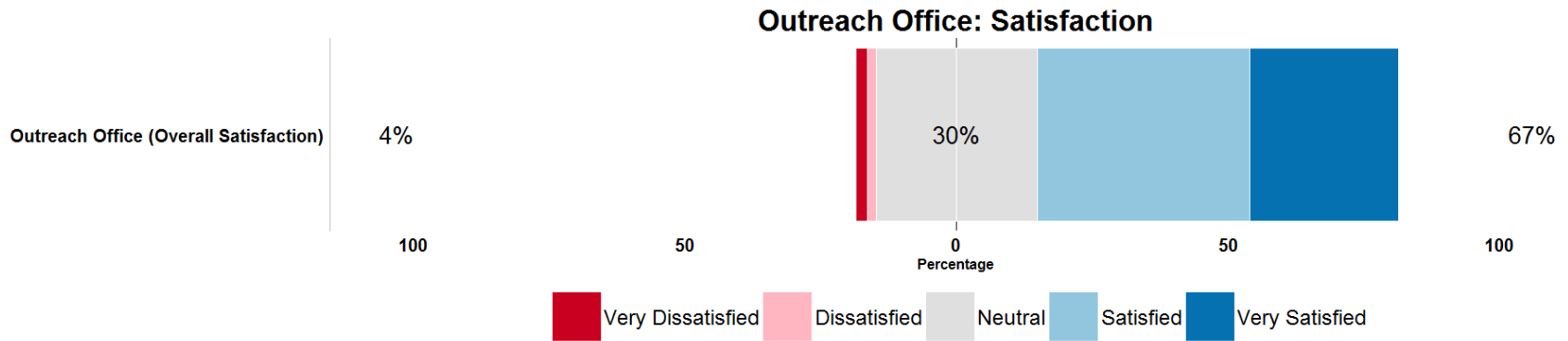
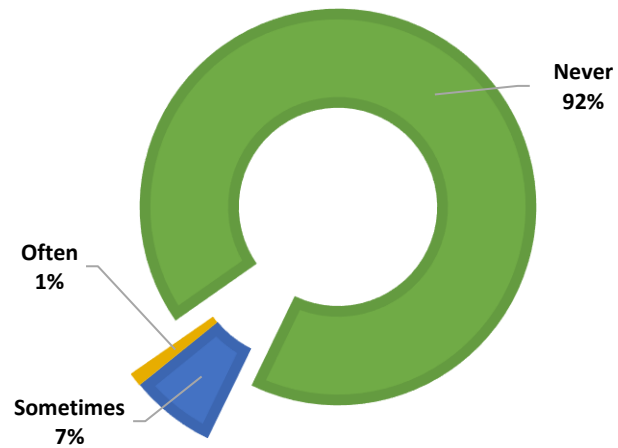


Learning Resource Center (LRC)/Library: Satisfaction



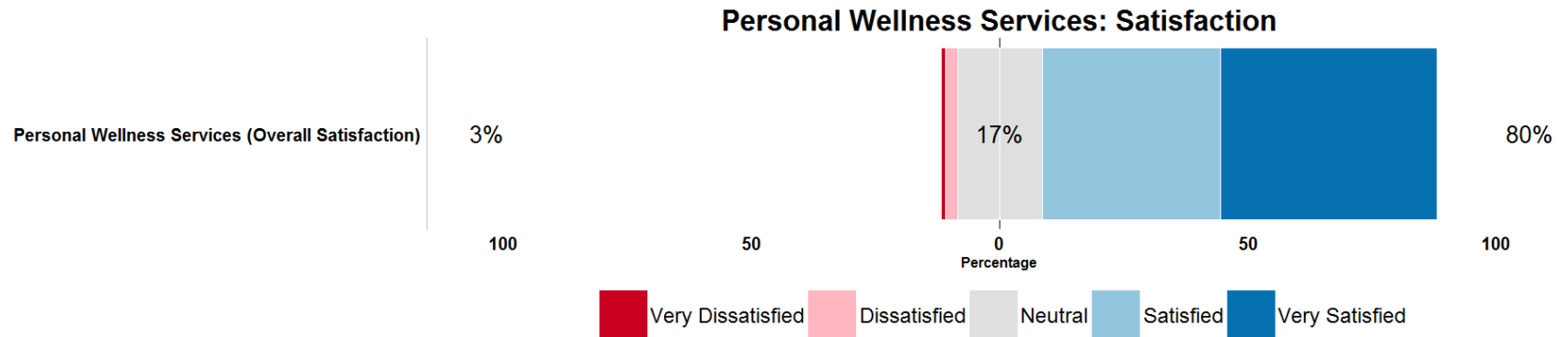
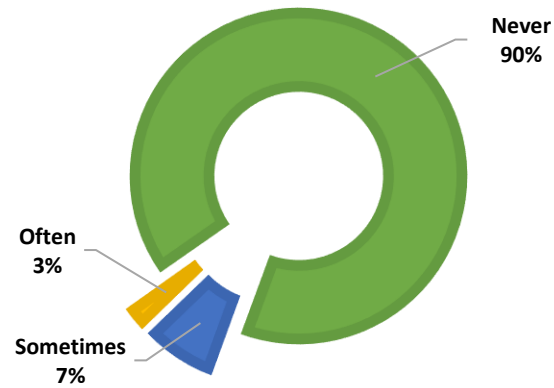
OUTREACH OFFICE

WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED THE OUTREACH OFFICE?



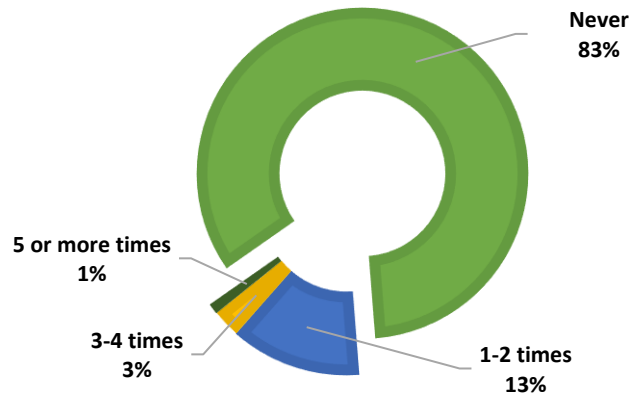
PERSONAL WELLNESS SERVICES

WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED THE PERSONAL WELLNESS SERVICES?

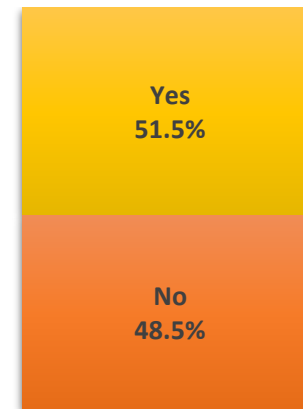


STUDENT EMPLOYMENT SERVICES

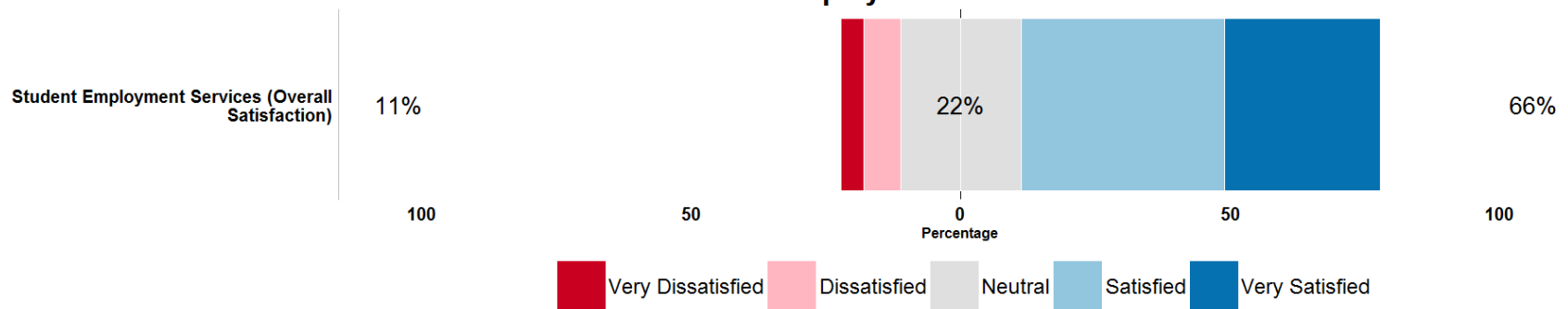
WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED STUDENT EMPLOYMENT SERVICES?



Have you ever used the Student Employment Services website?

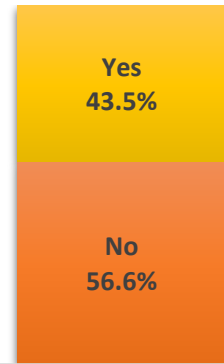
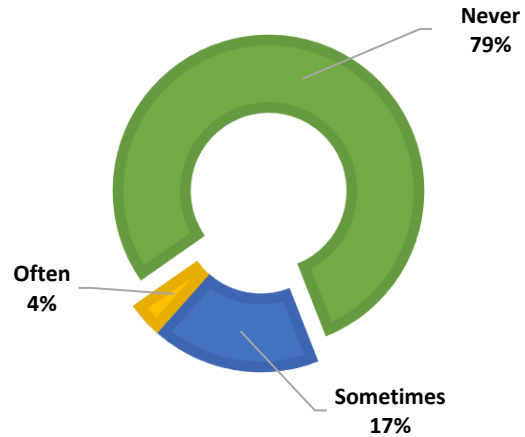


Student Employment Services: Satisfaction

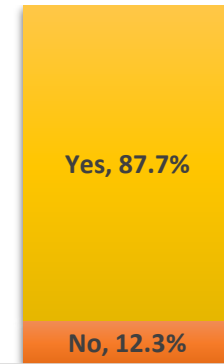


TRANSFER CENTER

WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED THE TRANSFER CENTER?



