

Student Satisfaction Survey Spring 2011

Prepared by
Office of Research, Planning and Grants

Introduction

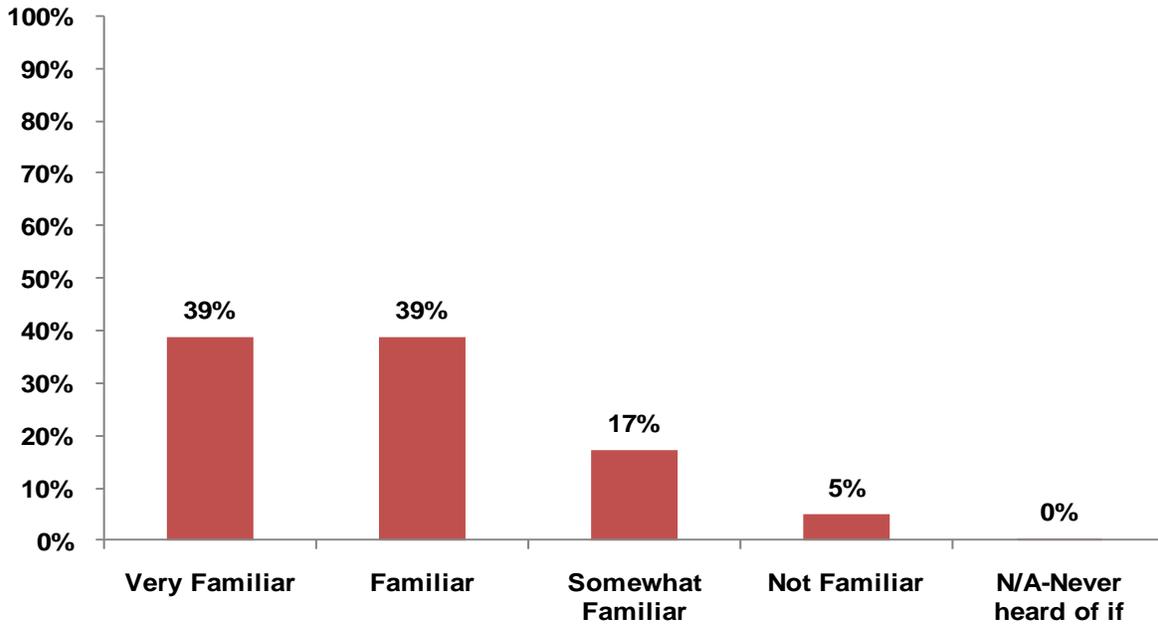
This survey was prepared by a committee comprised of faculty, staff, and administrators. It was administered using Lime Survey, a web based open source survey software. The initial email inviting responses was sent out on May 5, 2011, with reminder emails to non-respondents sent out on May 13, 2011 and May 18, 2011.

A total of 16,539 invitations were sent out by email. Eight hundred thirteen surveys were completed (5% response rate). Six hundred seventy six respondents answered all of the questions, and the remaining respondents only completed parts of the survey.

General Familiarity

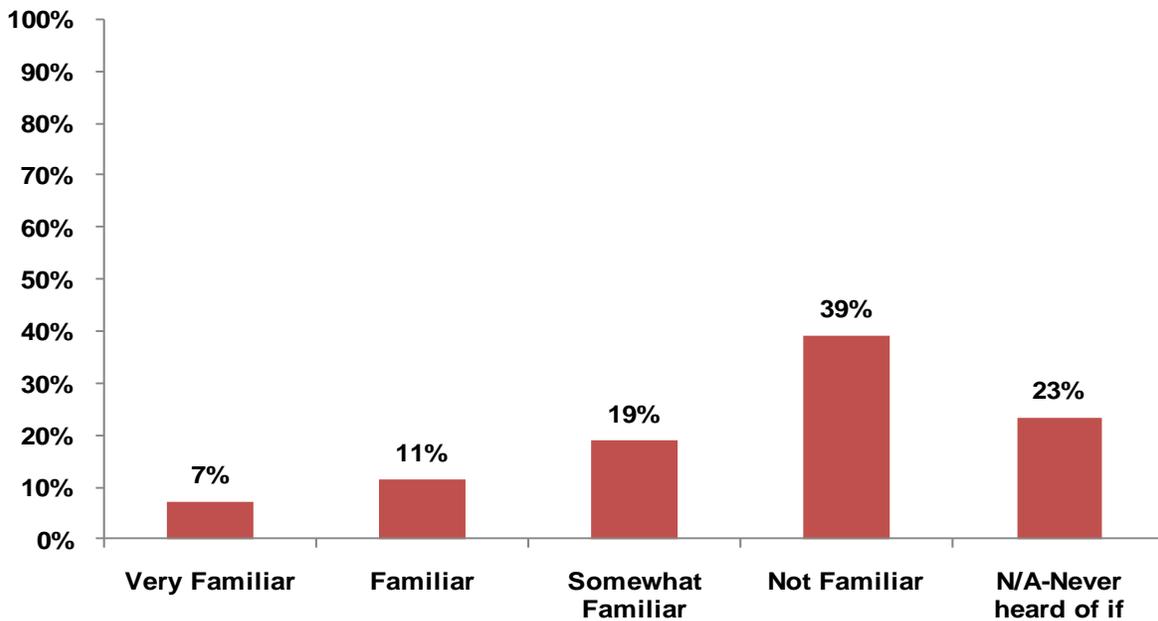
Please indicate your familiarity with each of the following services/departments offered at Southwestern College

Admissions & Records



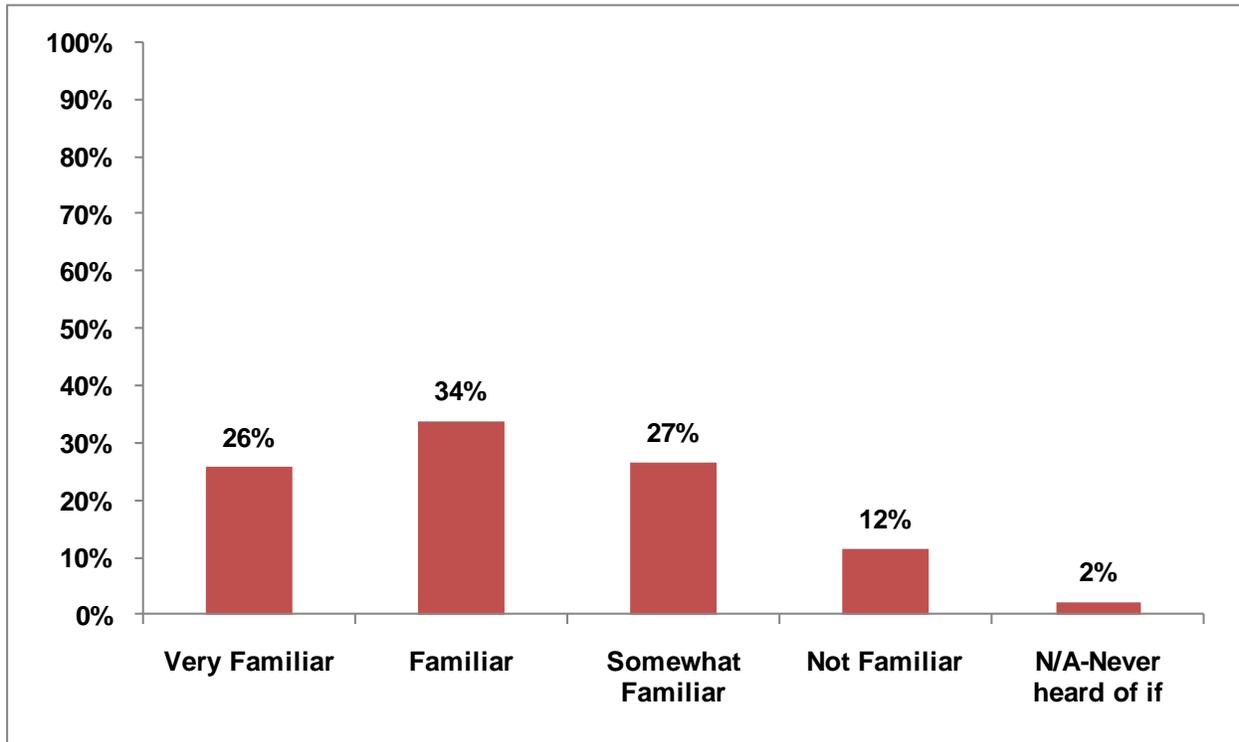
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Outreach



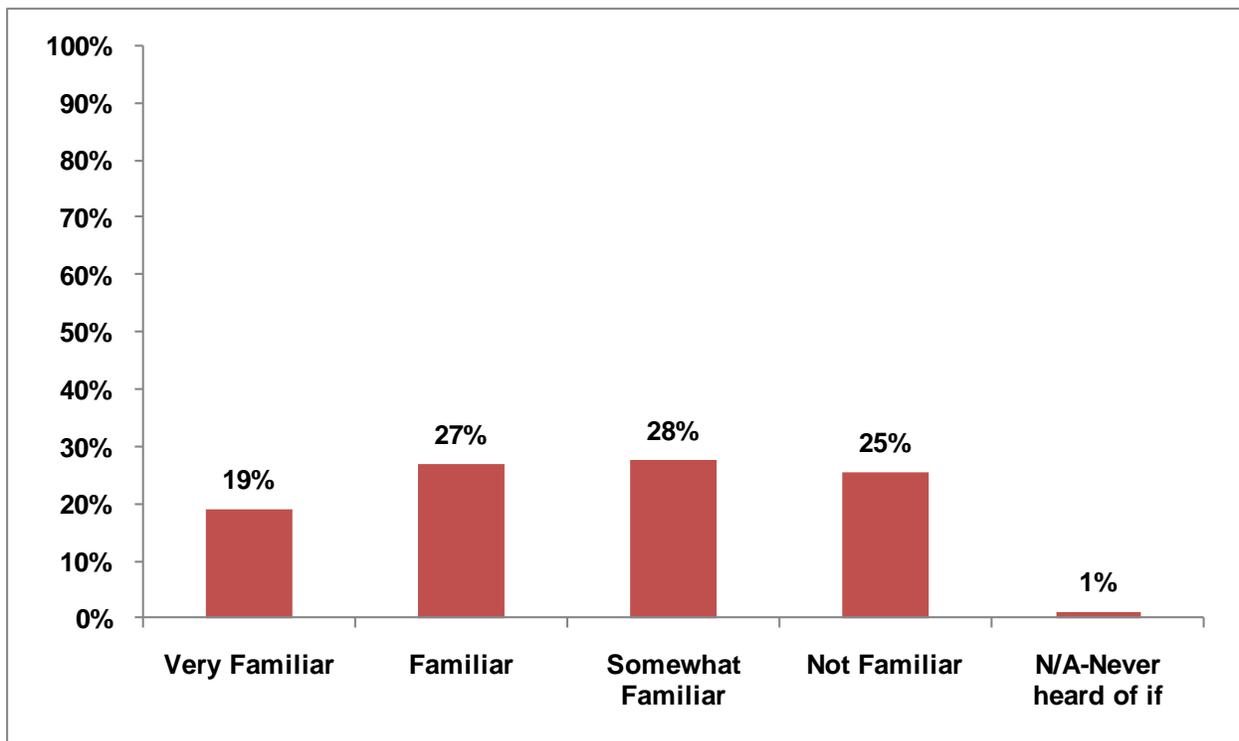
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Assessment/Prerequisites Center



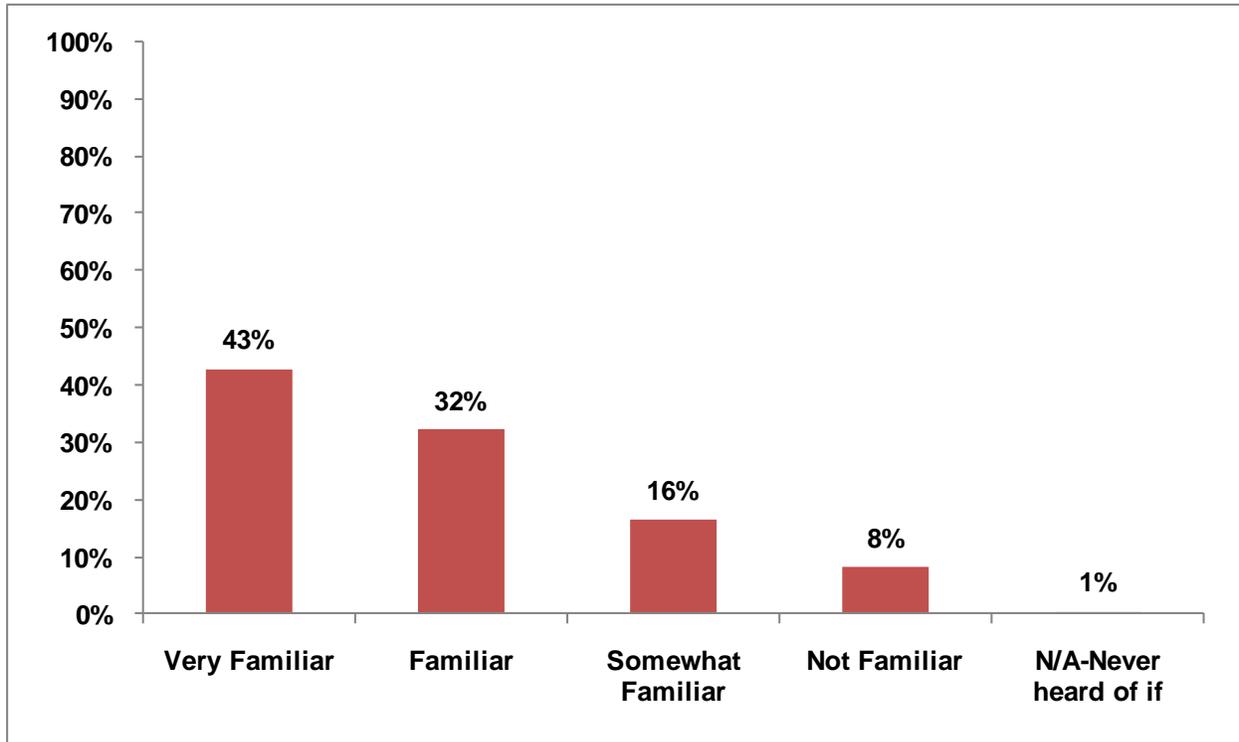
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Career Center



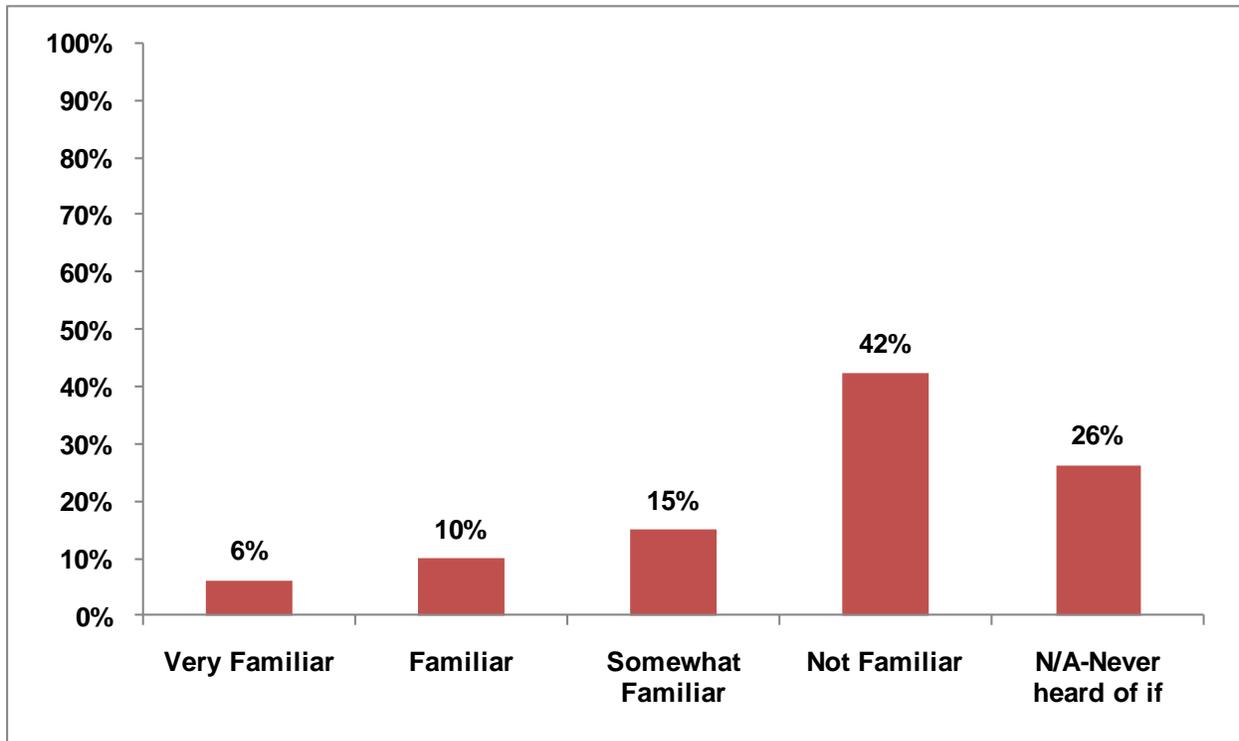
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Counseling



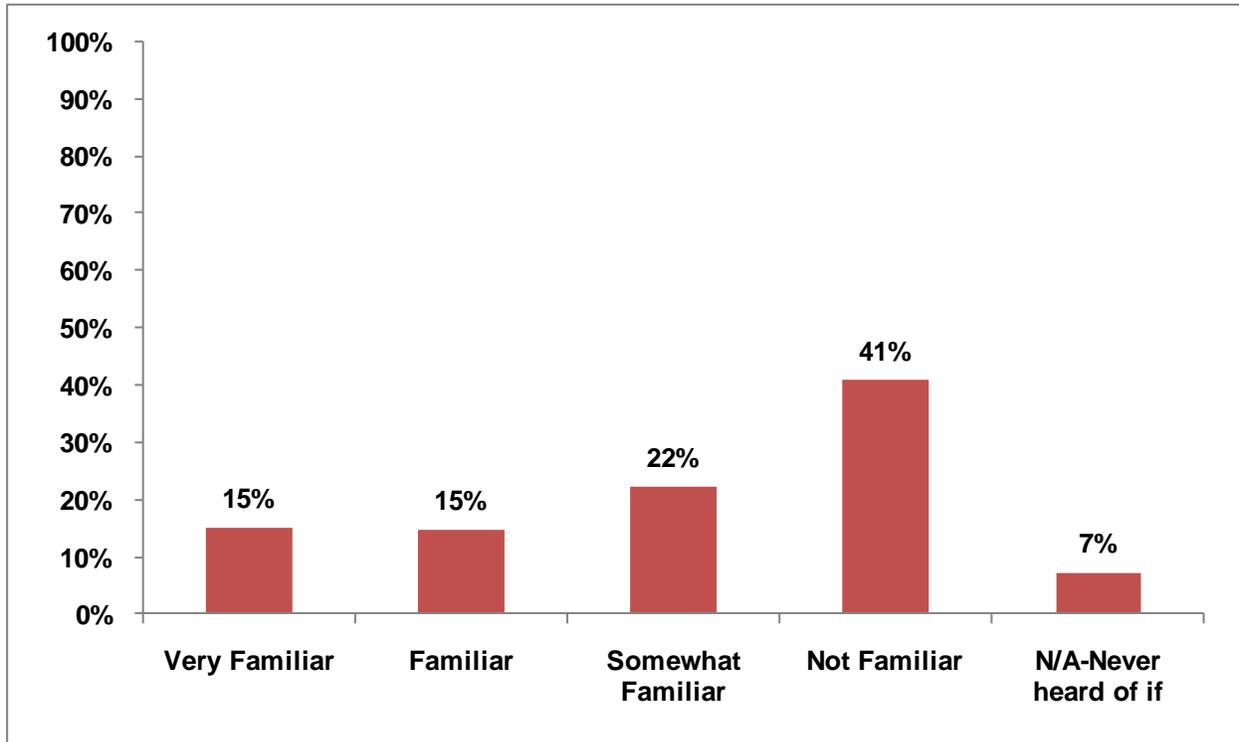
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Center for Technical Education (CTECS)/Women's Resource Center



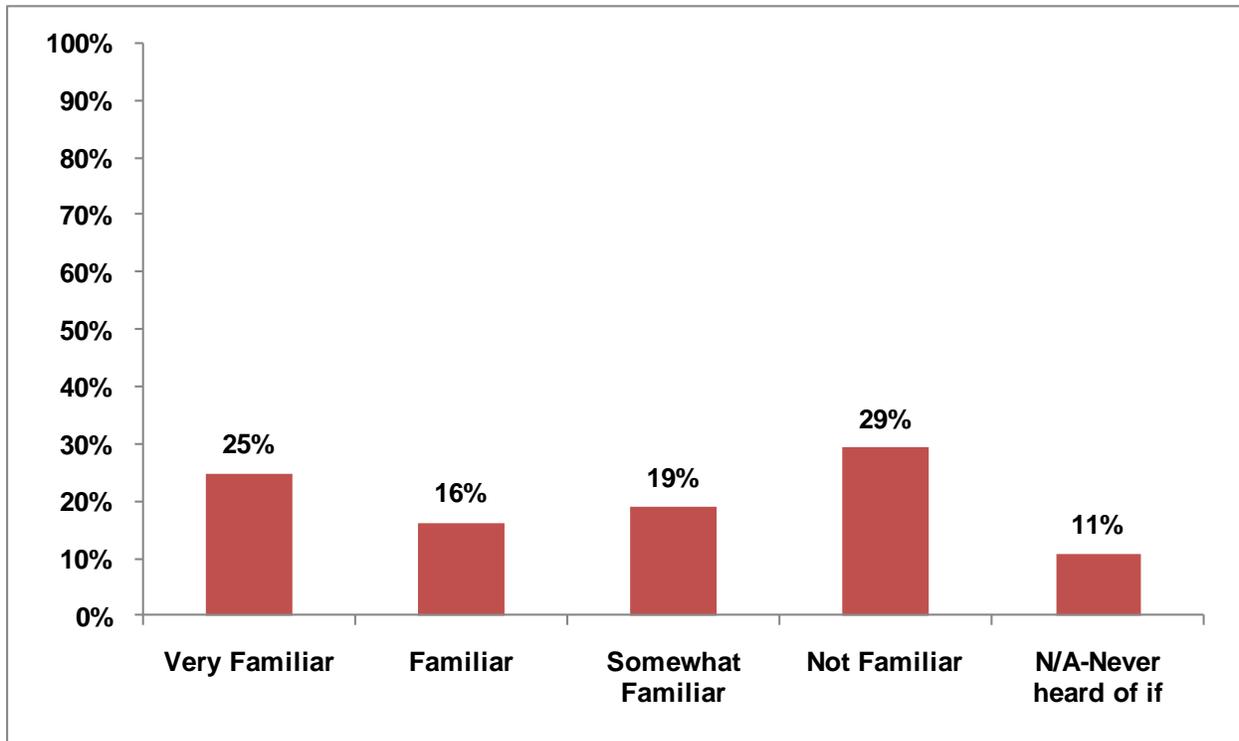
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Disability Support Services



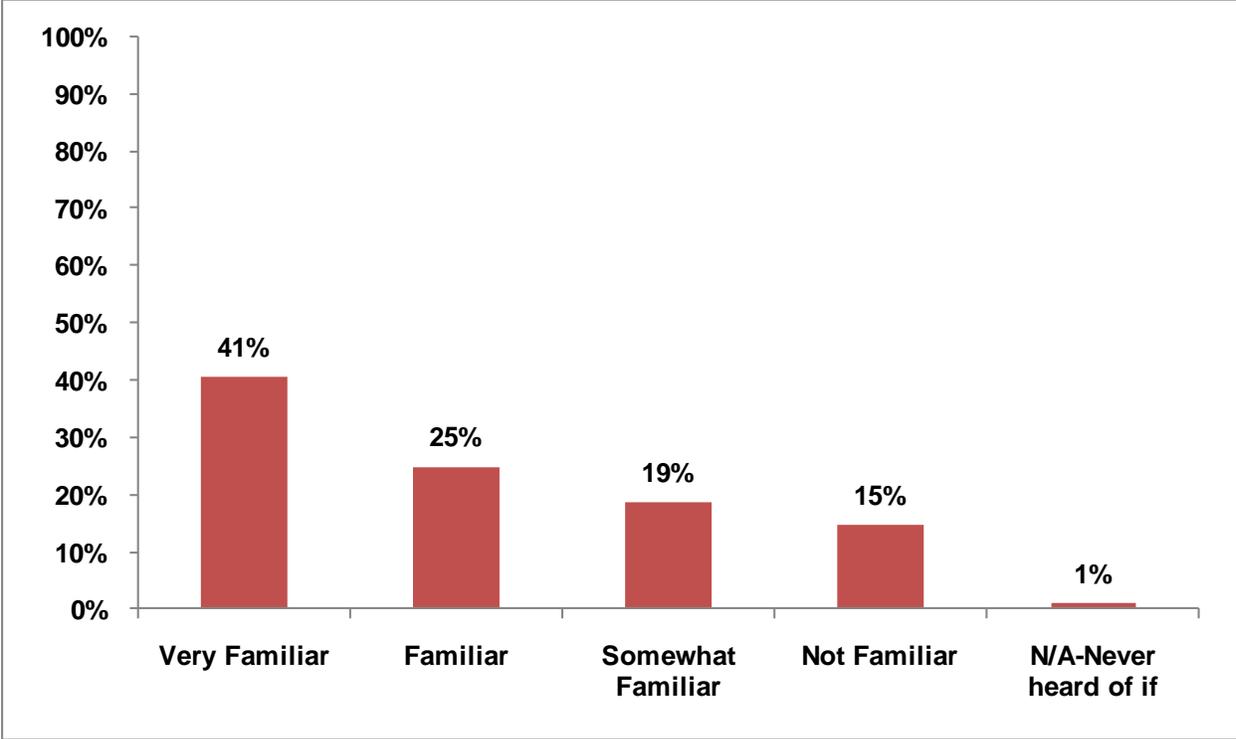
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EOPS/CARE



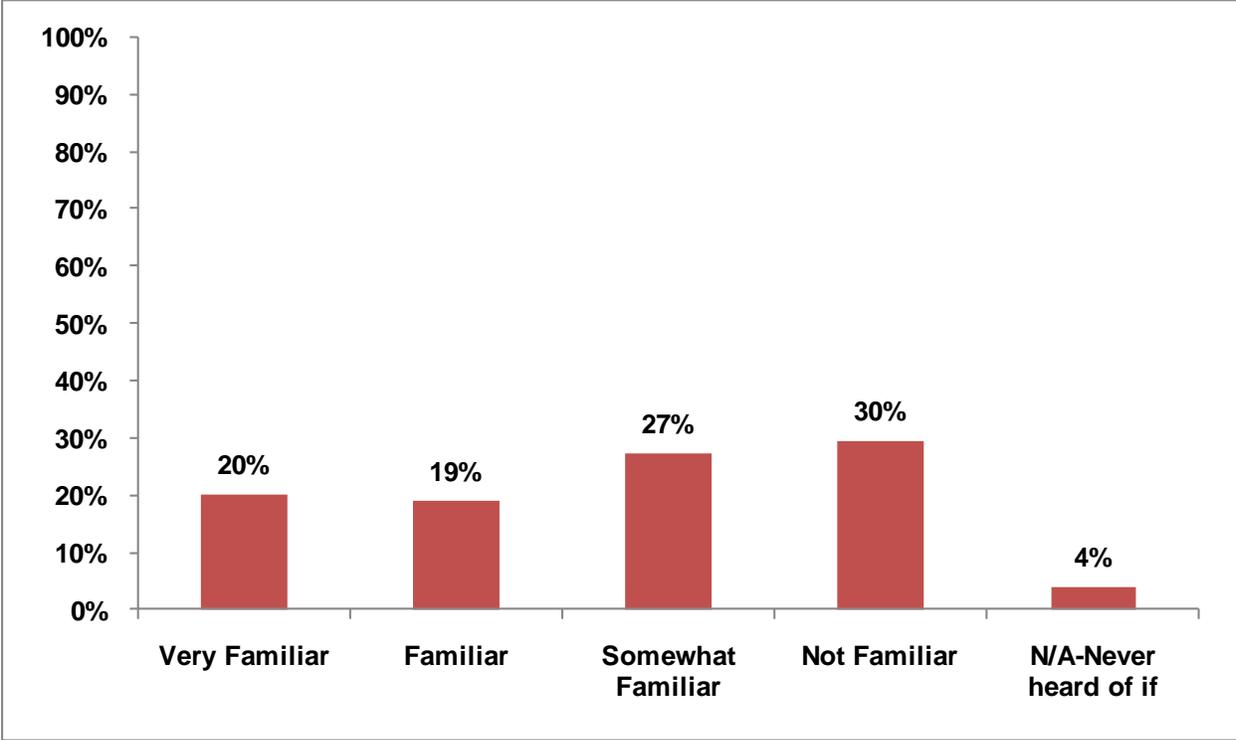
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Financial Aid



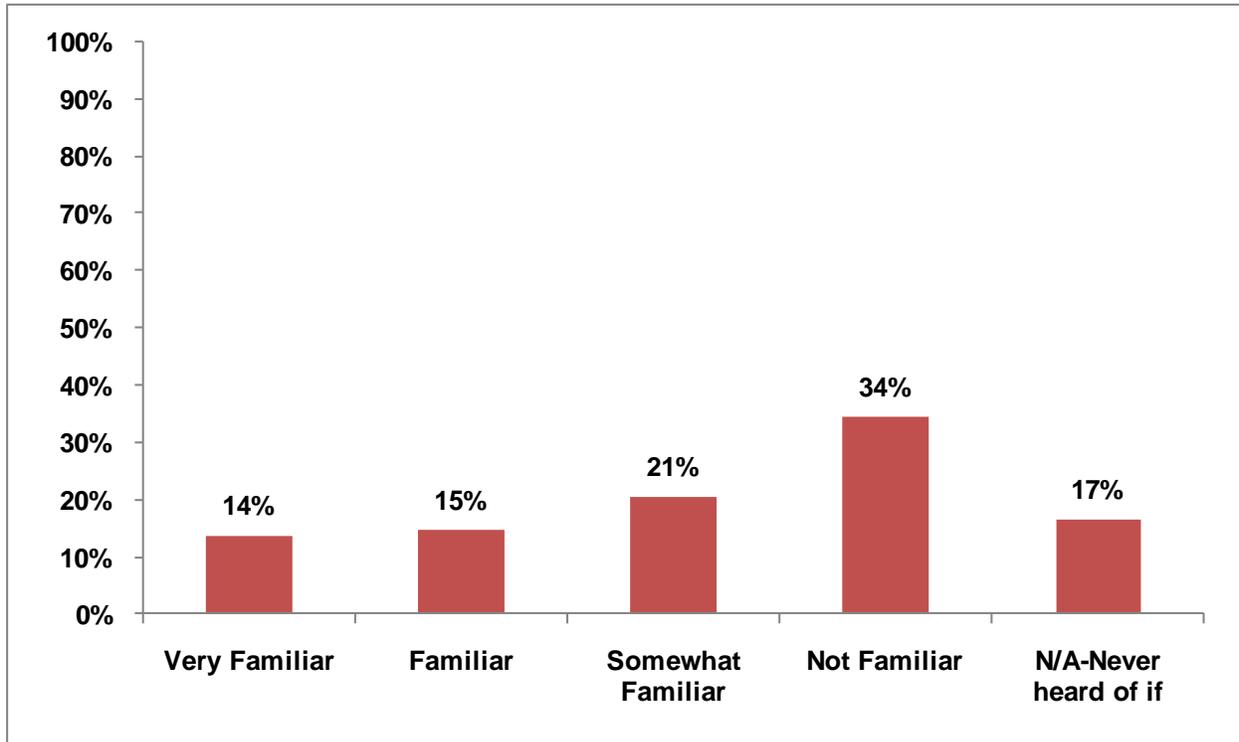
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Health Services



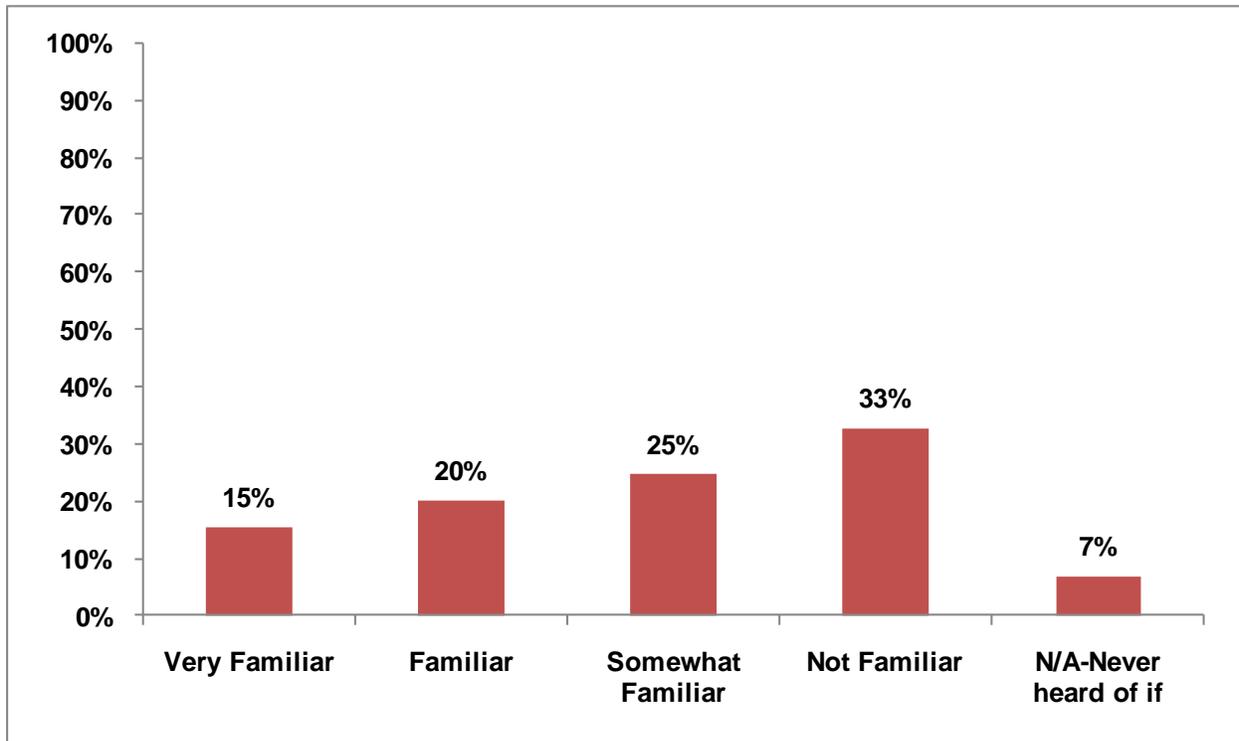
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Service Learning



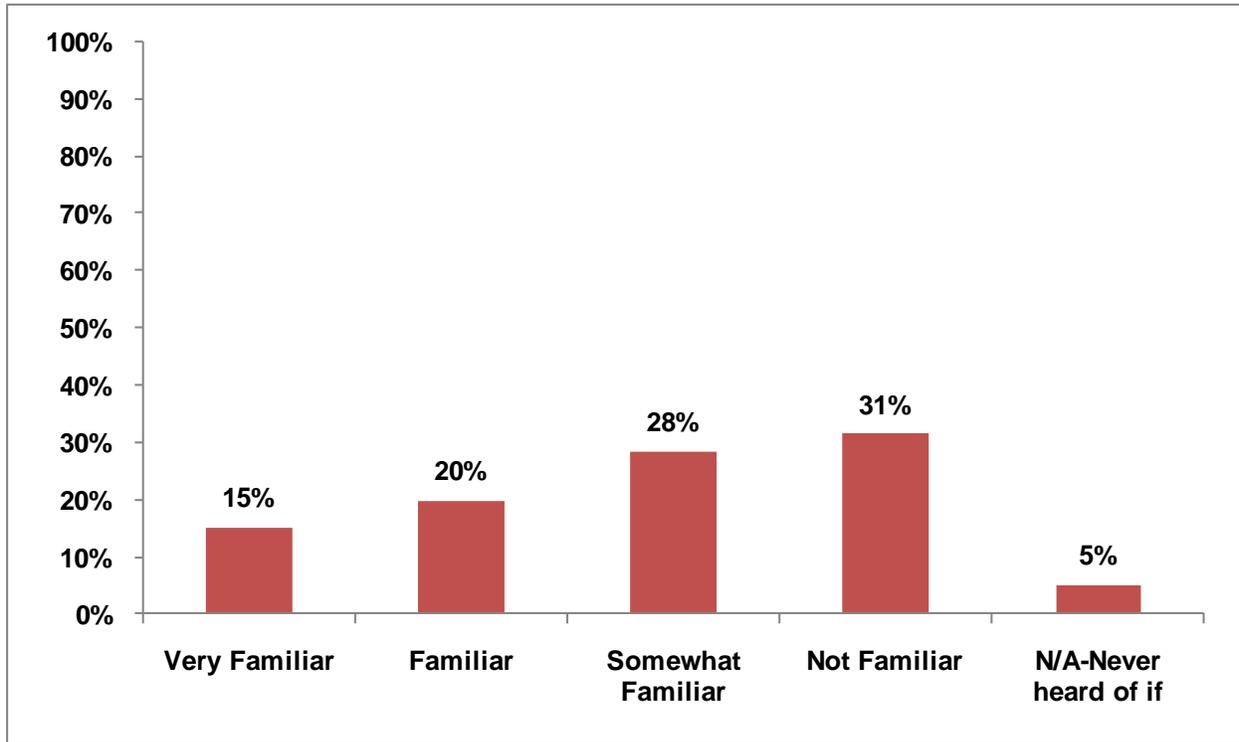
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Associated Student Organization (ASO) and Student Clubs



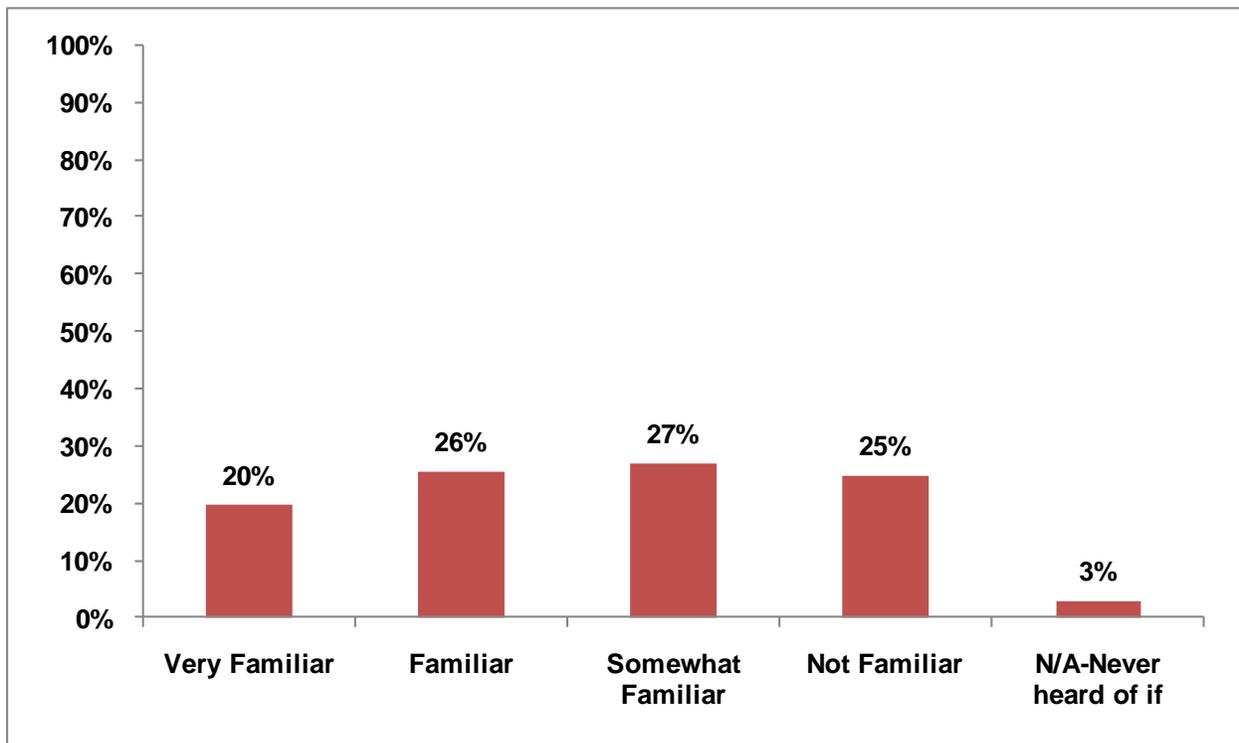
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Student Employment Services



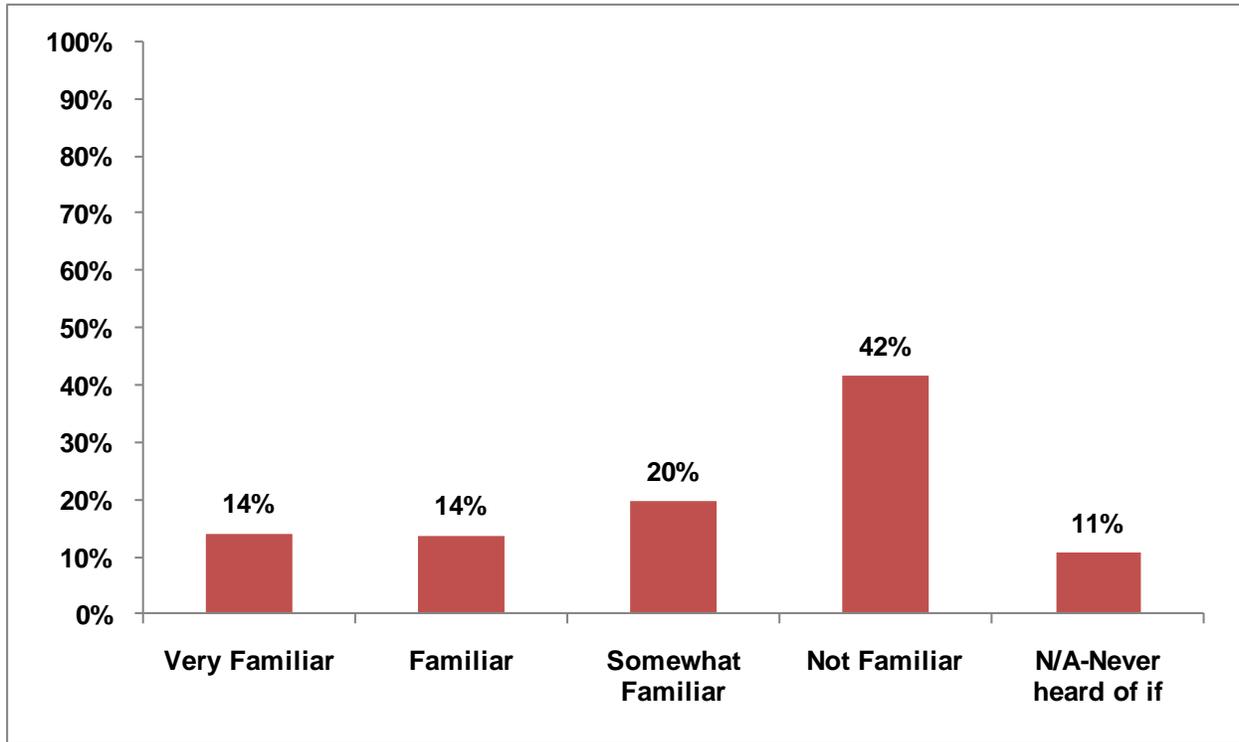
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Transfer Center



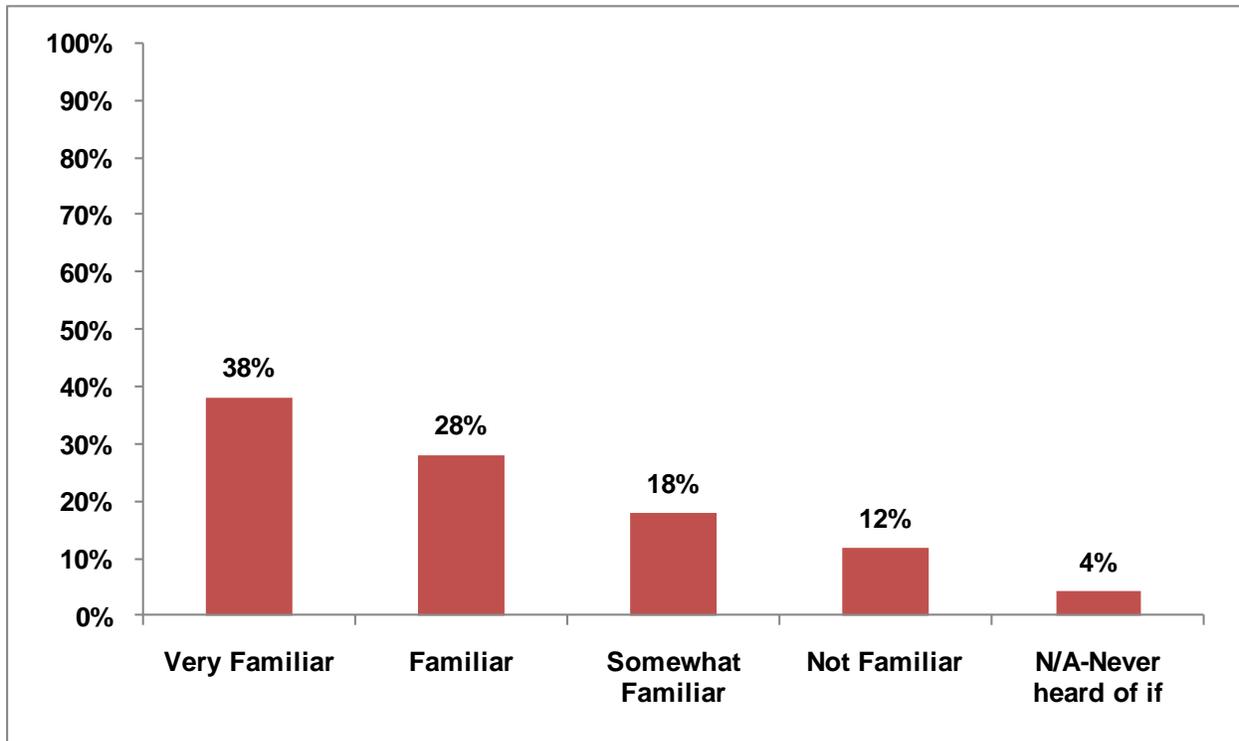
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Veteran's Services



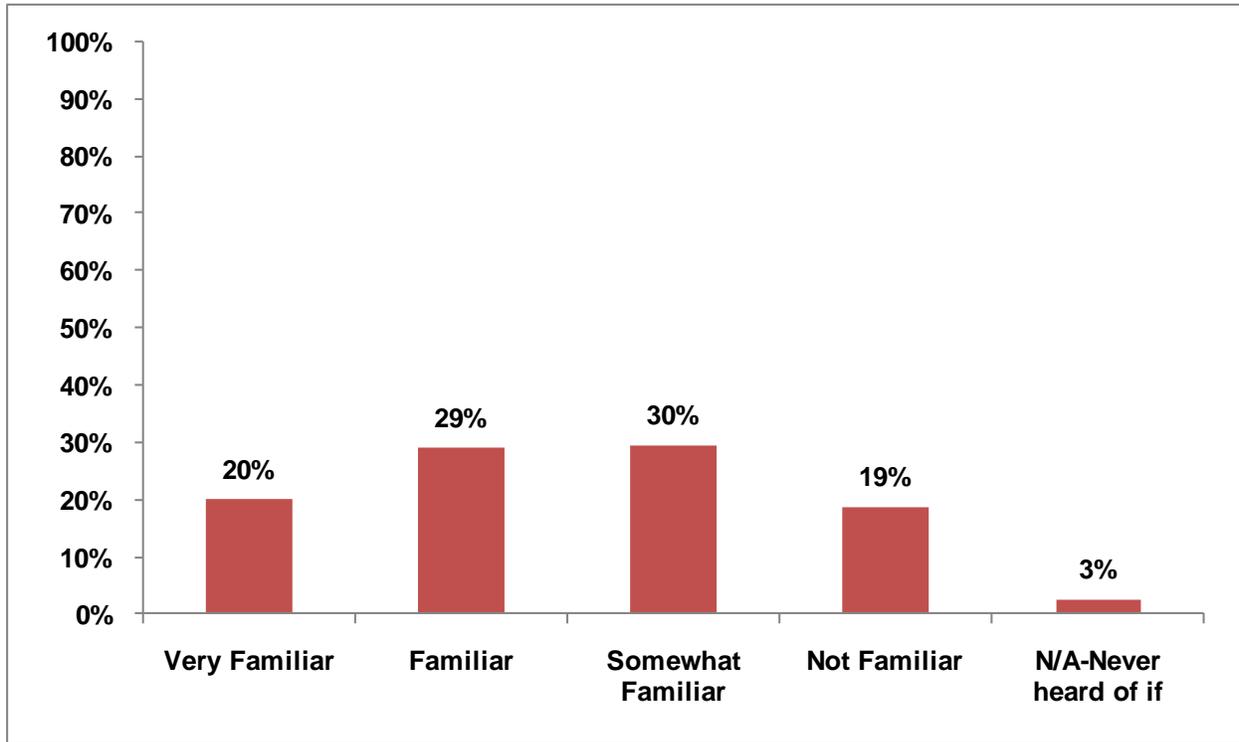
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Cashiering



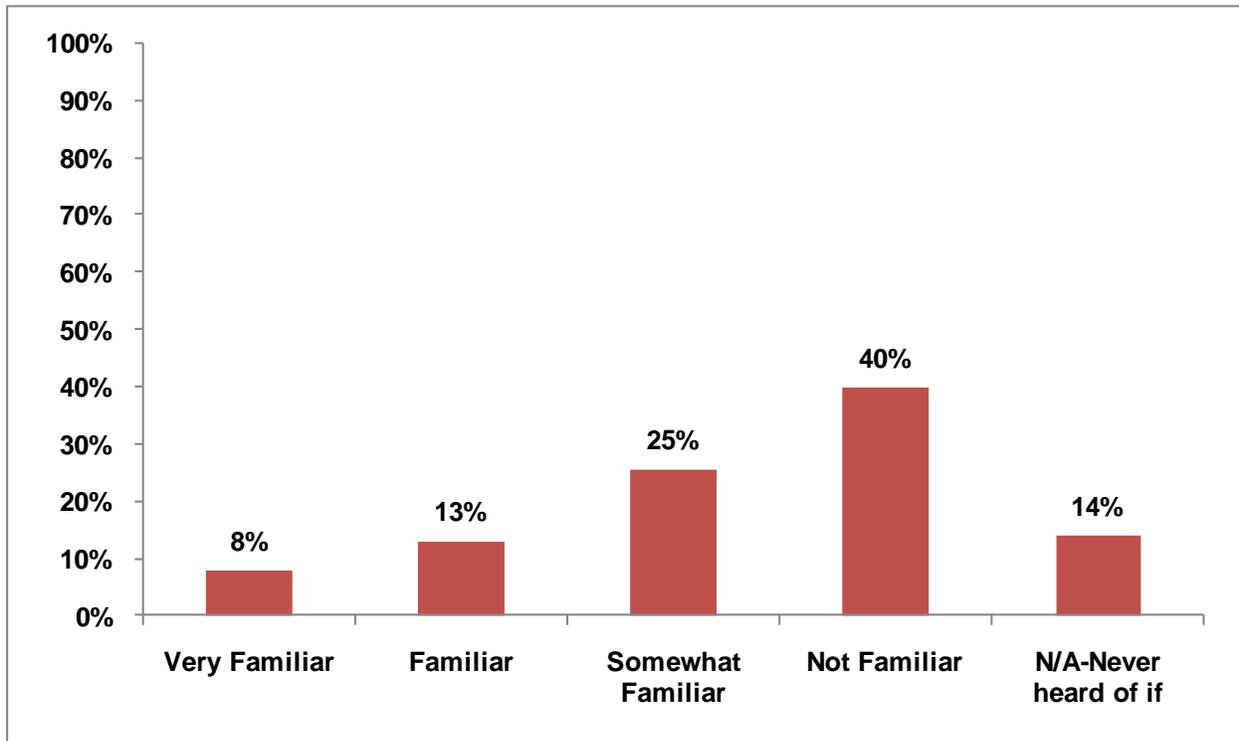
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College Police



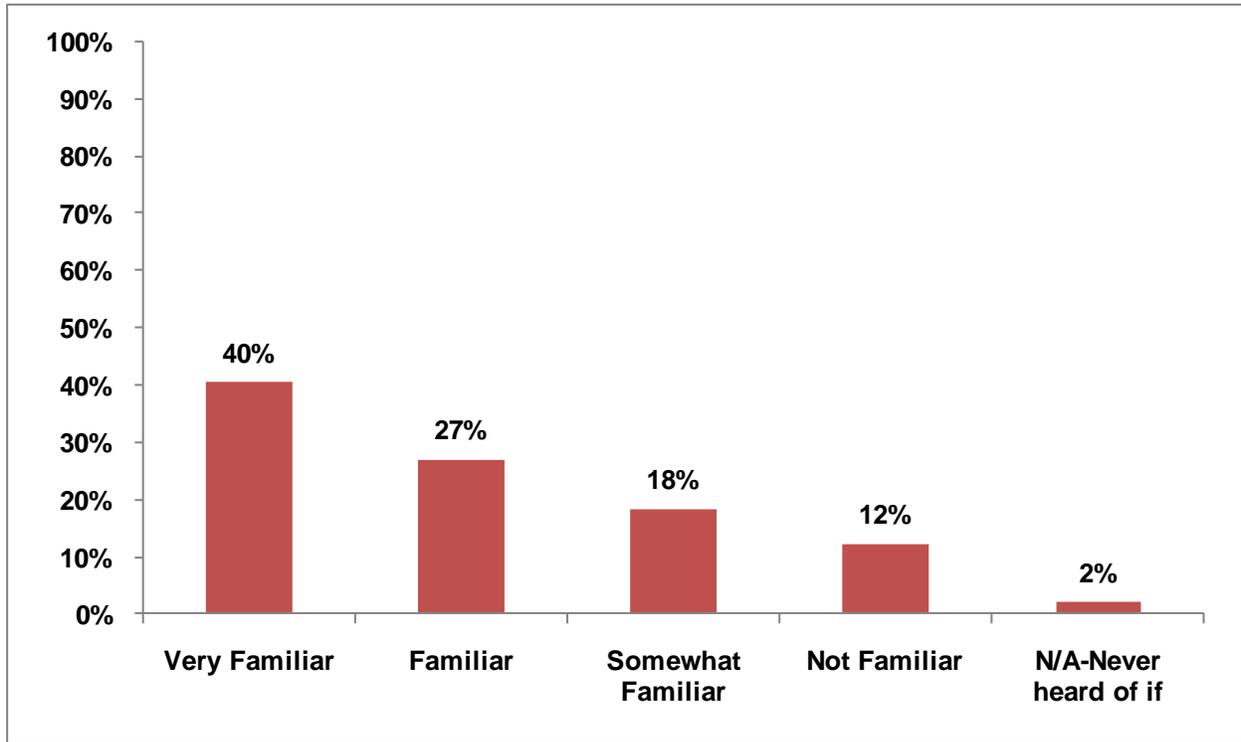
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Custodial



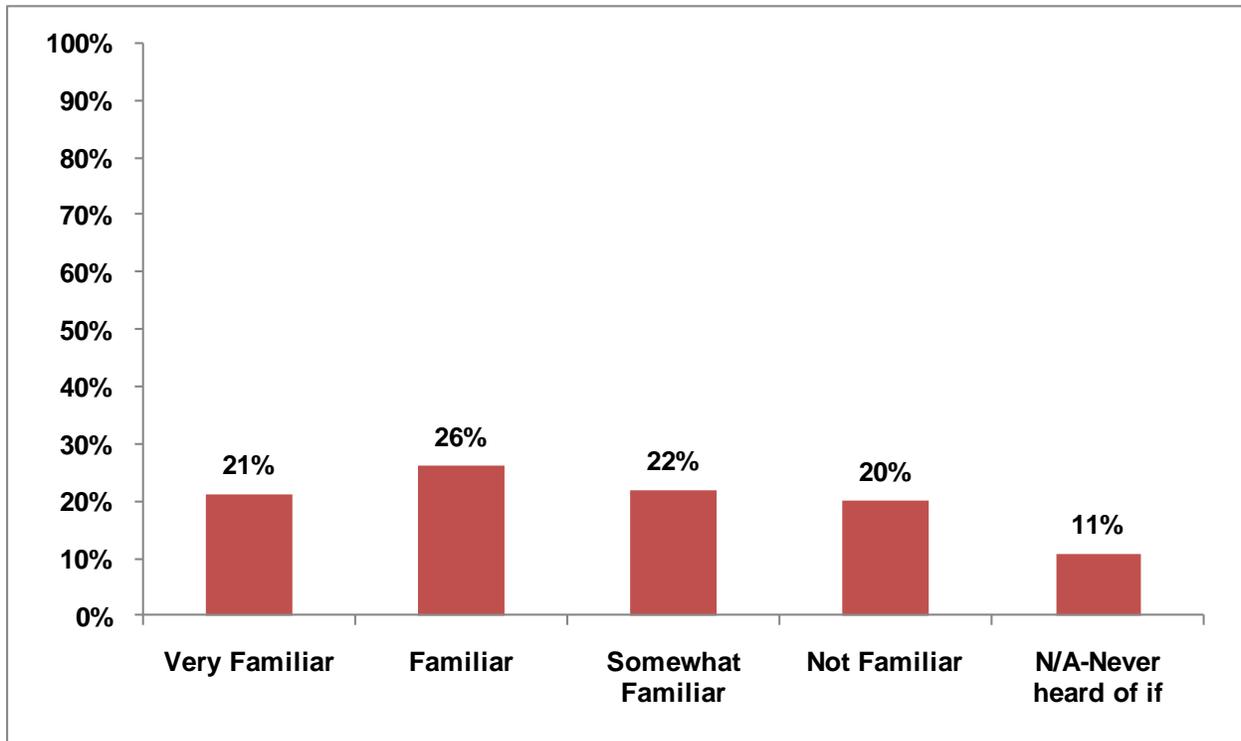
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Food Services/Cafeteria



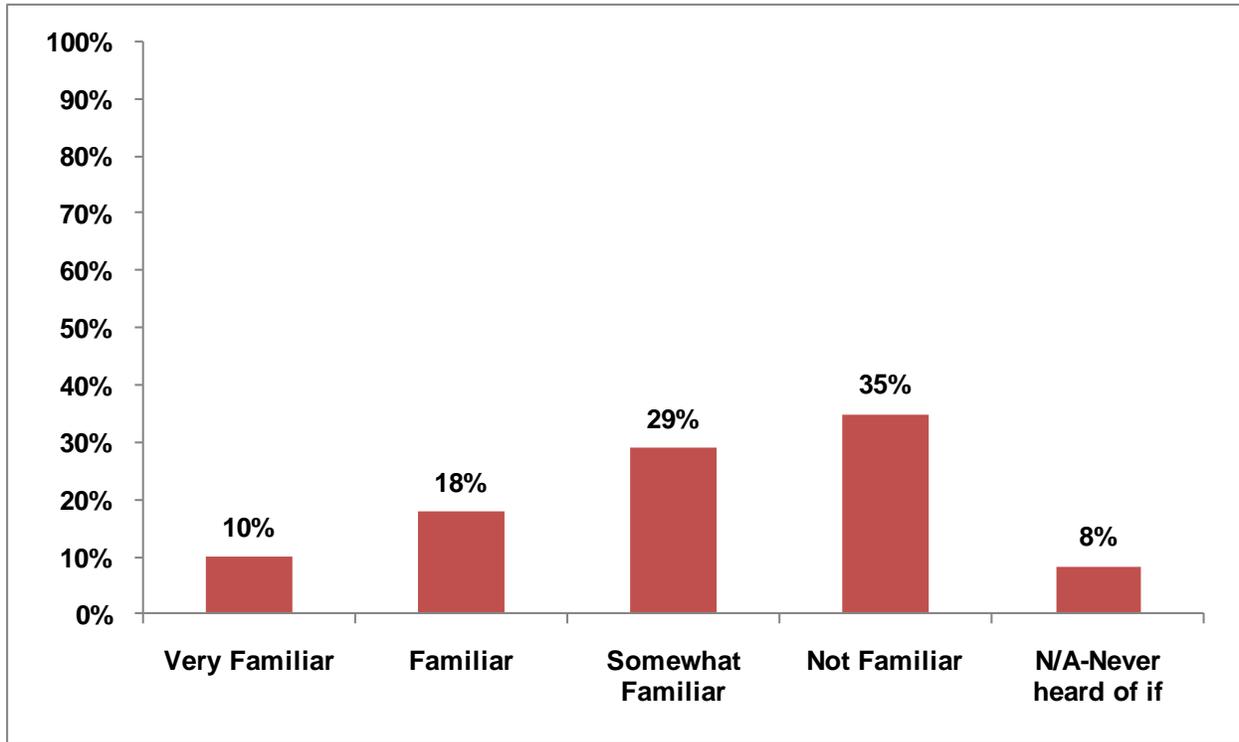
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Grounds



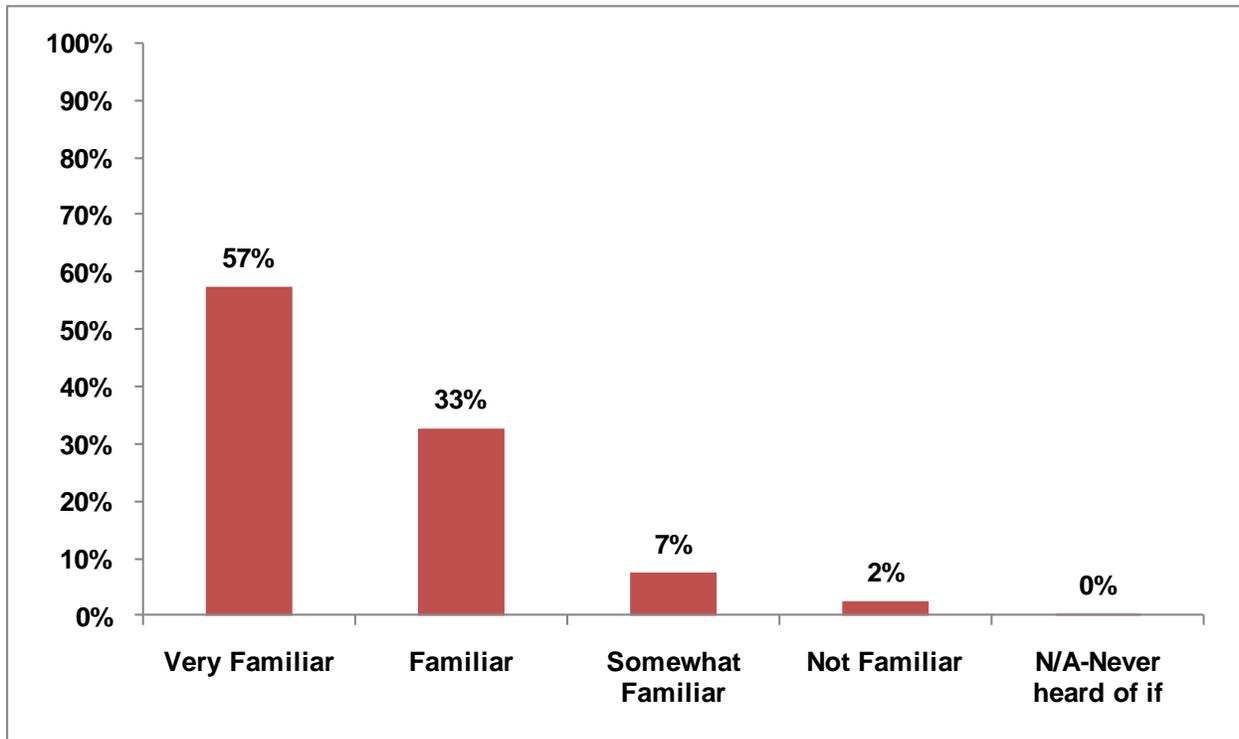
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Maintenance



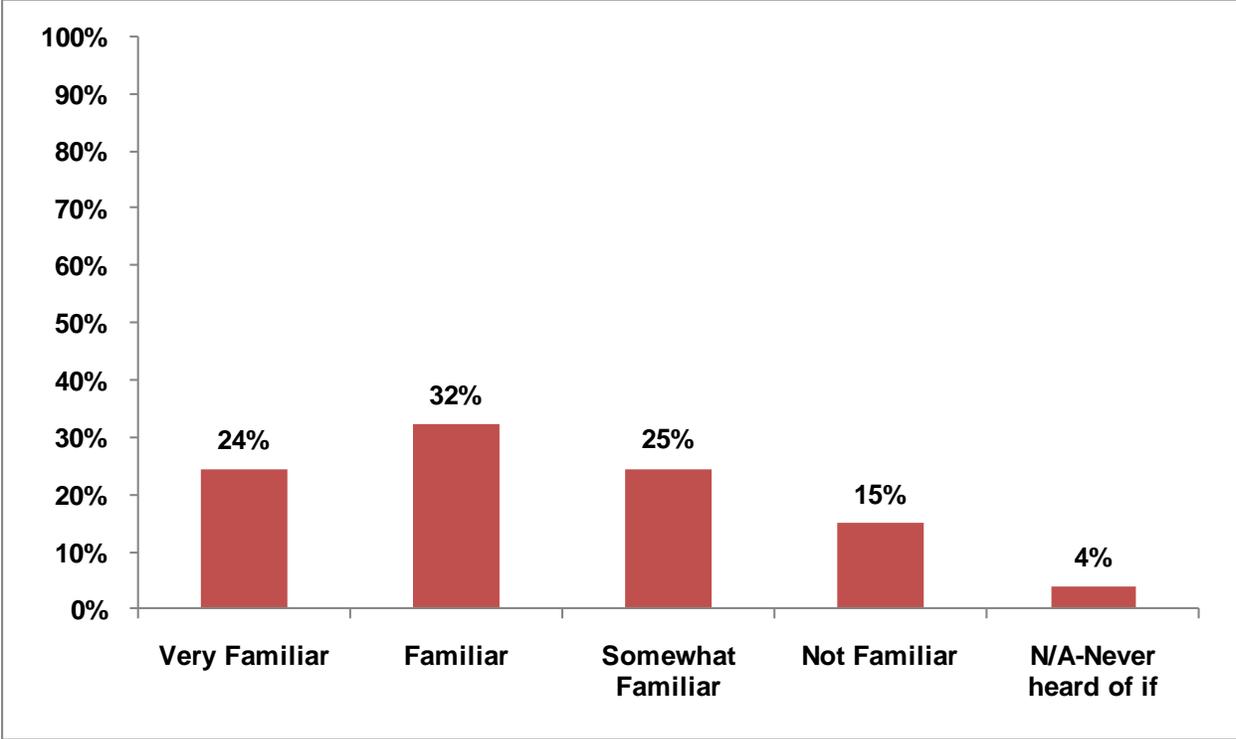
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Bookstore



N=800

Facilities

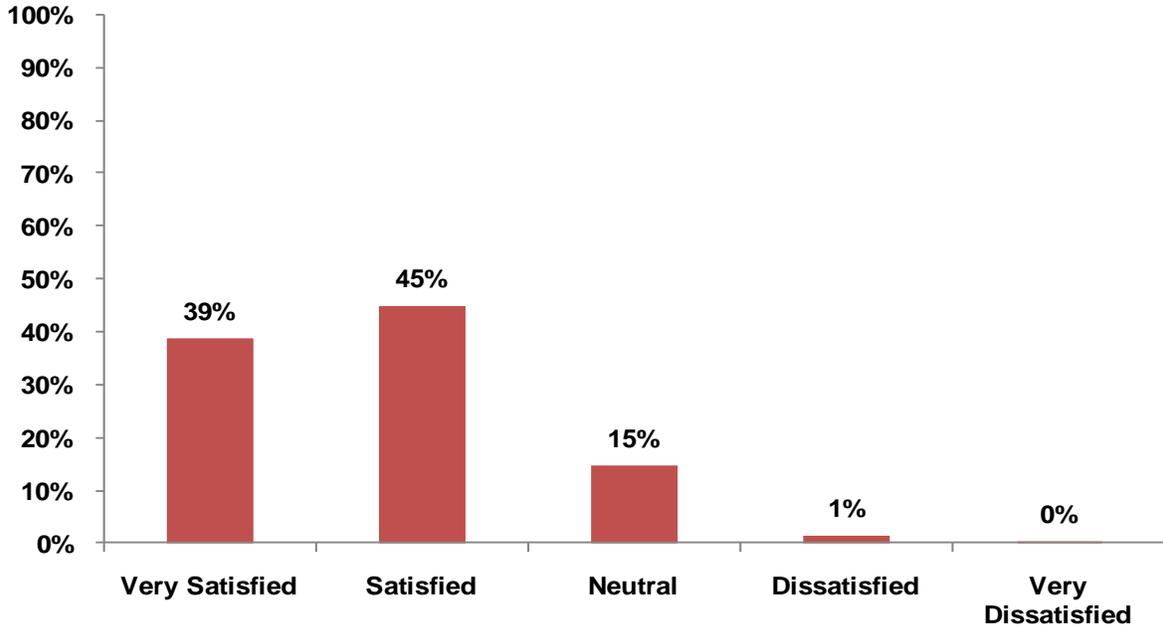


N=799

Admissions & Records

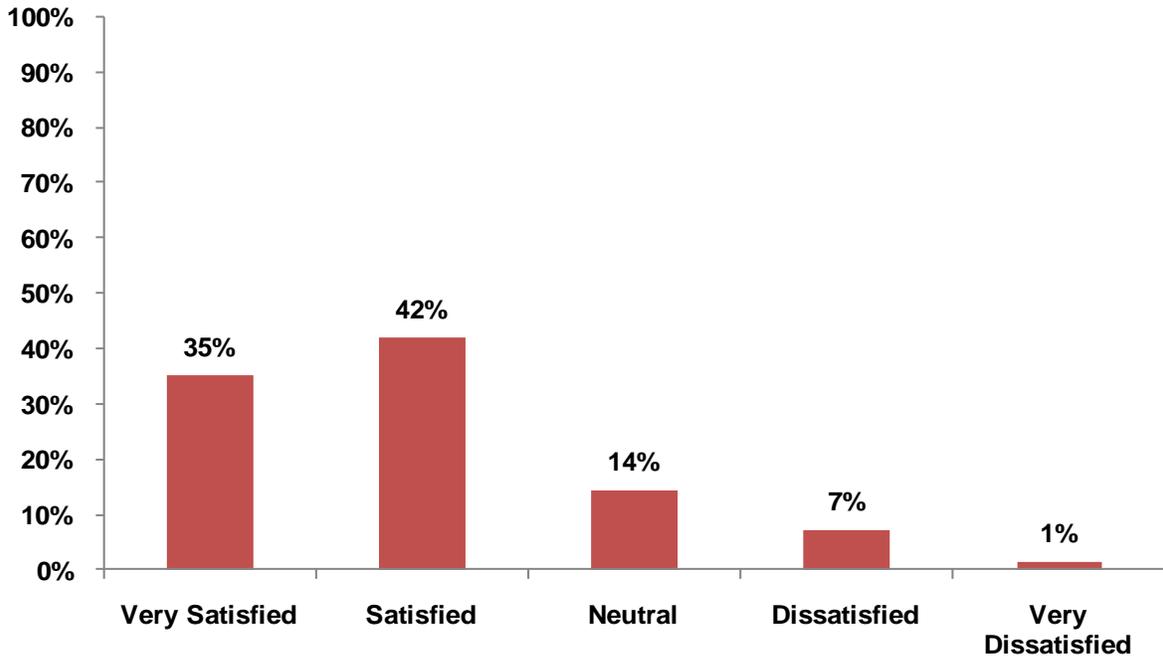
For each item listed below, please indicate your level of satisfaction:

College Application



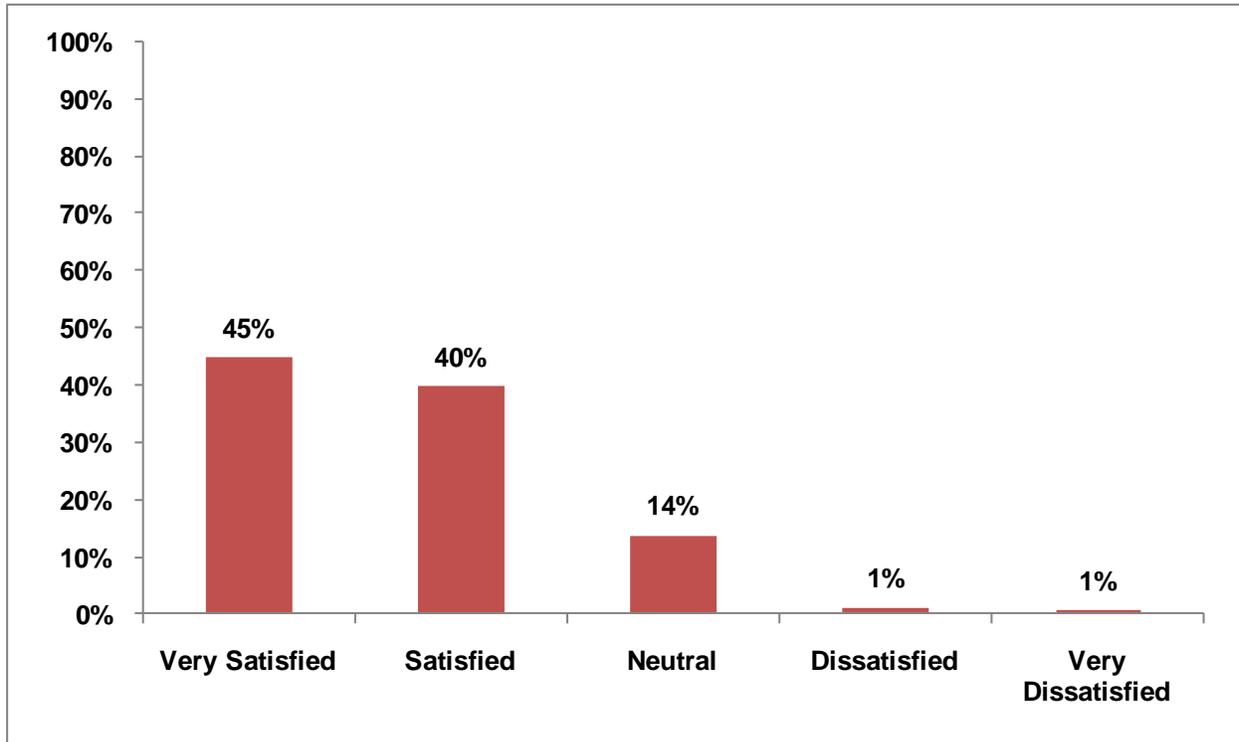
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College Registration Process



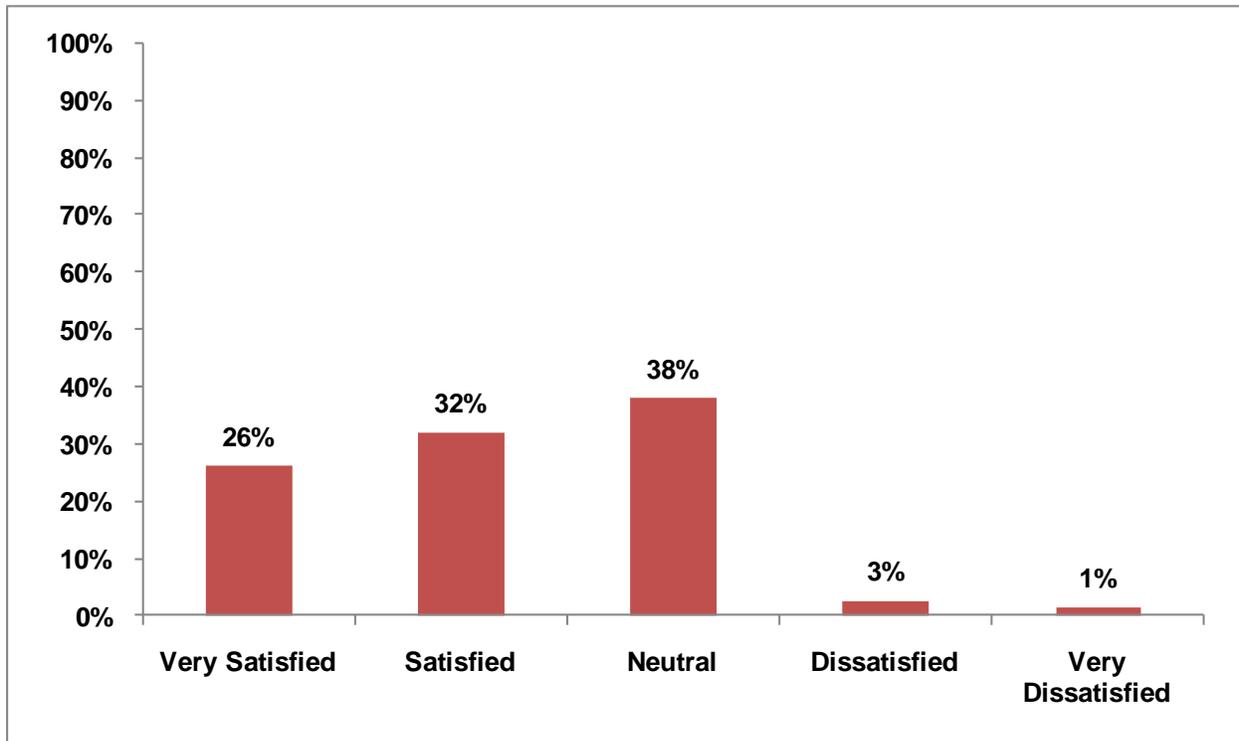
N=783

Student ID



N=783

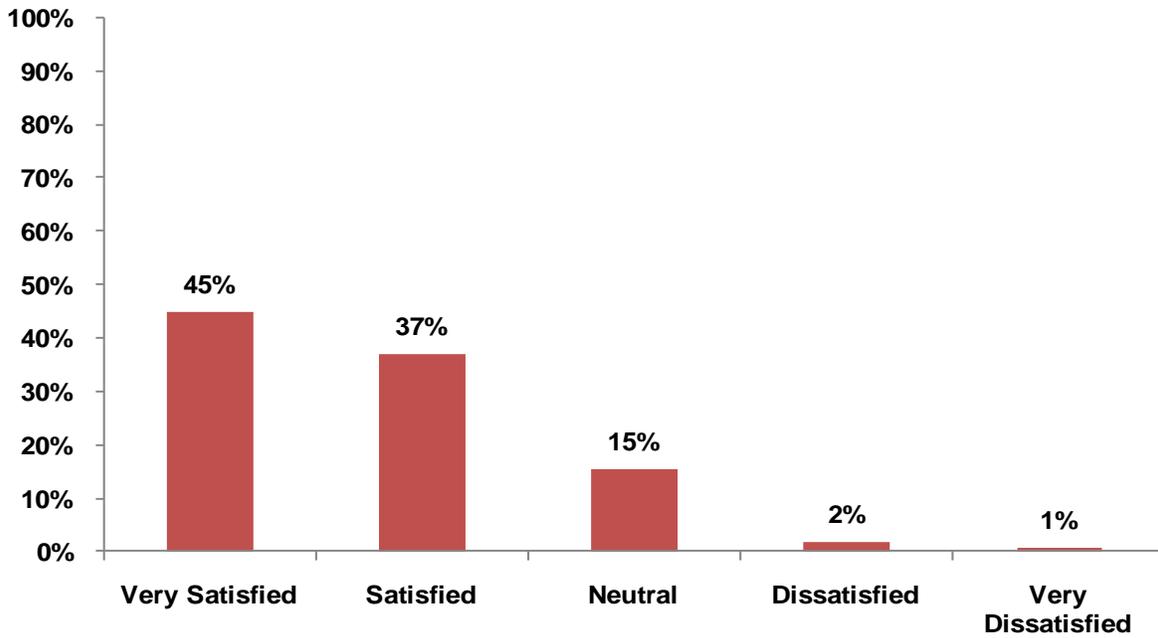
Transcript Request Service



N=783

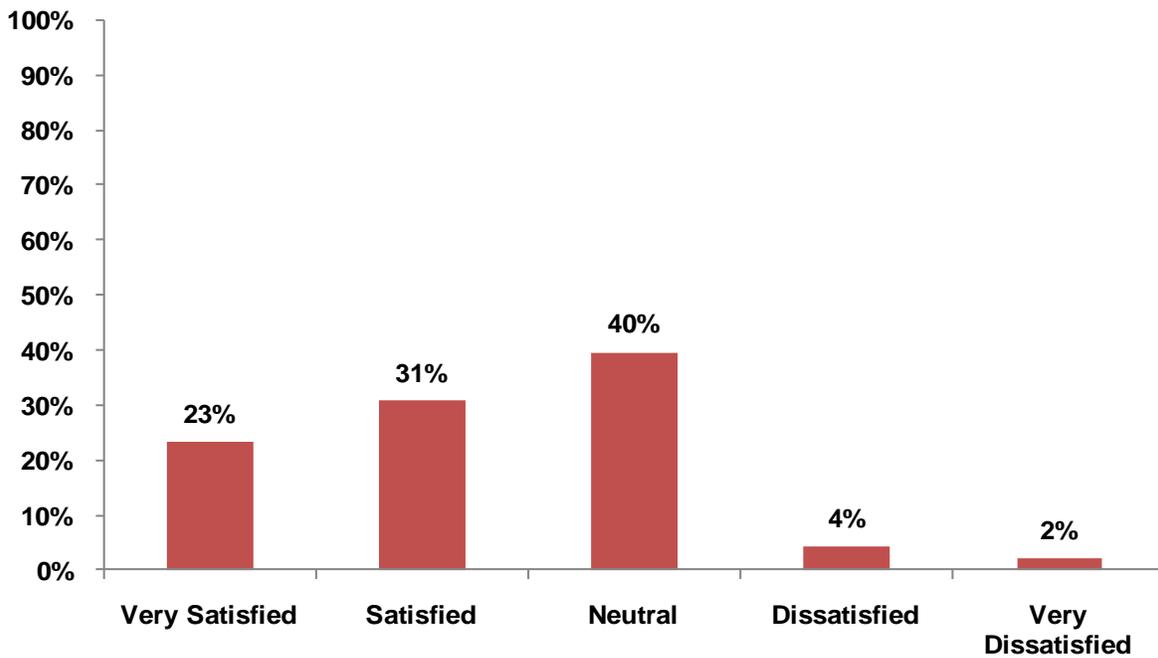
For each item listed below, please indicate your level of satisfaction with the timeliness of service.