Have you ever used the Transfer Center website?

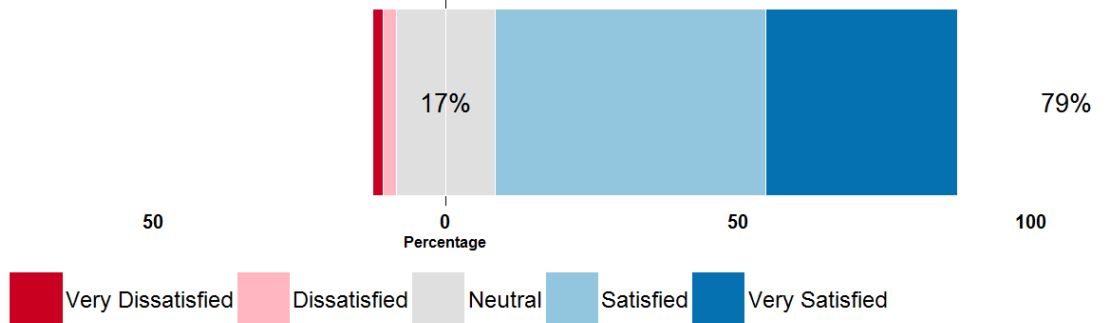


Did you find the Transfer Center services helpful in achieving your educational or transfer goals?

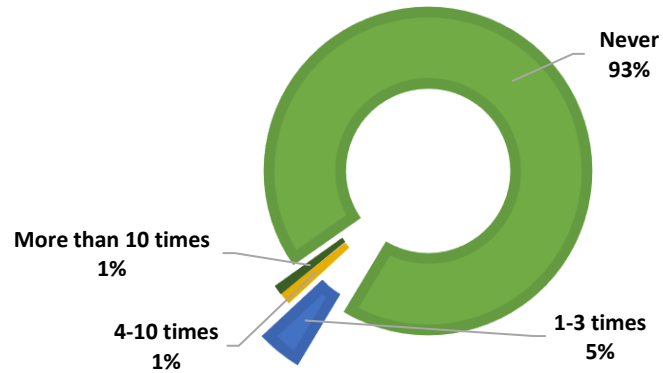
Transfer Center (Overall Satisfaction)

4%
100
50
0
50
100

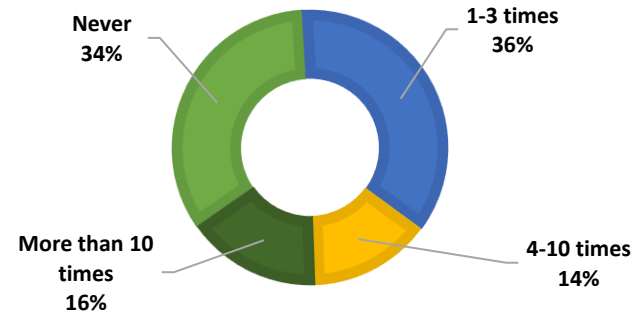
Transfer Center: Satisfaction



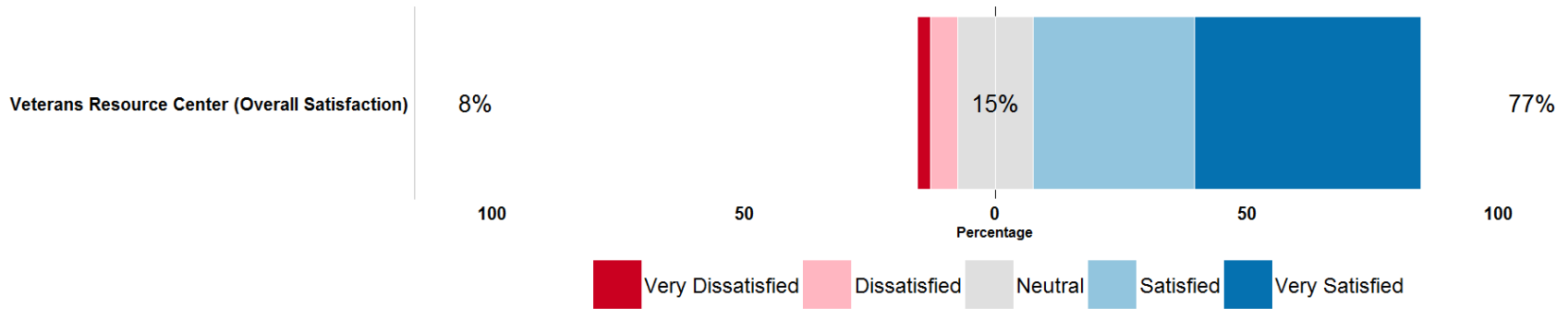
WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED THE VETERANS RESOURCE CENTER?



FOR STUDENTS WHO IDENTIFY AS ACTIVE DUTY / VETERAN:
WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED THE VETERANS RESOURCE CENTER?

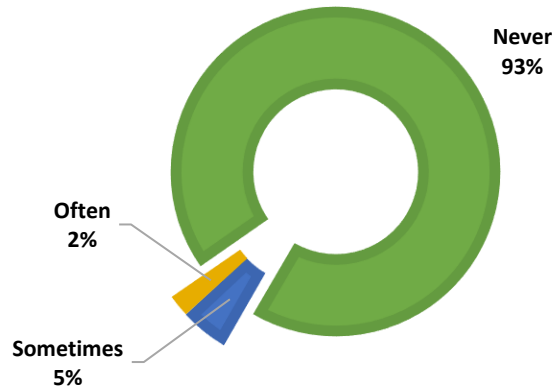


Veterans' Resource Center: Satisfaction

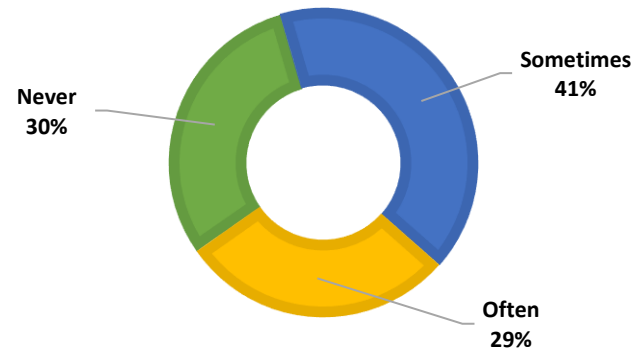


VETERANS SERVICES OFFICE

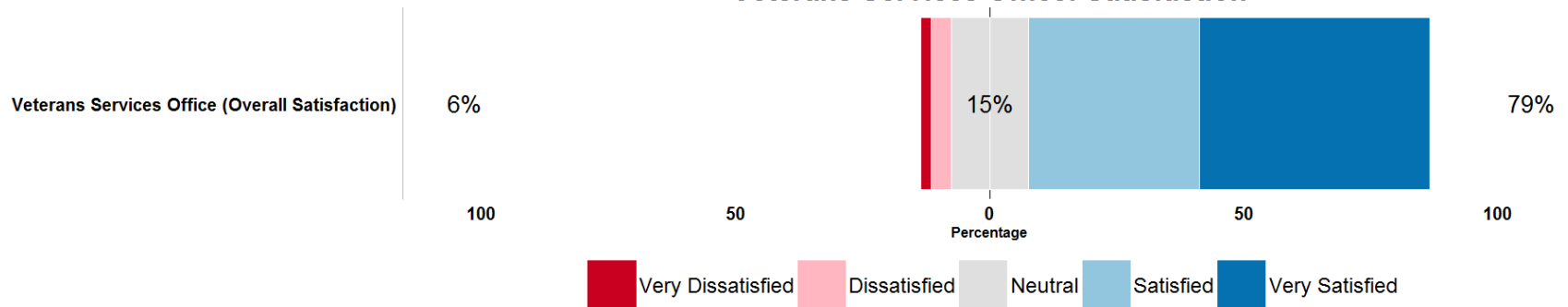
WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED THE VETERANS' SERVICES OFFICE?



FOR STUDENTS WHO IDENTIFY AS ACTIVE DUTY/VETERAN:
WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED THE VETERANS' SERVICES OFFICE?

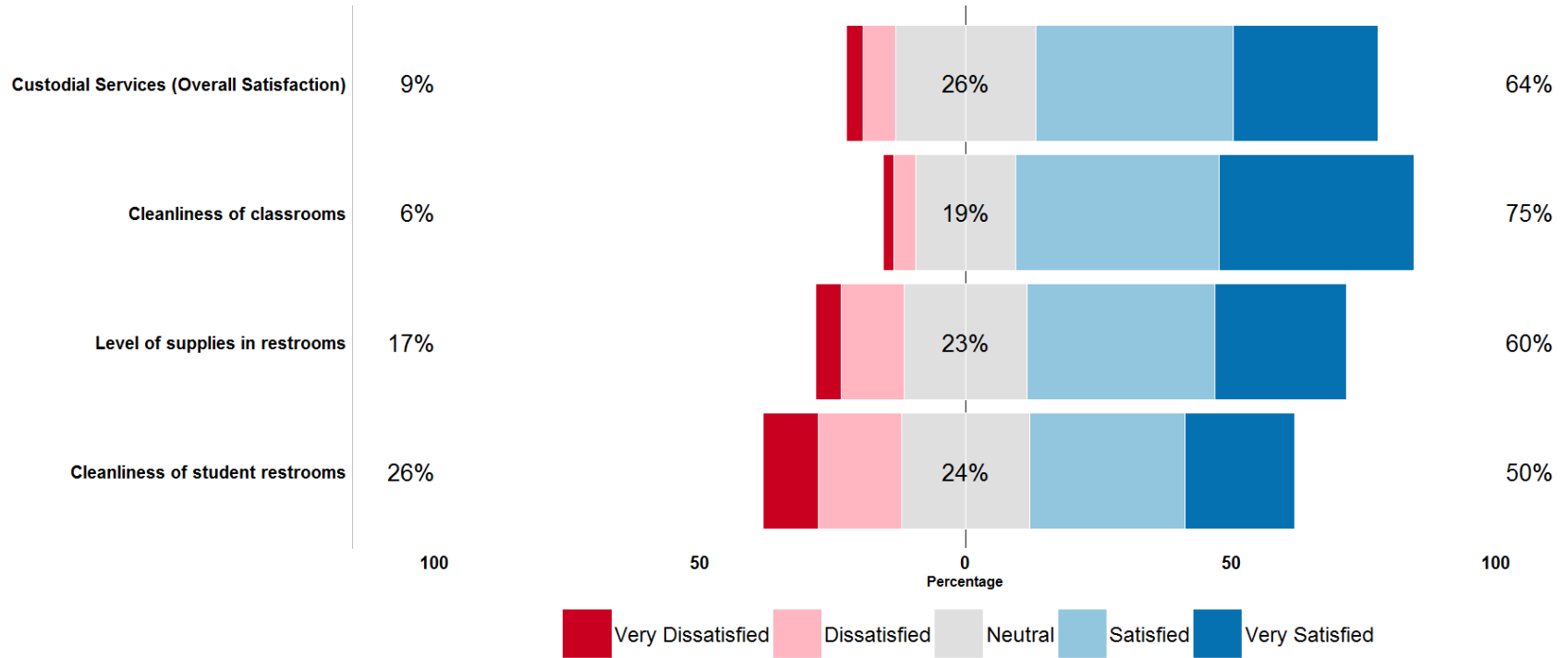


Veterans Services Office: Satisfaction



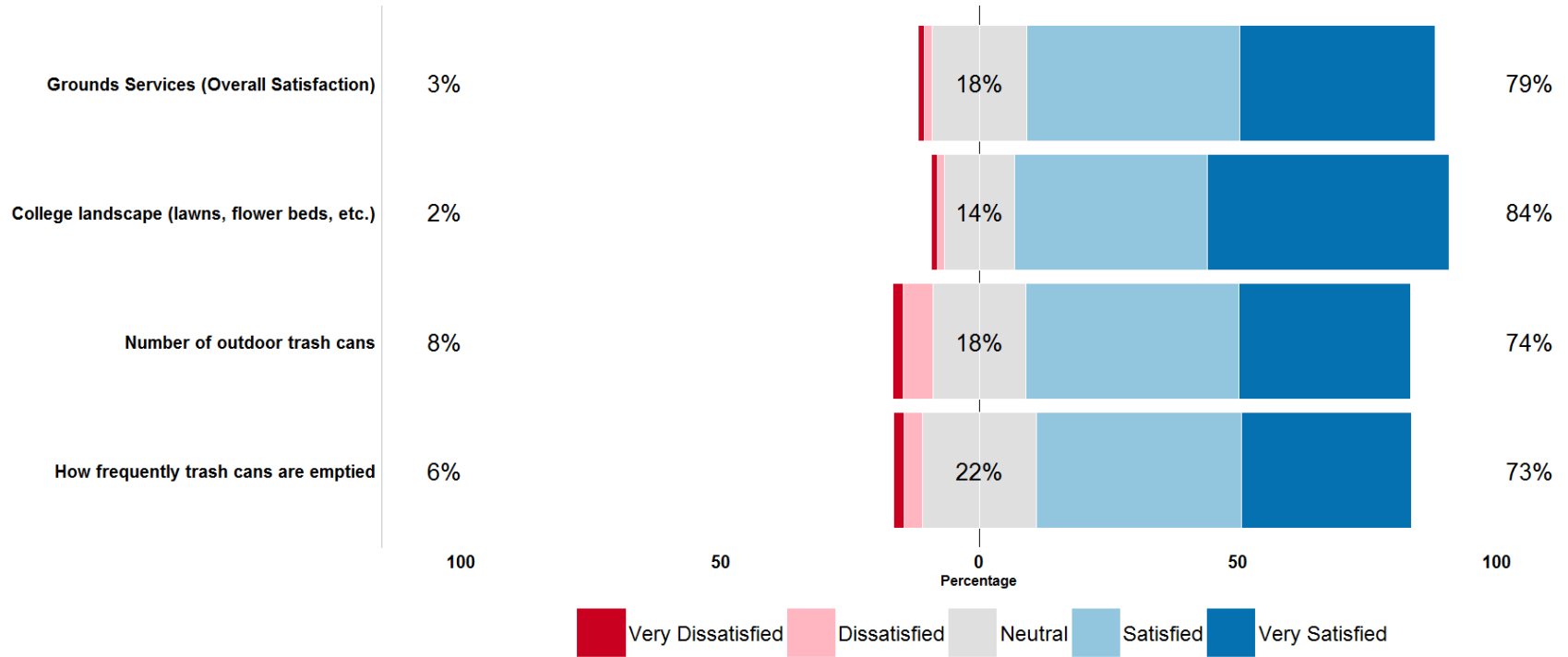
CUSTODIAL SERVICES

Custodial Services: Satisfaction



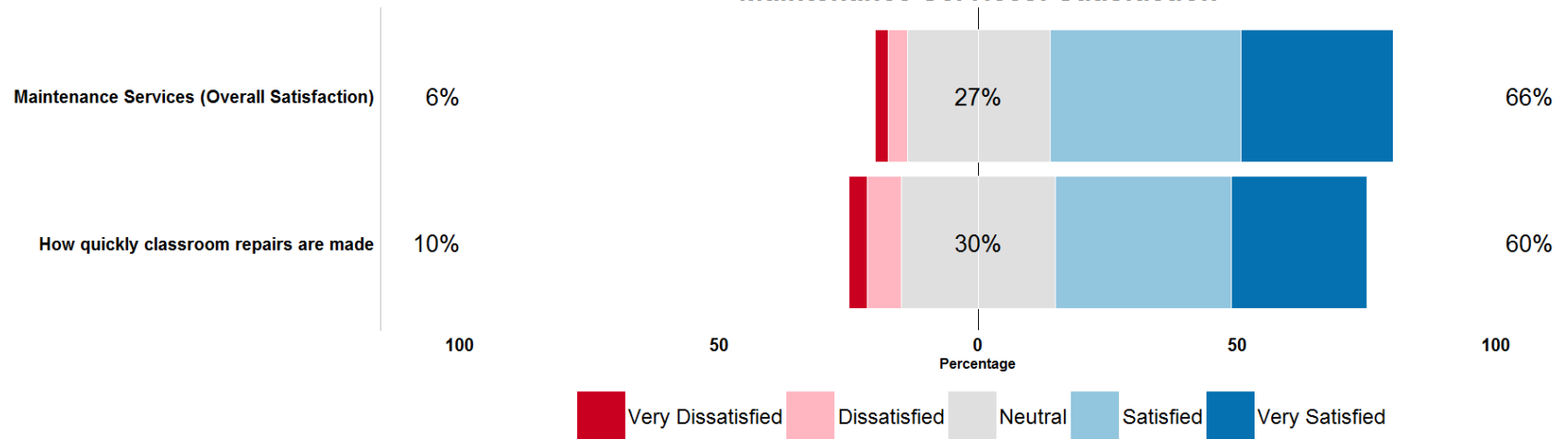
GROUNDS SERVICES

Grounds Services: Satisfaction



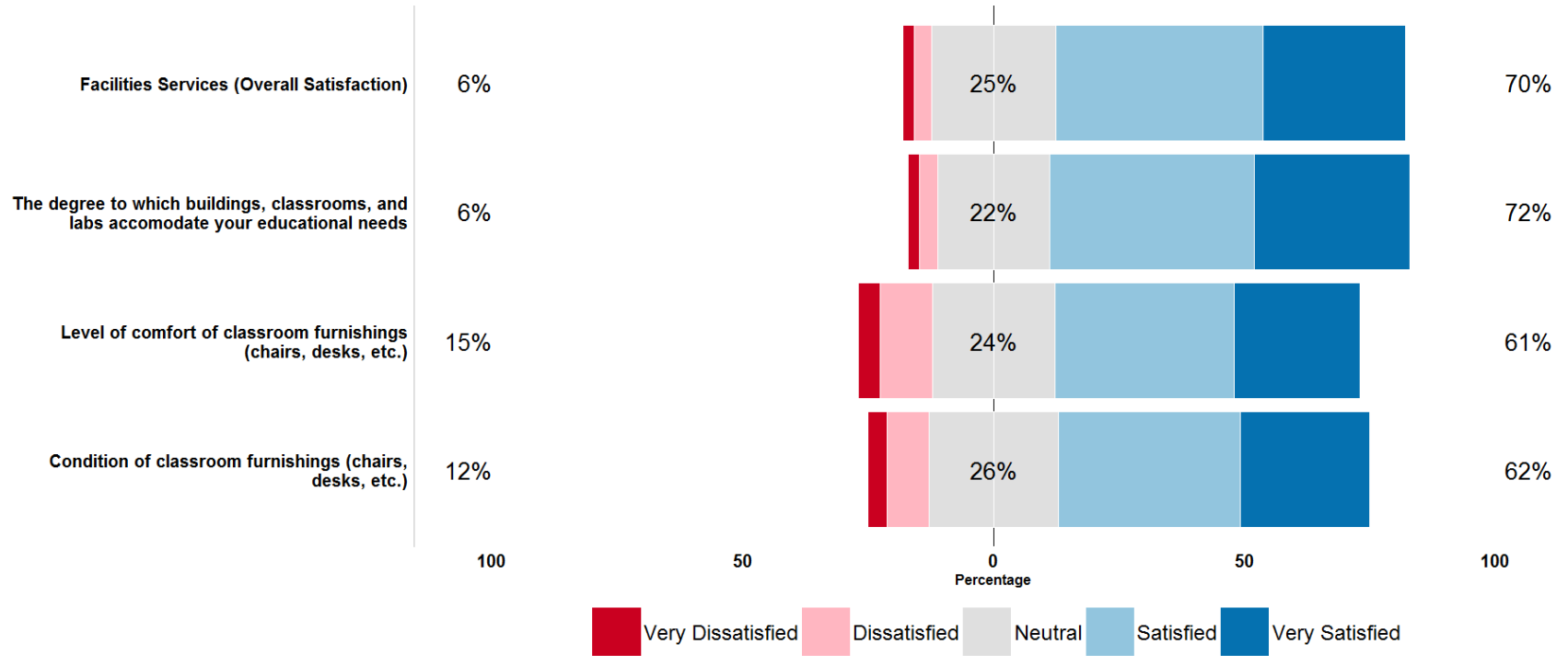
MAINTENANCE SERVICES

Maintenance Services: Satisfaction



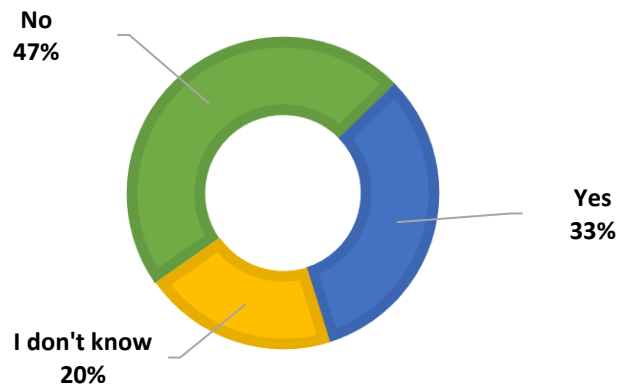
FACILITIES SERVICES