Student ID Process



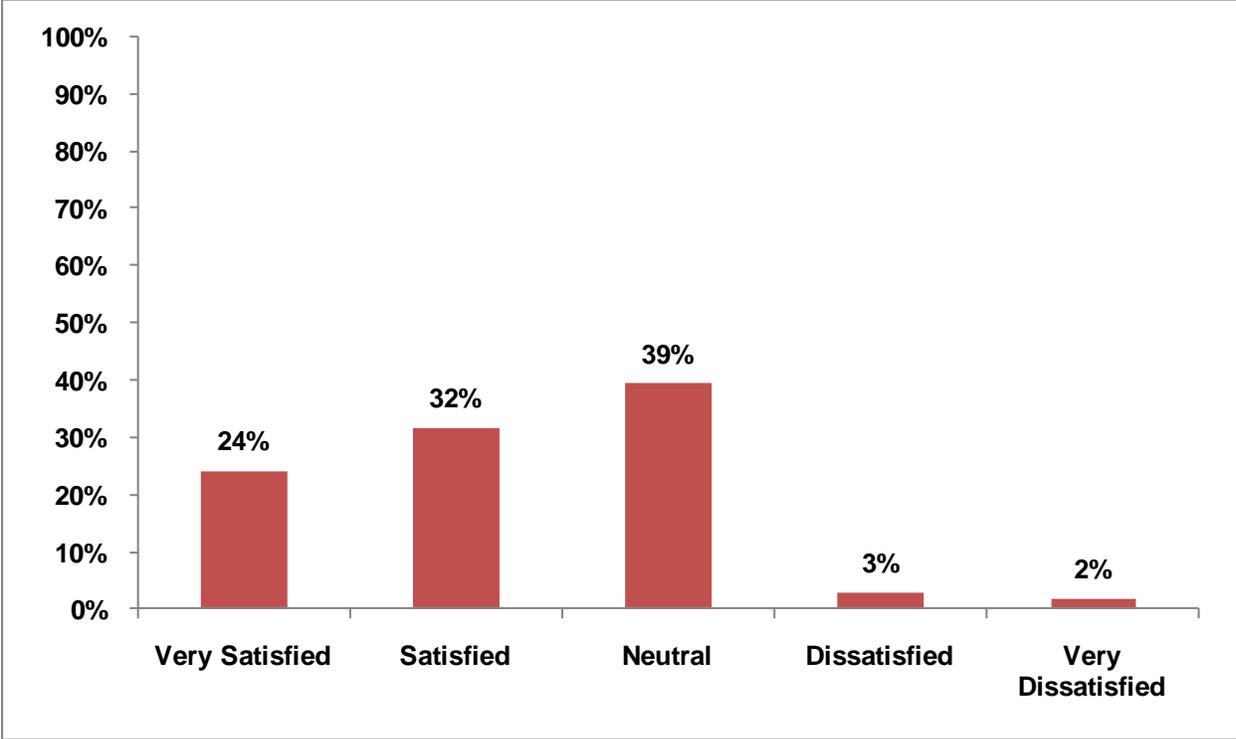
N=782

Transcript Evaluation Process



N=782

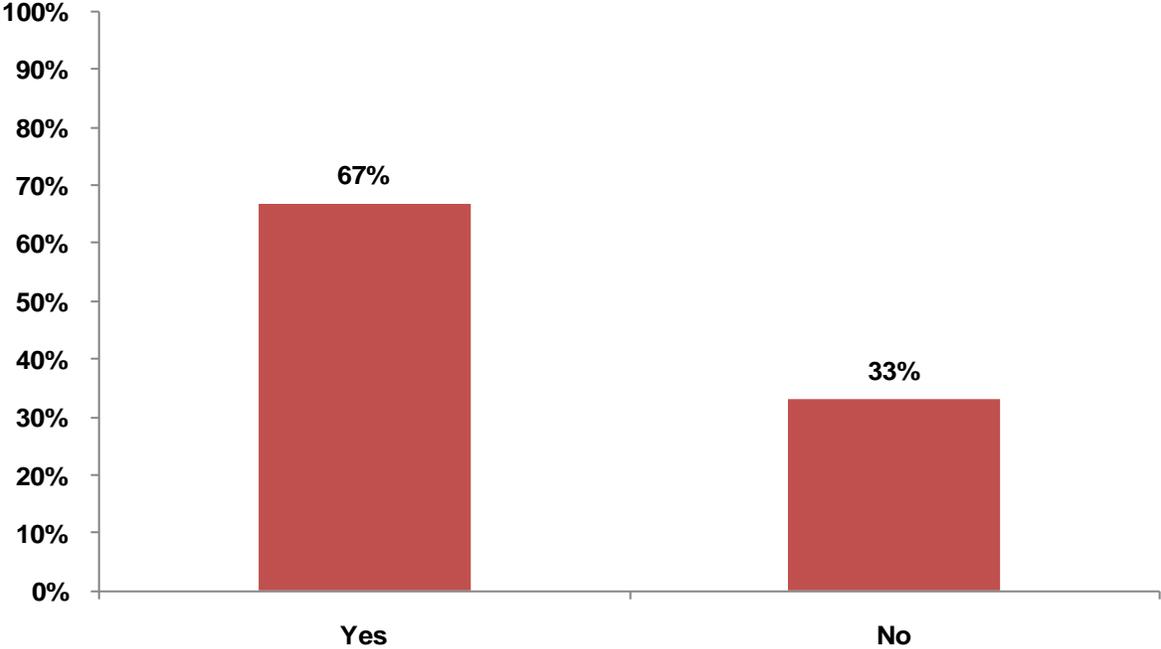
Transcript Service



N=782

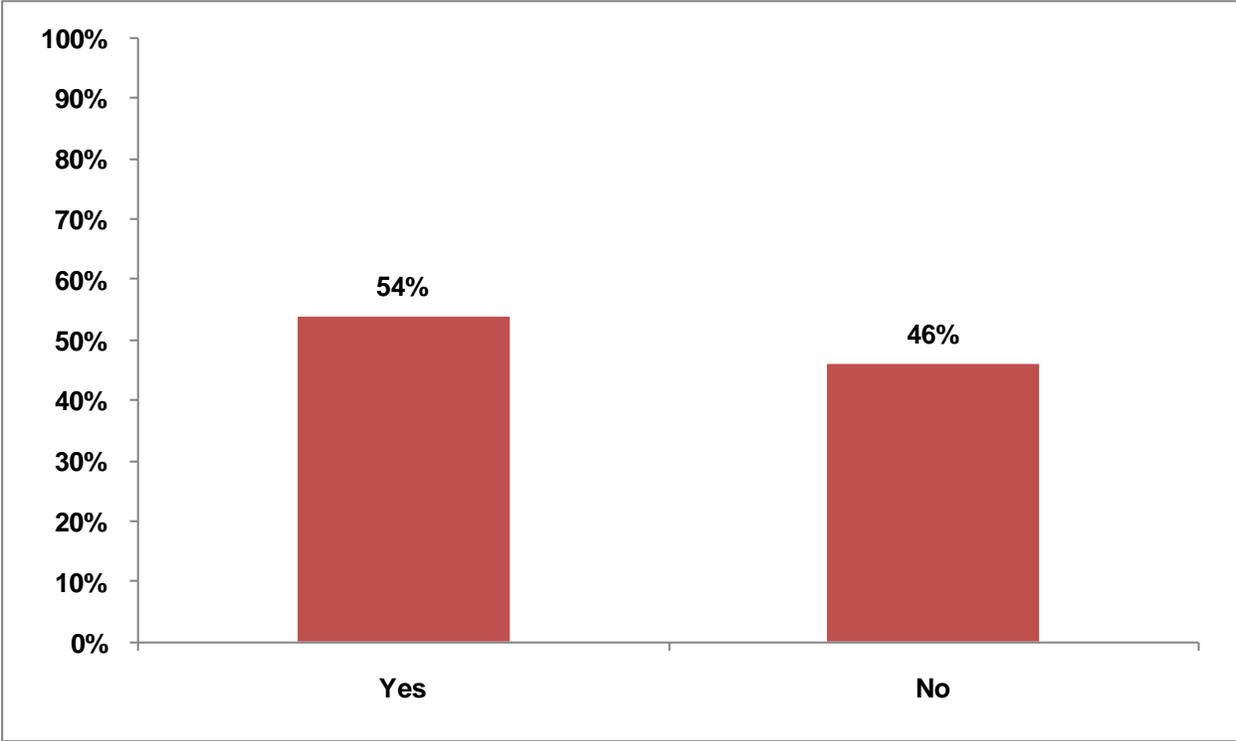
Financial Aid

Have you ever applied for Financial Aid at Southwestern College?



N=775

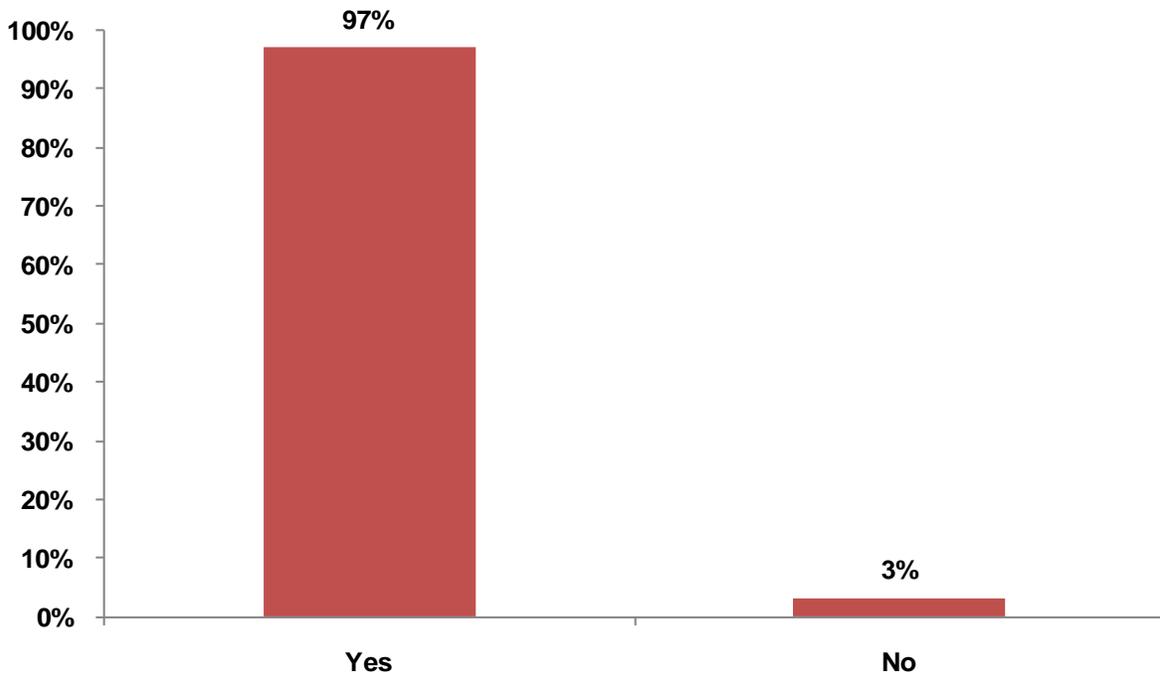
Have you ever received Financial Aid while attending Southwestern College?



N=775

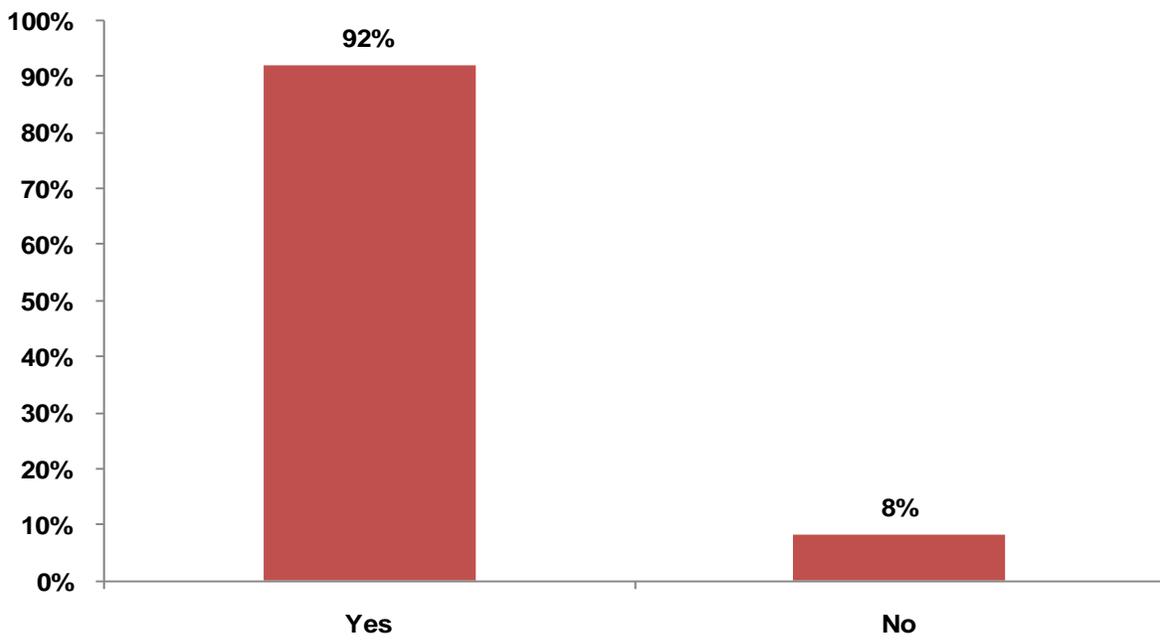
Do you believe receiving Financial Aid increased your ability to: (only students who answered yes to having received financial aid)

Attend Southwestern College



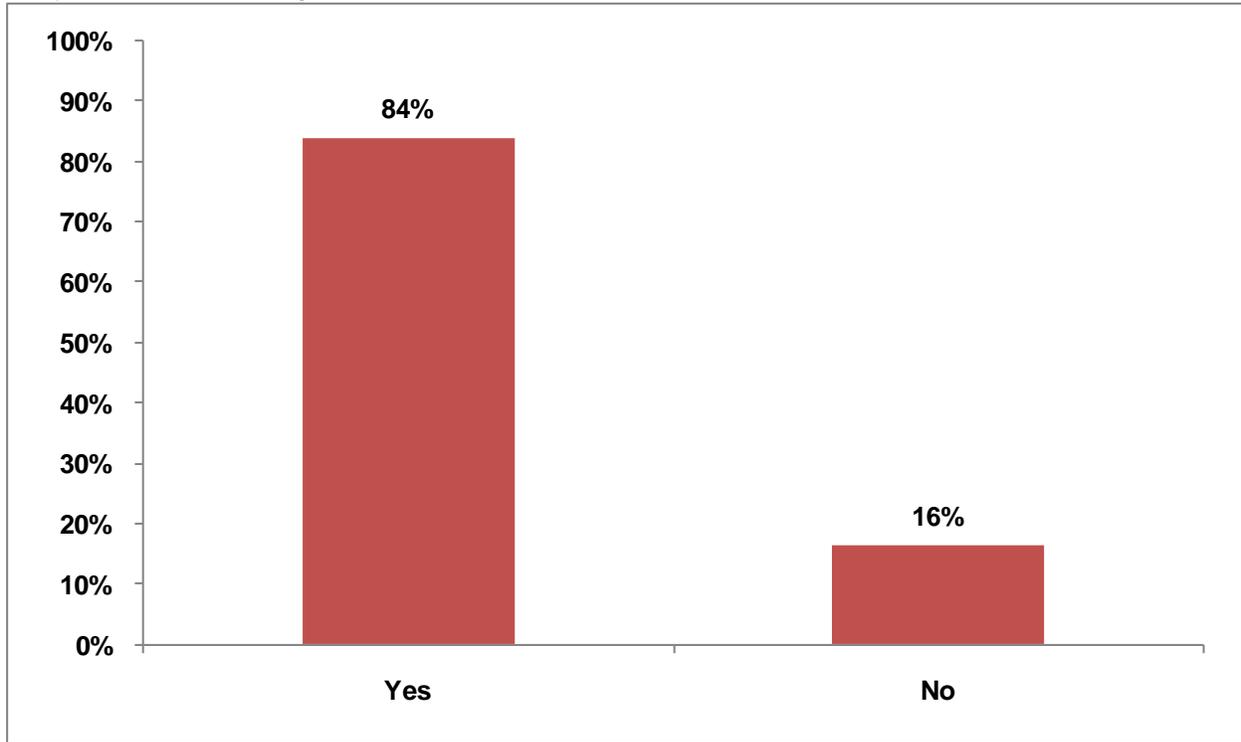
N=418

Succeed in your classes at Southwestern College.



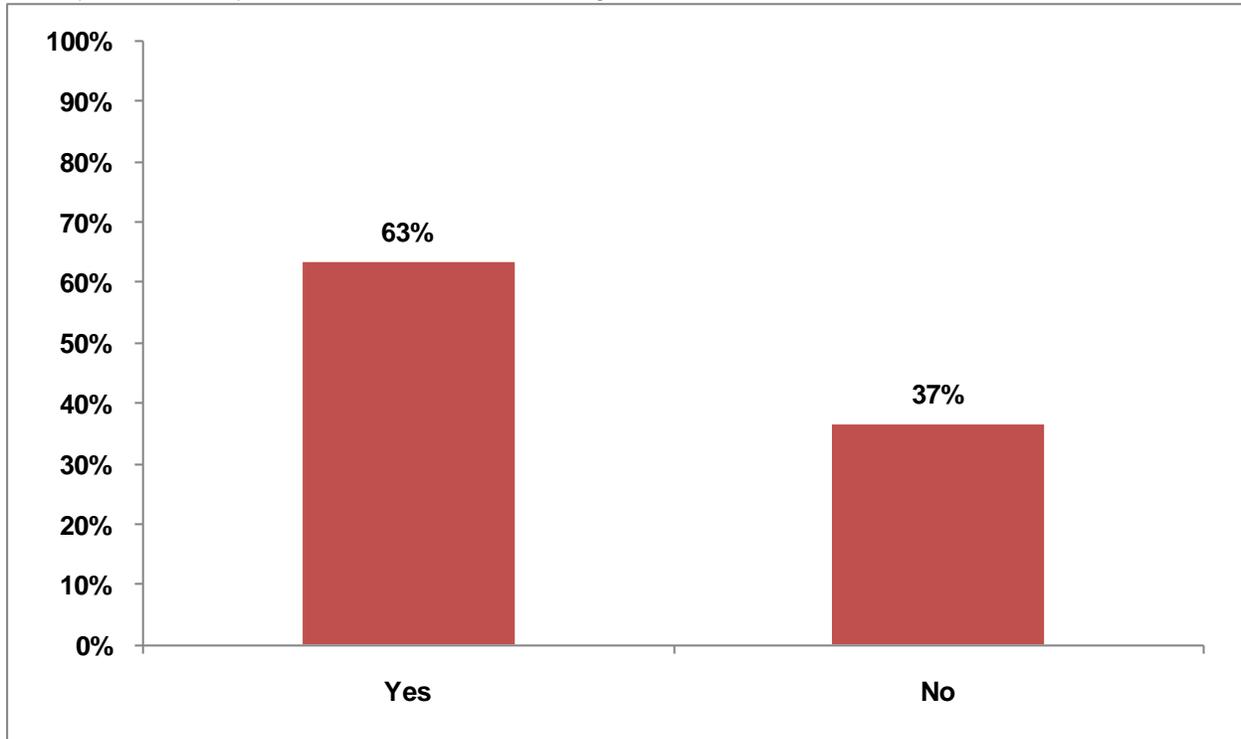
N=418

Are you aware of the rights and responsibilities of a Financial Aid Student?



N=418

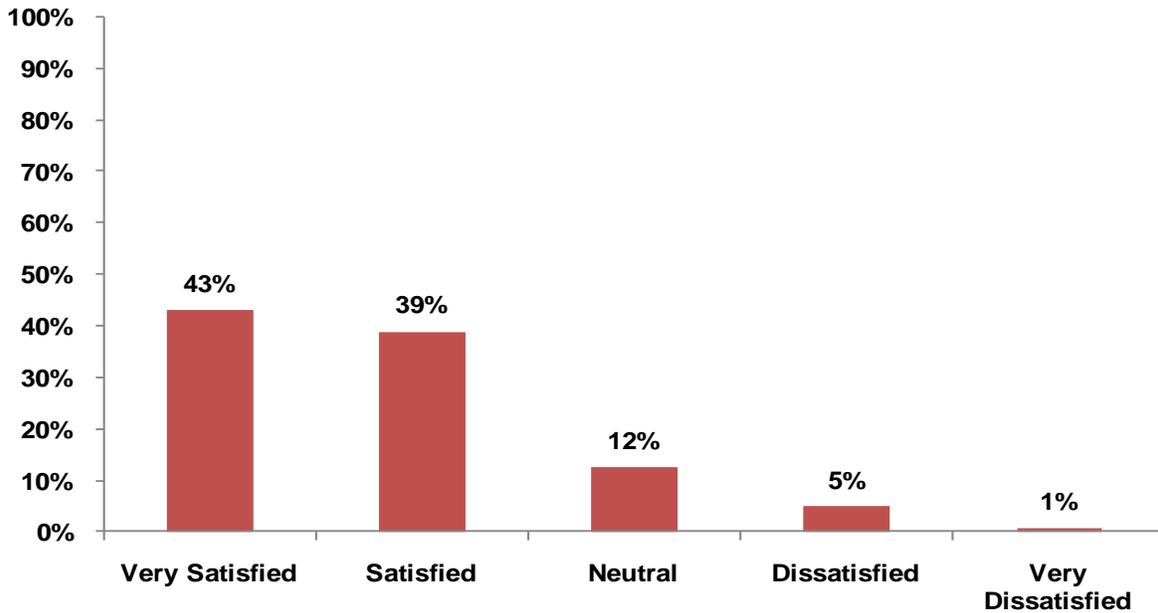
Have you used any of the Southwestern College Financial Aid Office's online services?



N=418

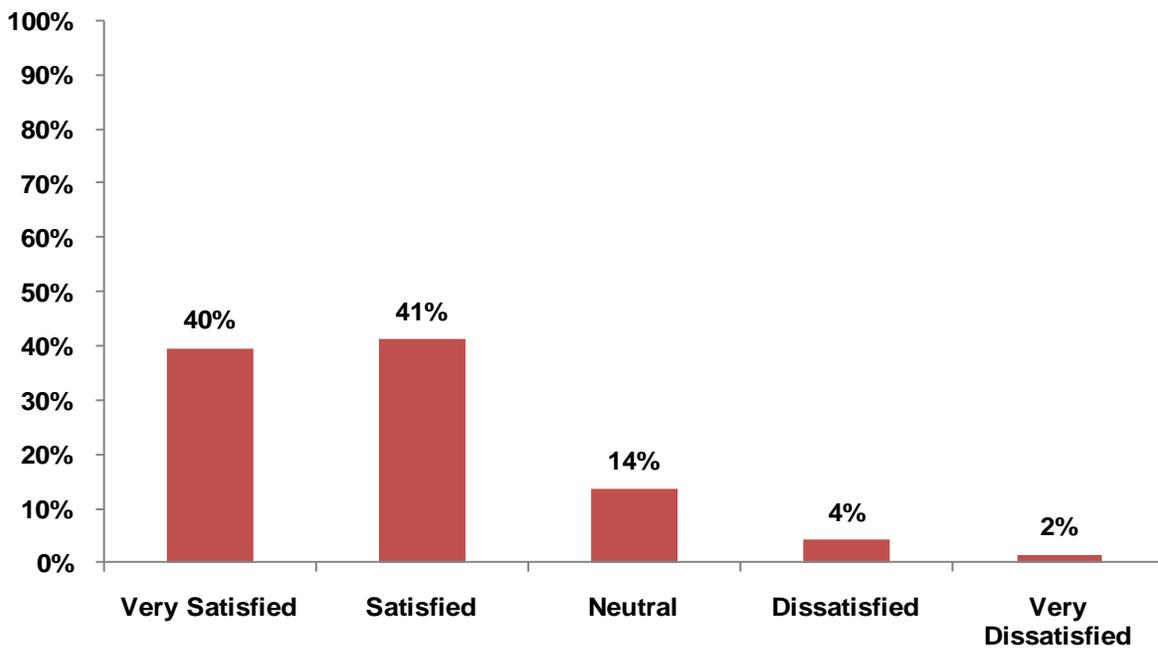
Based on your experience using online services provided by the Southwestern College Financial Aid Office, please indicate your level of satisfaction with: (only students who have used Financial Aid online services)

Amount of information provided



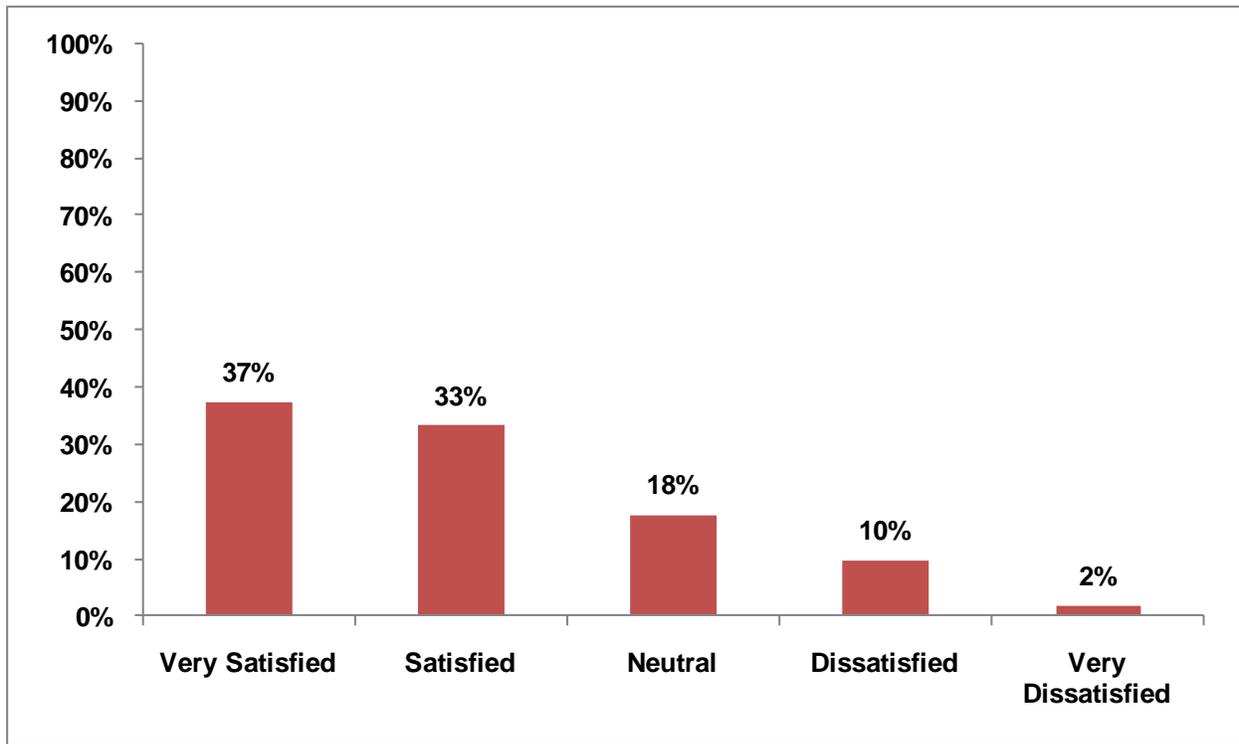
N=265

Accuracy of information provided



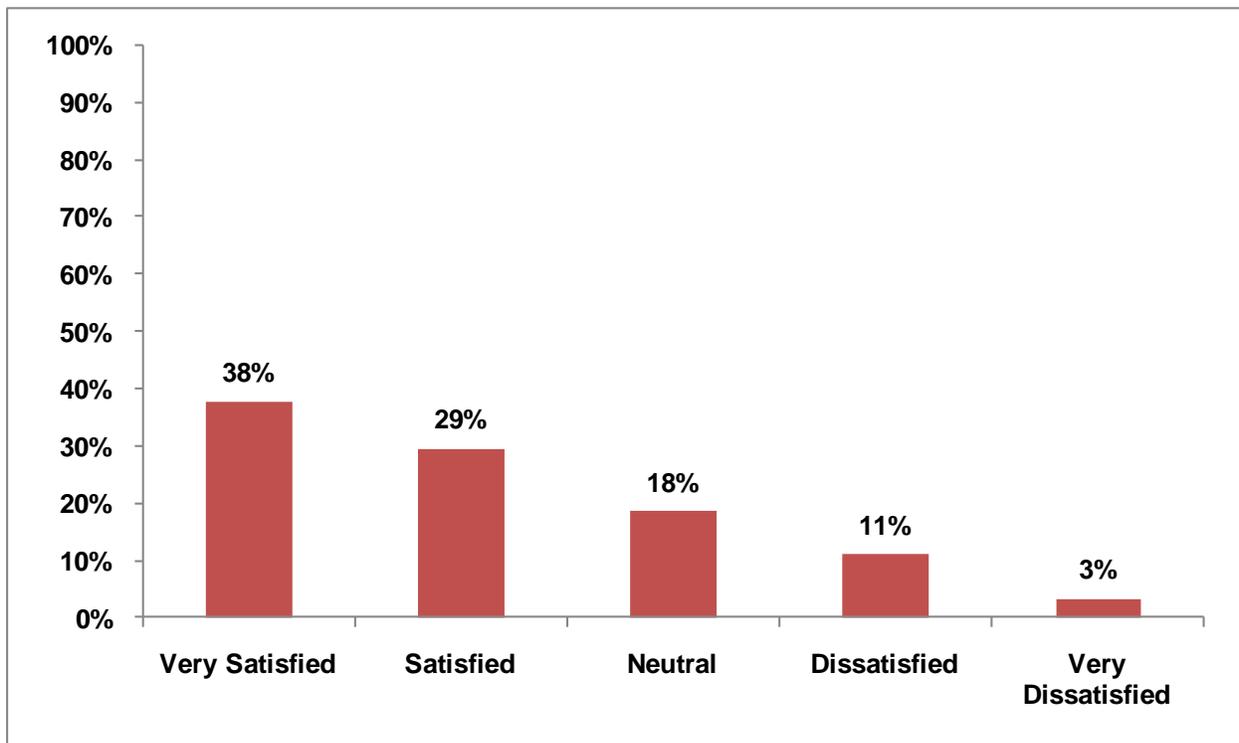
N=265

Timeliness of information



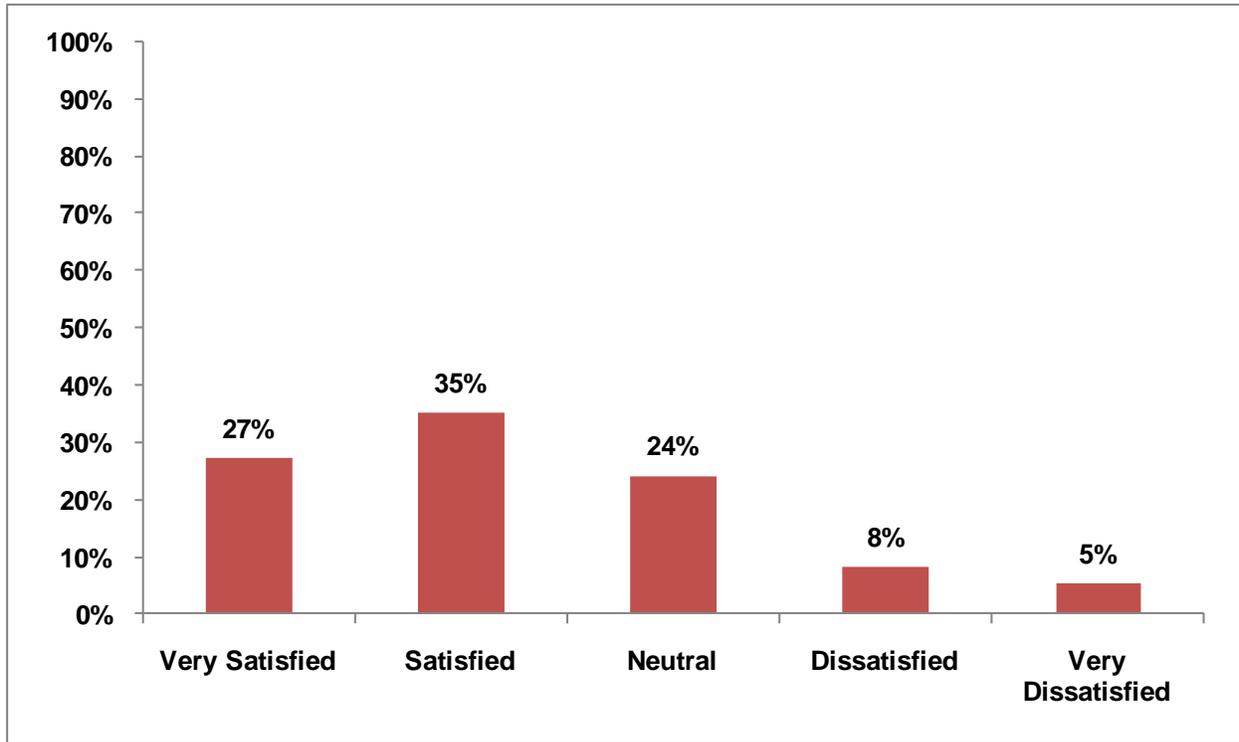
N=265

Helpfulness of staff



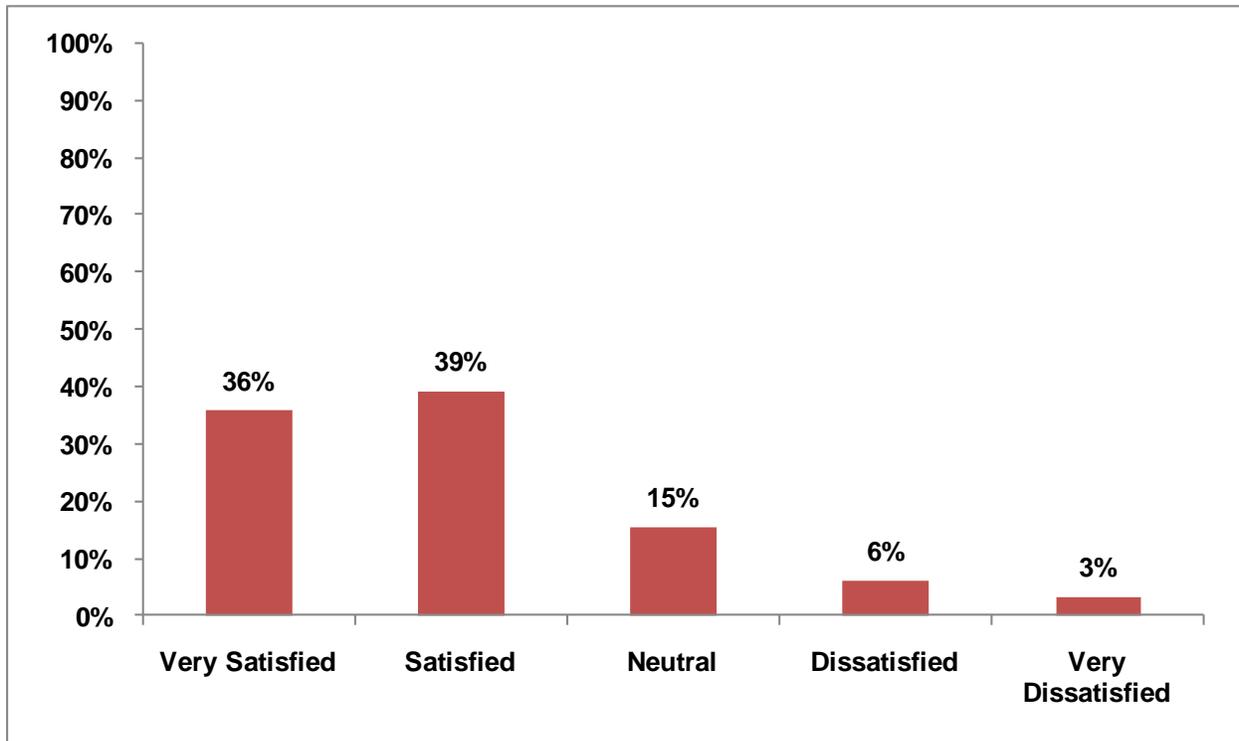
N=265

Timeliness of aid disbursements



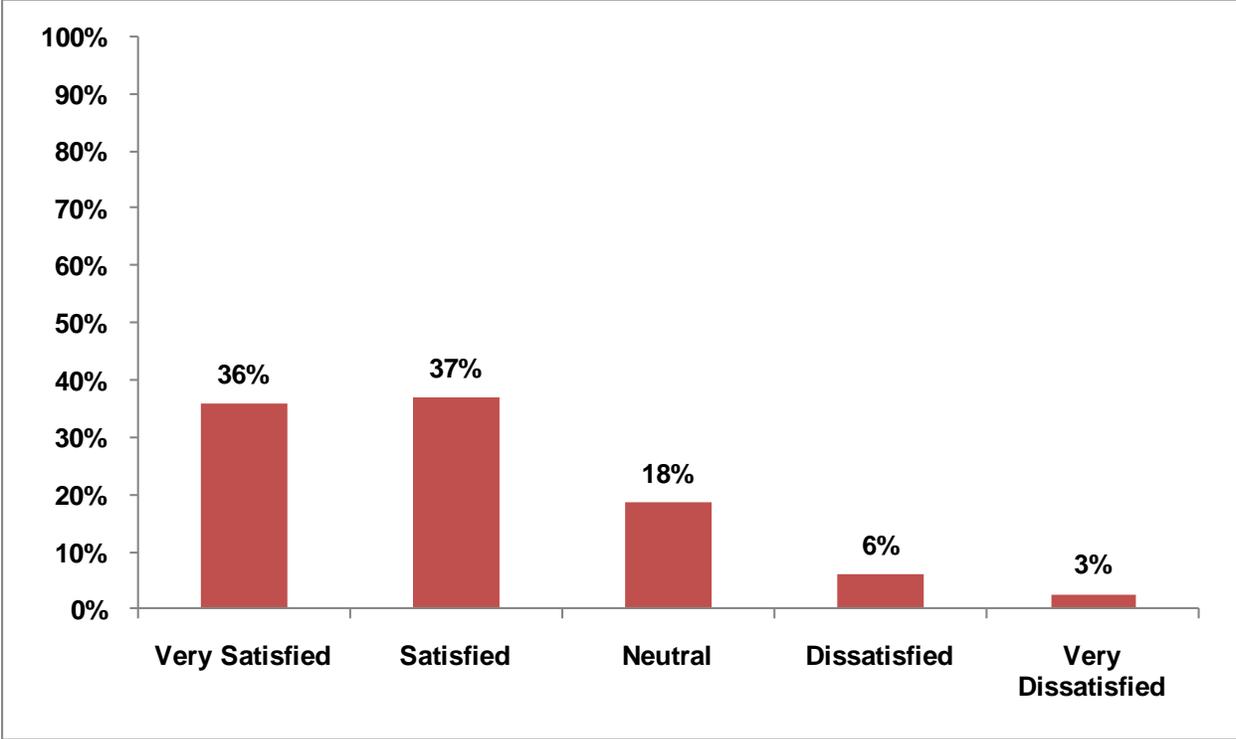
N=265

Ease of application process



N=265

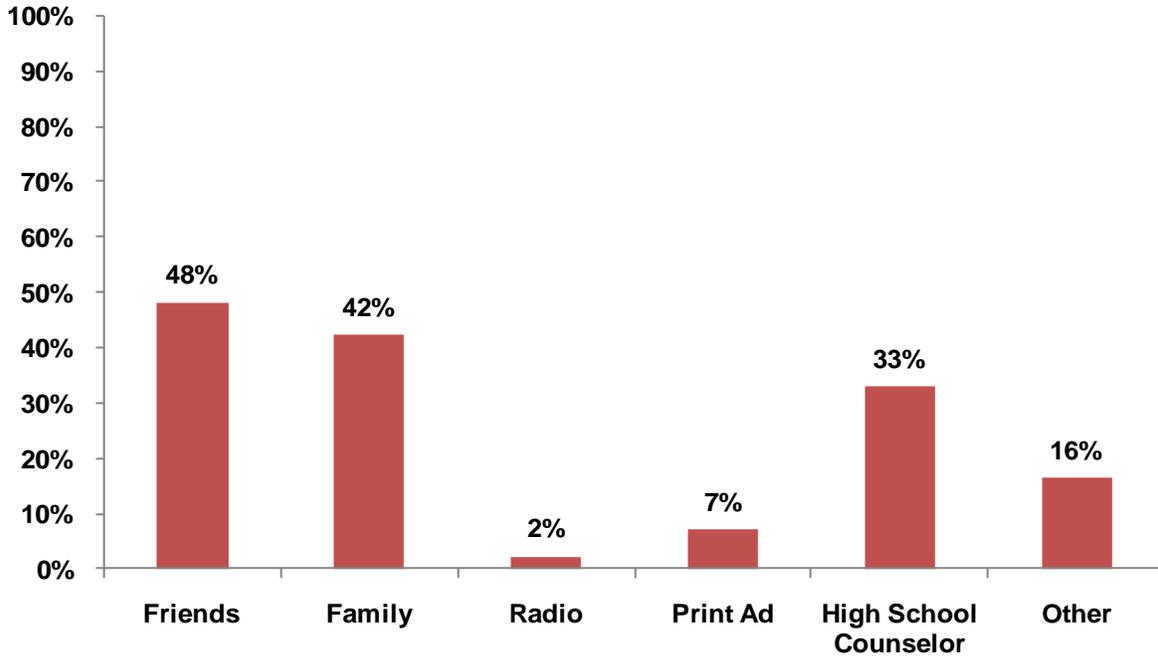
Overall quality of service



N=265

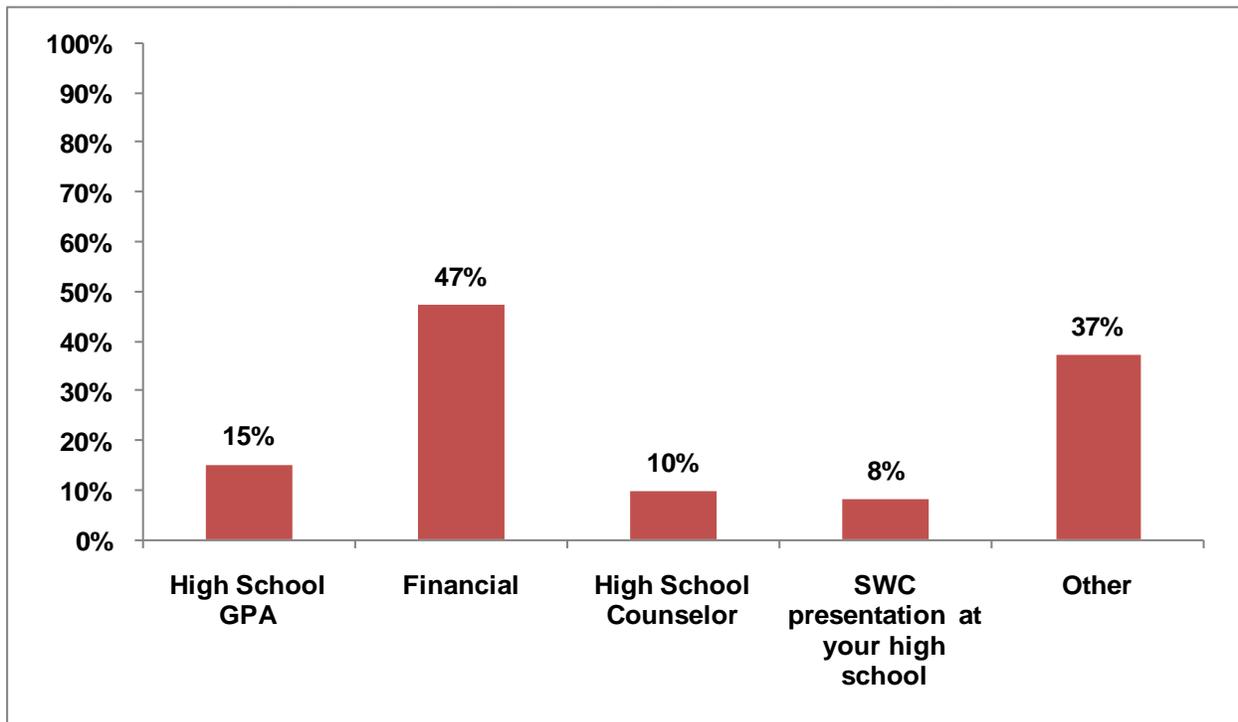
Student Affairs

How did you learn about Southwestern College?



N=813

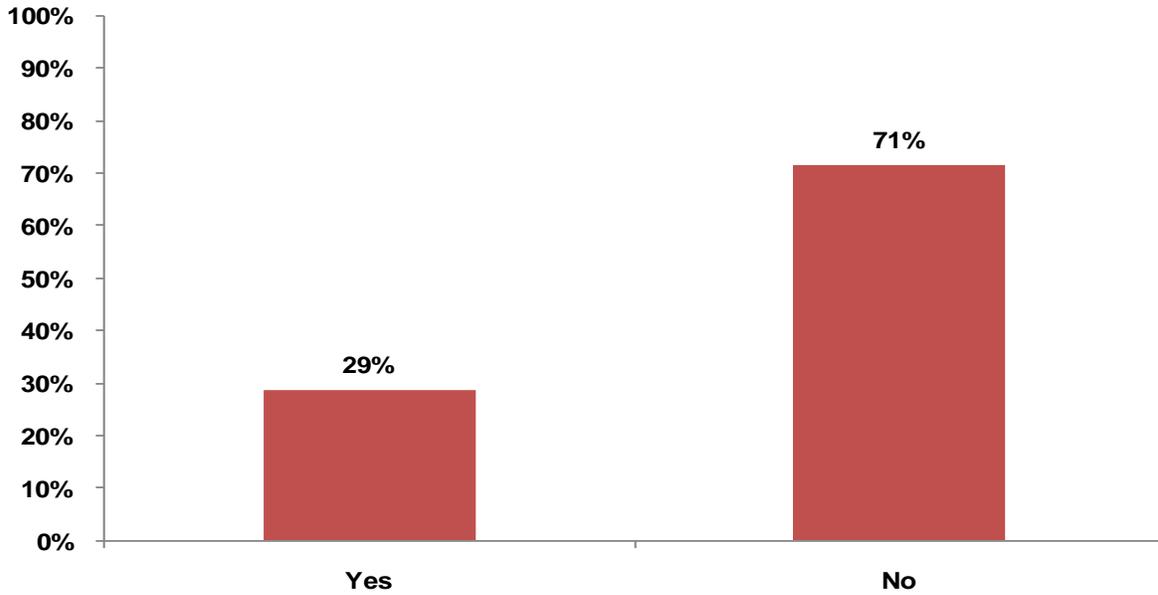
What was the most important factor in you attending Southwestern College?



N=813

Transfer Center

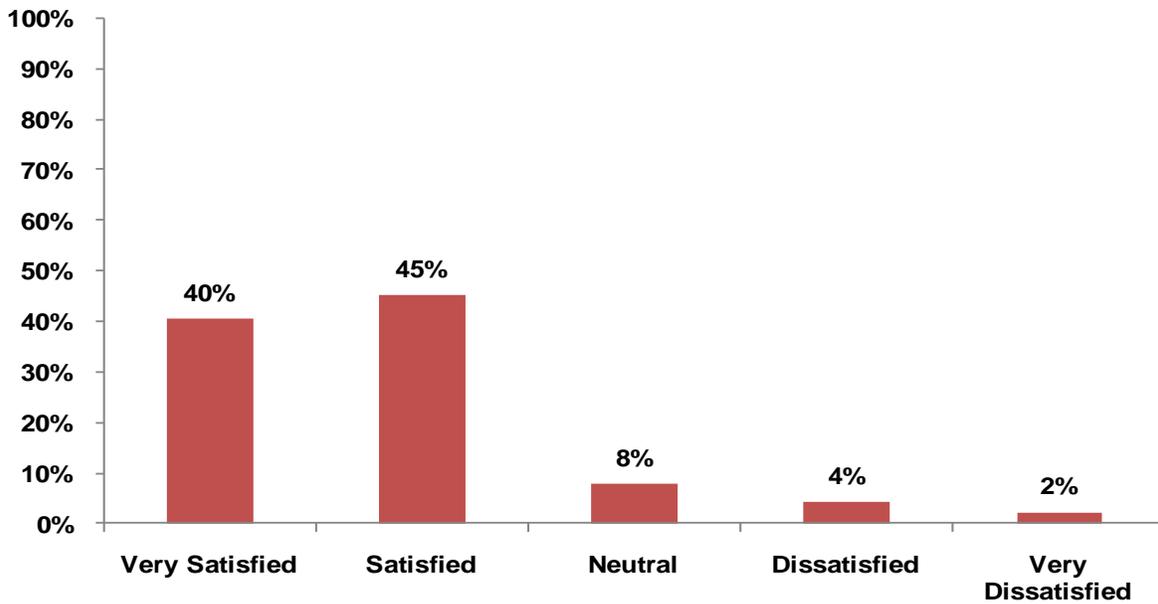
Have you used the services provided by the Transfer Center?



N=753

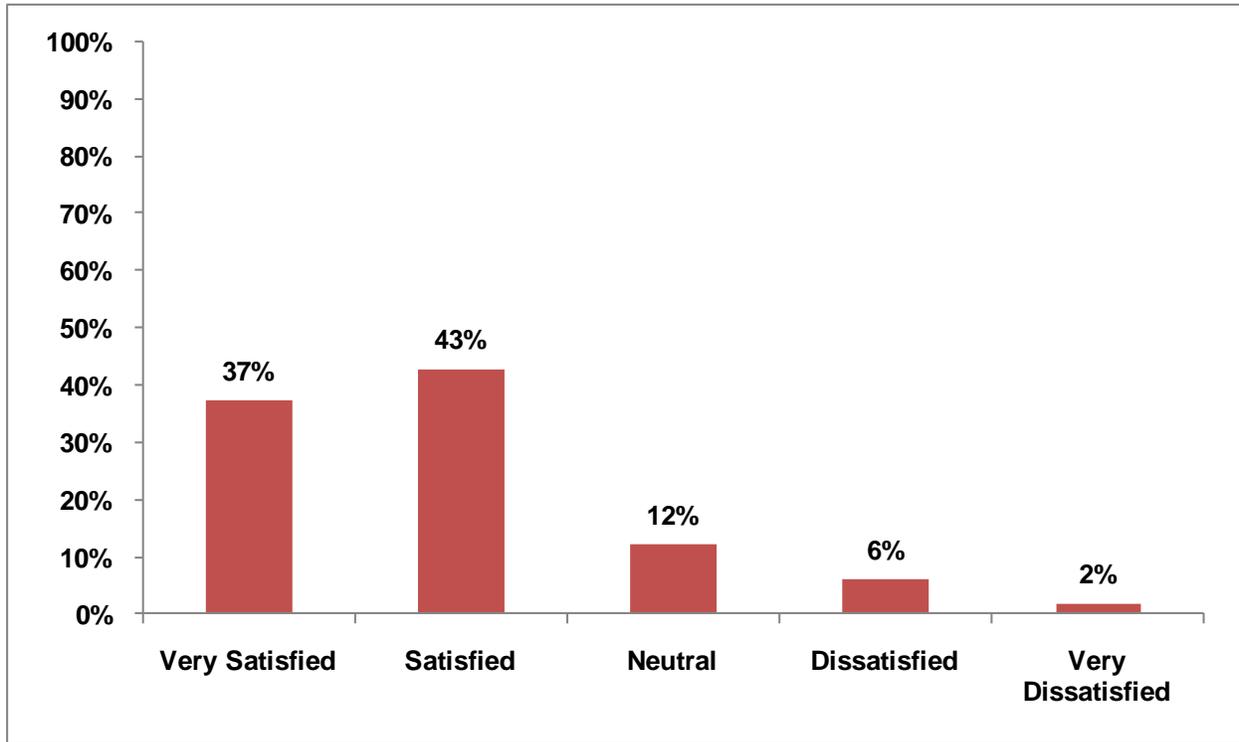
Based on your experience using services provided by the Southwestern College's Transfer Center, please indicate your level of satisfaction with: (only students who have used Transfer Center services)

Amount of information provided



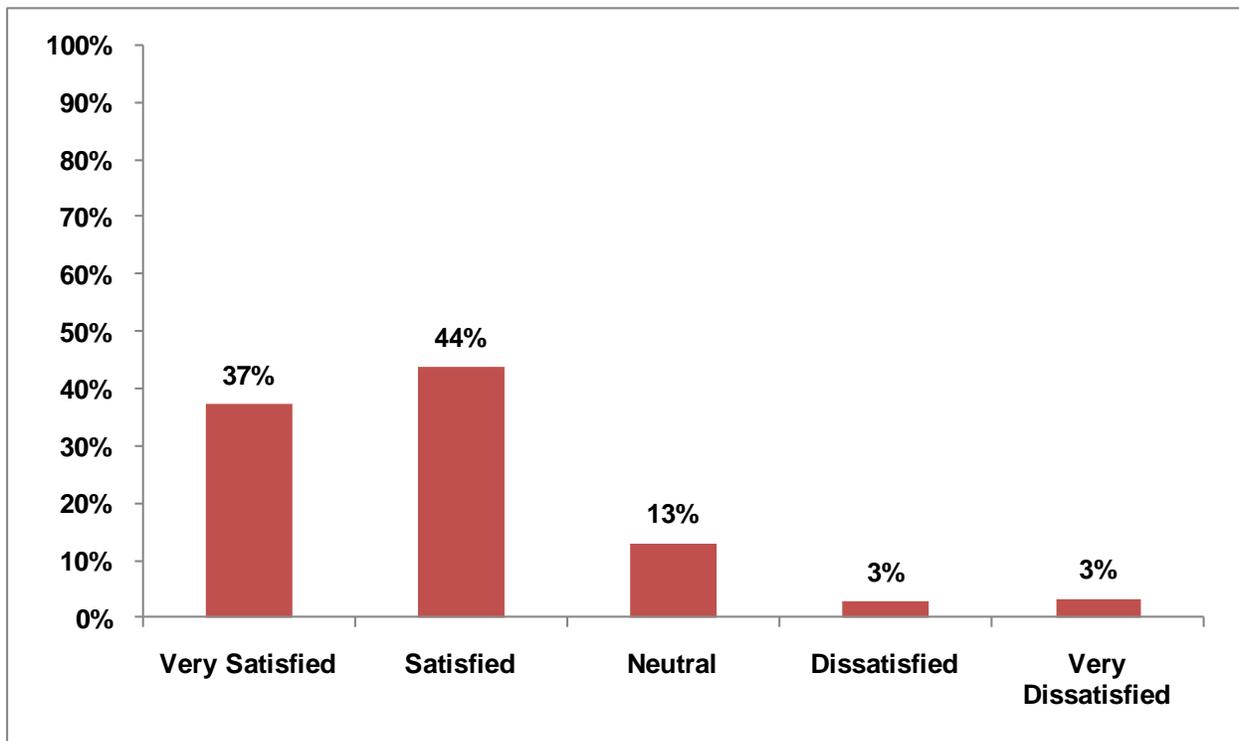
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Accuracy of information provided



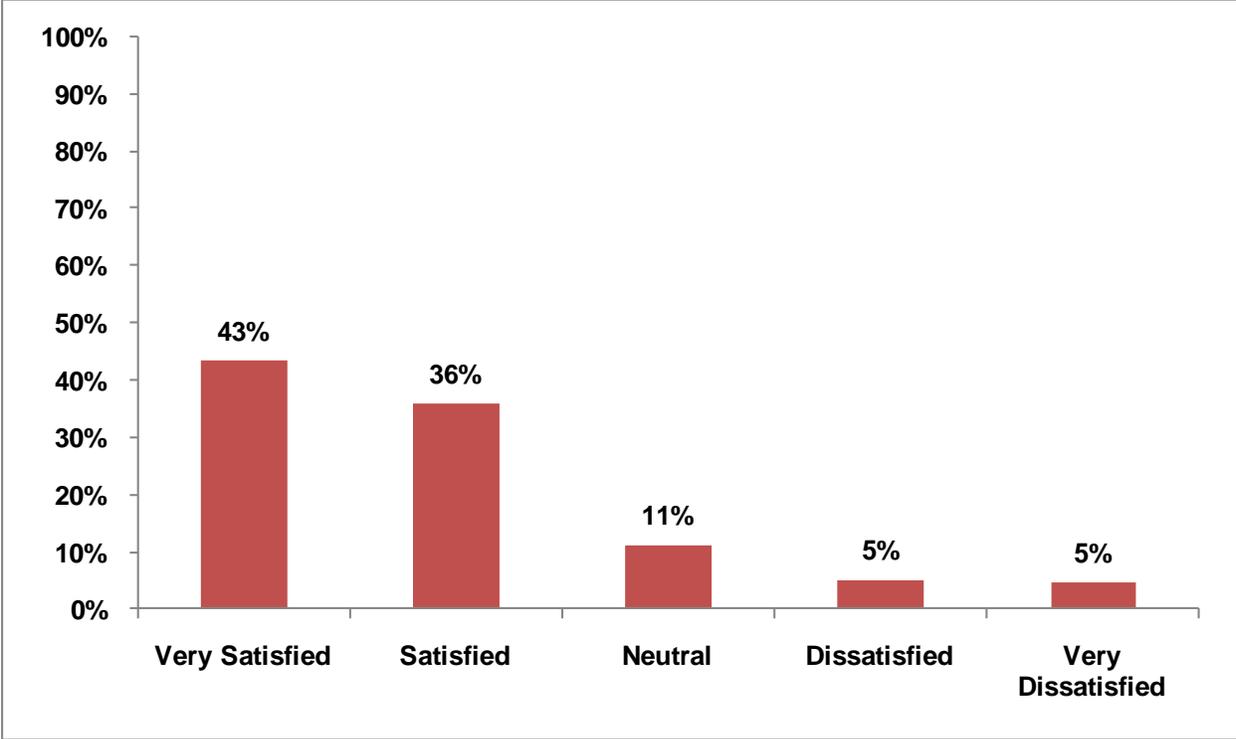
N=215

Timeliness of information



N=215

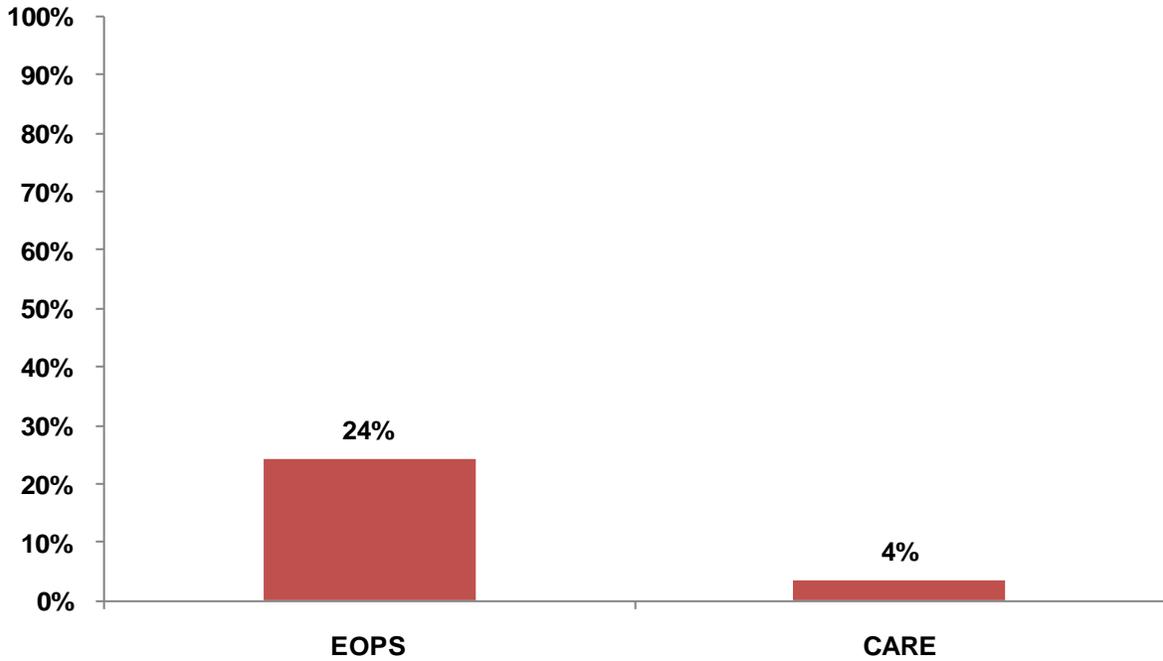
Helpfulness of staff



N=215

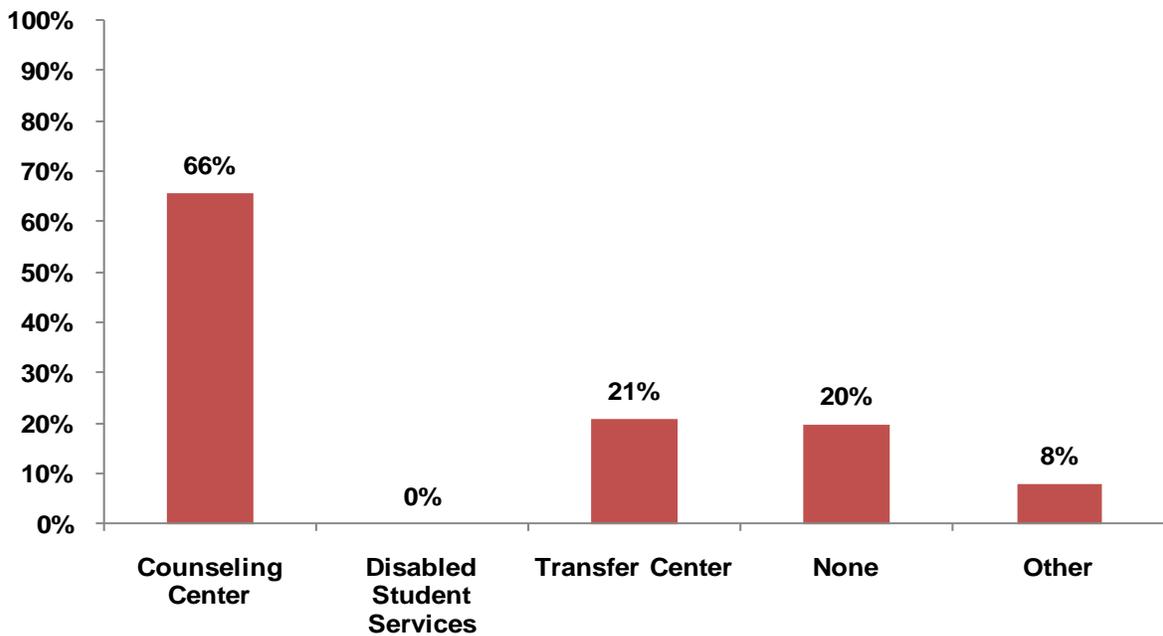
EOPS/CARE

While attending Southwestern College, have you received any services related to: (Check all that apply)



N=226

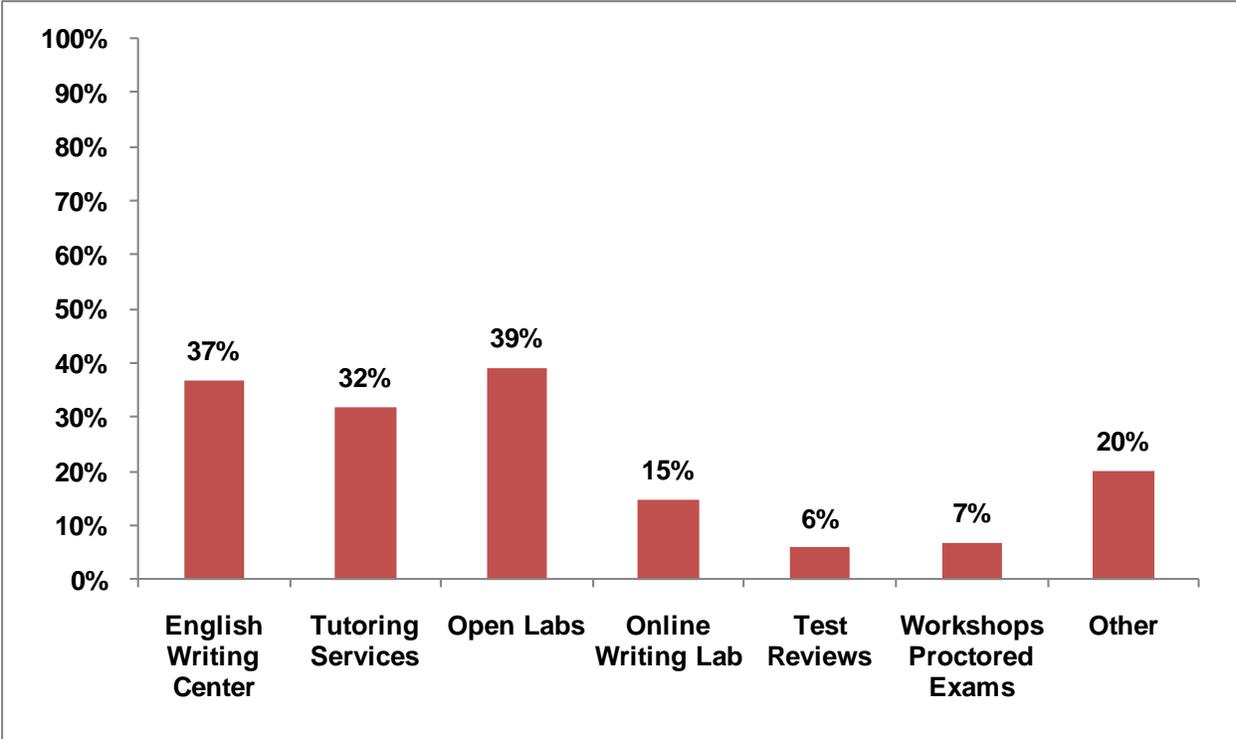
Which other student services programs have you utilized? (Check all that apply)



N=813

Academic Success Center

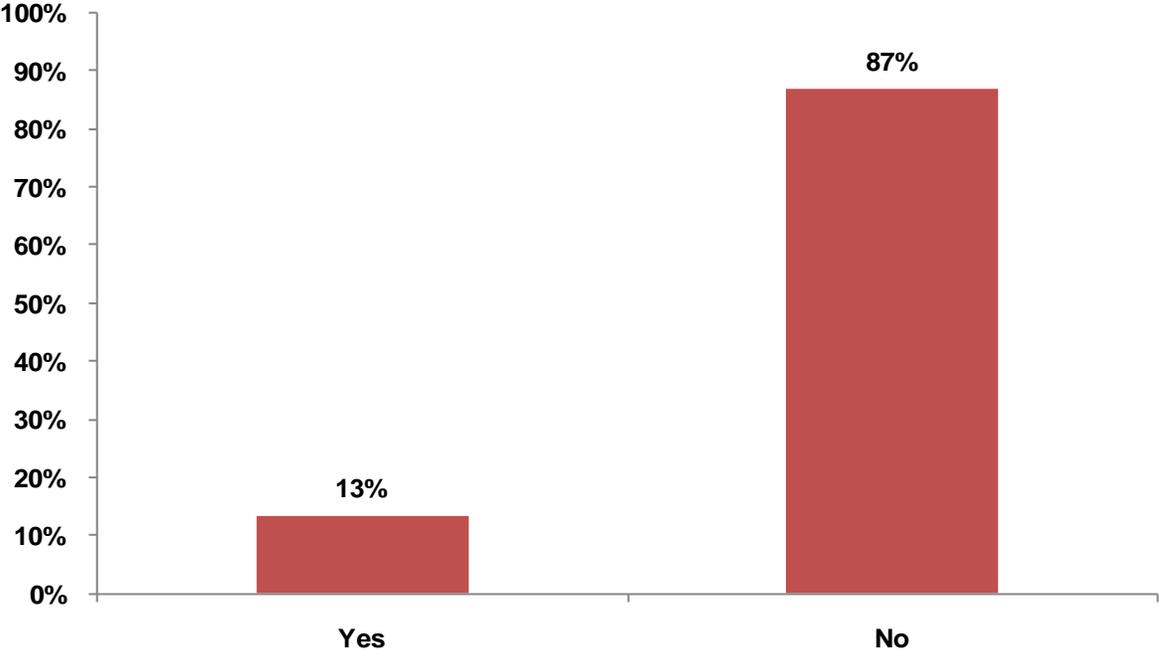
Which of the following Academic Success Center services have you utilized?



N=813

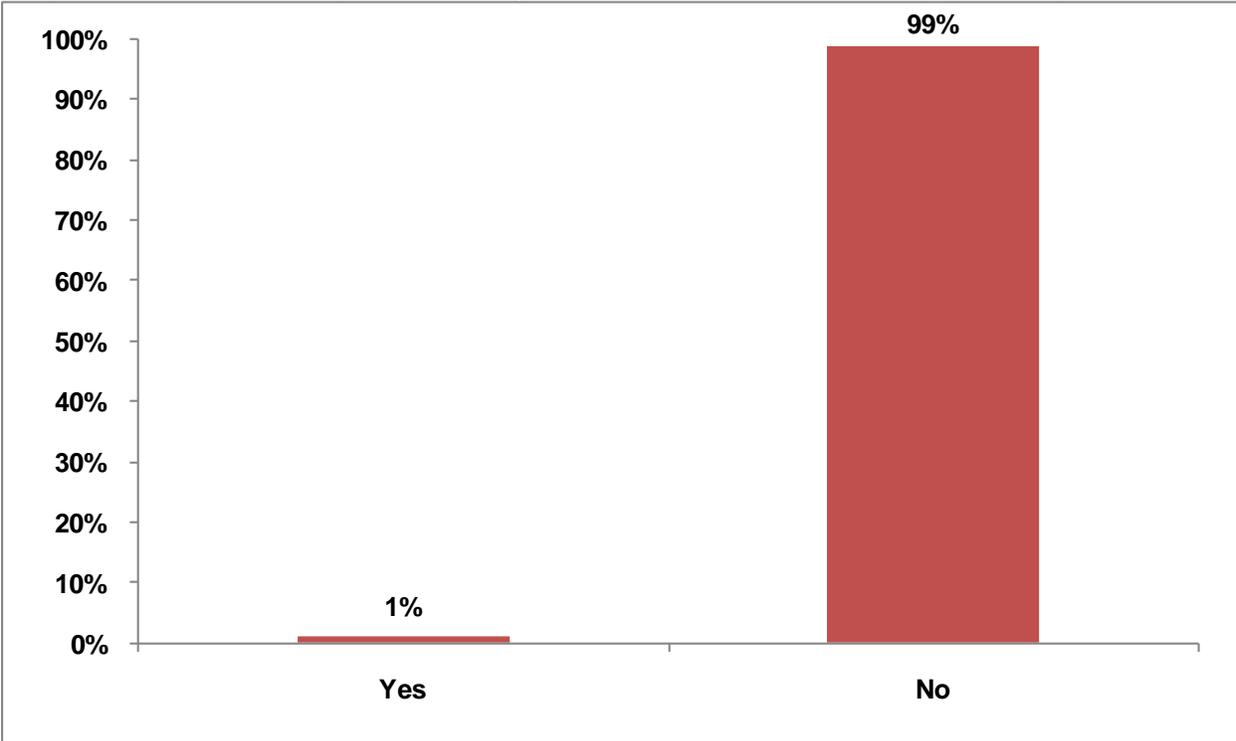
Associated Student Organization (ASO) and Student Clubs

Did you vote in the last ASO student election (April 2010)?



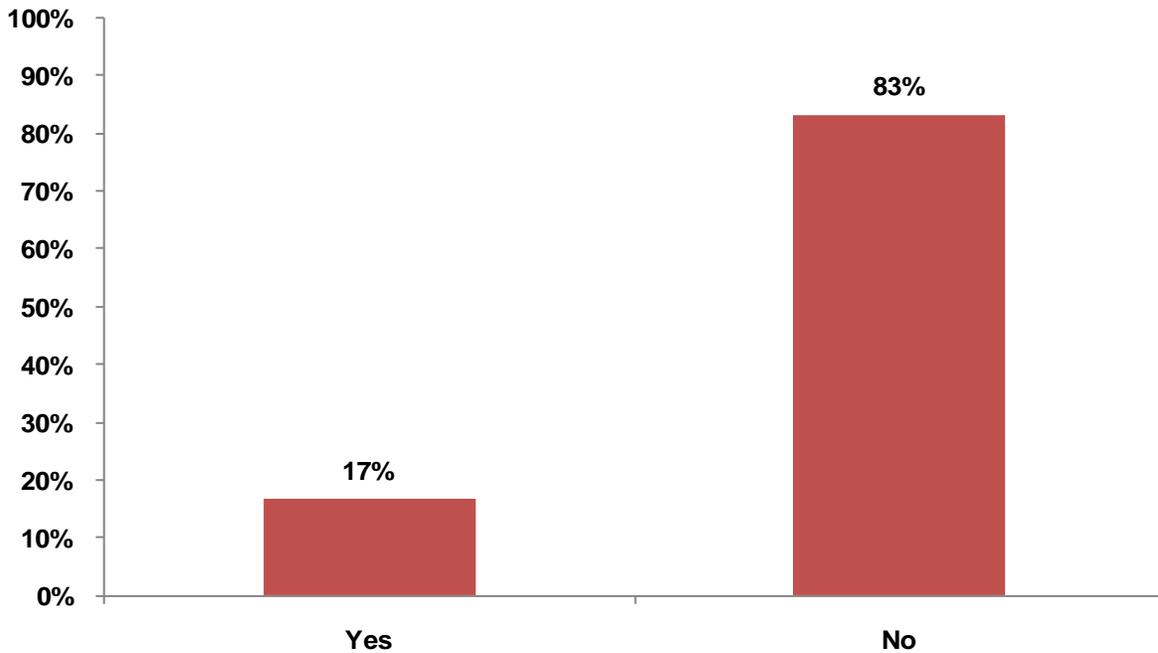
N=736

Did you run for an elected position during the last ASO student election (April 2010)?



N=735

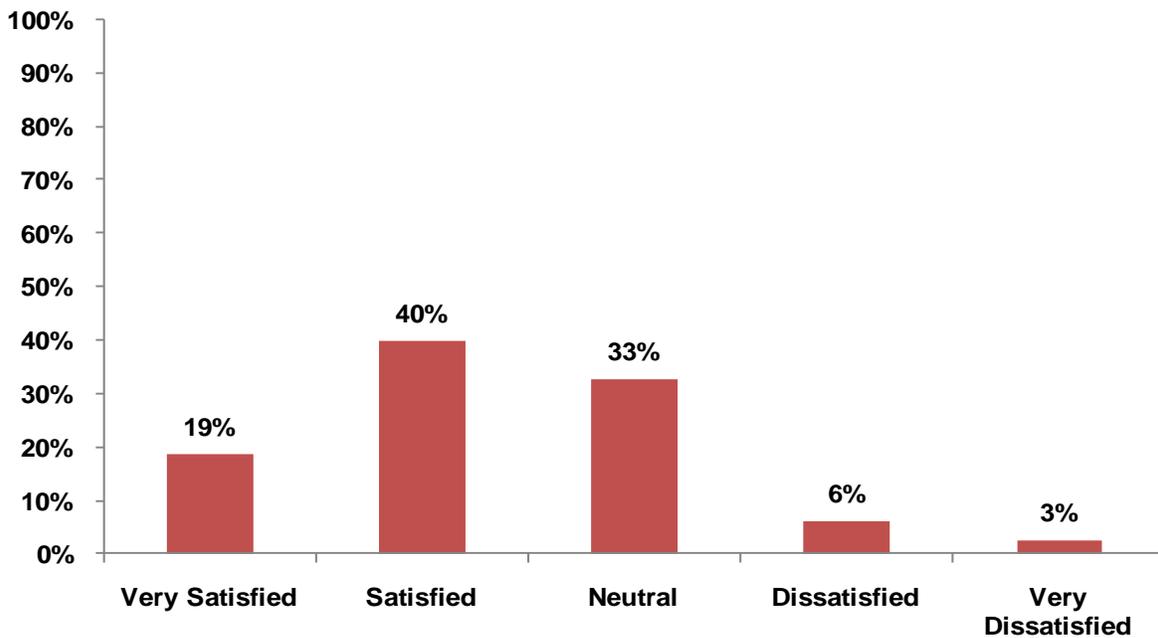
Have you ever attended an ASO event?



N=735

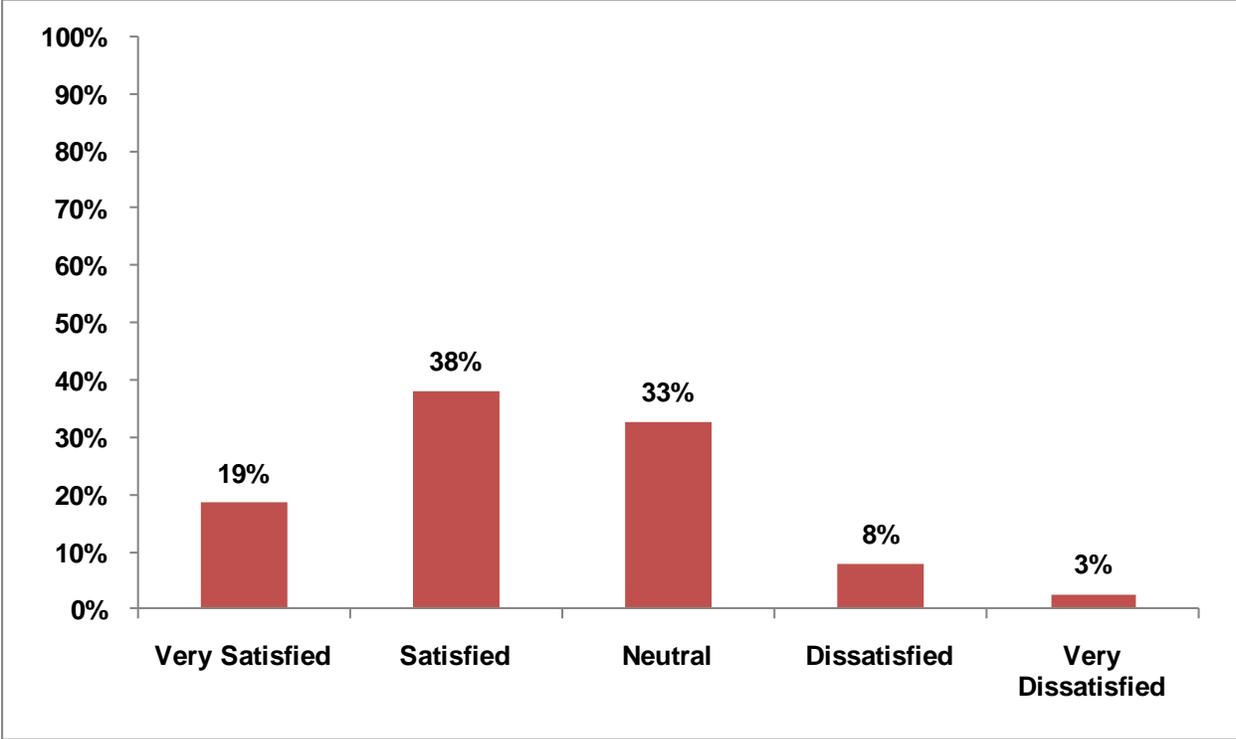
*Based on your experience with ASO events, please indicate your level of satisfaction with the:
(only students who have attended an ASO event)*

Number of ASO events per semester



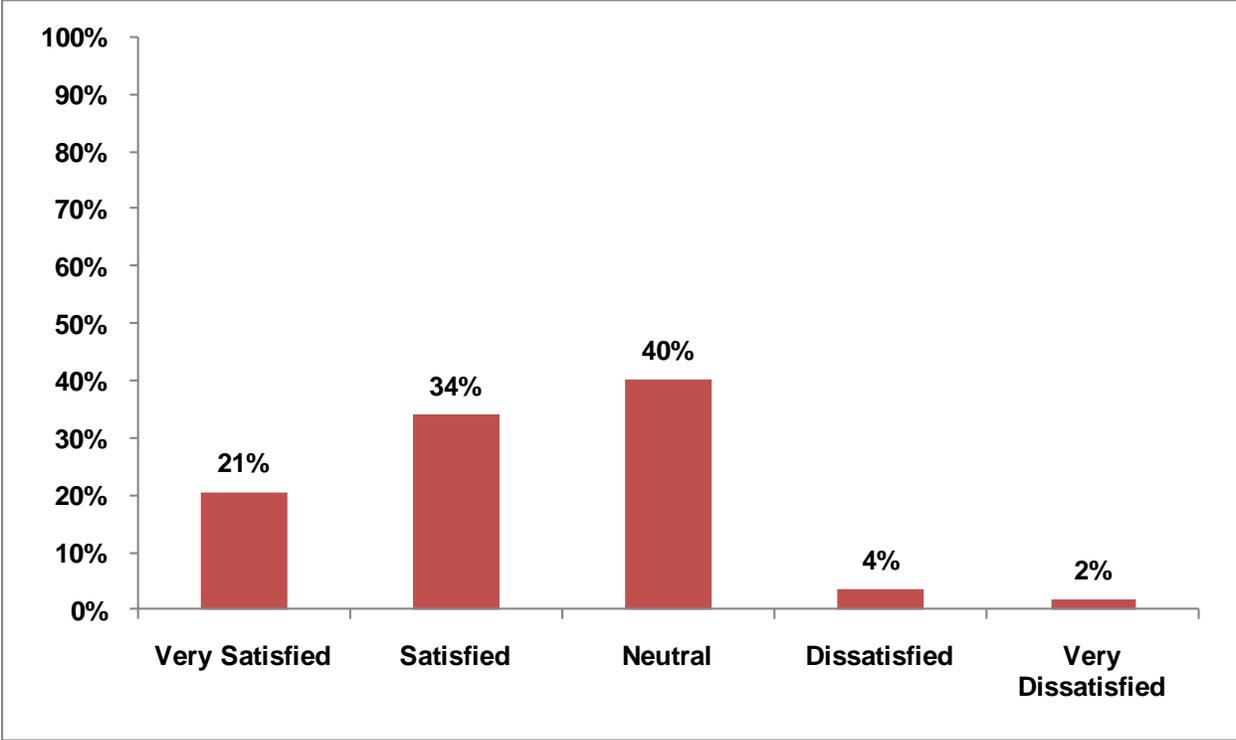
N=113

Variety of ASO events per semester



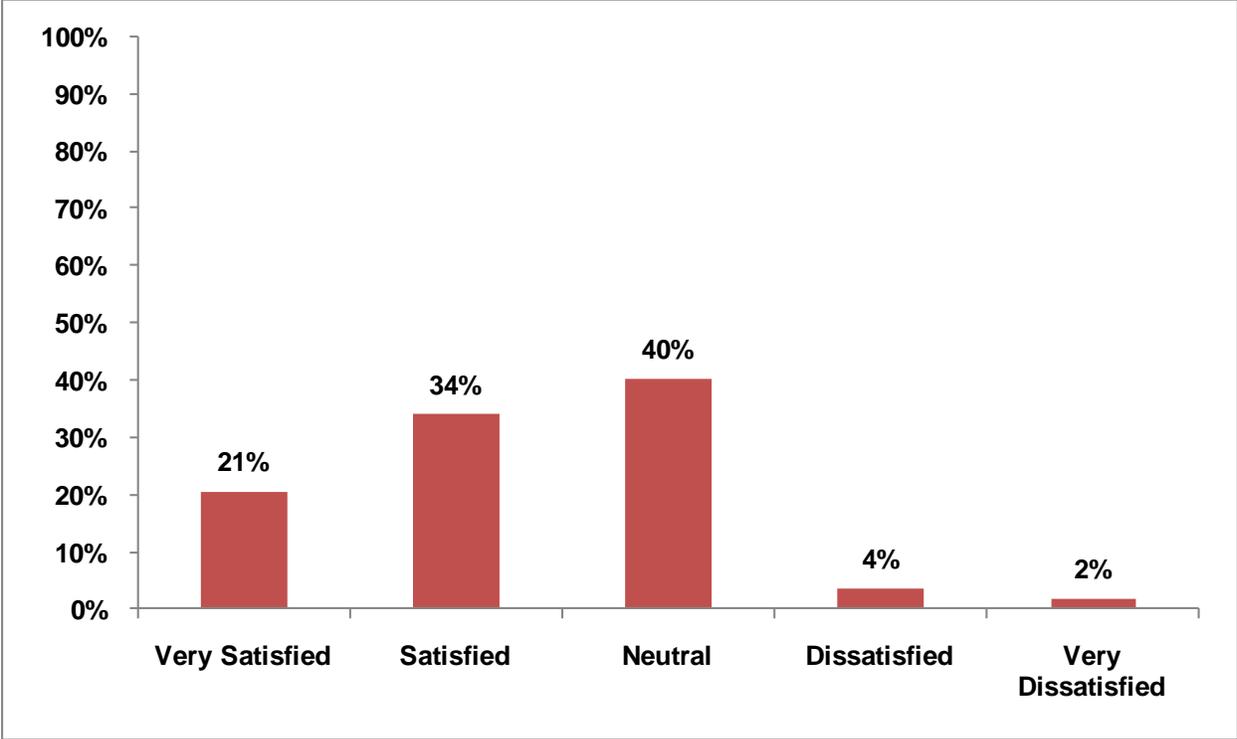
N=113

Organization of ASO events



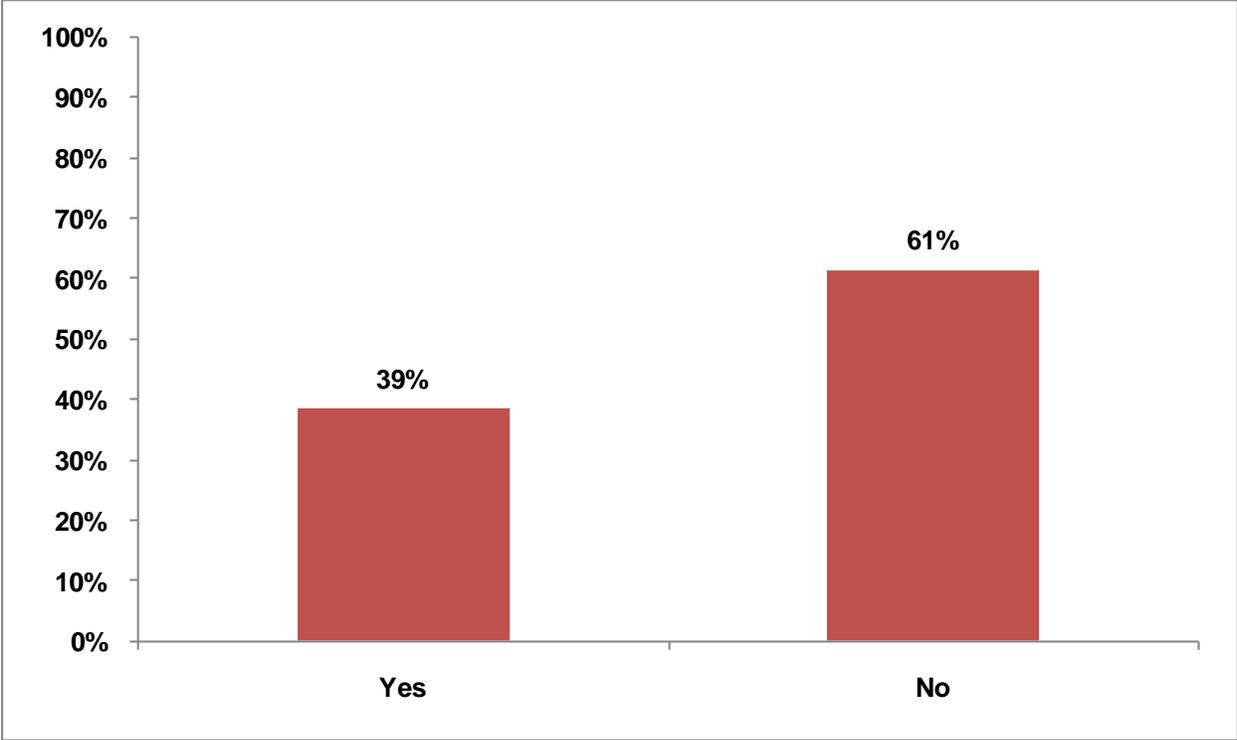
N=112

Promotion of ASO events



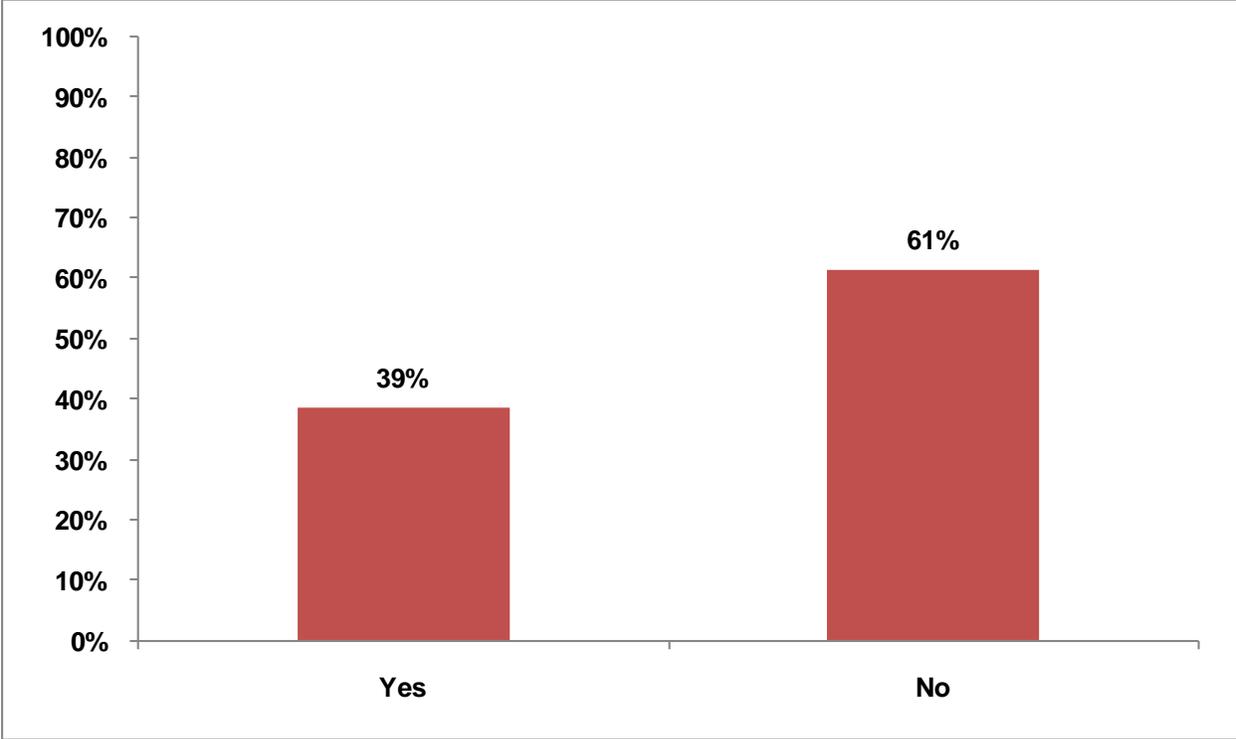
N=112

Are you aware of clubs offered through the Associated Students Organization?