Facilities Services: Satisfaction

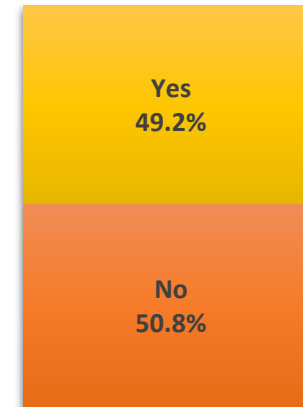


SUPPLEMENTAL QUESTIONS [HOUSING]

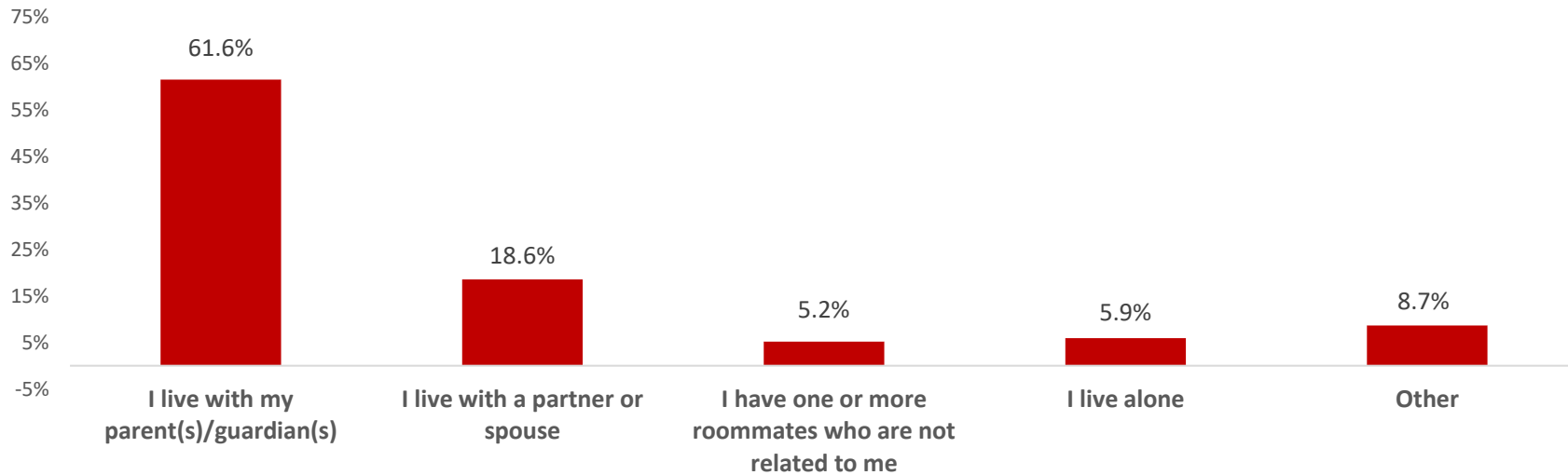
WOULD YOU BE INTERESTED IN STUDENT HOUSING OFFERED THROUGH SOUTHWESTERN COLLEGE?



Do you currently pay a monthly rent or mortgage?

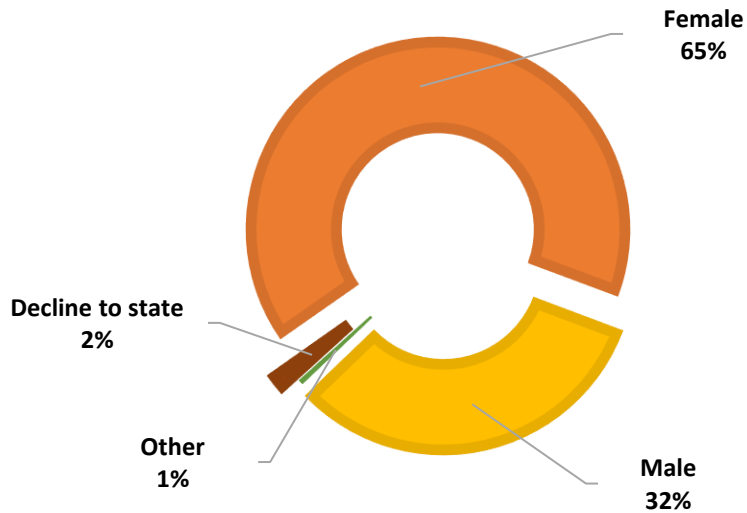


Who do you currently live with?

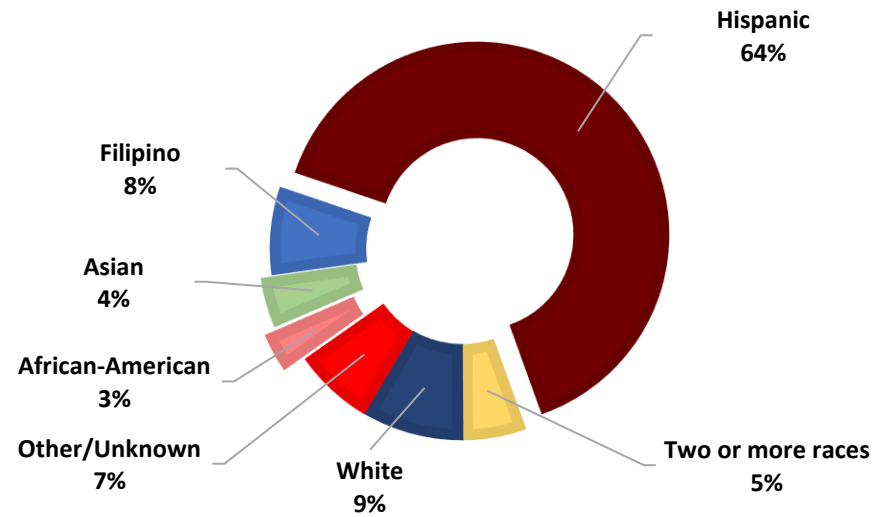


SUPPLEMENTAL QUESTIONS [DEMOGRAPHICS]