N=732

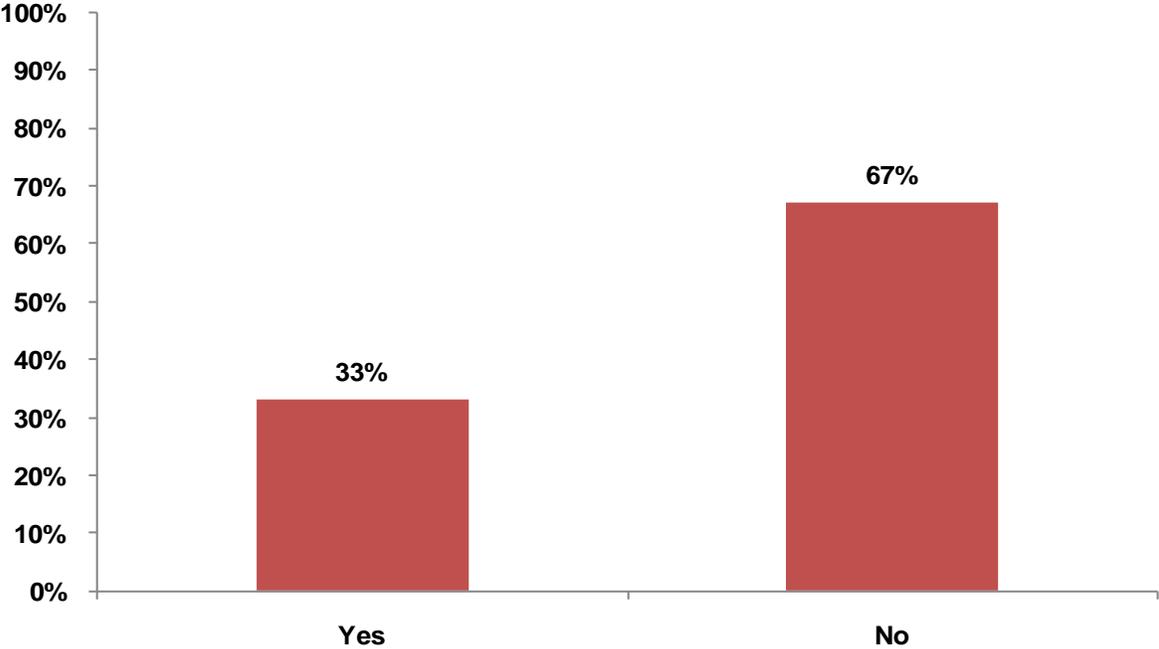
Do the clubs at Southwestern College meet your needs?



N=732

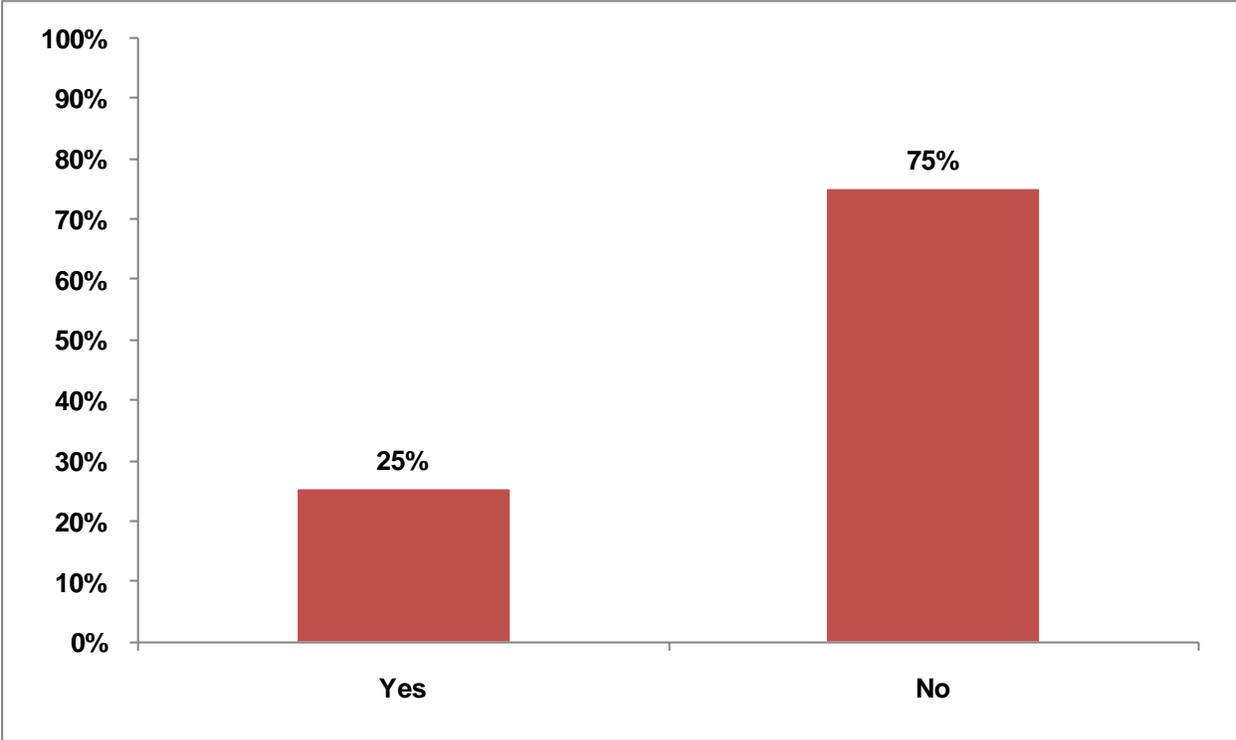
Health Services

Have you ever received services from the Health Services Office?



N=728

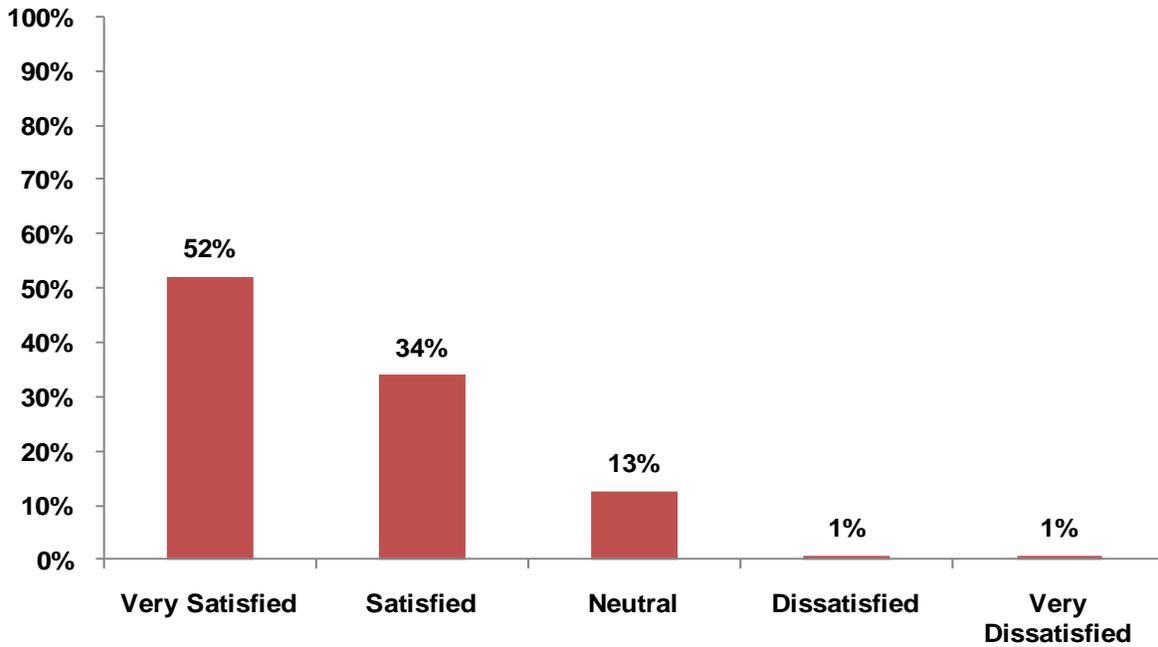
Have you received any information from Health Services related to a healthy lifestyle?



N=728

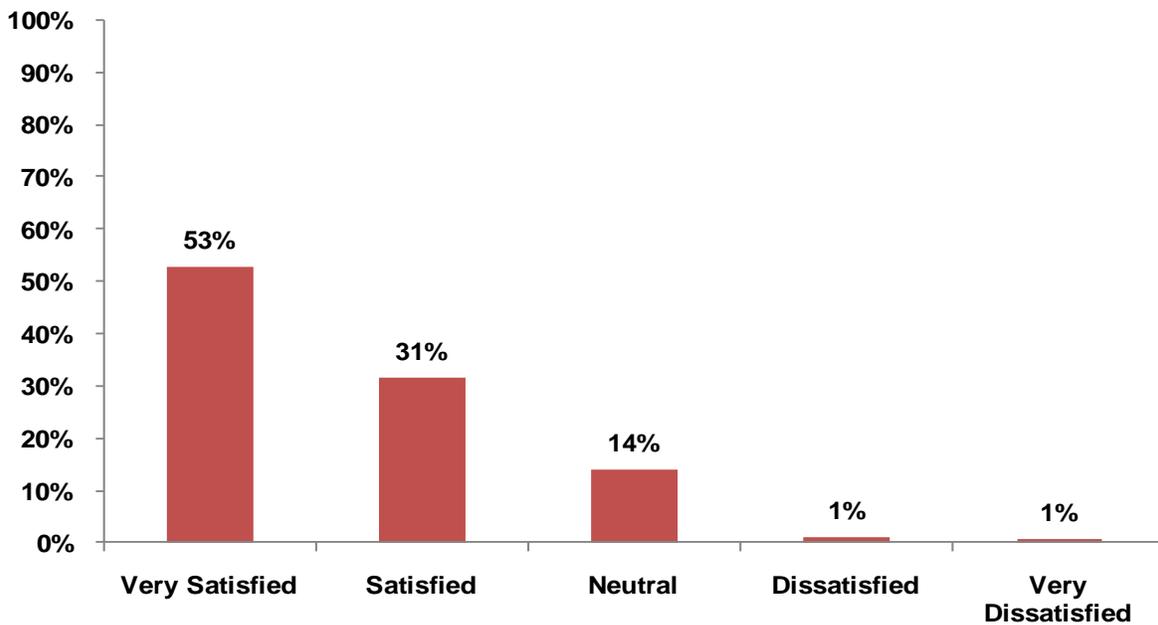
Based on your experience with the Southwestern College Health Services Office, please indicate your level of satisfaction with: (only students who have received services or information from Health Services)

Helpfulness of staff



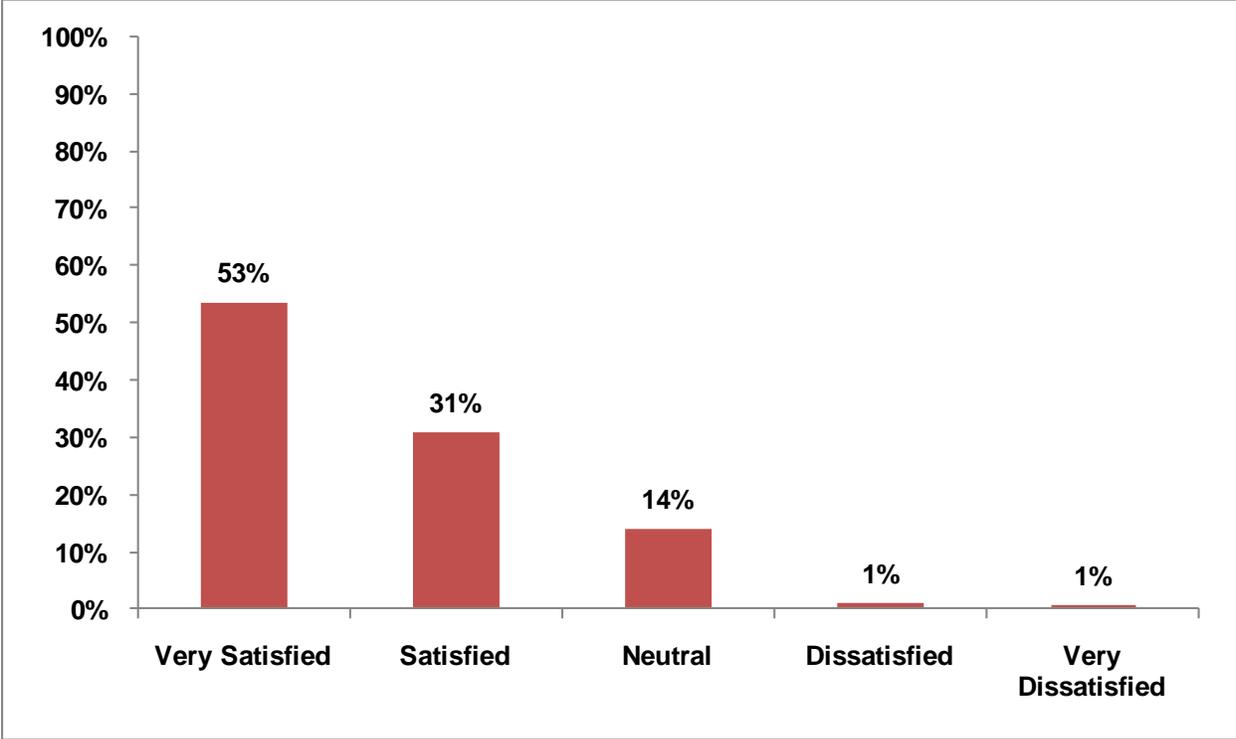
N=286

Courteousness of staff



N=286

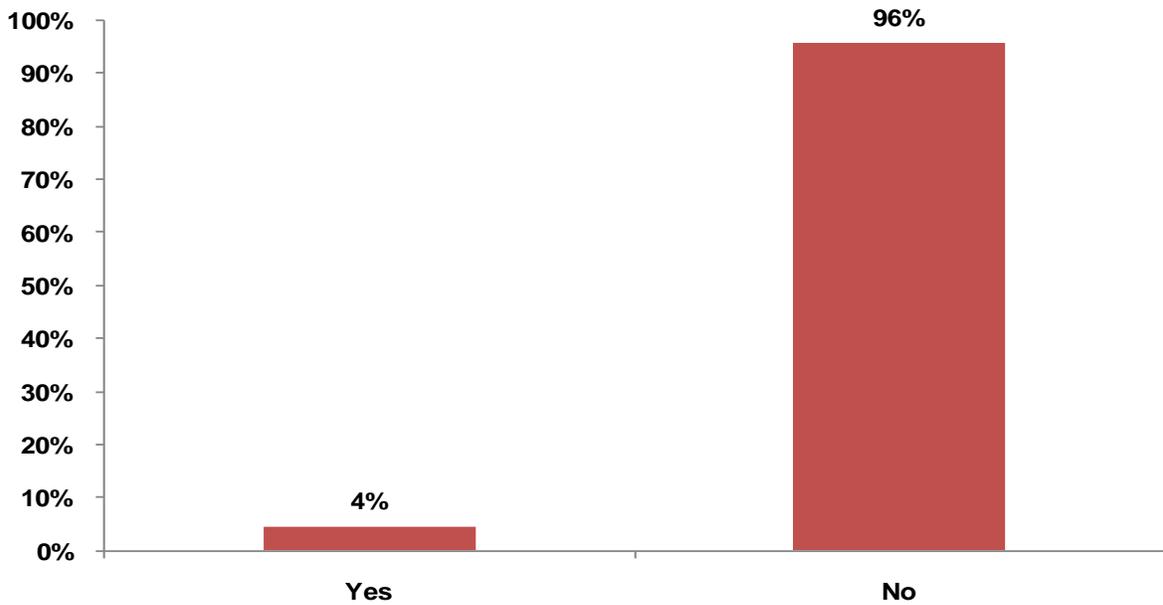
Your overall experience



N=286

Women's Resource Center

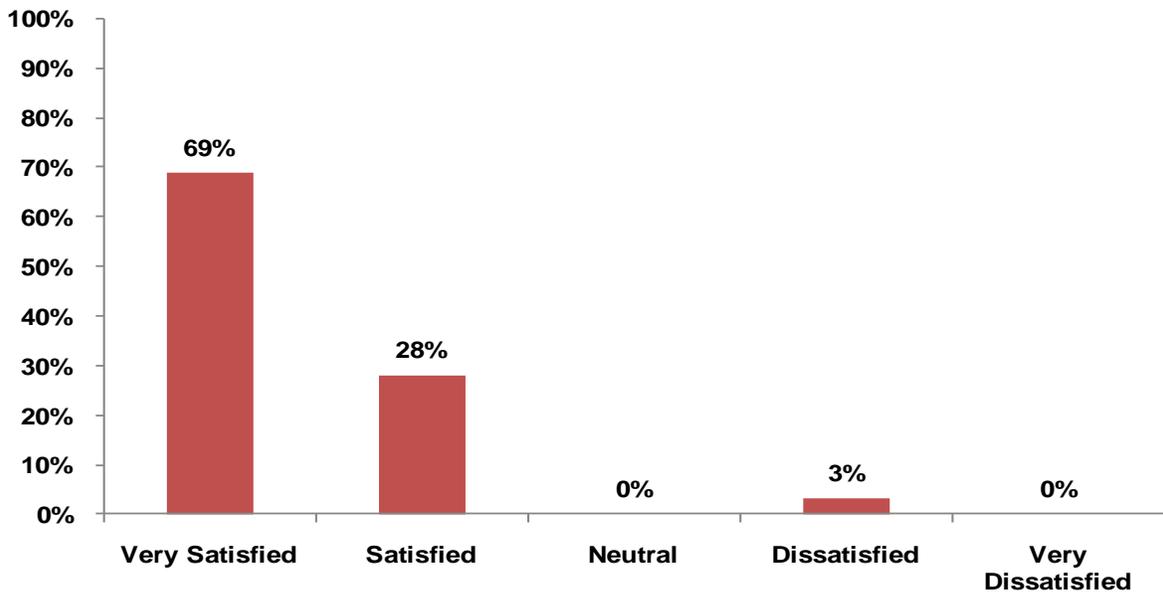
Have you utilized a service at the Women's Resource Center?



N=726

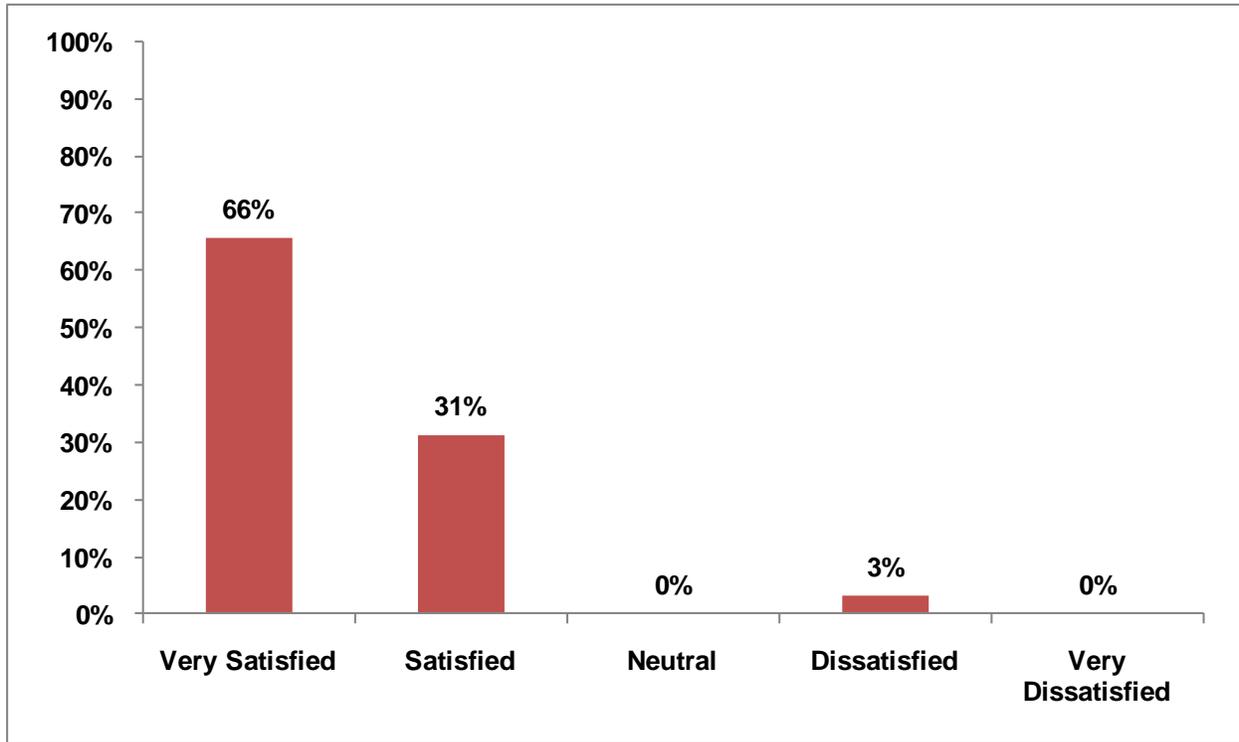
Based on your experience with the Southwestern College Women's Resource Center, please indicate your level of satisfaction with: (only students who have utilized at service at the Women's Resource Center)

Helpfulness of staff



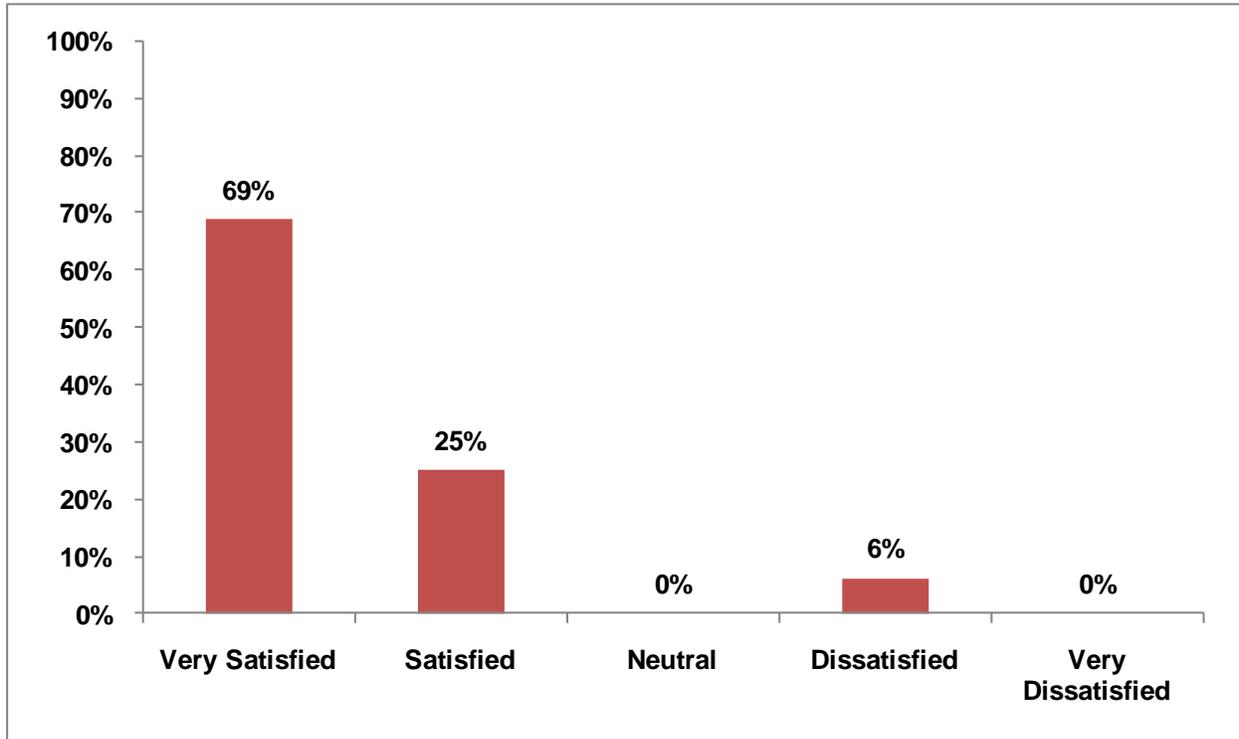
N=32

Courteousness of staff



N=32

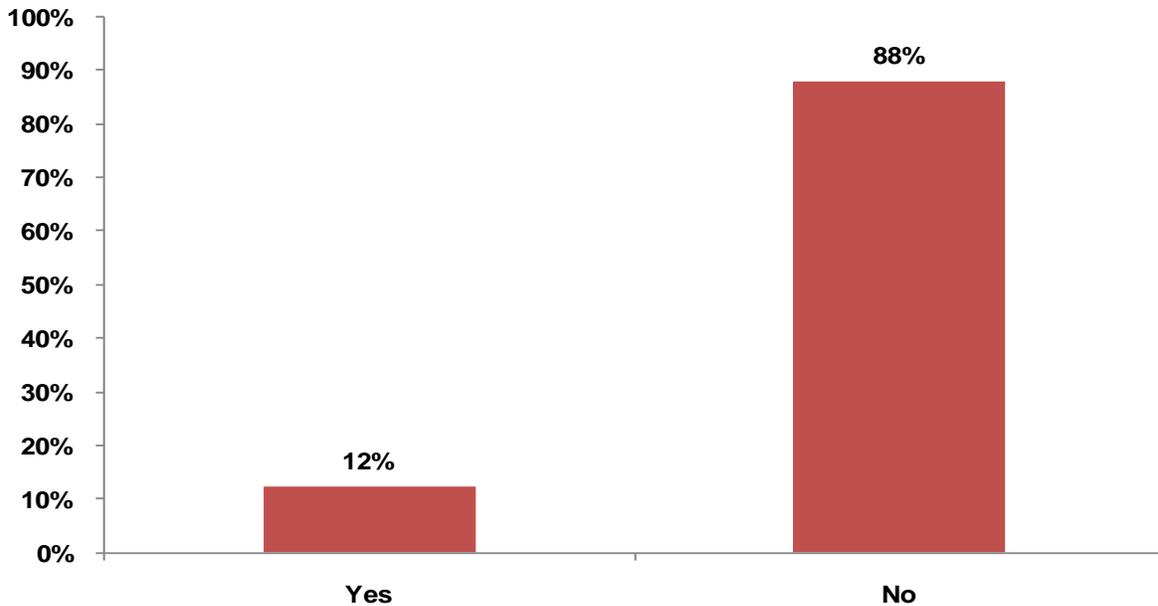
Your overall experience



N=32

Veteran's Services

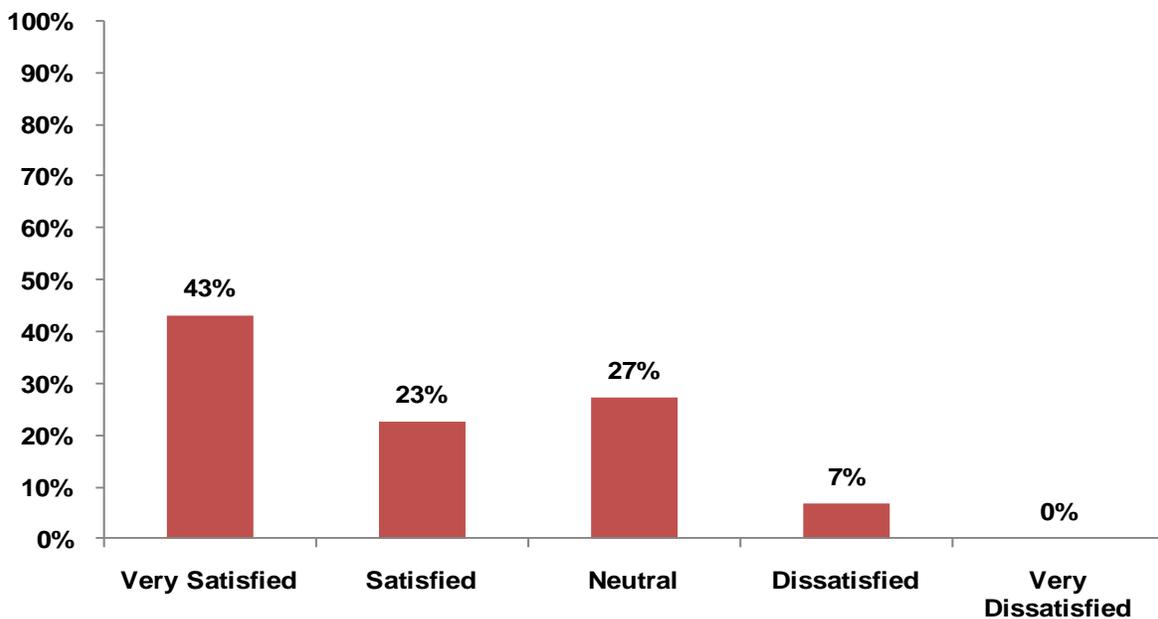
Are you a veteran?



N=721

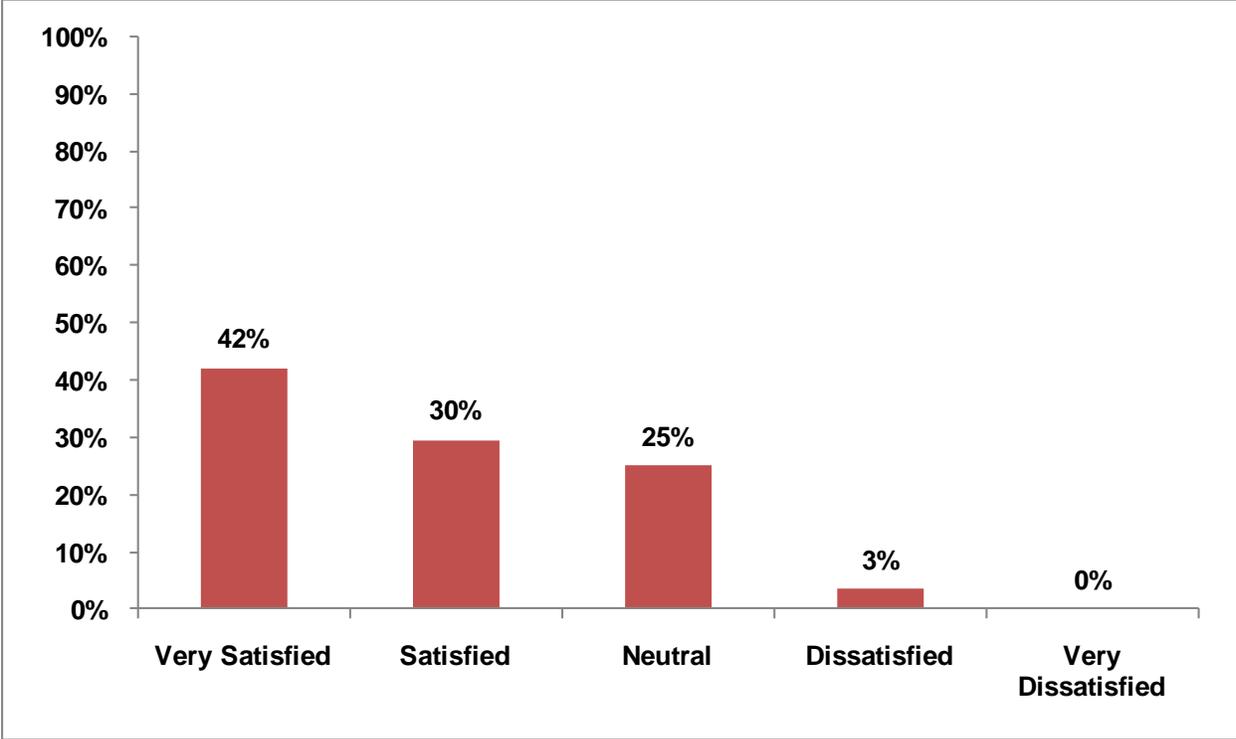
Based on your experience with the Southwestern College Veteran's Services office, please indicate your level of satisfaction with: (only students who indicate they are veterans)

Helpfulness of staff



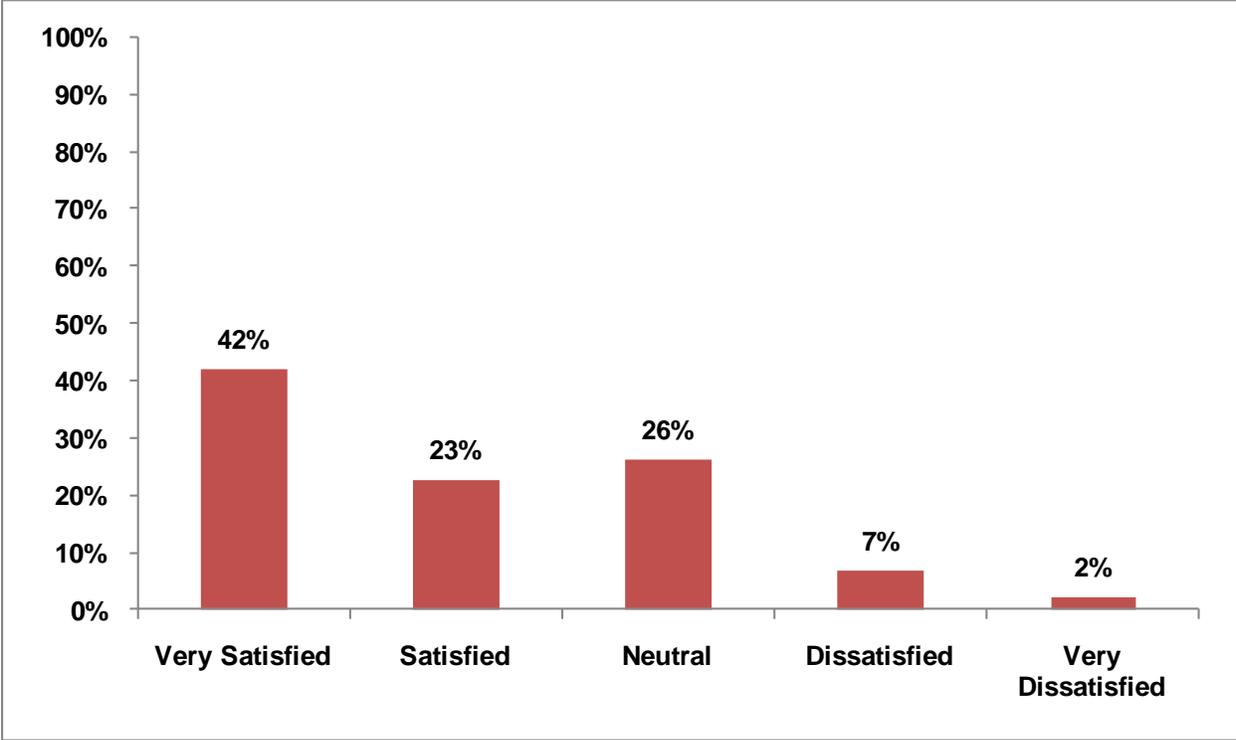
N=88

Courteousness of staff



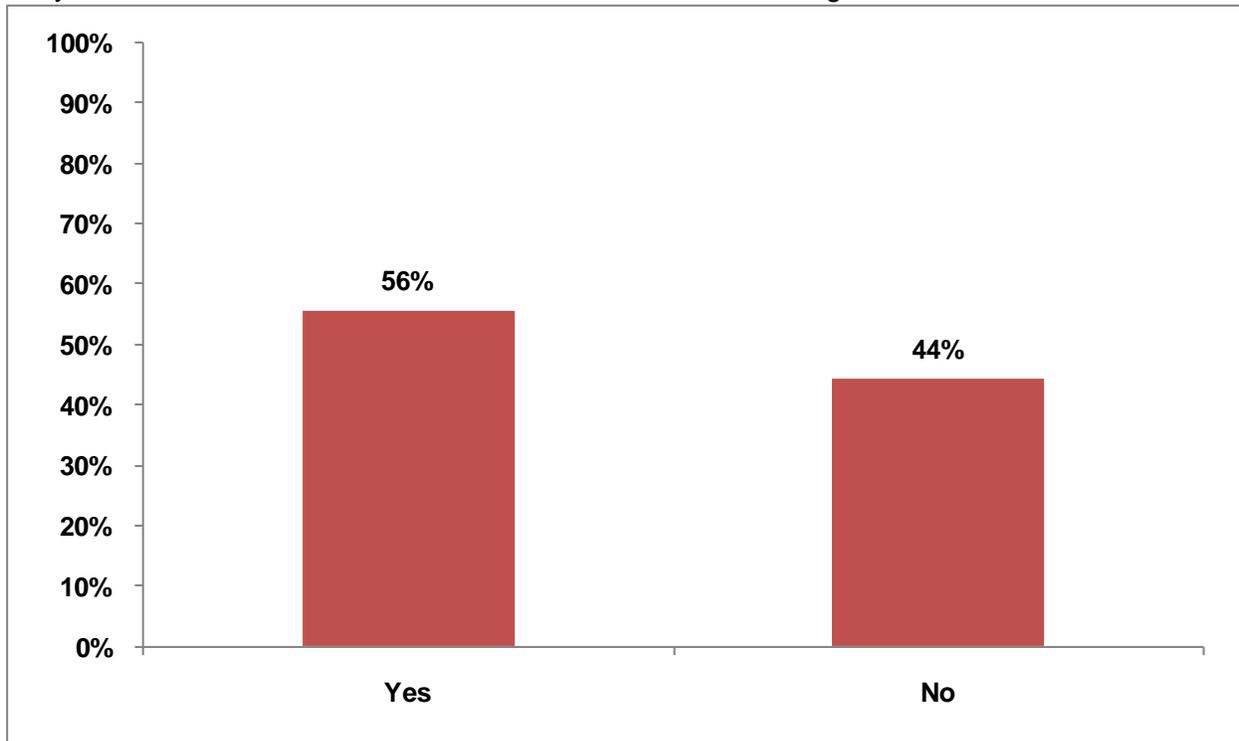
N=88

Your overall experience



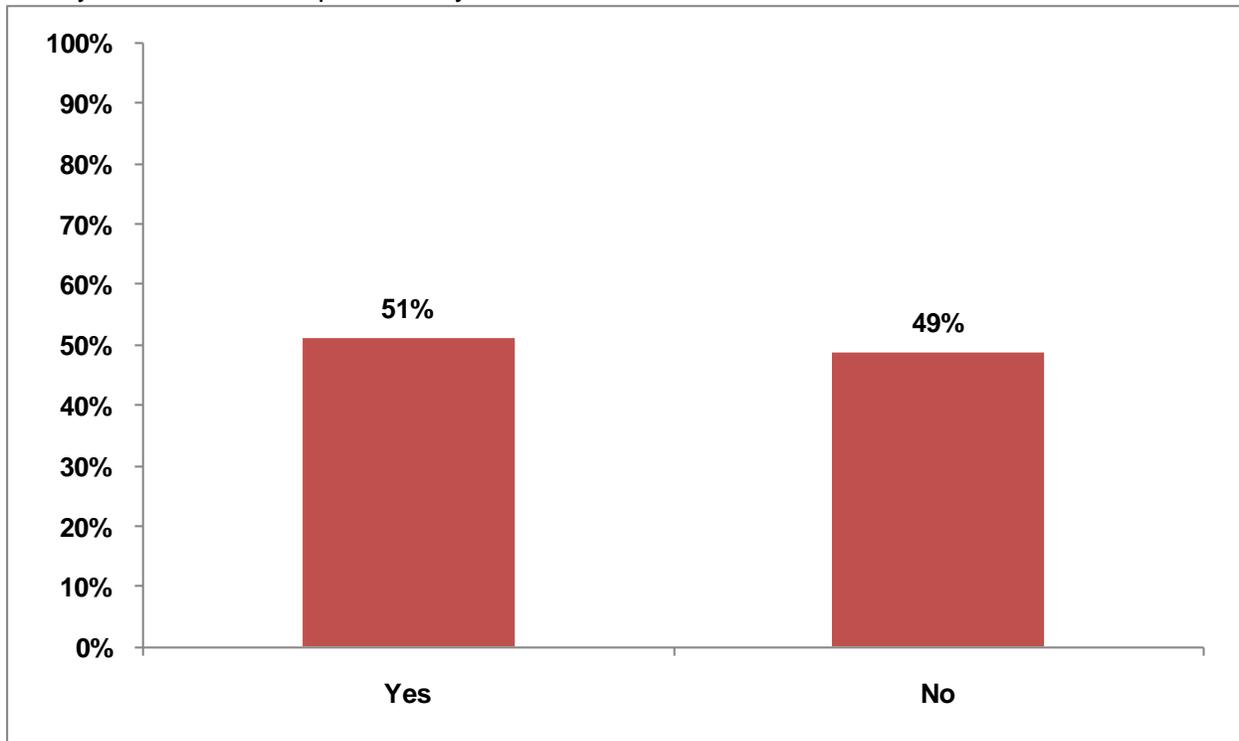
N=88

Are you aware of the services offered at the Southwestern College Veterans Welcome Center?



N=88

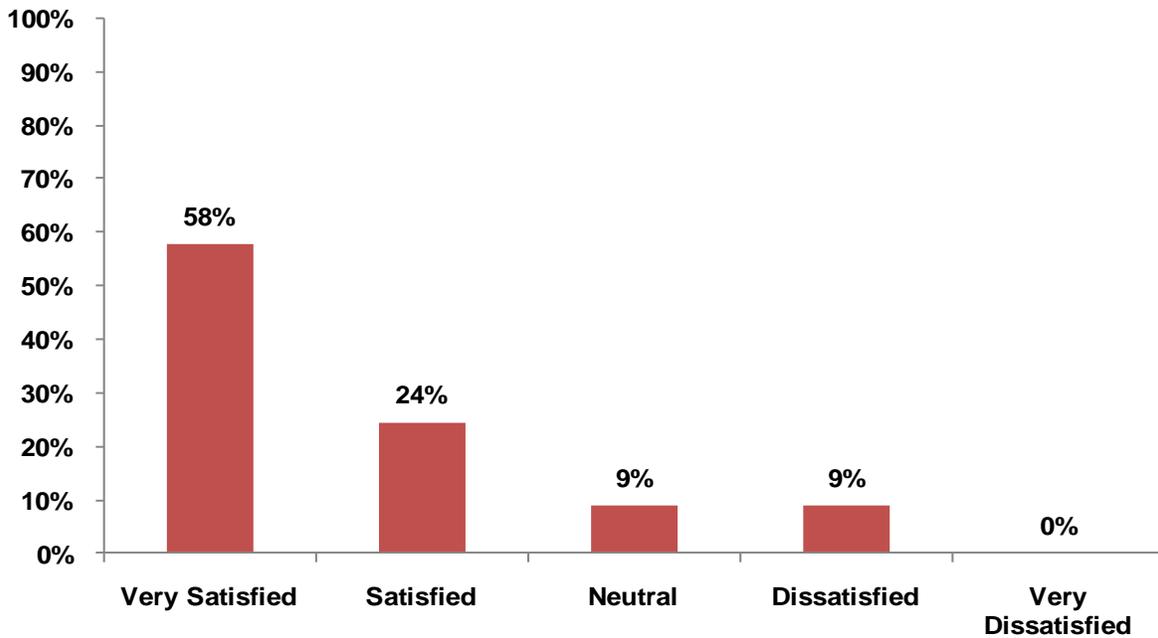
Have you used services provided by the Veterans Welcome Center?



N=88

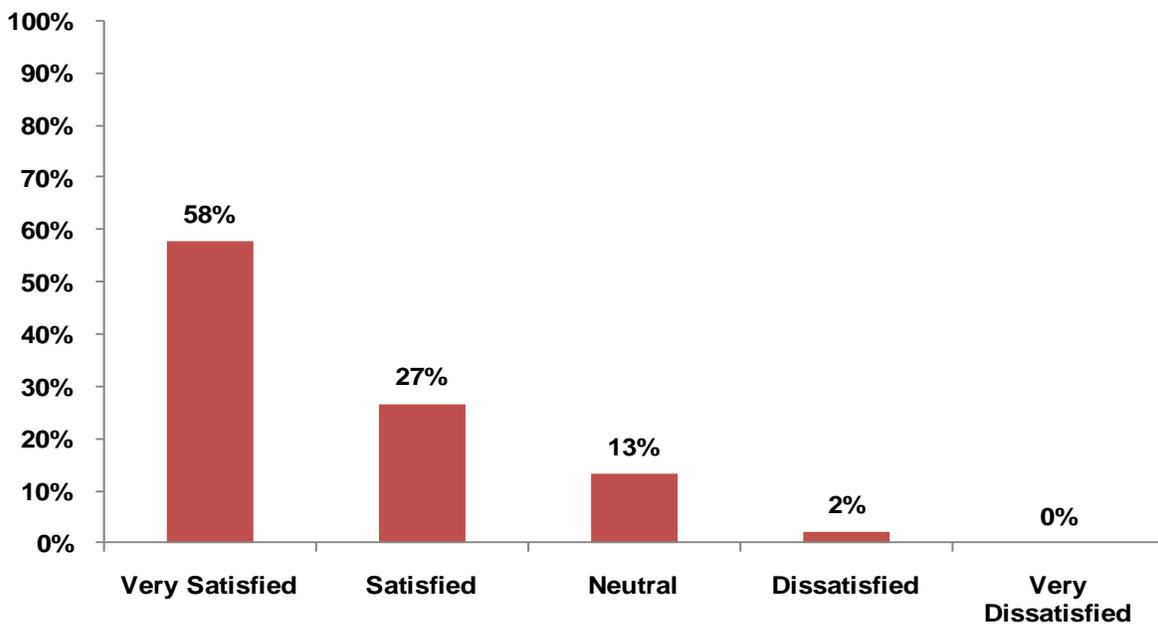
Based on your experience with the Southwestern College Veterans Welcome Center, please indicate your level of satisfaction with: (only students who indicate they are veterans and have used Veterans Welcome Center services)

Helpfulness of staff



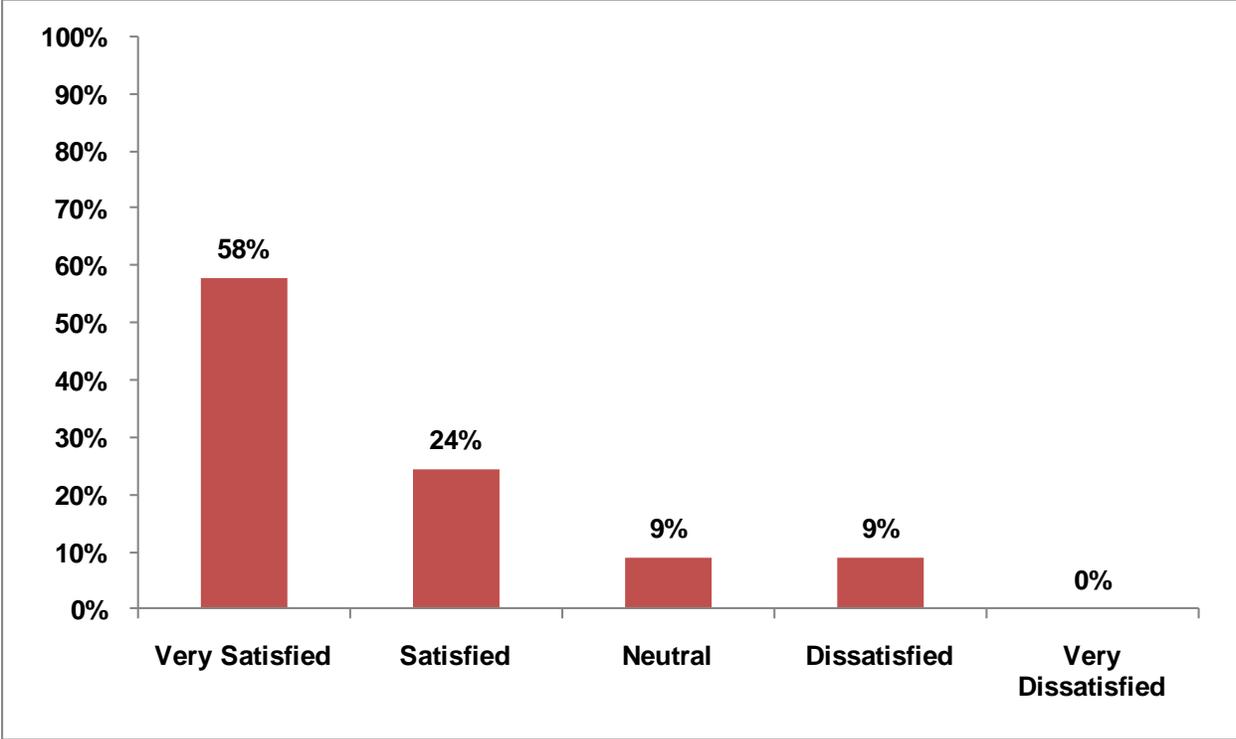
N=45

Courteousness of staff



N=45

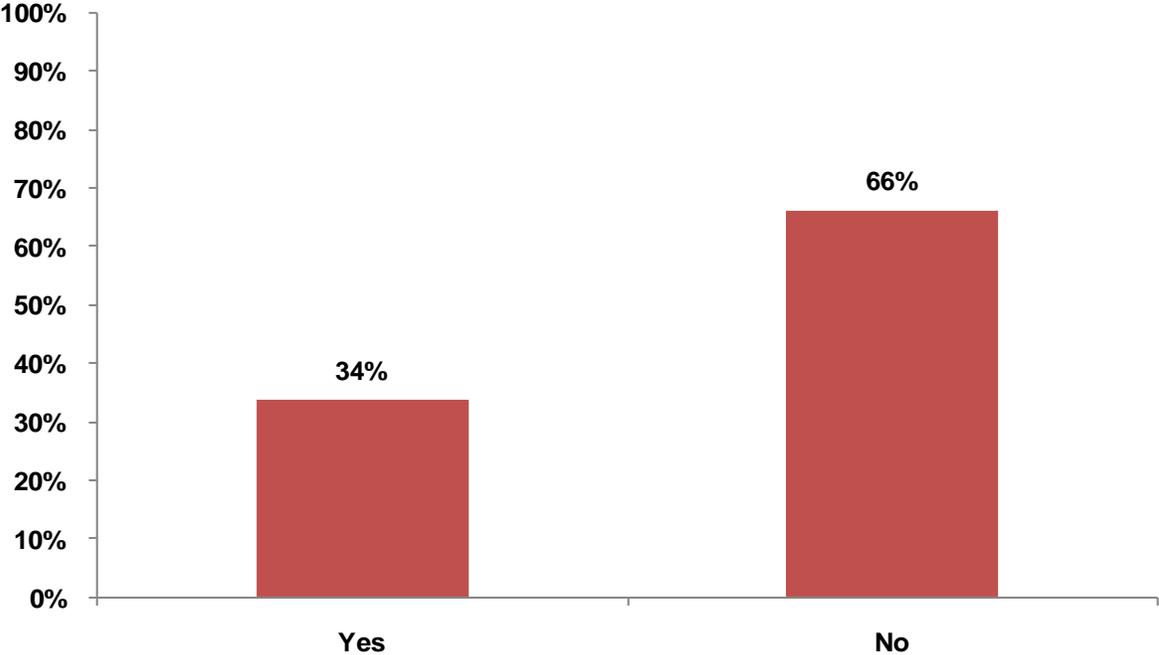
Your overall experience



N=45

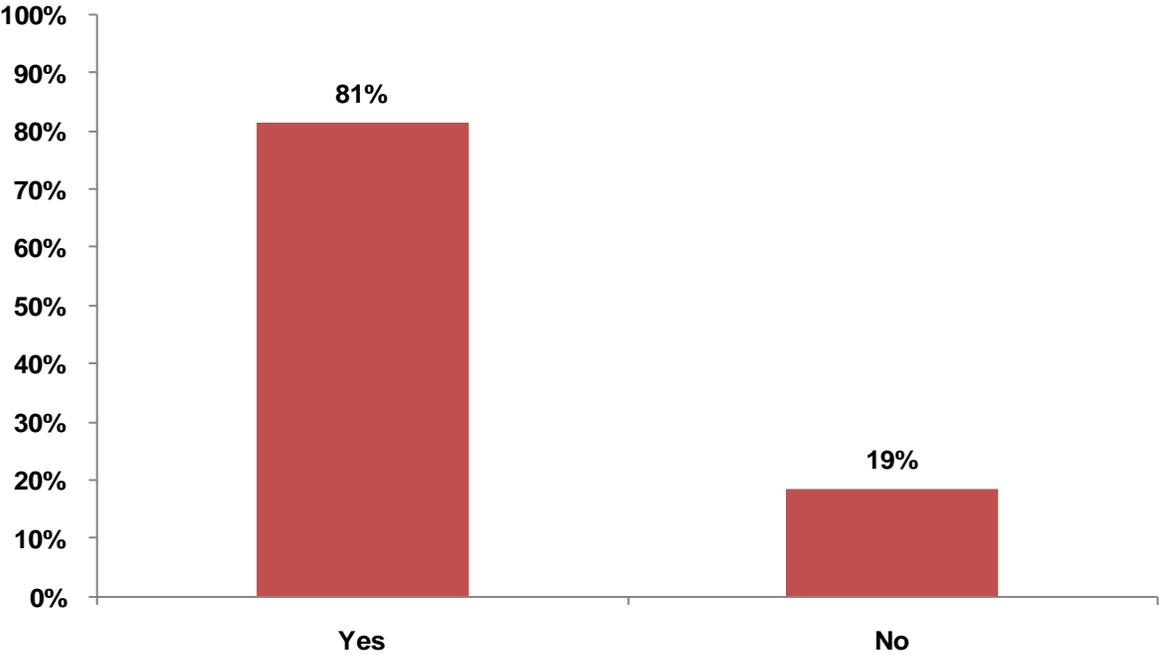
Career Center

Have you ever used any of the services provided by the Southwestern College Career Center?



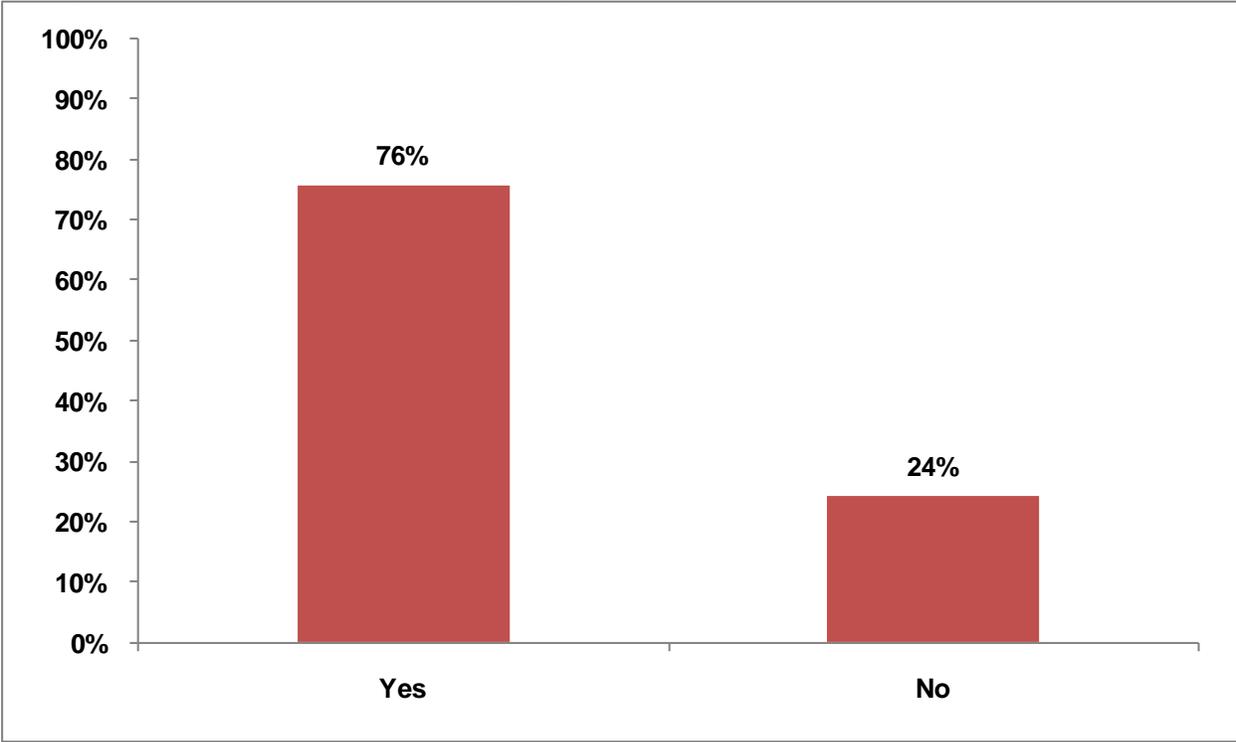
N=711

Did you receive information regarding potential careers? (only students using Career Center)



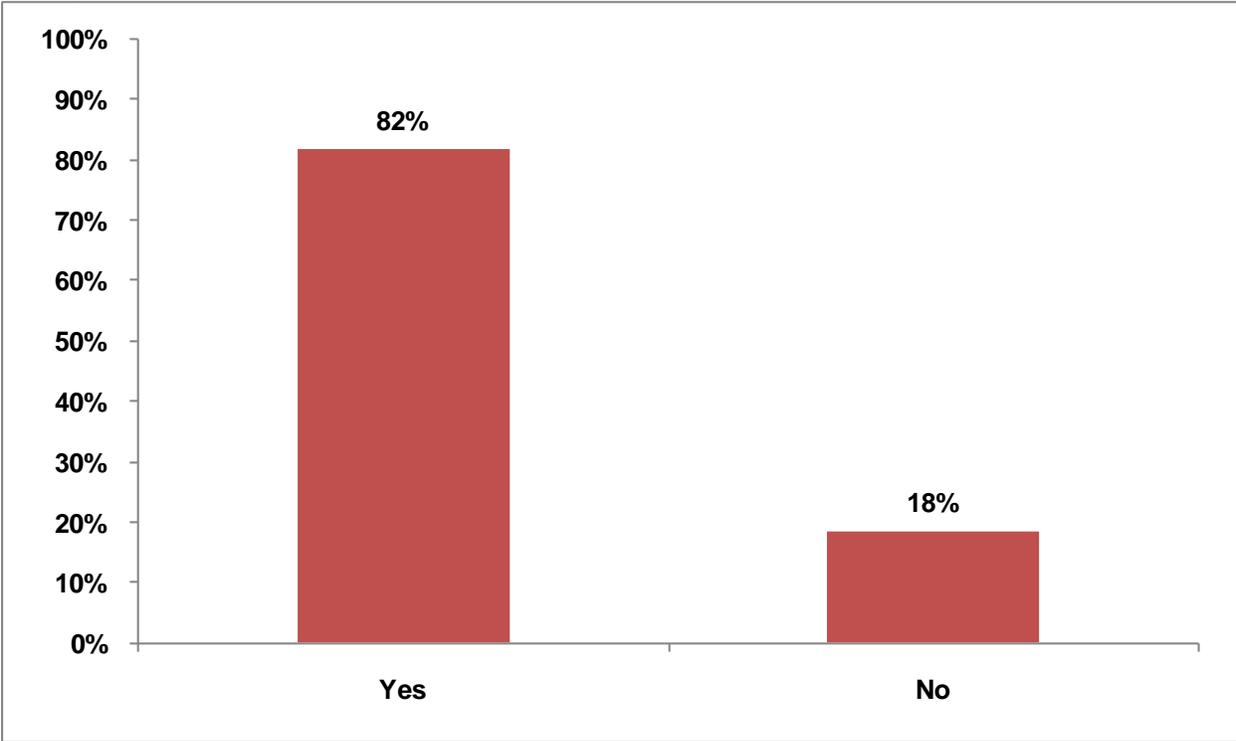
N=240

Were you able to make informed career preparation decisions?



N=240

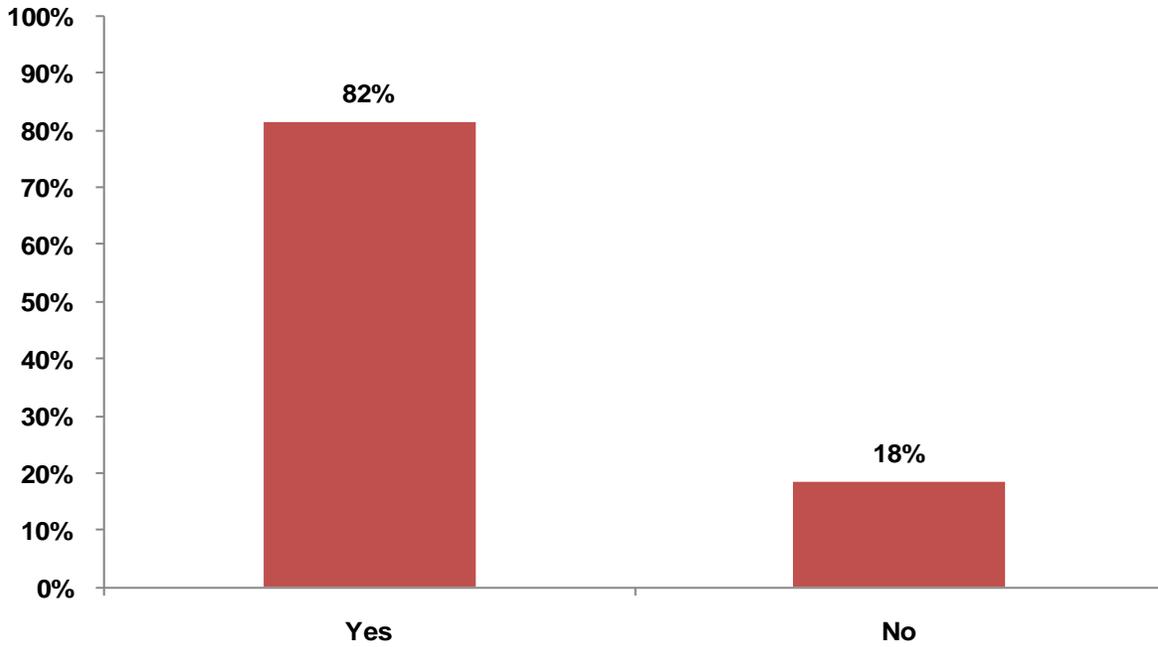
Were your information needs met?



N=240

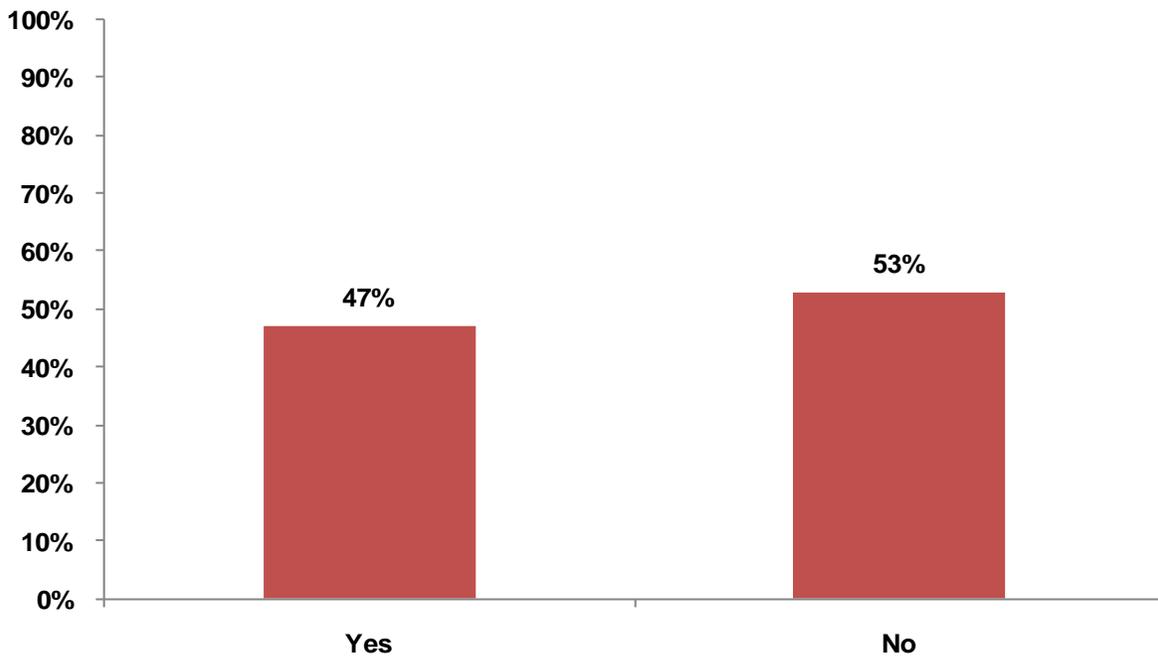
Do you have knowledge and understanding of the following Career Center tools?

Career assessments



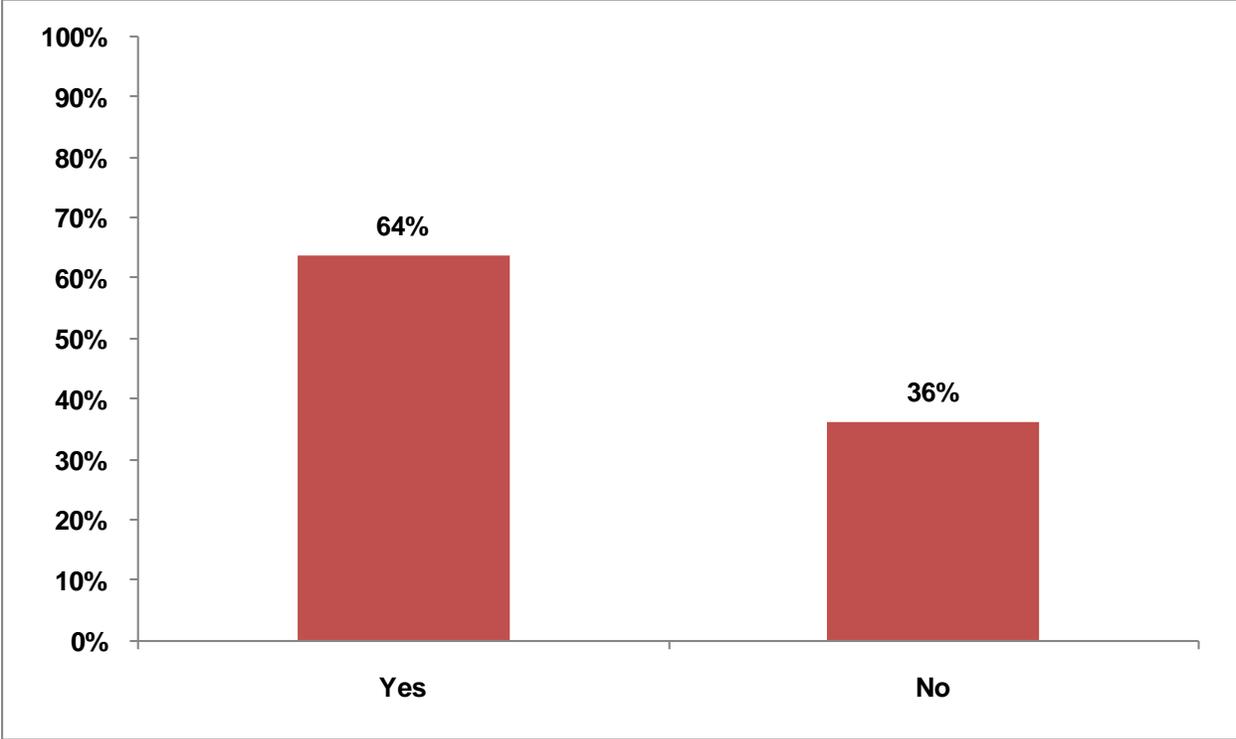
N=240

Occupational library



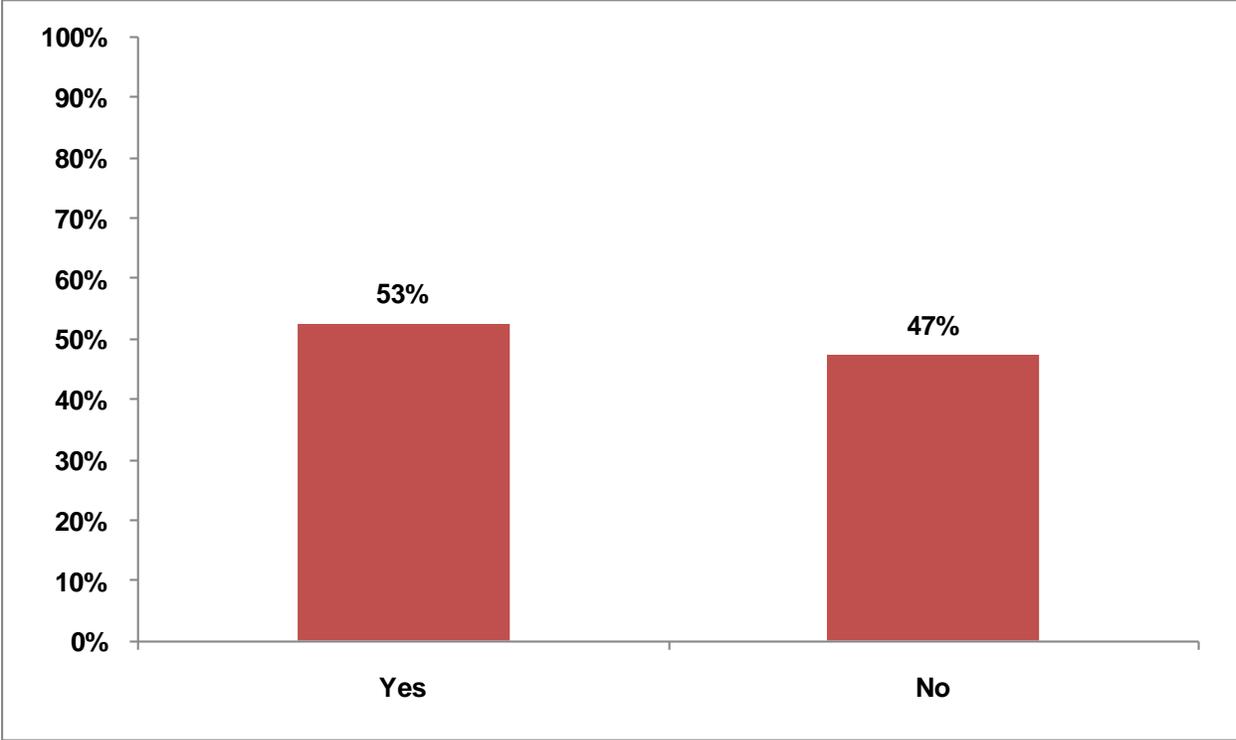
N=240

Job search preparation



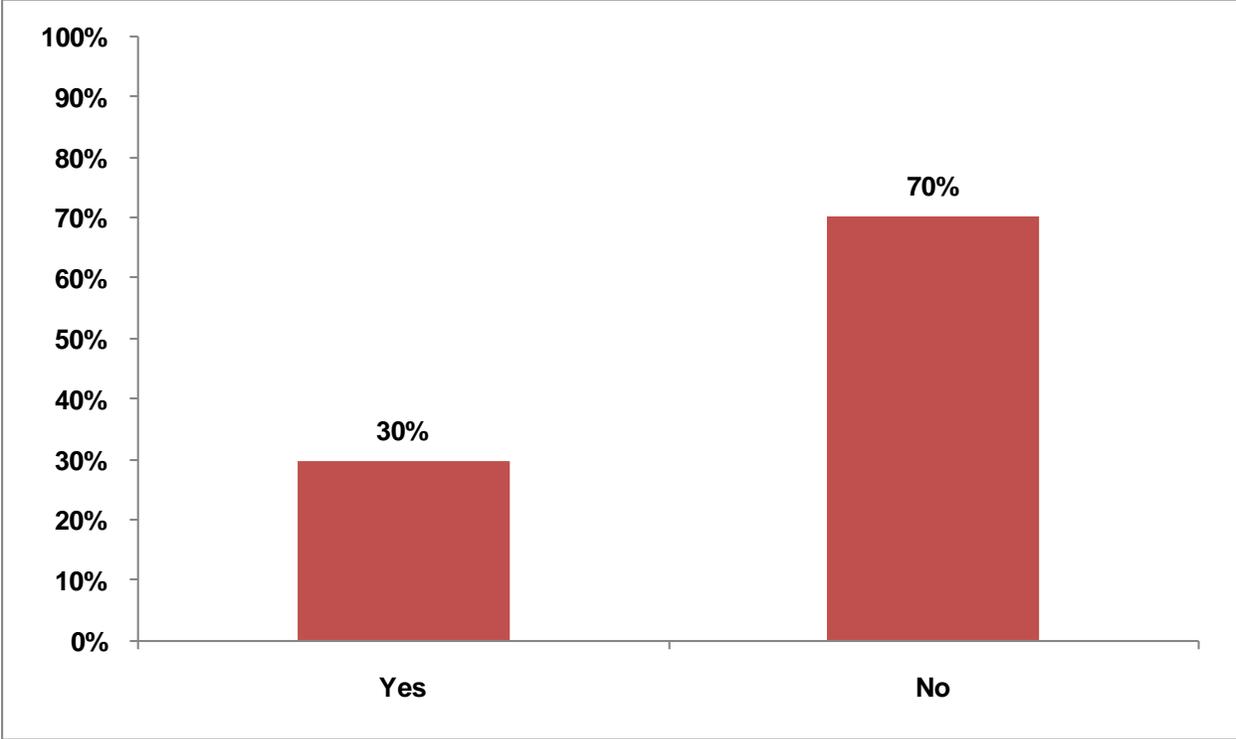
N=240

Resume templates and service



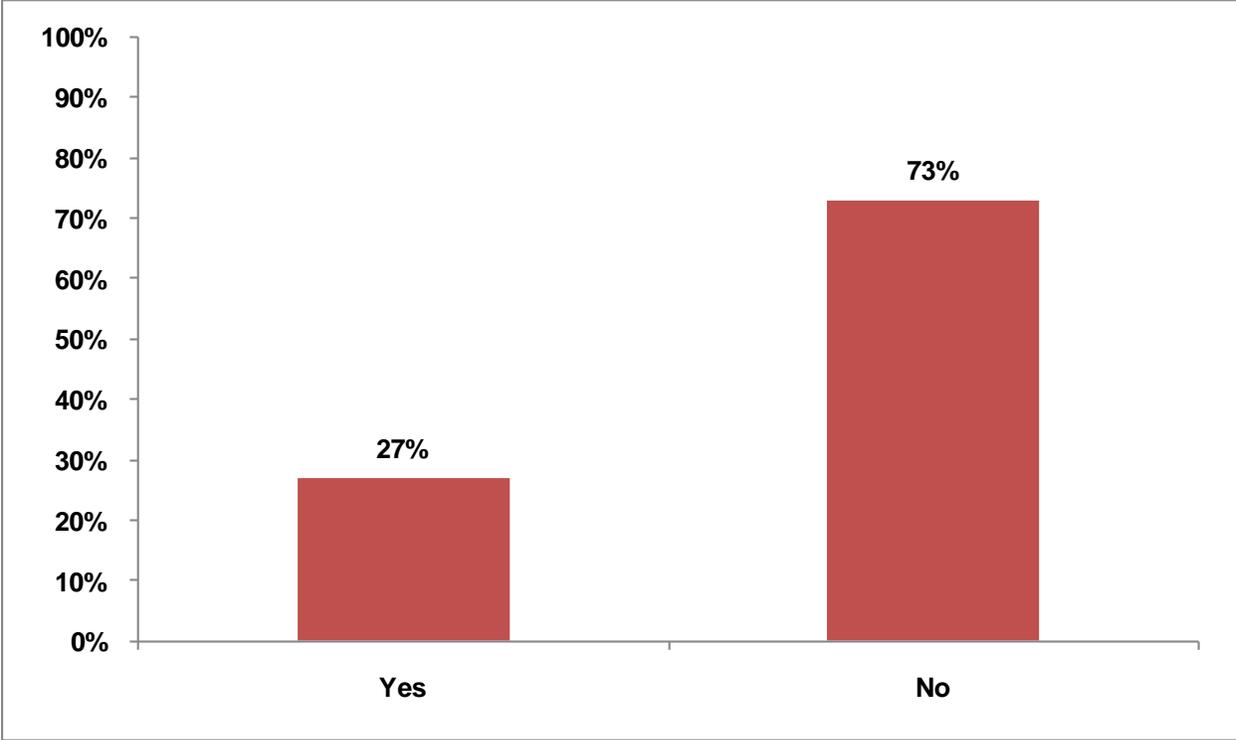
N=240

Mock interviews



N=240

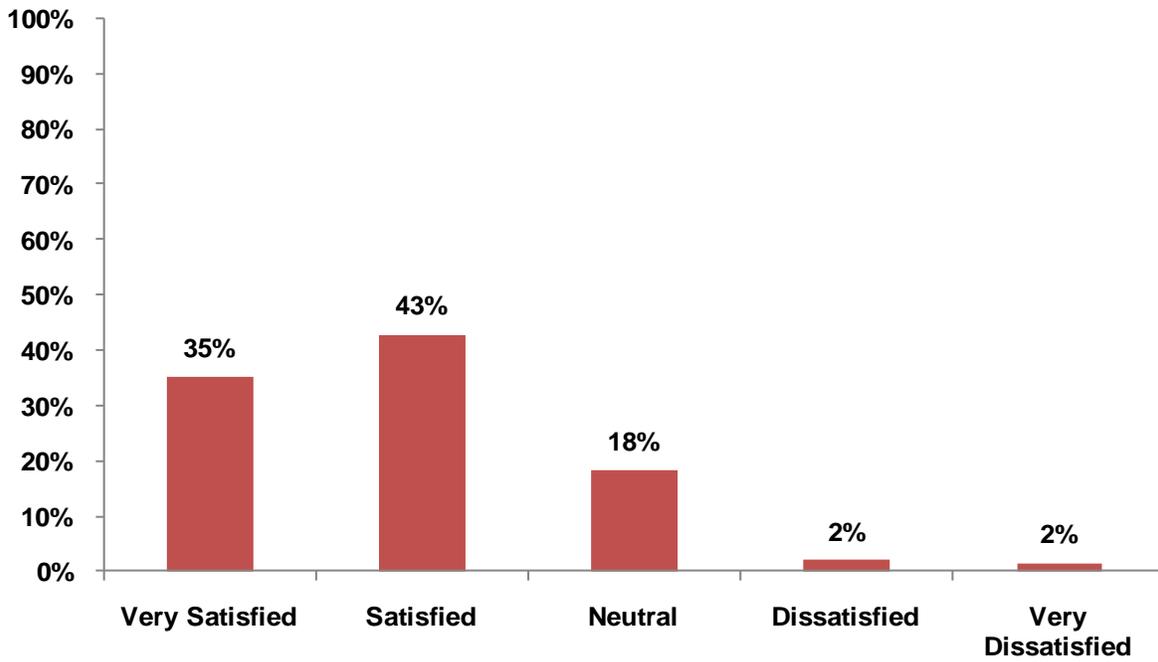
Career chronicles



N=240

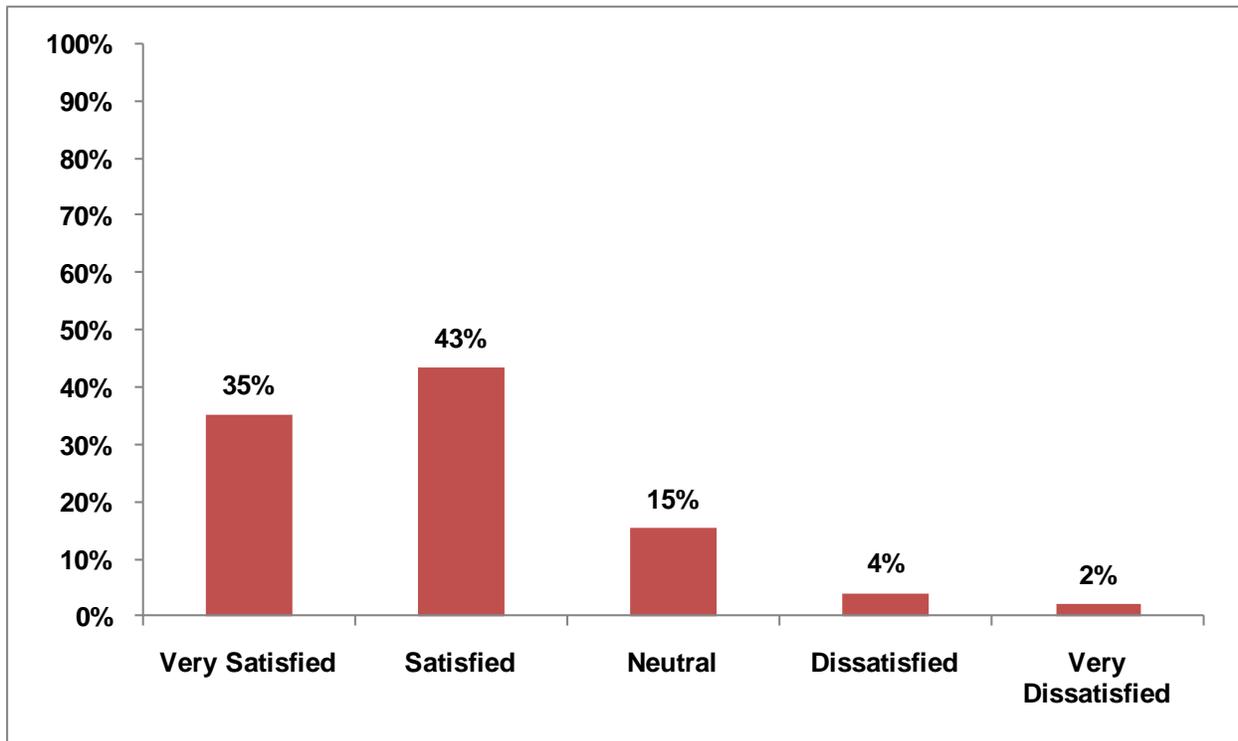
Based on your experience with the Career Center, please indicate your level of satisfaction with:

Helpfulness of staff



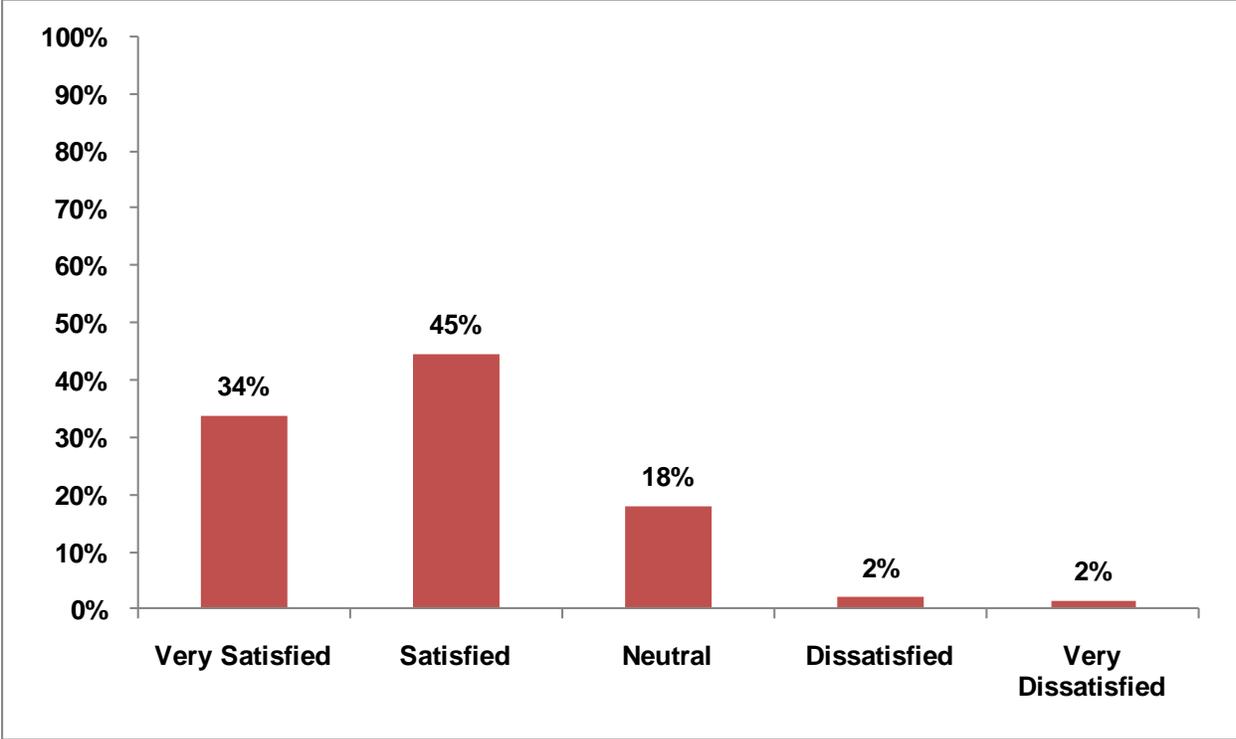
N=240

Courteousness of staff



N=240

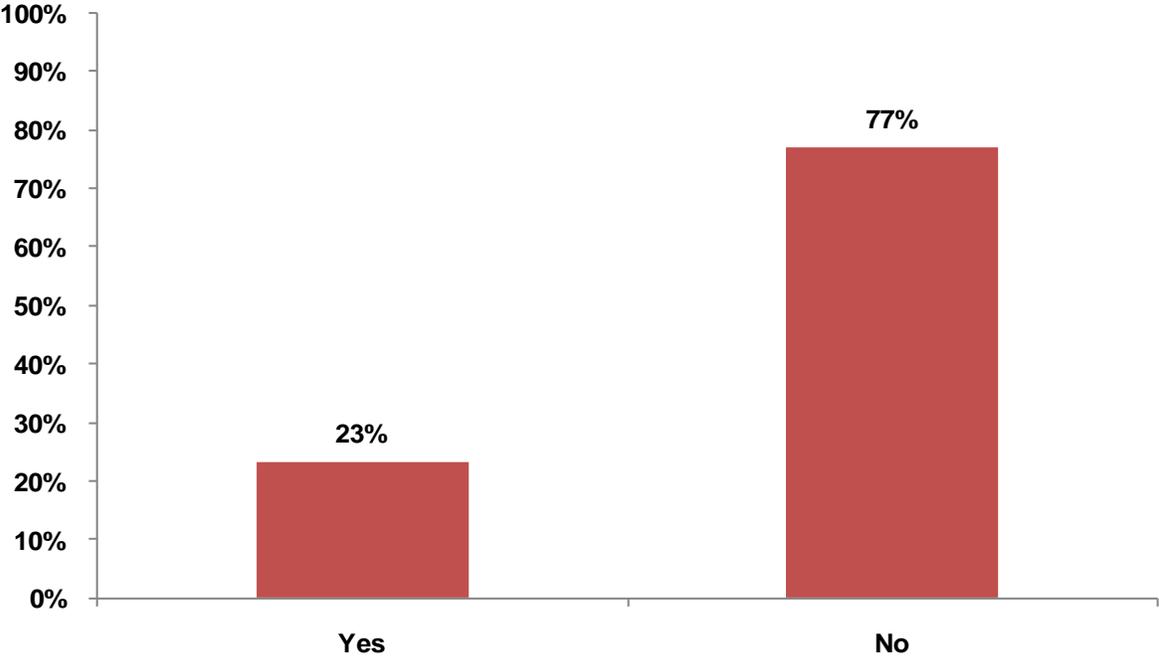
Your overall experience



N=240

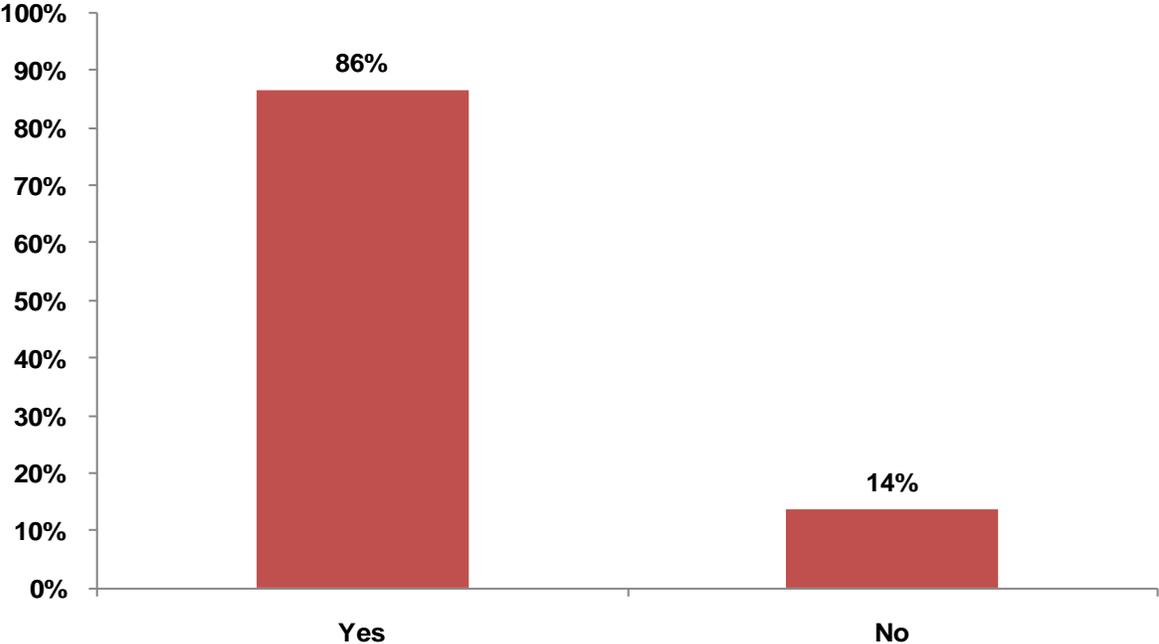
Student Employment

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



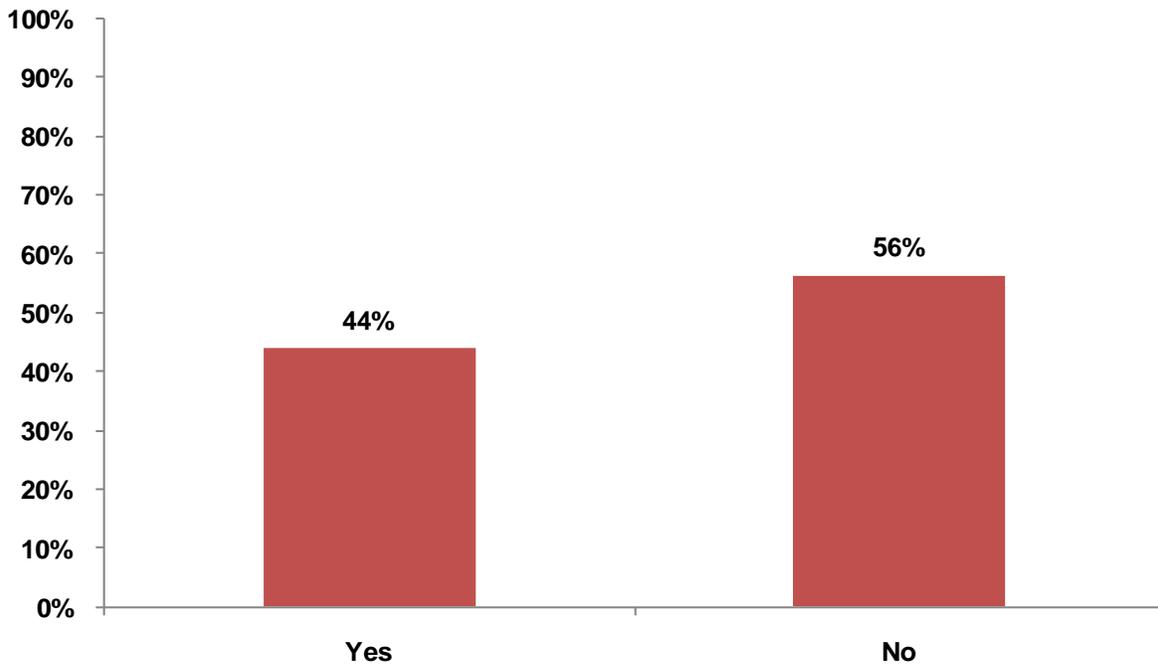
N=699

Did you learn how to utilize Student Employment Services? (only students using Employment Services)



N=162

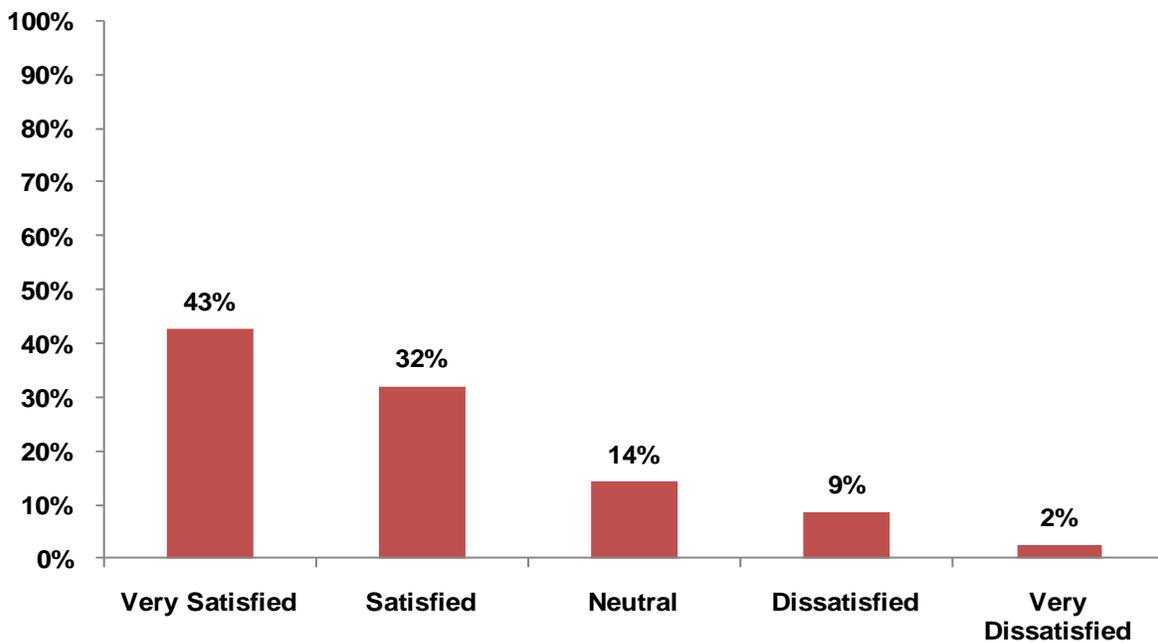
Have you received any referrals to employers hiring persons with your skills?



N=162

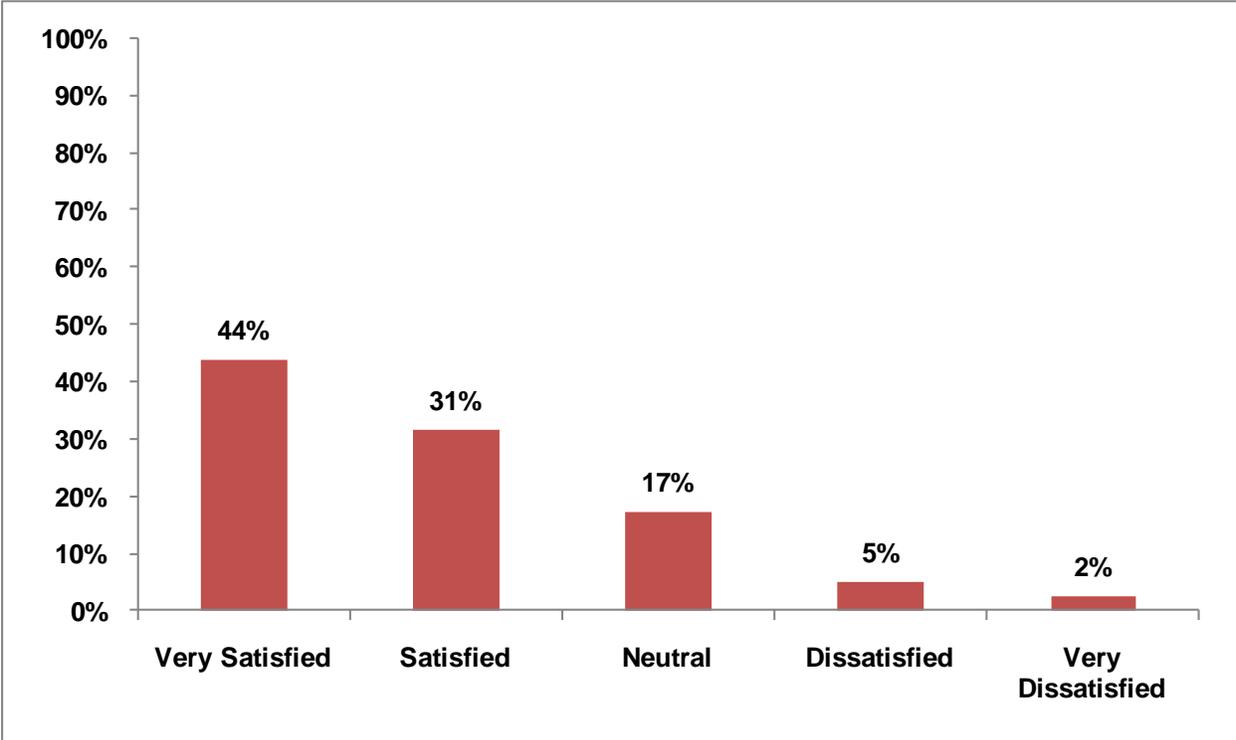
Based on your experience with Student Employment Services, please indicate your level of satisfaction with:

Helpfulness of staff



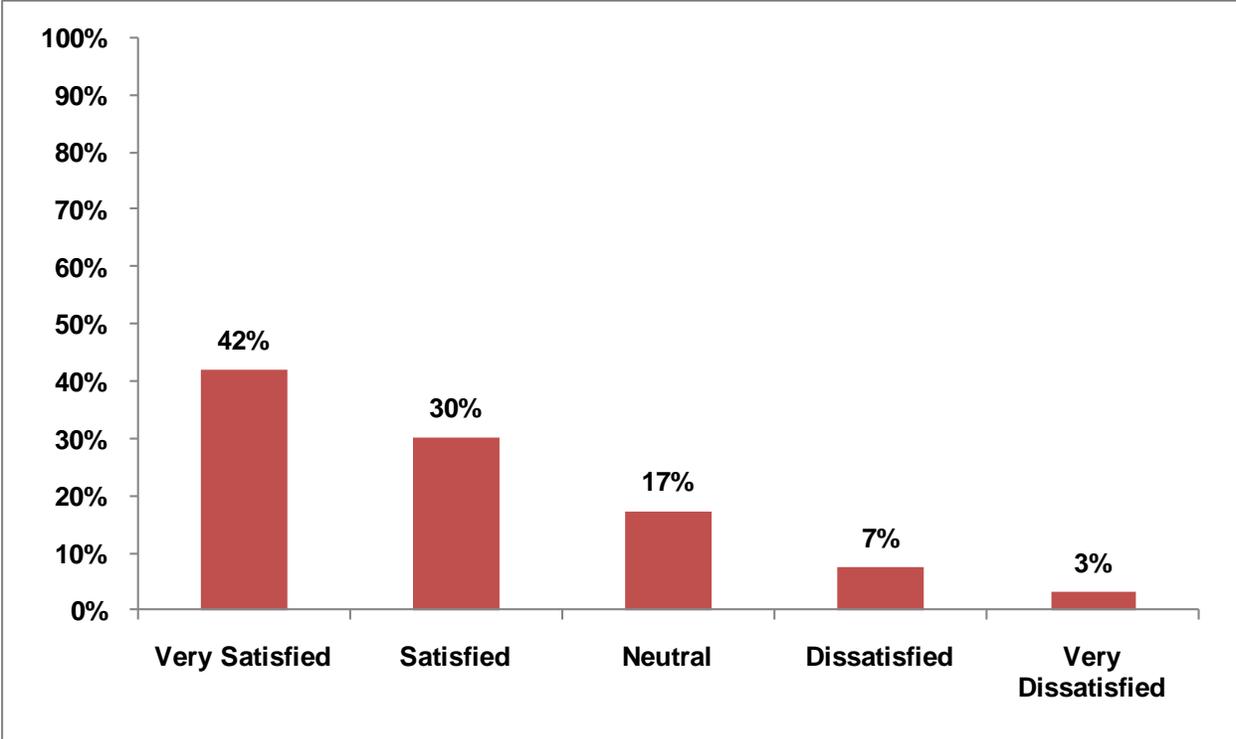
N=162

Courteousness of staff



N=162

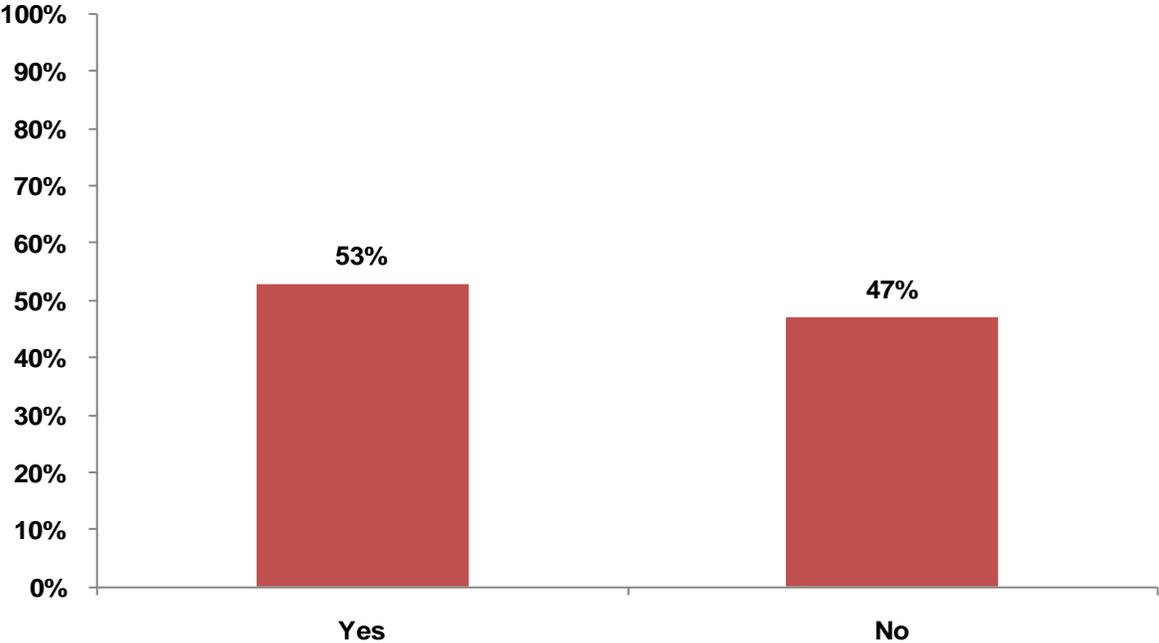
Your overall experience



N=162

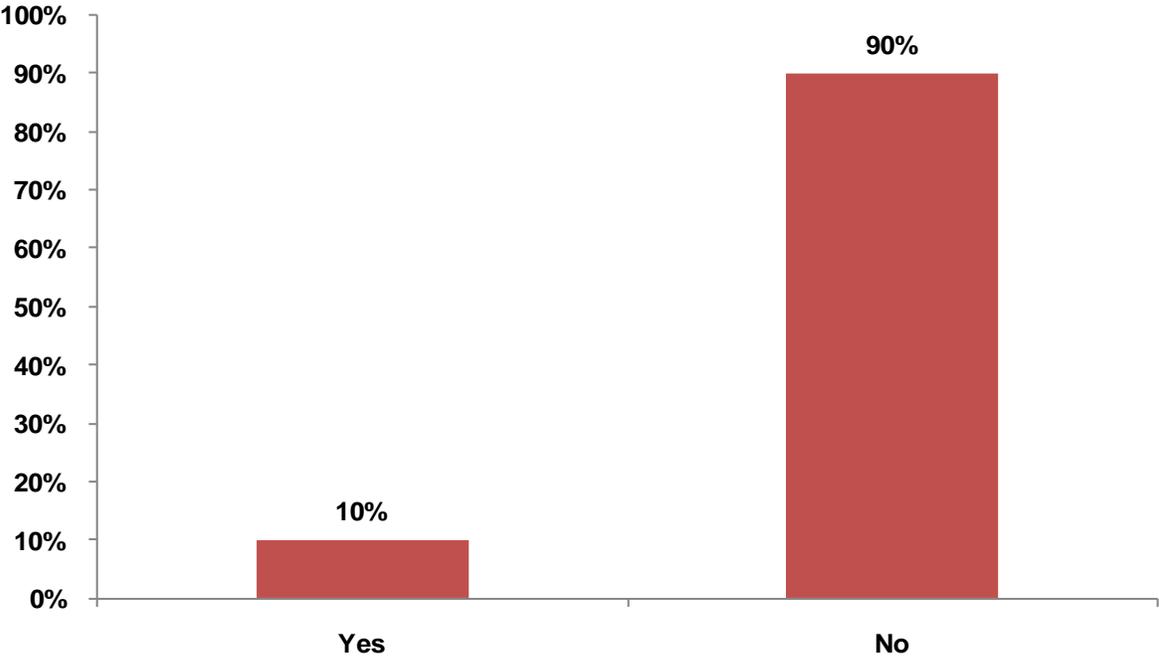
Disability Support Services

Are you aware of Southwestern College's Disability Support Services?



N=695

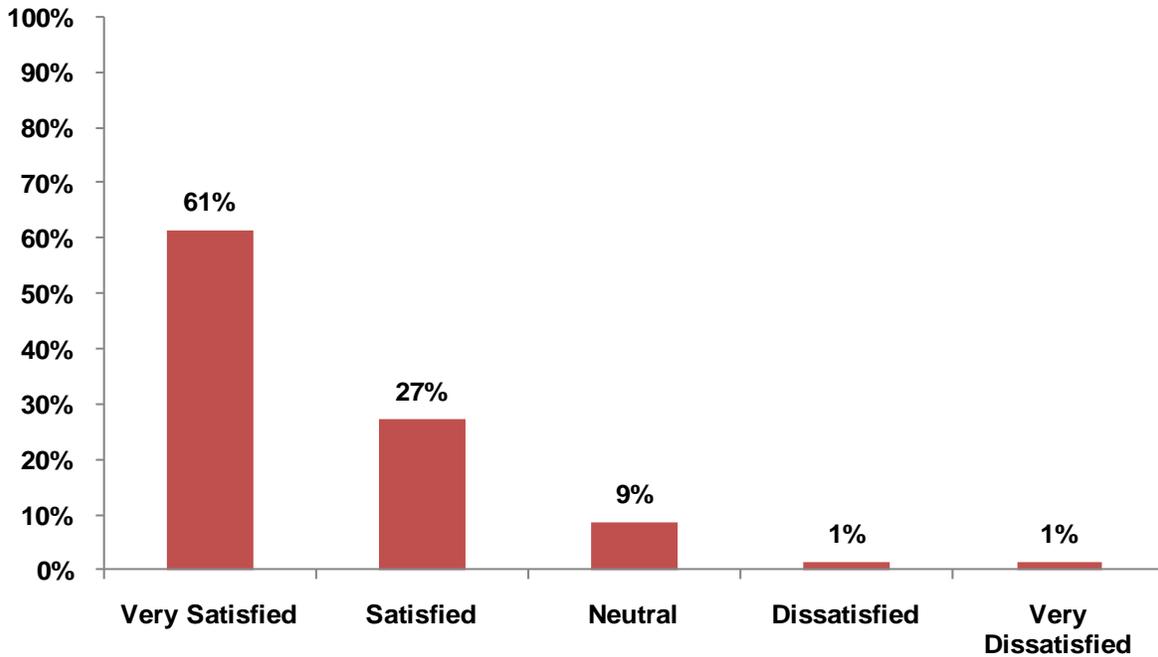
Have you ever used any of the services provided by the Southwestern College's Disability Support Services?



N=695

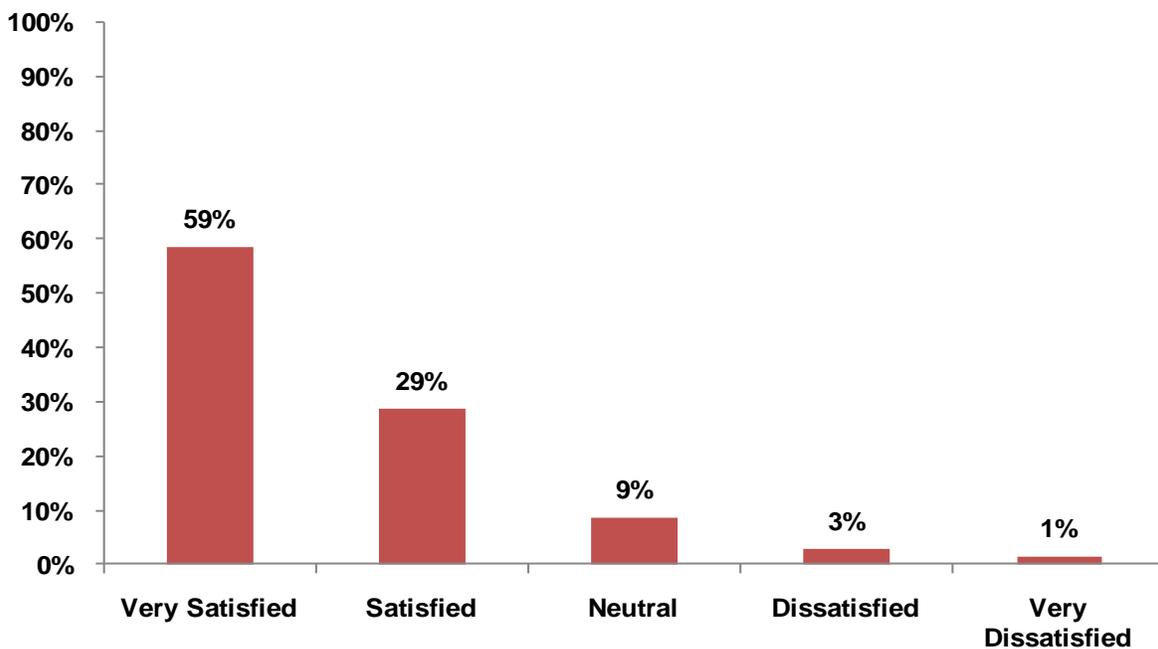
Based on your experience with the Southwestern College's Disability Support Services office, please indicate your level of satisfaction with: (only students using the DSS office)

Helpfulness of staff



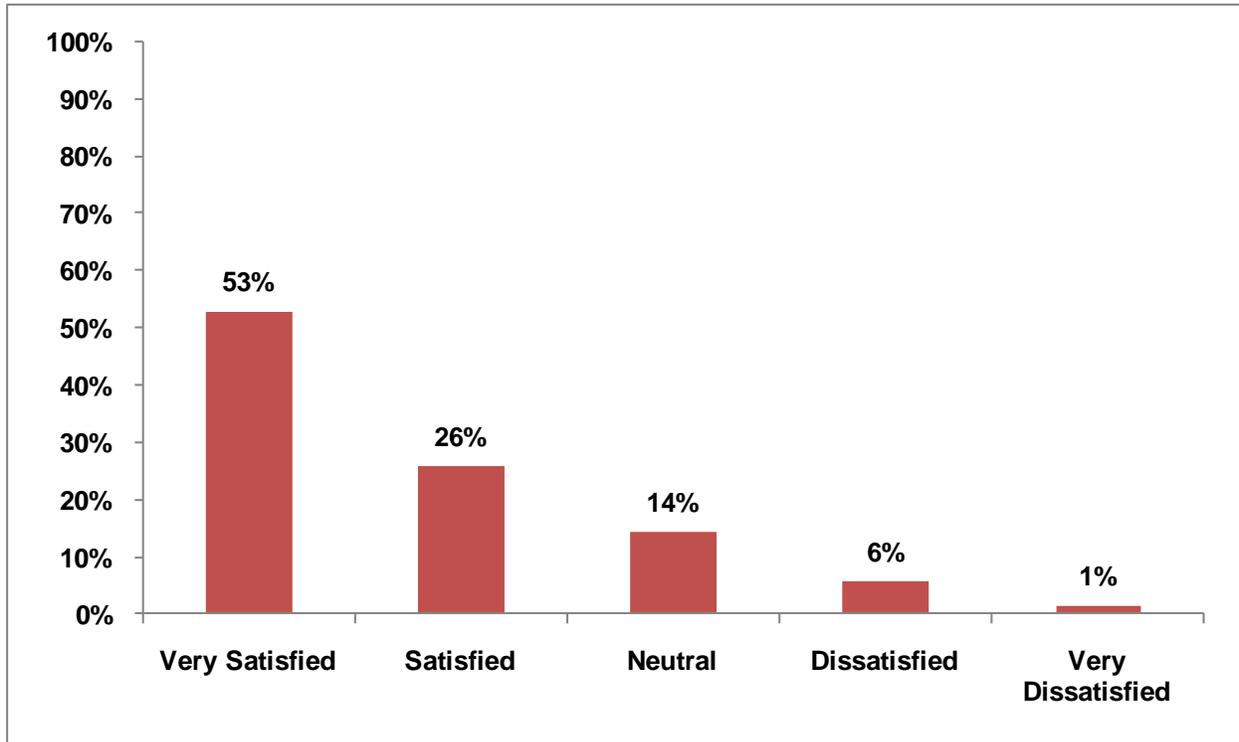
N=70

Courteousness of staff



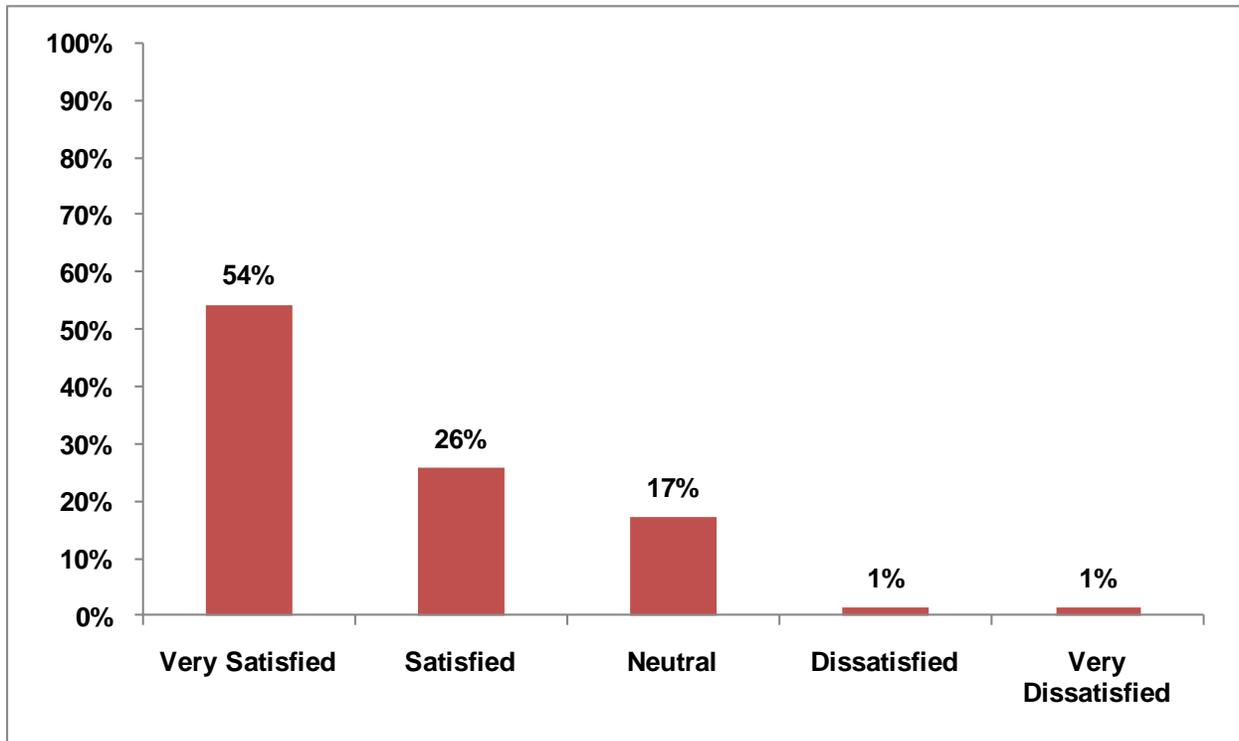
N=70

Amount of information provided



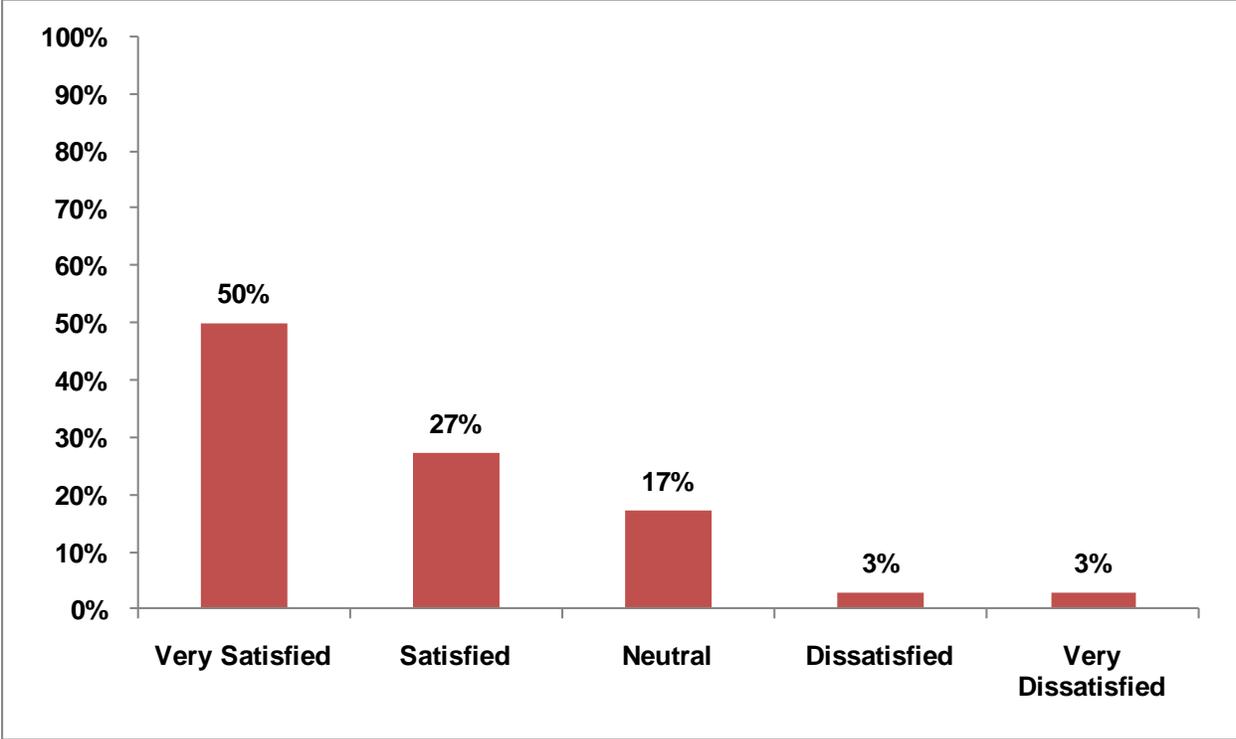
N=70

Accuracy of information provided



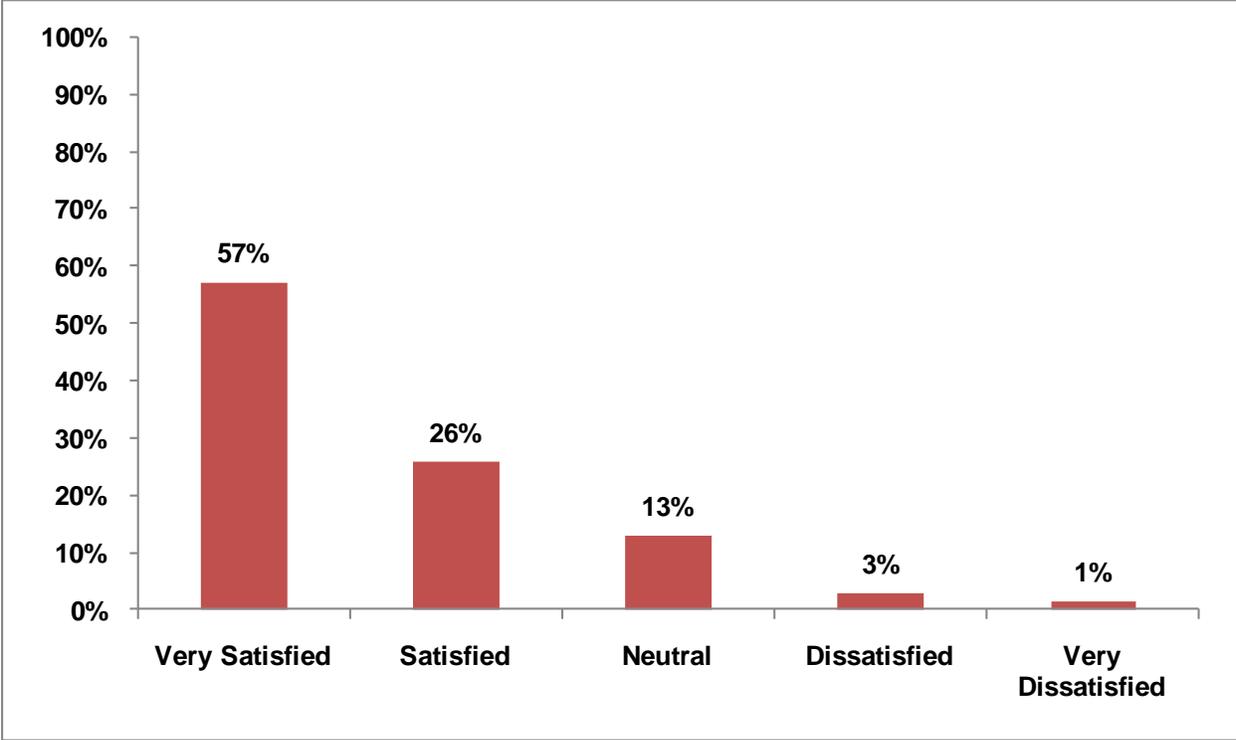
N=70

Timeliness of information



N=70

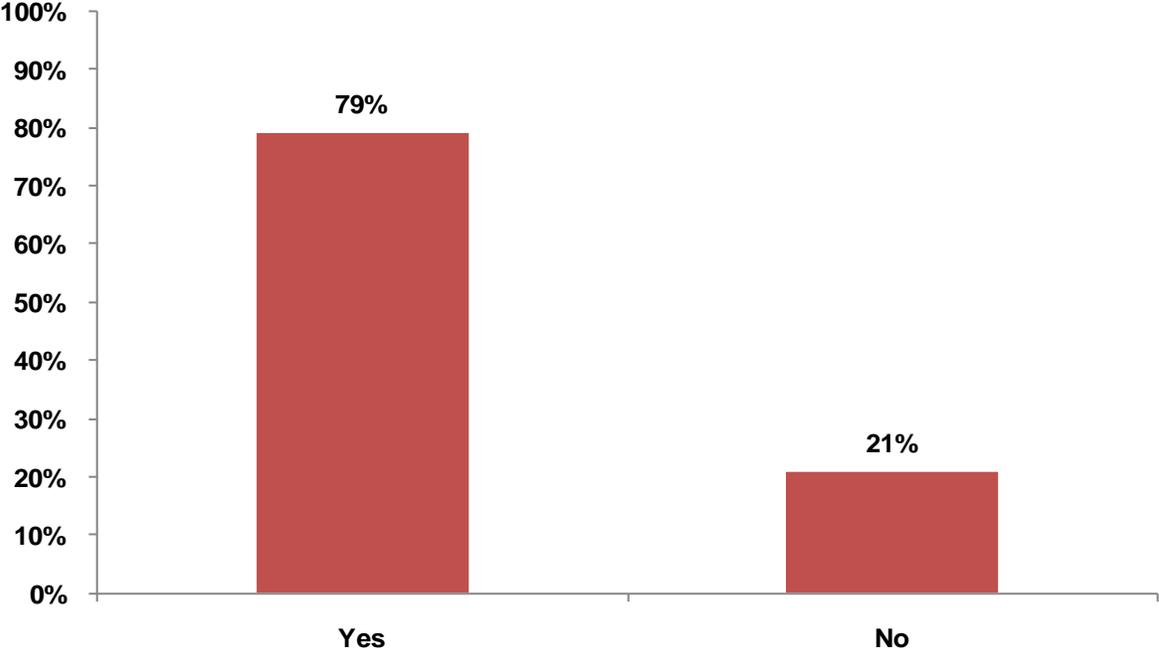
Your overall experience



N=70

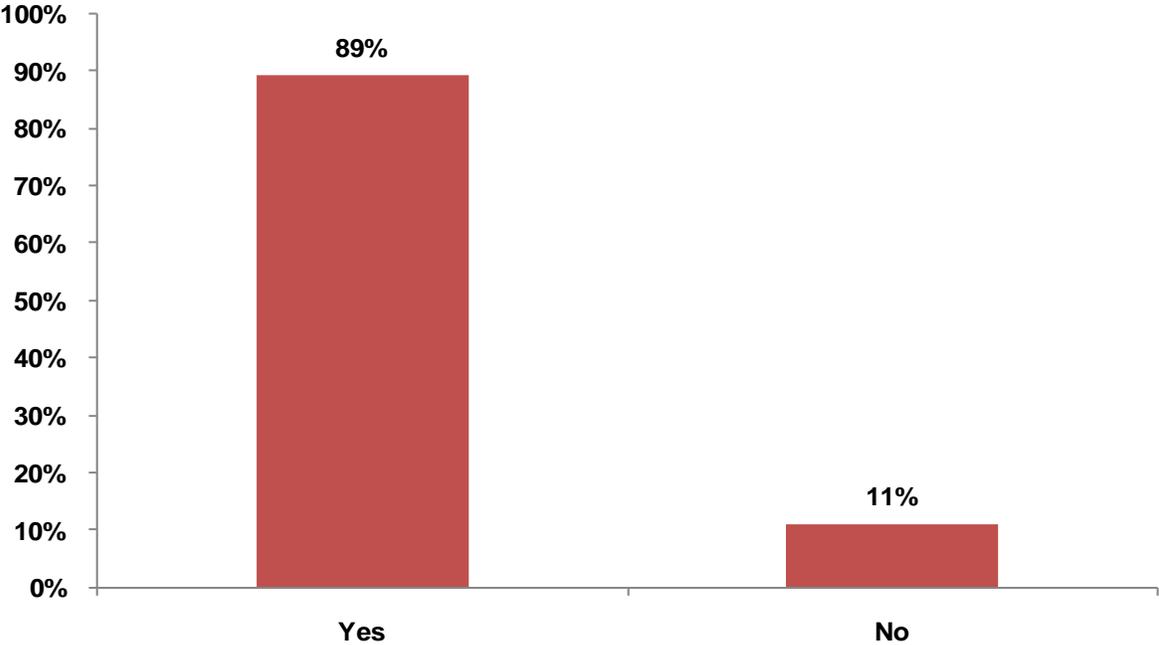
Counseling Center

Have you ever used any of the services provided by the Southwestern College Counseling Center?