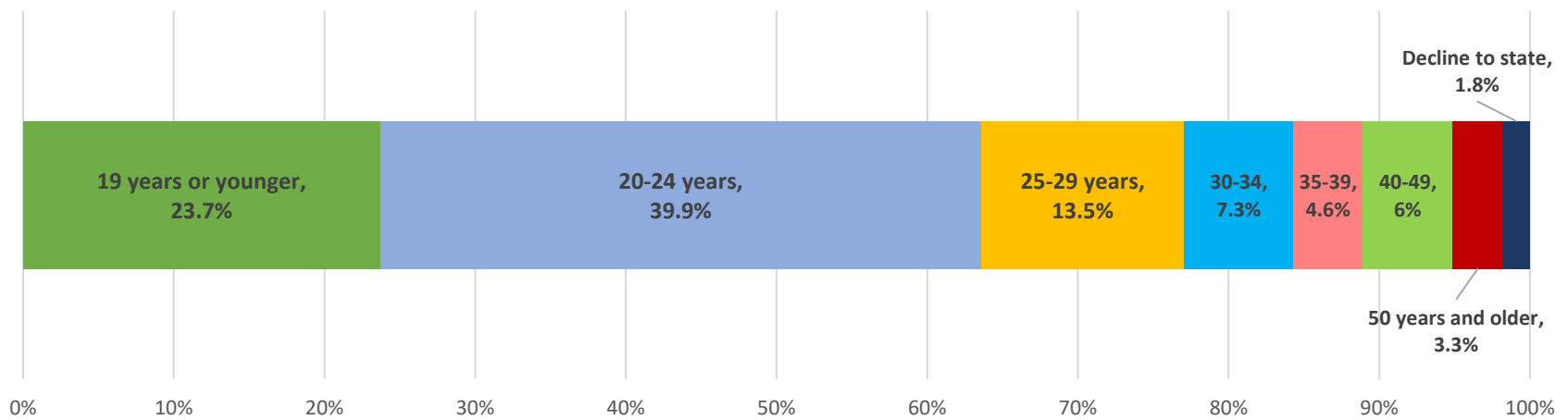
WHAT IS YOUR GENDER?



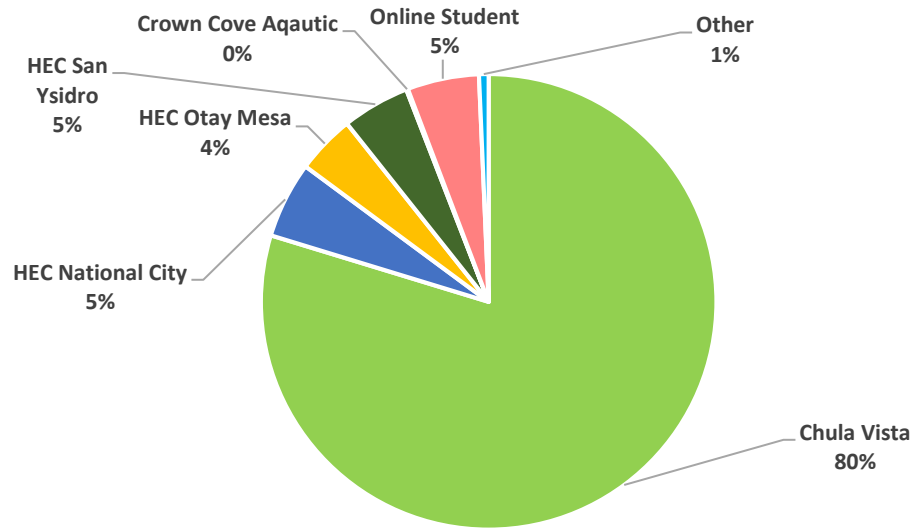
WHAT IS YOUR RACE/ETHNICITY?



WHAT IS YOUR AGE?



In which college location do you spend 50% or more of your time attending classes?



(Optional) Please check any of the following that apply to you:

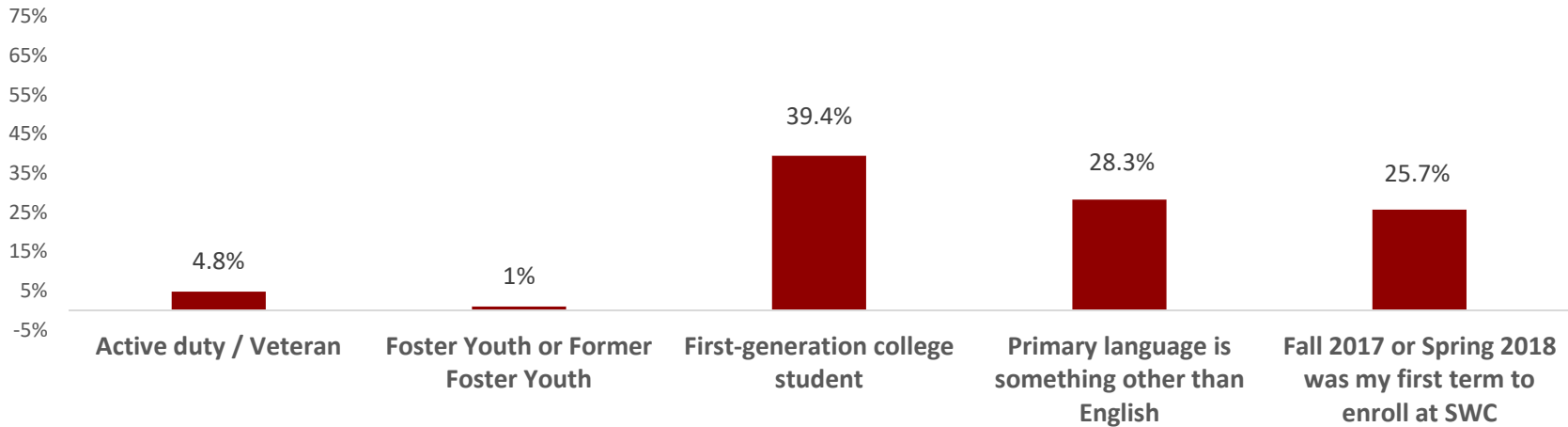


Figure 4: N=2,888 complete survey respondents.

APPENDIX

REFERENCES

Peytcheva, E. & Groves, R. (2009). Using variation in response rates of demographic subgroups as evidence of nonresponse bias in survey estimates. *Journal of Official Statistics*, 25(2), 193-201.

TABLES OF SURVEY DATA

1: Please choose the campus that you will reference to answer all questions in this survey:		
Answer Options	Response Percent	Response Count
Chula Vista Campus	79.7%	2692
Higher Education Center at National City	5.40%	183
Higher Education Center at Otay Mesa	4.20%	141
Higher Education Center at San Ysidro	4.80%	162
Crown Cover Aquatic Center	0.10%	4
I am an online student	5.10%	172
Other (Extension sites, high school students, etc.)	0.70%	23
	<i>Answered question:</i>	100%
	<i>Skipped question:</i>	0.00%
		3377
		0

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

Answer Options	Not at all Familiar	Slightly Familiar	Moderately Familiar	Very Familiar	Rating Average	Response Count
Admissions & Records Office	229	757	1045	1182	2.99	3213
Assessment Center	430	887	880	1005	2.77	3202
Associated Student Organization (ASO) & Student Clubs	936	938	635	690	2.34	3199
Bookstore	155	310	684	2054	3.45	3203
CalWORKs	1609	814	383	389	1.86	3195
Career Center	905	904	667	728	2.38	3204
Cashiering Office	735	721	680	1070	2.65	3206
College Police	744	855	711	893	2.55	3203
Counseling Services	286	441	818	1648	3.2	3193
Disability Support Services (DSS)	1370	735	434	666	2.12	3205
EOPS/ CARE	1069	604	421	1110	2.49	3204
Evaluations Office	1353	844	490	510	2.05	3197
Financial Aid Office	400	511	697	1595	3.09	3203
First Year Experience	1220	623	482	868	2.31	3193
Food Services	884	731	659	914	2.5	3188
Guardian Scholars Program (Foster Youth)	2403	439	183	175	1.42	3200
Health Services	1313	879	476	532	2.07	3200
High Tech Center	1925	654	311	300	1.68	3190
Learning Assistance Services (Academic Success Center / Tutoring)	687	654	673	1187	2.74	3201
Learning Resource Center (LRC)/ Library	511	524	729	1435	2.97	3199
MESA Schools Program	1993	591	298	313	1.67	3195
Outreach Office	1879	652	325	336	1.72	3192
Personal Wellness Services	1650	769	375	400	1.85	3194
Service Learning Program	1871	696	316	307	1.71	3190
Student Employment Services	1237	788	571	605	2.17	3201
Transfer Center	984	845	639	733	2.35	3201
Veterans' Resource Center	1810	656	304	428	1.8	3198
Veterans' Services Office	1834	624	291	447	1.8	3196
Workability III Program	2302	504	181	213	1.47	3200
<i>Answered question:</i>						3220
<i>Skipped question:</i>						157

3: Within the last year, how often have you used the Admissions & Records Office?		
Answer Options	Response Percent	Response Count
Never	26.0%	833
Sometimes	61.7%	1981
Often	12.3%	396
<i>Answered question:</i>		95.1%
<i>Skipped question:</i>		4.90%
		3210
		167

4: Please indicate your level of satisfaction with the following:								
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	N/A I haven't received this service	Rating Average	Response Count
Admissions & Record (Overall satisfaction)	63	45	514	922	772	24	3.99	2340
Registration Process for Classes	65	93	327	840	960	49	4.11	2334
Process for Obtaining a Student ID Card	58	28	331	738	978	198	4.2	2331
Transcript Request Service	51	56	455	553	584	636	3.92	2335
Transcript Evaluation Service	57	71	531	502	495	678	3.79	2334
<i>Answered question:</i>								2340
<i>Skipped question:</i>								1037

5: Within the last year, how often have you used the Assessment Center?		
Answer Options	Response Percent	Response Count
Never	54.8%	1734
Sometimes	40.6%	1285
Often	4.60%	147
<i>Answered question:</i>		93.8%
<i>Skipped question:</i>		6.20%
		3166
		211

6: Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Assessment Center (Overall satisfaction)	29	19	393	649	328	3.87	1418
<i>Answered question:</i>							1418
<i>Skipped question:</i>							1959

7: Please indicate your level of agreement with the following:								
Answer Options	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A I haven't received this service	Rating Average	Response Count
The Assessment Center staff helped me to understand how to pick my courses based on my assessment test results	30	53	290	481	518	46	4.02	1418
<i>Answered question:</i>								1418
<i>Skipped question:</i>								1959

8: Within the last year, have you attended an event hosted by the Associated Student Organization (ASO) (College Hour, Welcome Week, Stress Relief Week)?		
Answer Options	Response Percent	Response Count
No	70.4%	2212
Yes	19.9%	626
I'm not sure	9.70%	304
<i>Answered question:</i>		3142
<i>Skipped question:</i>		235

9: Based on your experience with ASO events, please indicate your level of satisfaction with the following:

Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Associated Student Organization (ASO) Overall satisfaction	15	19	270	388	225	3.86	917
Number of ASO events per semester	10	37	387	326	154	3.63	914
Variety of ASO events per semester	11	32	368	346	157	3.66	914
Organization of ASO events	15	21	337	359	182	3.74	914
Promotion/marketing of ASO events	22	75	367	291	159	3.54	914
<i>Answered question:</i>							917
<i>Skipped question:</i>							2460

10: Within the last year, have you utilized any of the following services provided by the Associated Student Organization (ASO)?

Answer Options	Yes	No	I'm not sure	% Yes	Response Count
Discounts on Trolley/Bus Passes	391	2551	145	12.7%	3087
Discounts at Southwestern College locations (Campus Bookstore, Health Services, Cafeteria, etc.)	910	1989	187	29.5%	3086
Textbook or Calculator Rental Program	515	2476	92	16.7%	3083
ASO Computer Lab	756	2160	167	24.5%	3083
ASO Scholarships	261	2656	167	8.50%	3084
<i>Answered question:</i>					3089
<i>Skipped question:</i>					288

11: Please indicate your level of agreement with the following:								
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	N/A I haven't utilized these service	Rating Average	Response Count
Associated Student Organization Services (Overall Satisfaction)	45	58	1034	682	420	838	2.63	3077
<i>Answered question:</i>								3077
<i>Skipped question:</i>								300

12: (Optional) Is there another service the Associated Student Organization (ASO) could provide:	
<i>Answered question:</i>	184
<i>Skipped question:</i>	3193
<i>Coded Category</i>	<i>Example Comment</i>
No additional services/satisfied	"ASO has really helped me out!"
Advertising/provide more information	"I didn't realize that there were services like this at this school..."
Better scheduling of events	
Financial Assistance	"...money for low income students..."
Academic Assistance	"Graduation guide, how to graduate."
Personal Assistance (food, personal care items, housing etc.)	"Provide tampons and pads in Health Services for FREE. If condoms are given away for free, why not pads and tampons?"
Employment assistance	"I wish they could help unemployed students find jobs."
Inclusion / non-discrimination / diversity	"Where's the Asian American representation?"
Health Assistance (physical or mental health services)	"...a service that helps students deal with mental issues (depression, anxiety, stress, etc.)."
Entertainment (games, events, non-academic field trips, etc.)	"...a slightly bigger gaming room..."
Infrastructure (ASO building safety, rules, staff, etc.)	"A room to take naps in."
Unknown/Other	"Not applicable for me. Online Student."

13: Within the last year, have you been a member of a Student Club?		
Answer Options	Response Percent	Response Count
No	81.5%	2517
Yes	18.5%	573
<i>Answered question:</i>	91.5%	3090
<i>Skipped question:</i>	8.50%	287

14: (Optional) If you have never been involved in Student Clubs, please tell us why:	
	<i>Answered question:</i> 1068 <i>Skipped question:</i> 2309
<i>Coded Category</i>	<i>Example Comment</i>
No time / busy / scheduling	"I don't have time."
No interest in participating	"I don't want to."
Not enough information	"I am unaware of clubs on campus."
New student	"New to campus, I am not familiar with everything yet."
Online student	"As an online student it's hard to go to campus if I don't need to."
No clubs that I'm interest in	"Haven't found one that meets my interests."
Personal/Inclusion	"I believe it's for the younger generation."
Unknown/Other	"I do student clubs at a different school."

15: Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Student Clubs (Overall satisfaction)	14	20	153	230	158	3.87	575
	<i>Answered question:</i>						575
	<i>Skipped question:</i>						2802

16: (Optional) Do the Student Clubs meet your needs? Please explain why or why not:	
	<i>Answered question:</i> 102 <i>Skipped question:</i> 3275
<i>Coded Category</i>	<i>Example Comment</i>
Yes / no opinion	"Yes because it helps with my major."
More assistance for club organization/activities	"...starting a new club could be difficult at times."
Better scheduling	"...maybe try to include more days needed for meetings."
Better club content, more useful activities	"It seems that there isn't a lot of participation, commitment, energy behind some clubs on campus."
More clubs to meet variety of interests	"...this college lacks different kinds of clubs out there..."
More advertising for existing clubs	"I think they should be explained to other students or advertised better."
More interaction between clubs and external agencies	"More guest speakers, Ted talks style, or professors coming in to speak about research..."
Unknown/Other	"Not exactly."

17: Within the last year, how often have you used the Bookstore?		
Answer Options	Response Percent	Response Count
Never	9.90%	305
Sometimes	49.2%	1513
Often	40.9%	1260
<i>Answered question:</i>		3078
<i>Skipped question:</i>		299

18: Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Bookstore (Overall satisfaction)	58	47	459	1323	870	4.05	2757
Staff knowledge of bookstore products (textbooks, supplies, etc.)	42	45	574	1250	847	4.02	2758
Cleanliness of store	35	17	349	1260	1092	4.22	2753
Availability of products (textbook, supplies, etc.)	69	197	692	1135	663	3.77	2756
<i>Answered question:</i>							917
<i>Skipped question:</i>							2460

19: Within the last year, how often have you used CalWORKS?		
Answer Options	Response Percent	Response Count
Never	89.7%	2746
Sometimes	6.80%	209
Often	3.50%	108
<i>Answered question:</i>		3063
<i>Skipped question:</i>		314

20: Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
CalWORKs (Overall satisfaction)	8	5	78	123	103	3.97	317
<i>Answered question:</i>							317
<i>Skipped question:</i>							3060

21: Within the last year, how often have you used the Career Center?		
Answer Options	Response Percent	Response Count
Never	72.5%	2216
Sometimes	23.7%	723
Often	3.80%	117
<i>Answered question:</i>		3056
<i>Skipped question:</i>		321

22: Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Career Center (Overall satisfaction)	7	15	235	391	190	3.89	838
<i>Answered question:</i>							838
<i>Skipped question:</i>							2539

23: Did you participate in any of the career assessments (Choices, MBTI, Career Cruising)?		
Answer Options	Response Percent	Response Count
No	64.4%	540
Yes	21.5%	180
I'm not sure	14.1%	118
<i>Answered question:</i>		838
<i>Skipped question:</i>		2539

24: Please indicate your level of agreement with the following:							
Answer Options	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Rating Average	Response Count
The Career Center helped me to identify my career /educational goals.	28	60	342	287	121	3.49	838
<i>Answered question:</i>							838
<i>Skipped question:</i>							2539

25: Within the last year, how often have you used the Cashiering Office?		
Answer Options	Response Percent	Response Count
Never	51.2%	1562
Sometimes	42.4%	1292
Often	6.40%	196
<i>Answered question:</i>	90.3%	3050
<i>Skipped question:</i>	9.70%	327

26: Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Cashiering (Overall satisfaction)	20	24	303	675	461	4.04	1482
Staff's efficiency in processing transactions accurately	20	31	249	678	504	4.09	1481
Staff's knowledge about student services and policies	23	39	303	641	472	4.02	1477
<i>Answered question:</i>							1483
<i>Skipped question:</i>							1894

27: Within the last year, how often have you used the College Police?		
Answer Options	Response Percent	Response Count
None	80.7%	2458
1 - 2 times	16.6%	505
3 - 4 times	1.70%	51
5 or more times	1.00%	31
<i>Answered question:</i>	90.2%	3045
<i>Skipped question:</i>	9.80%	332

28: Please select the ways in which you have had contact with College Police? (select all that apply)		
Answer Options	Response Percent	Response Count
Parking violation	32.7%	192
Victim of a crime	4.30%	25
Reported a crime	4.10%	24
Witnessed a crime	0.40%	11
Suspected or charged with a crime	0.50%	3
Casual encounter	16.0%	94
Traffic stop	1.70%	10
Service oriented (i.e. escort, lost and found)	28.4%	167
Other (please specify):	31.0%	182
<i>Answered question:</i>		17.4% 588
<i>Skipped question:</i>		82.6% 2789

29: During your encounter(s) with College Police, how professional were the members of the department?							
Answer Options	Very Unprofessional	Somewhat Unprofessional	Neutral	Somewhat Professional	Very Professional	Rating Average	Response Count
College Police (Overall)	32	23	97	92	338	4.17	582
<i>Answered question:</i>							582
<i>Skipped question:</i>							2795

30: Please select the area(s) where the College Policy could improve services:		
Answer Options	Response Percent	Response Count
Crime Prevention	25.9%	125
Community-Oriented Policing	29.5%	142
Traffic Enforcement	24.1%	116
Traffic Control	38.6%	186
Parking Enforcement	42.1%	203
<i>Answered question:</i>		14.3% 482
<i>Skipped question:</i>		85.7% 2895

31: Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
College Police (Overall satisfaction)	33	23	150	195	181	3.8	582
<i>Answered question:</i>							582
<i>Skipped question:</i>							2795

32: Within the last year, how often have you used Counseling Services?		
Answer Options	Response Percent	Response Count
None	24.9%	757
1 - 2 times	42.5%	1289
3 - 4 times	19.7%	597
5 or more times	12.9%	392
<i>Answered question:</i>		89.9%
<i>Skipped question:</i>		10.1%
		3035
		342

33: Please indicate your level of satisfaction with the following:								
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	N/A I haven't received this service	Rating Average	Response Count
Counseling Services (Overall Satisfaction)	61	97	302	718	1081	11	4.18	2270
Front desk staff	45	67	324	807	1006	17	4.18	2266
Walk-in Services	81	111	454	617	731	263	3.91	2257
Counseling appointments	73	130	317	655	1060	29	4.12	2264
Orientation	38	40	556	600	743	287	4.00	2264
<i>Answered question:</i>							2273	
<i>Skipped question:</i>							1104	

34: What type of orientation did you attend when registering at Southwestern College?		
Answer Options	Response Percent	Response Count
I attended an in-person/traditional student orientation	41.9%	953
I completed an online student orientation	48.1%	1094
I did not attend either type of orientation	9.90%	226
<i>Answered question:</i>		67.3% 2273
<i>Skipped question:</i>		32.7% 1104

35: Within the last year, how often have you used Disability Support Services (DSS)?		
Answer Options	Response Percent	Response Count
Never	89.2%	2698
Sometimes	5.30%	161
Often	5.50%	167
<i>Answered question:</i>		89.6% 3026
<i>Skipped question:</i>		10.4% 351

36: Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Disability Support Services (Overall satisfaction)	12	6	34	103	173	4.28	328
<i>Answered question:</i>							328
<i>Skipped question:</i>							3049

37: Please indicate your level of agreement with the following:							
Answer Options	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Rating Average	Response Count
DSS provided me with all the information I needed to know as a DSS student.	10	9	37	106	166	4.25	328
DSS information was readily available when I needed it.	10	4	40	108	166	4.27	328
<i>Answered question:</i>							328
<i>Skipped question:</i>							3049

38: Within the last year, how often have you used the Evaluations Office?		
Answer Options	Response Percent	Response Count
Never	82.1%	2482
Sometimes	16.6%	501
Often	1.30%	39
<i>Answered question:</i>		3022
<i>Skipped question:</i>		355

39: Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Evaluations (Overall satisfaction)	23	27	140	224	124	3.74	538
<i>Answered question:</i>							538
<i>Skipped question:</i>							2839

40: Within the last year, how often have you used Extended Opportunities Programs and Services (EOPS)?		
Answer Options	Response Percent	Response Count
Never	70.8%	2137
Sometimes	10.3%	310
Often	18.9%	570
<i>Answered question:</i>		3017
<i>Skipped question:</i>		360

41: Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Extended Opportunities Programs and Services (Overall satisfaction)	11	14	90	216	552	4.45	883
<i>Answered question:</i>							883
<i>Skipped question:</i>							2494

42: Within the last year, how often have you used the Financial Aid Office?		
Answer Options	Response Percent	Response Count
Never	39.3%	1185
Sometimes	40.7%	1227
Often	20.0%	604
<i>Answered question:</i>		3016
<i>Skipped question:</i>		361

43: Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Financial Aid Office (Overall satisfaction)	53	75	323	705	674	4.02	1830
<i>Answered question:</i>							1830
<i>Skipped question:</i>							1547

44: Within the last year, how often have you used Food Services?		
Answer Options	Response Percent	Response Count
Never	58.7%	1770
Sometimes	27.9%	842
Often	13.3%	402
<i>Answered question:</i>		3014
<i>Skipped question:</i>		363

45: Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Food Services (Overall satisfaction)	27	46	241	564	361	3.96	1239
Selection of cold food choices	24	84	333	504	292	3.77	1237
Selection of hot food choices	40	100	302	484	311	3.75	1237
Cleanliness of food service area	15	39	229	576	376	4.02	1235
Amount of food inventory	27	82	294	511	318	3.82	1232
Wait time	21	58	314	543	298	3.84	1234
Prices	95	207	400	356	175	3.25	1233
<i>Answered question:</i>							1240
<i>Skipped question:</i>							2137

46: (Optional) What other food choices or offerings would you like to be made available to you?	
<i>Answered question:</i>	
254	
<i>Skipped question:</i>	
3123	
<i>Coded Category</i>	<i>Example Comment</i>
Healthier Options	"I wish they have more variety of healthy food!"
More variety in options	"Have more burritos, sandwiches made available to grad n go."
Cheaper/more affordable	"Lower your prices on food, not everyone is rich."
Options for special diets (dairy free, vegan, etc.)	"More gluten free options."
More hot food	"...hot wraps and sandwiches."
No opinion/No additional options	"Everything is good."
Dining options on campus	"If there were fast food companies on campus."
Food quality	"Often saw expired products."
Availability of food appliances	"More microwaves for students who meal prep their own food."
Other/Unknown	"The Otay center only has vending machines. There is hardly any food options..."

47: Chula Vista Campus Students: Would you like the Student Union Cafeteria, Tradewinds, or Time Out Café to be open more hours?		
Answer Options	Response Percent	Response Count
Yes	72.4%	886
No	21.3%	260
I'm not a student at the Chula Vista campus / No opinion	6.30%	77
<i>Answered question:</i>		36.2% 1223
<i>Skipped question:</i>		63.8% 2154

48: Please indicate your level of satisfaction with the following:					
Answer Options	Earlier Morning Hours	Later Evening Hours	Longer Weekend Hours	No Opinion	Response Count
Student Union Cafeteria	294	625	162	389	1218
Tradewinds	235	446	138	558	1198
Time Out Café	293	544	182	430	1210
<i>Answered question:</i>					1229
<i>Skipped question:</i>					2148

49: Within the last year, how often have you used Health Services?		
Answer Options	Response Percent	Response Count
Never	84.9%	2540
Sometimes	14.0%	420
Often	1.10%	33
<i>Answered question:</i>		88.6% 2993
<i>Skipped question:</i>		11.4% 384

50: Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Health Services (Overall satisfaction)	10	18	74	185	165	4.06	452
<i>Answered question:</i>							452
<i>Skipped question:</i>							2925

51: Please indicate your level of agreement with the following:							
Answer Options	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Rating Average	Response Count
I was provided with the information I needed about health services.	11	18	79	196	148	4.00	452
<i>Answered question:</i>							452
<i>Skipped question:</i>							2925

52: Have you received any information from Health Services that raised your awareness of or encouraged a healthy lifestyle?		
Answer Options	Response Percent	Response Count
Yes	58.6%	265
No	41.4%	187
<i>Answered question:</i>		452
<i>Skipped question:</i>		2925

53: Within the last year, how often have you used Learning Assistance Services (Academic Success Center/Tutoring)?		
Answer Options	Response Percent	Response Count
Never	58.8%	1755
Sometimes	28.3%	846
Often	12.9%	386
<i>Answered question:</i>		2987
<i>Skipped question:</i>		390

54: Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Learning Assistance Services (Overall satisfaction)	24	27	235	519	419	4.05	1224
<i>Answered question:</i>							1224
<i>Skipped question:</i>							2153

55: Which of the following services have you utilized?		
Answer Options	Response Percent	Response Count
Appointment-based tutoring (e.g. ASC, DSS, EOPS)	35.5%	434
Online e-tutoring	6.50%	80
Online Writing Lab (OWL)	17.7%	217
Open Lab Tutoring (Business, Child Development, ITC, Math/Science, Music, Nursing, etc.)	31.6%	387
Power Study Program (in-class or outside sessions)	20.2%	247
Writing Center	47.0%	575
Test Reviews	7.30%	89
Workshops	18.5%	227
Proctored Exams (including fee-based)	4.50%	55
Other tutoring services	24.1%	295
	<i>Answered question:</i>	36.2% 1224
	<i>Skipped question:</i>	63.8% 2153

56: As a result of tutoring, I am/was able to...								
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Not Applicable	Rating Average	Response Count
maintain or improve my grades in those courses for which I received tutoring.	326	469	262	32	68	66	3.62	1223
complete the course(s) for which I received tutoring	323	474	238	24	57	101	3.56	1217
took more advanced or challenging coursework	248	362	382	53	48	114	3.3	1207
strengthen my academic skills	328	505	235	26	51	69	3.68	1214
feel self confident in my ability to succeed in the course.	329	485	241	41	46	74	3.65	1216
apply study strategies to my course.	315	493	240	37	47	81	3.62	1213
take greater responsibility for my own success.	367	482	214	26	46	75	3.72	1210
<i>Answered question:</i>								1224
<i>Skipped question:</i>								2153

57: Within the last year, how often have you used the Learning Resource Center (LRC)/Library?		
Answer Options	Response Percent	Response Count
Never	39.0%	1158
Sometimes	36.1%	1071
Often	24.9%	740
<i>Answered question:</i>		2969
<i>Skipped question:</i>		408

58: Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Learning Resource Center (Overall satisfaction)	35	15	190	737	835	4.28	1810
<i>Answered question:</i>							1810
<i>Skipped question:</i>							1567

59: Within the last year, how often have you used the Outreach Office?		
Answer Options	Response Percent	Response Count
Never	91.9%	2725
Sometimes	6.90%	206
Often	1.10%	34
<i>Answered question:</i>		2965
<i>Skipped question:</i>		412

60: Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Outreach Office (Overall satisfaction)	5	4	71	94	66	3.88	240
<i>Answered question:</i>							240
<i>Skipped question:</i>							3137

61: Within the last year, how often have you used Personal Wellness Services?		
Answer Options	Response Percent	Response Count
Never	90.3%	2674
Sometimes	7.30%	215
Often	2.40%	72
<i>Answered question:</i>		2961
<i>Skipped question:</i>		416

62: Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Personal Wellness Services (Overall satisfaction)	3	7	49	104	126	4.19	289
<i>Answered question:</i>							289
<i>Skipped question:</i>							3088

63: Within the last year, how often have you used Student Employment Services?		
Answer Options	Response Percent	Response Count
None	83.5%	2471
1 - 2 times	12.7%	377
3 - 4 times	2.70%	81
5 or more times	1.00%	31
<i>Answered question:</i>		2960
<i>Skipped question:</i>		417

64: Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Student Employment Services (Overall satisfaction)	21	33	110	184	141	3.80	489
<i>Answered question:</i>							489
<i>Skipped question:</i>							2888

65: Have you ever used the Student Employment Services website?		
Answer Options	Response Percent	Response Count
Yes	51.5	252
No	48.5	237
<i>Answered question:</i>		489
<i>Skipped question:</i>		2888

66: Within the last year, how often have you used the Transfer Center?		
Answer Options	Response Percent	Response Count
Never	78.8%	2328
Sometimes	17.5%	518
Often	3.70%	110
<i>Answered question:</i>		2956
<i>Skipped question:</i>		421

67: Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Transfer Center (Overall satisfaction)	12	14	105	290	205	4.06	626
<i>Answered question:</i>							626
<i>Skipped question:</i>							2751

68: Have you ever used the Transfer Center website?		
Answer Options	Response Percent	Response Count
Yes	43.5%	272
No	56.5%	354
<i>Answered question:</i>		626
<i>Skipped question:</i>		2751

69: Did you find the Transfer Center services helpful in achieving your educational or transfer goals?		
Answer Options	Response Percent	Response Count
Yes	87.7%	549
No	12.3%	77
<i>Answered question:</i>		626
<i>Skipped question:</i>		2751

70: Within the last year, how often have you used the Veterans' Resource Center?		
Answer Options	Response Percent	Response Count
None	93.3%	2754
1 - 3 times	4.50%	132
4 - 10 times	1.20%	36
More than 10 times	1.00%	29
<i>Answered question:</i>		87.4%
<i>Skipped question:</i>		12.6%
		2951
		426

71: Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Veterans' Resource Center (Overall satisfaction)	5	11	30	64	90	4.12	200
<i>Answered question:</i>							200
<i>Skipped question:</i>							3177

72: Within the last year, how often have you used the Veterans' Services Office?		
Answer Options	Response Percent	Response Count
Never	93.1%	2746
Sometimes	4.70%	140
Often	2.20%	64
<i>Answered question:</i>		87.4%
<i>Skipped question:</i>		12.6%
		2950
		427

73: Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Veterans' Service Center (Overall satisfaction)	4	8	31	68	92	4.16	203
<i>Answered question:</i>							203
<i>Skipped question:</i>							3174

74: Please indicate your level of agreement with the following:								
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	N/A, I am not familiar with this service	Rating Average	Response Count
Custodial Services:								
Cleanliness of classrooms	56	114	519	1057	1013	148	4.04	2907
Level of supplies in restrooms	136	332	654	994	699	91	3.64	2906
Cleanliness of student restrooms	293	441	684	825	579	79	3.34	2901
Overall satisfaction of Custodial Services	82	170	723	1018	749	152	3.80	2894
Grounds Services:								
College landscape (laws, flower beds, etc.)	34	35	382	1038	1306	108	4.27	2903
Number of outdoor trashcans	57	161	505	1161	934	85	3.98	2903
How frequently trash cans are emptied	54	99	595	1080	893	178	3.98	2899
Overall satisfaction of Grounds Services	36	42	500	1134	1043	137	4.13	2892
Maintenance Services:								
How quickly classroom repairs are made	87	161	723	825	636	469	3.72	2901
Overall satisfaction of Maintenance Services	63	97	697	936	746	354	3.87	2893
Facilities Services:								
The degree to which buildings, classrooms, and labs accommodate your educational needs	62	103	613	1130	859	135	3.95	2902
Level of comfort of classroom	121	293	687	1005	705	91	3.67	2902

furnishings (chairs, desks, etc.)								
Condition of classroom furnishings (chairs, desks, etc.)	106	238	722	1023	726	86	3.72	2901
Overall satisfaction of Facilities Services	61	98	692	1153	793	103	3.90	2900
<i>Answered question:</i>								2911
<i>Skipped question:</i>								466

75: Would you like to make additional comments about your experiences with an office or program?		
Answer Options	Response Percent	Response Count
Yes	6.30%	183
No	93.7%	2726
<i>Answered question:</i>	86.1%	2909
<i>Skipped question:</i>	13.9%	468
<i>Questions 76/77 answers within supplemental documentation</i>		

78: Do you have additional comments you would like to make about another office or program?		
Answer Options	Response Percent	Response Count
Yes	20.3%	37
No	79.7%	145
<i>Answered question:</i>	5.40%	182
<i>Skipped question:</i>	94.6%	3195
<i>Questions 79/80 answers within supplemental documentation</i>		

81: Do you have additional comments you would like to make about another office or program?		
Answer Options	Response Percent	Response Count
Yes	43.6%	17
No	56.4%	22
<i>Answered question:</i>	1.20%	39
<i>Skipped question:</i>	98.8%	3338
<i>Questions 82/83 answers within supplemental documentation</i>		

84: Do you have additional comments you would like to make about another office or program?		
Answer Options	Response Percent	Response Count
Yes	41.2%	7
No	58.8%	10
<i>Answered question:</i>	0.50%	17
<i>Skipped question:</i>	99.5%	3360
<i>Questions 85/86 answers within supplemental documentation</i>		

87: Do you have additional comments you would like to make about another office or program?		
Answer Options	Response Percent	Response Count
Yes	57.1%	4
No	42.9%	3
<i>Answered question:</i>	0.20%	7
<i>Skipped question:</i>	99.8%	3370
<i>Questions 88/89 answers within supplemental documentation</i>		

90: Would you be interested in student housing offered through Southwestern College?		
Answer Options	Response Percent (of answered)	Response Count
Yes	32.5%	942
No	47.4%	1376
I don't know	20.1%	583
<i>Answered question:</i>	85.9%	2901
<i>Skipped question:</i>	14.1%	476

91: Who do you currently live with?		
Answer Options	Response Percent (of answered)	Response Count
I live with my parent(s)/guardian(s)	61.6%	1786
I live with my partner or spouse	18.6%	539
I have one or more roommates who are not related to me	5.20%	151
I live alone	5.90%	172
Other	8.70%	253
<i>Answered question:</i>	85.9%	2901
<i>Skipped question:</i>	14.1%	476

92: Do you currently pay a monthly rent or mortgage?		
Answer Options	Response Percent (of answered)	Response Count
Yes	49.2%	1426
No	50.8%	1475
<i>Answered question:</i>		2901
<i>Skipped question:</i>		476

93. What is your gender?		
Answer Options	Response Percent (of answered)	Response Count
Female	65.4%	1893
Male	32.1%	930
Other	0.40%	13
Decline to state	2.00%	57
<i>Answered question:</i>		2893
<i>Skipped question:</i>		484

94. What is your age?		
Answer Options	Response Percent (of answered)	Response Count
19 years or younger	23.7%	686
20 to 24 years	39.9%	1154
25 to 29 years	13.4%	389
30 to 34 years	7.30%	210
35 to 39 years	4.60%	133
40 to 49 years	6.00%	173
50 years and over	3.30%	96
Decline to state	1.80%	52
<i>Answered question:</i>		2893
<i>Skipped question:</i>		484

95. What is your ethnicity? (Check all that apply)		
Answer Options	Response Percent (of answered)	Response Count
African-American	5.00%	146
American-Indian/Alaskan Native	1.50%	44
Asian	6.20%	180
Filipino	12.4%	359
Hispanic	64.3%	1860
Multi-Ethnicity	4.30%	125
Pacific Islander	1.50%	42
Unknown	0.70%	19
White	16.8%	485
Decline to State	4.80%	138
Other (Please Specify)	2.20%	65
<i>Answered question:</i>	85.7%	2893
<i>Skipped question:</i>	14.3%	484

96: (Optional) Please check any of the following that apply to you:		
Answer Options	Response Percent (of all respondents)	Response Count
Active duty/ Veteran	4.10%	139
Foster Youth or Former Foster Youth	0.90%	30
First-generation college student	33.7%	1139
Primary Language is something other than English	24.2%	817
Fall 2017 or Spring 2018 was my first term ever to enroll at Southwestern College	22.0%	743
<i>Answered question:</i>	59.5%	2009
<i>Skipped question:</i>	40.5%	1368