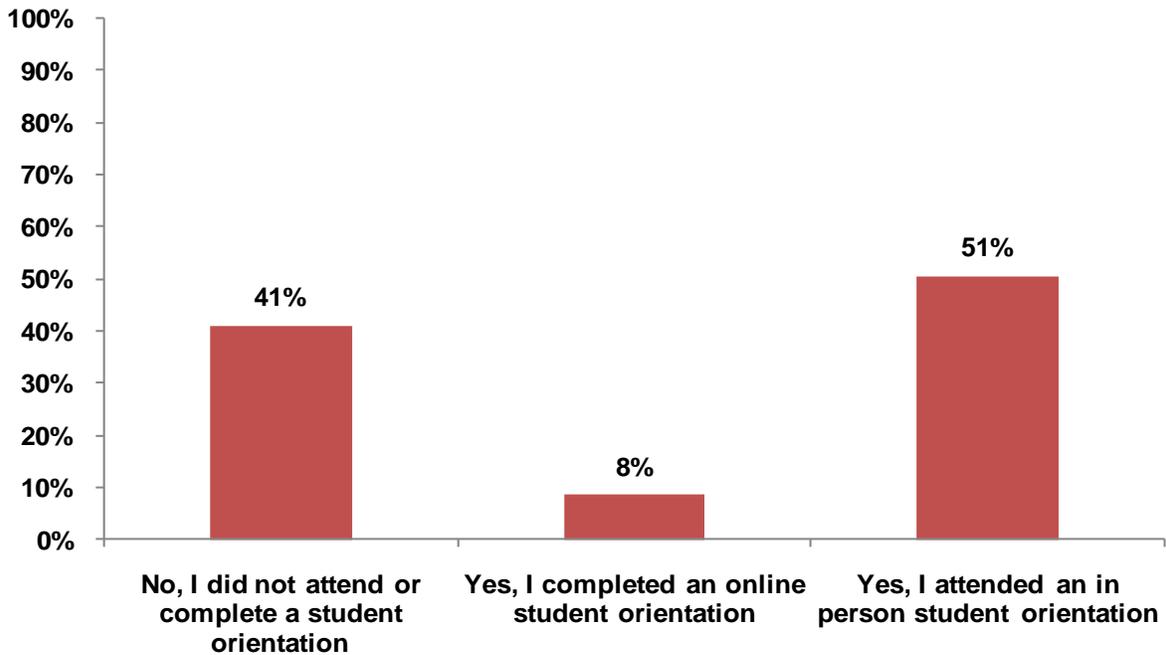
N=685

Were your counseling needs met? (only students using Counseling Center)



N=542

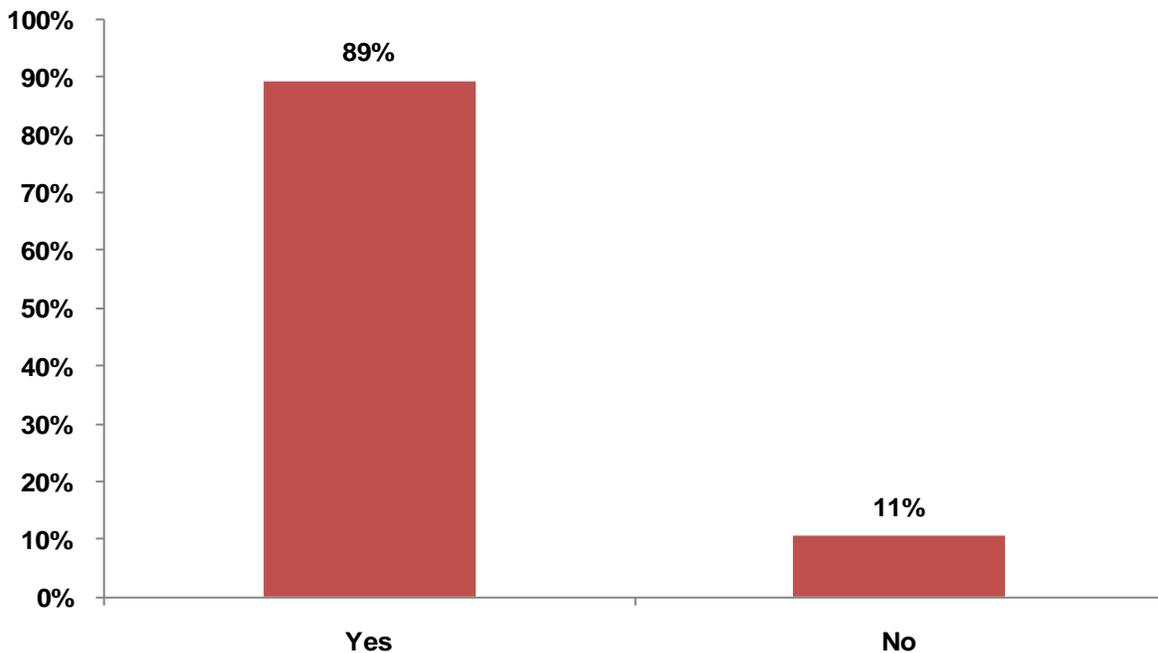
In your first semester at Southwestern College, did you attend an orientation to college?



N=685

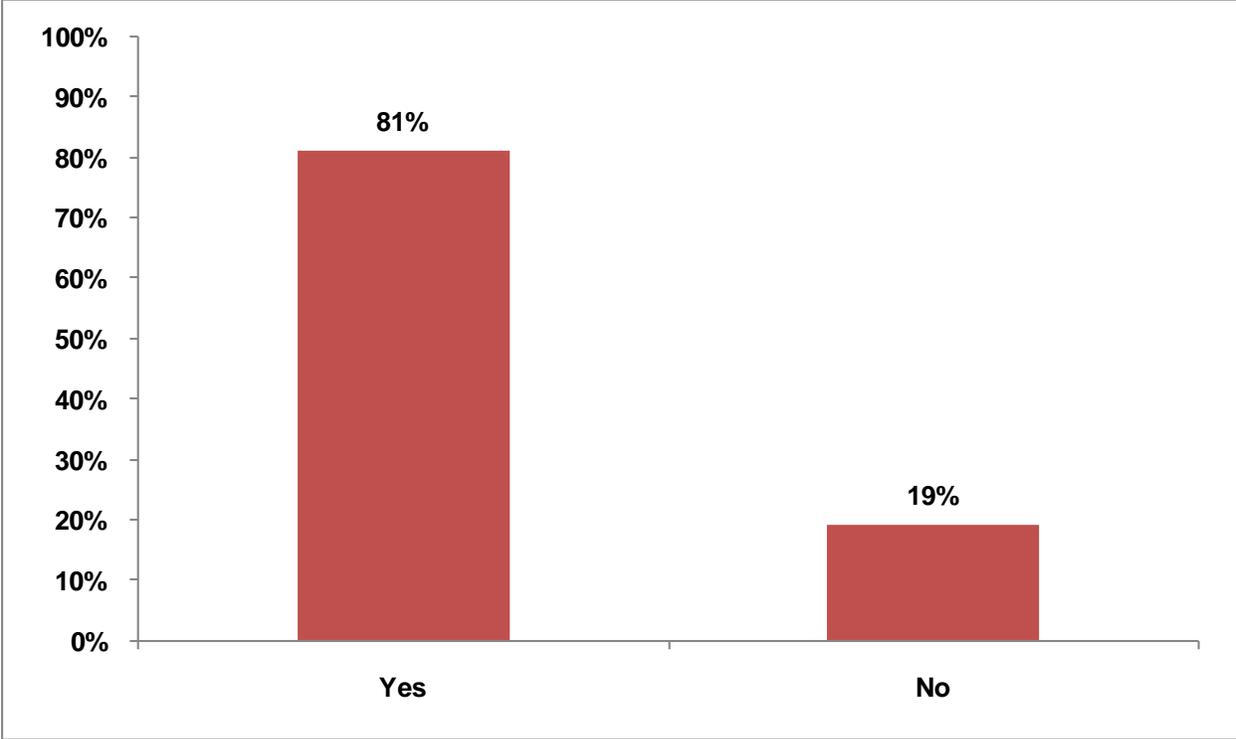
Did you review information on any of the following topics? (only students who completed orientation)

College resources



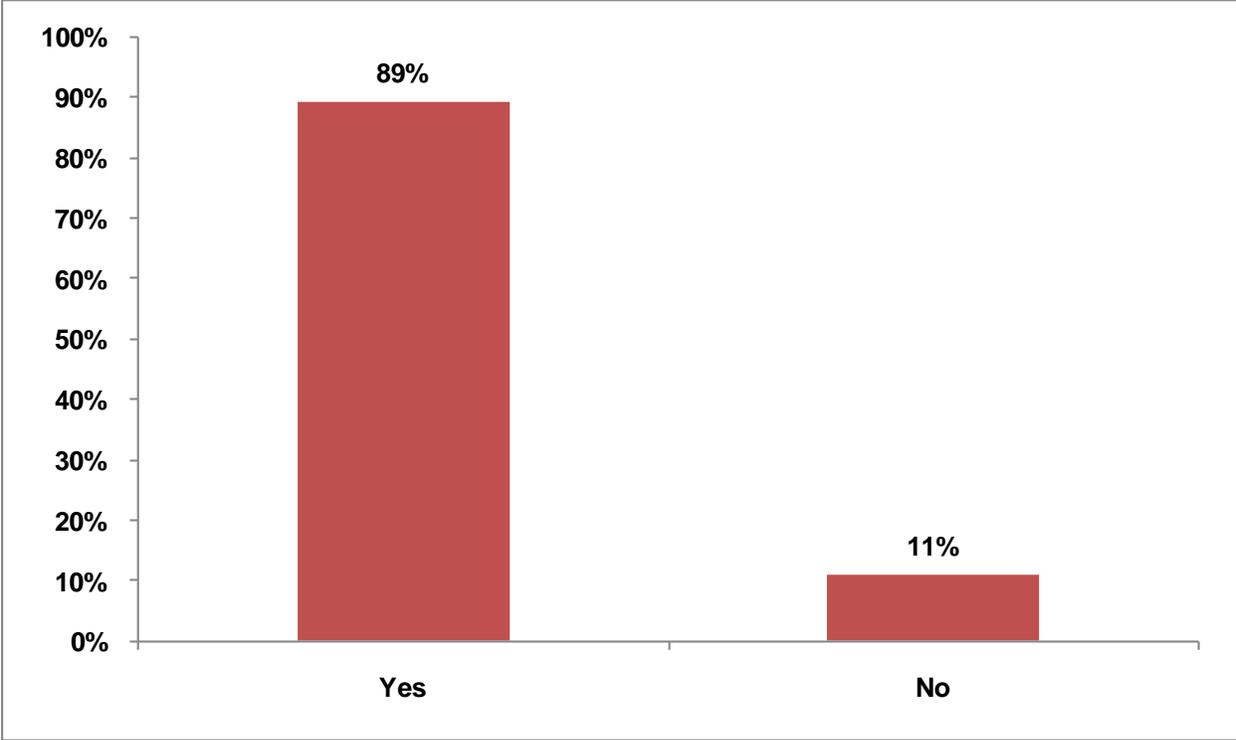
N=404

Student success characteristics



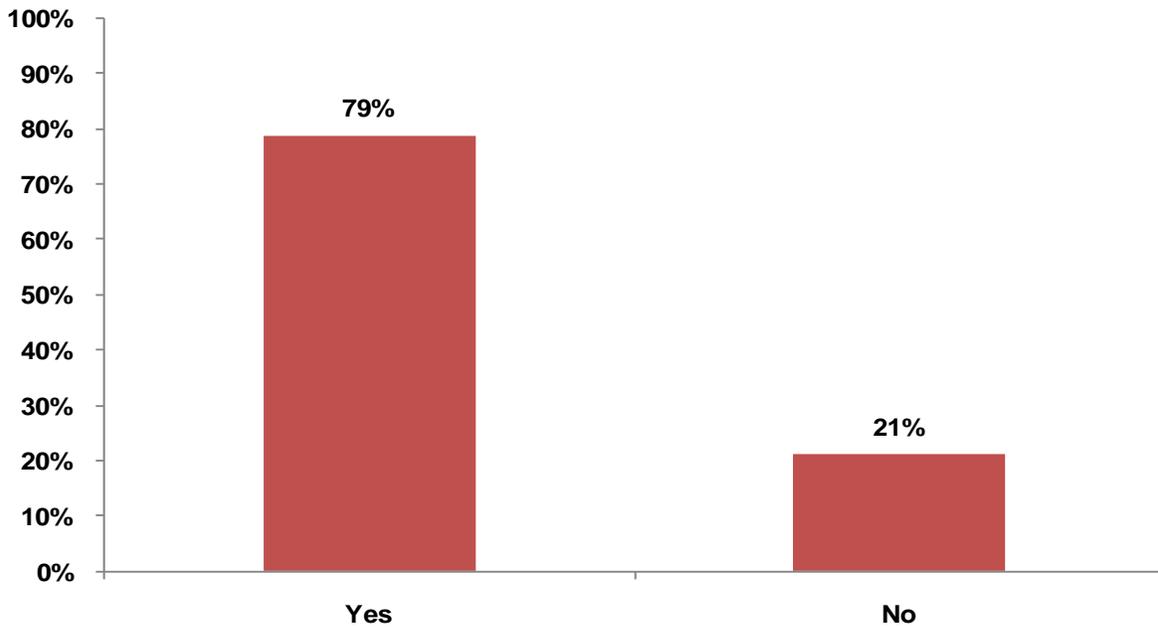
N=404

An overview of your educational options



N=404

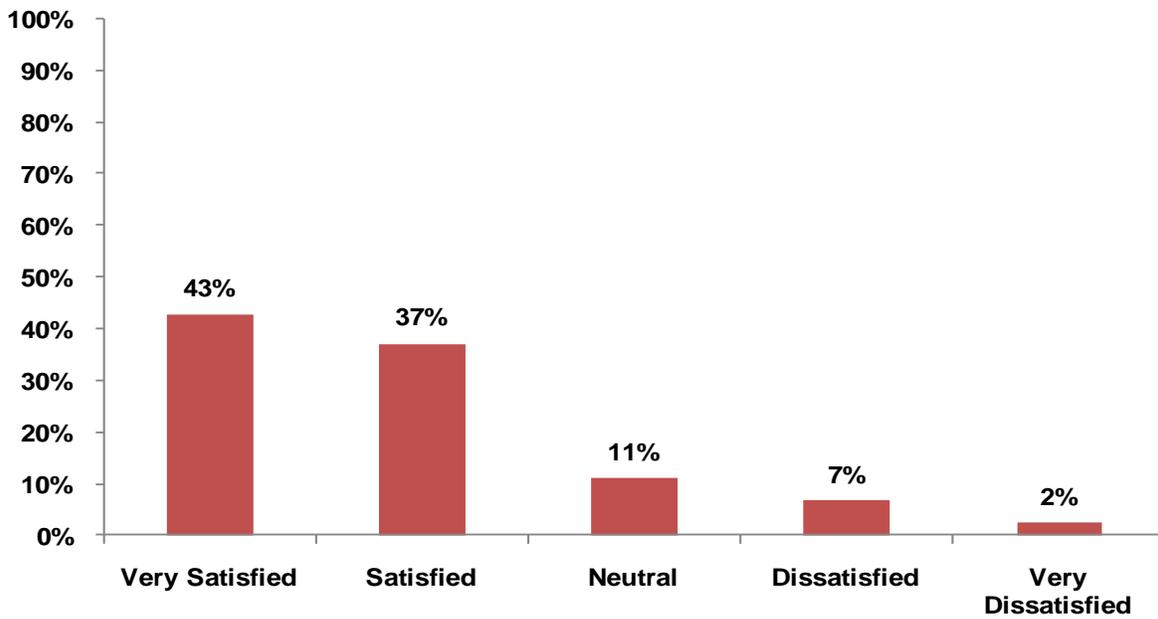
Did the Southwestern College Counseling Center help you to identify your personal, academic, and other resources to assist you to achieve your educational goals? (only students using Counseling Center)



N=542

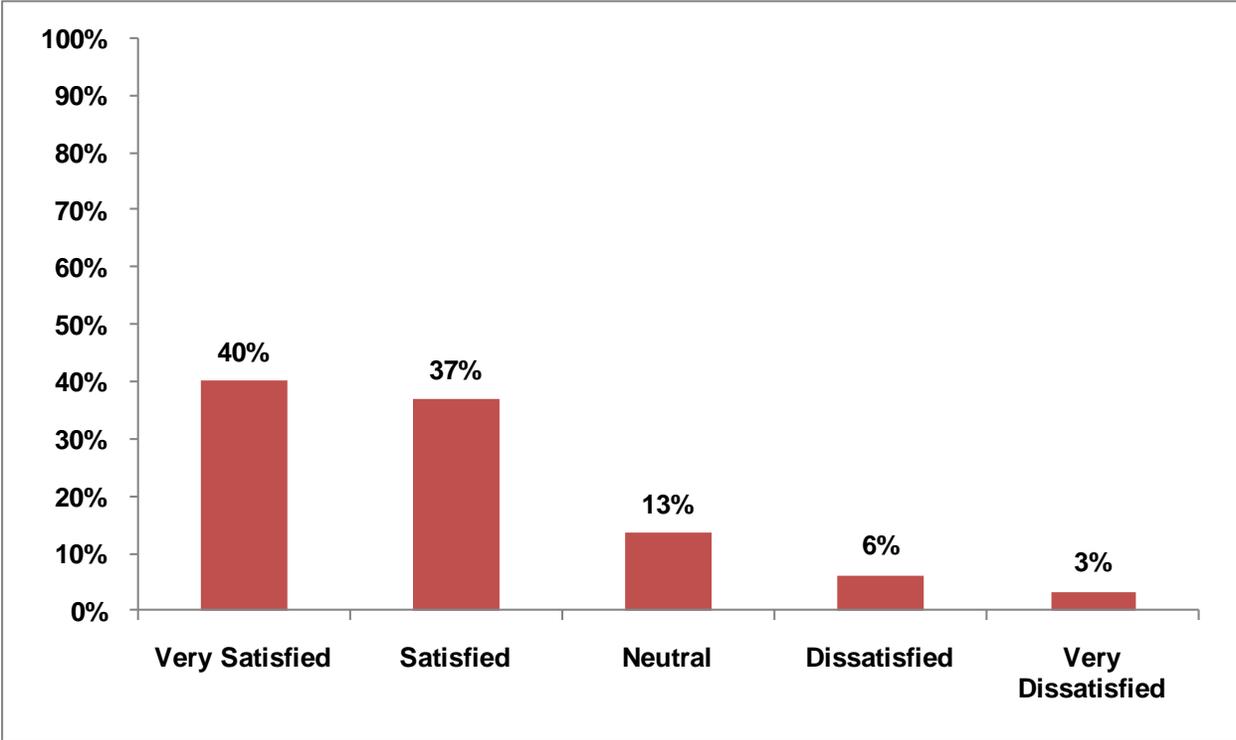
Based on your experience with the Counseling Center, please indicate your level of satisfaction with:

Helpfulness of staff



N=542

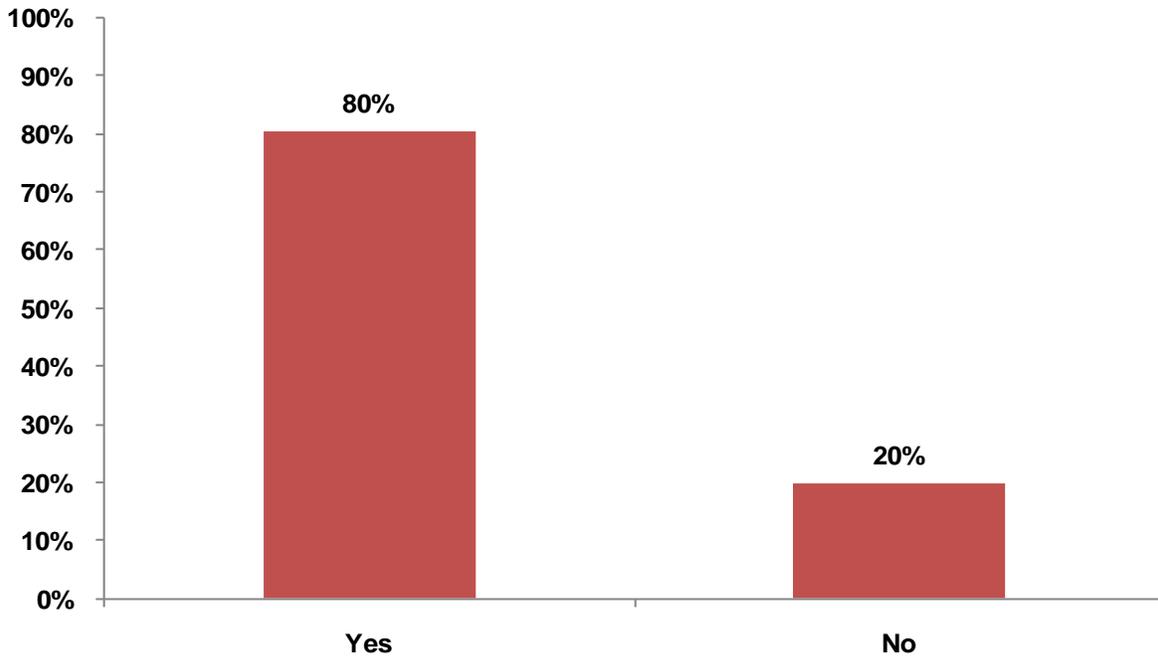
Your overall experience



N=542

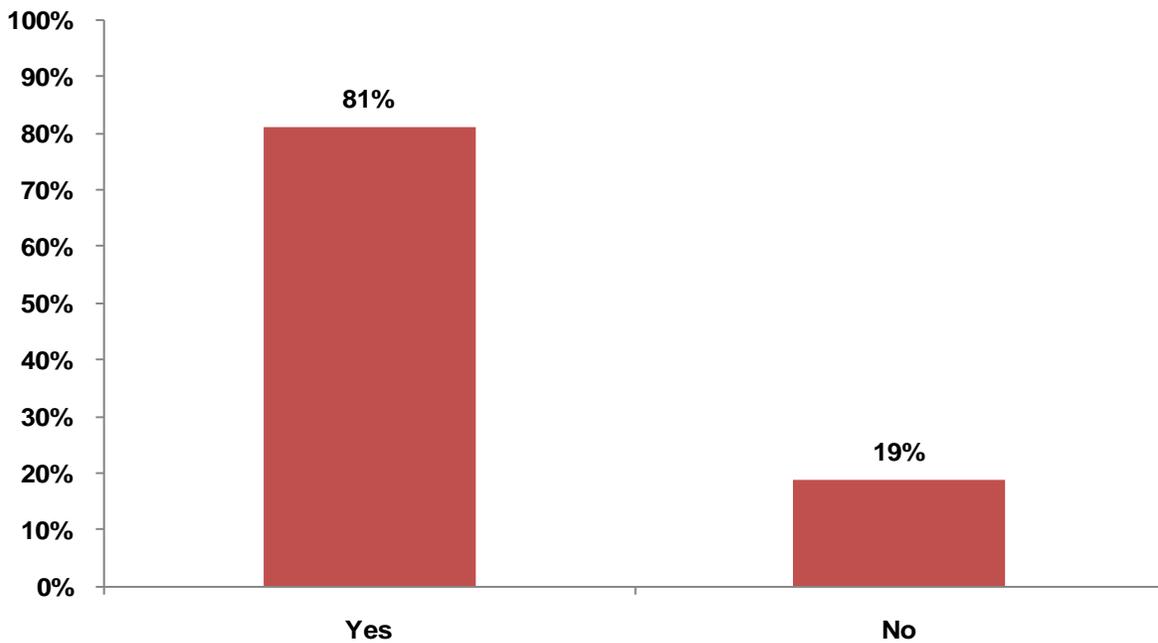
Assessment/Prerequisites Center

Did you take assessment test(s) at Southwestern College during your first semester?



N=683

Do you clearly understand how to select course(s) based on assessment information and your educational goals?

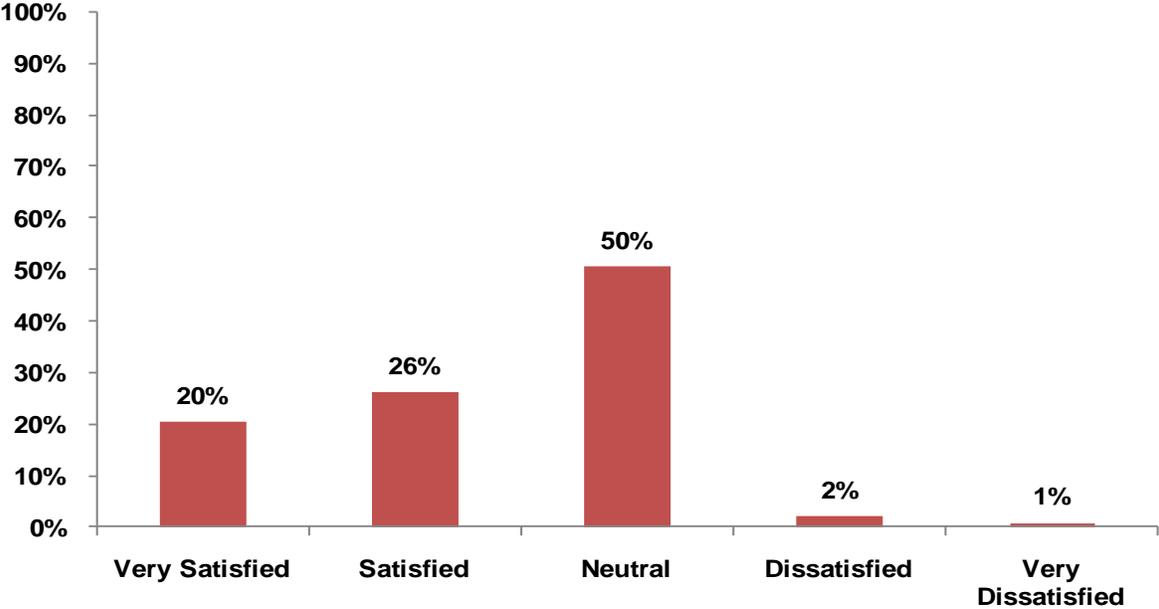


N=683

Custodial Services

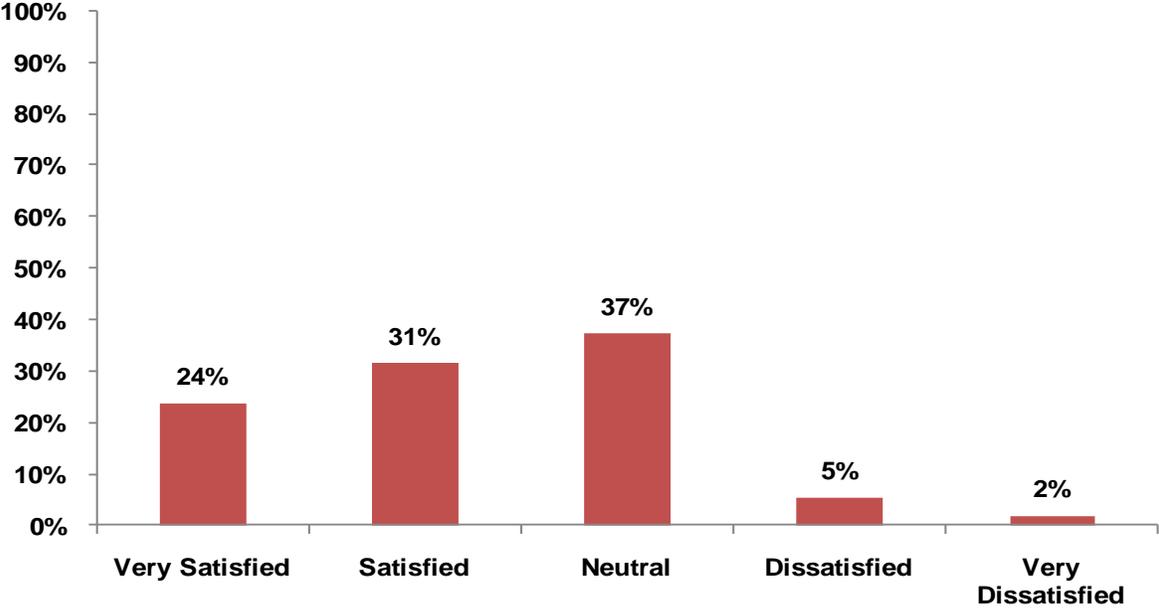
Based on your experience with Custodial Services, please indicate your level of satisfaction with the:

Courteousness of staff



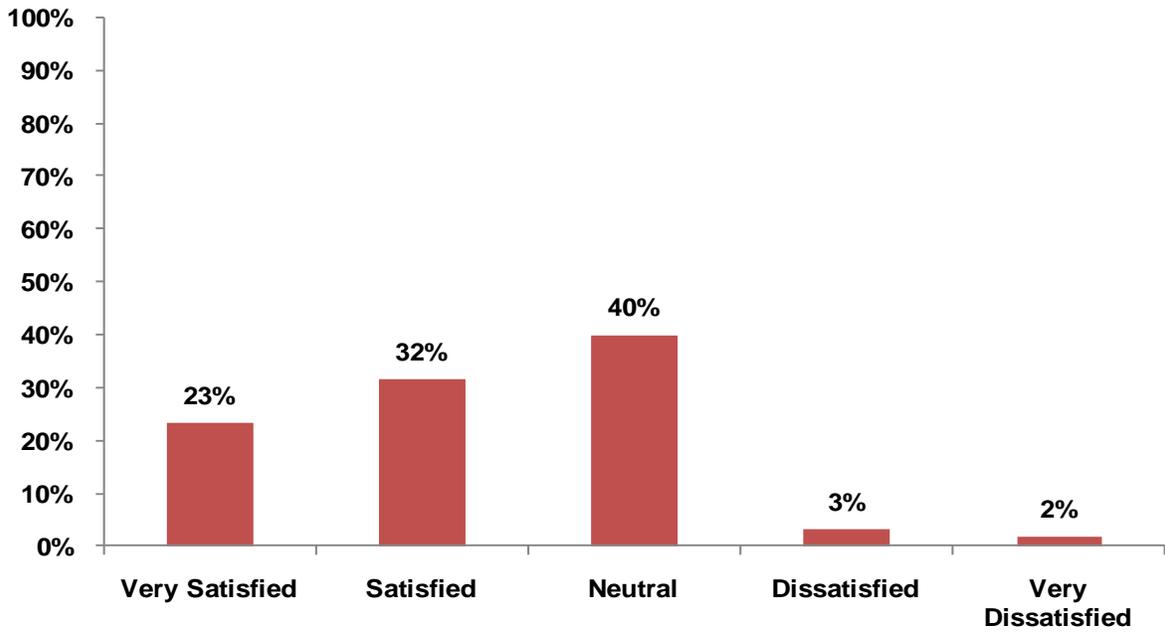
N=680

Cleanliness of classrooms/labs



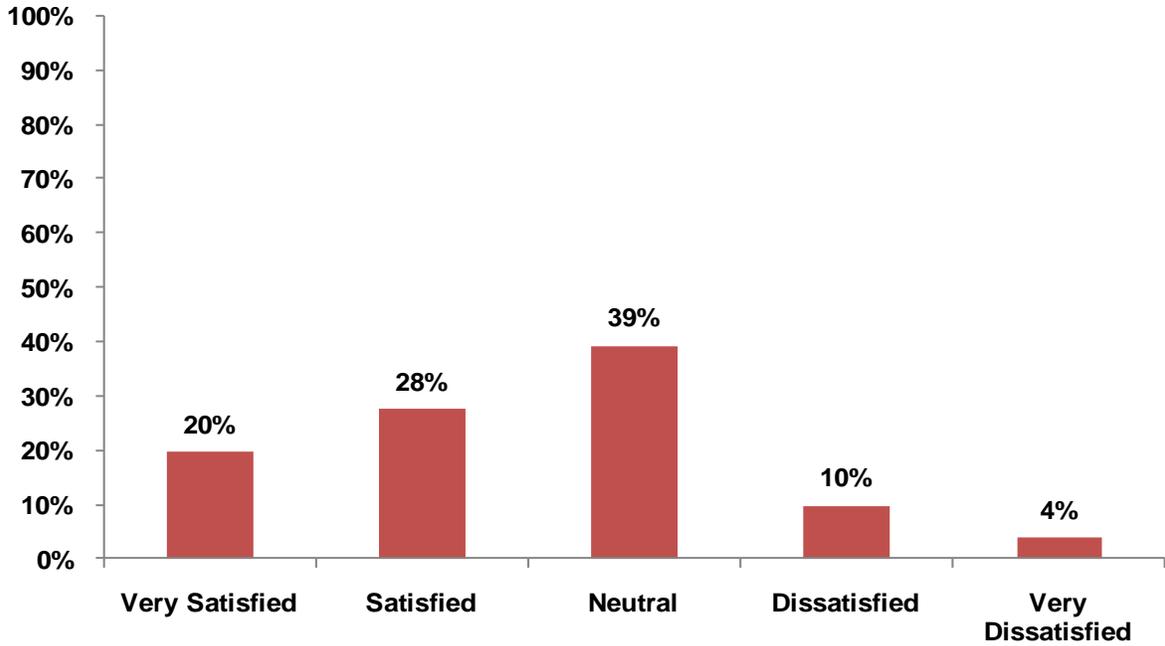
N=680

Overall conditions of the classrooms/labs



N=680

Level of supplies in the classrooms

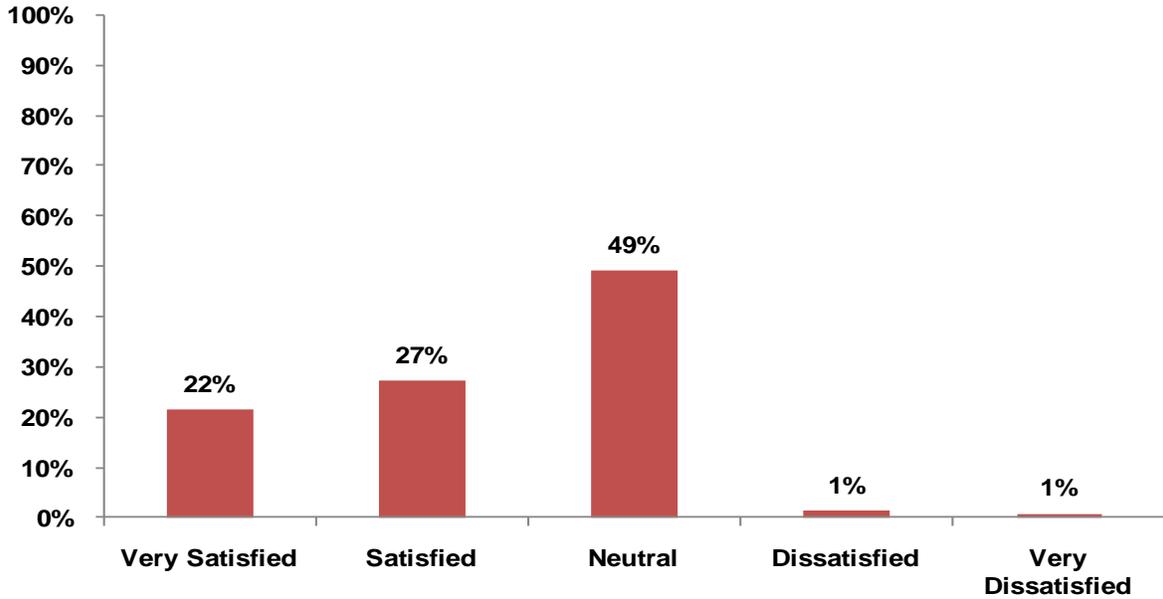


N=680

Grounds

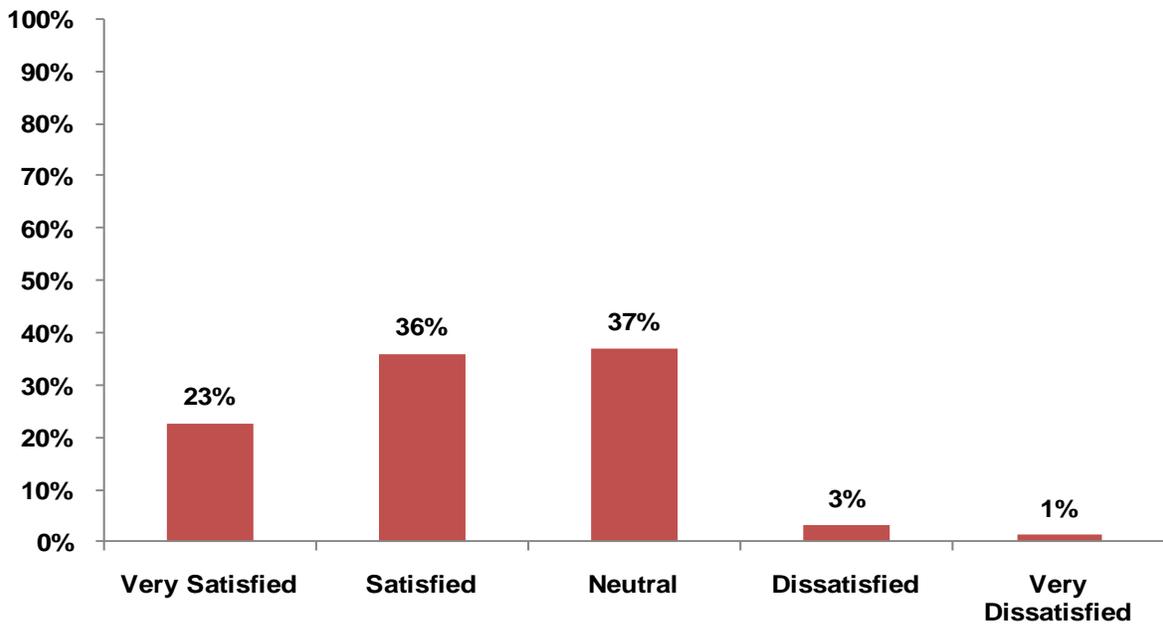
Based on your experience with the Grounds Department, please indicate your level of satisfaction with the:

Courteousness of staff



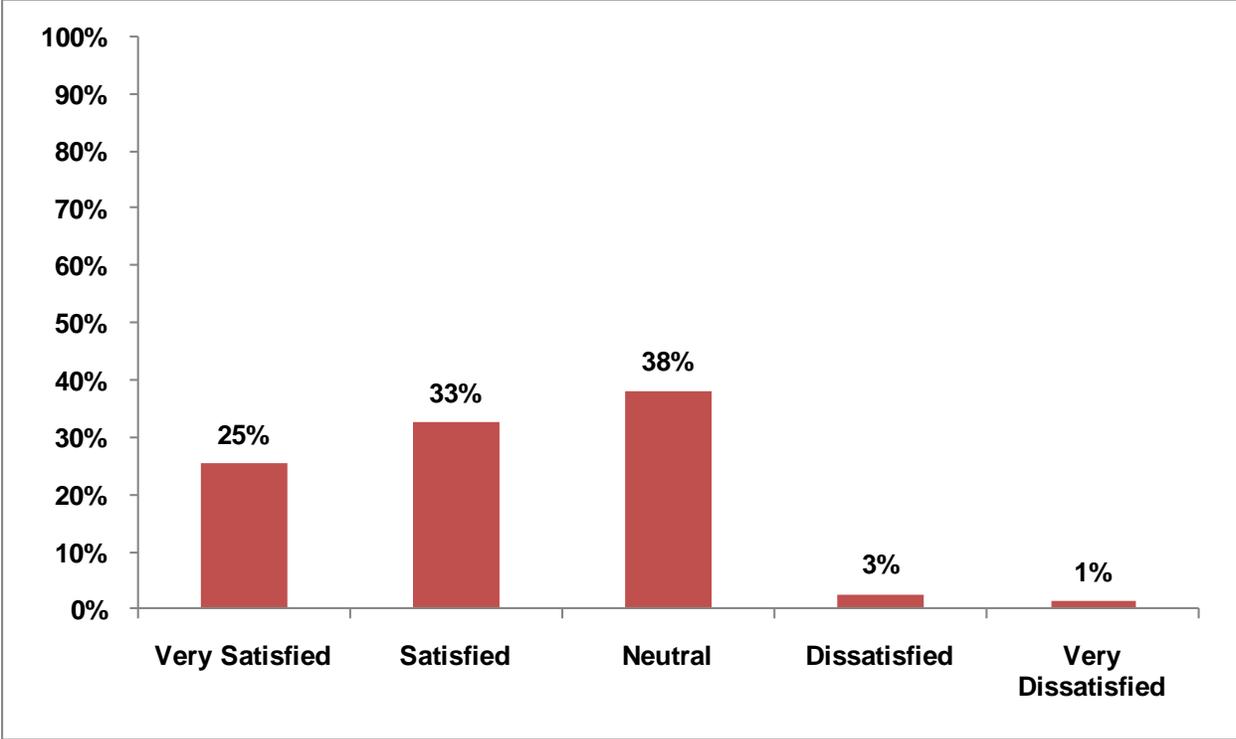
N=679

Number of exterior trash receptacles



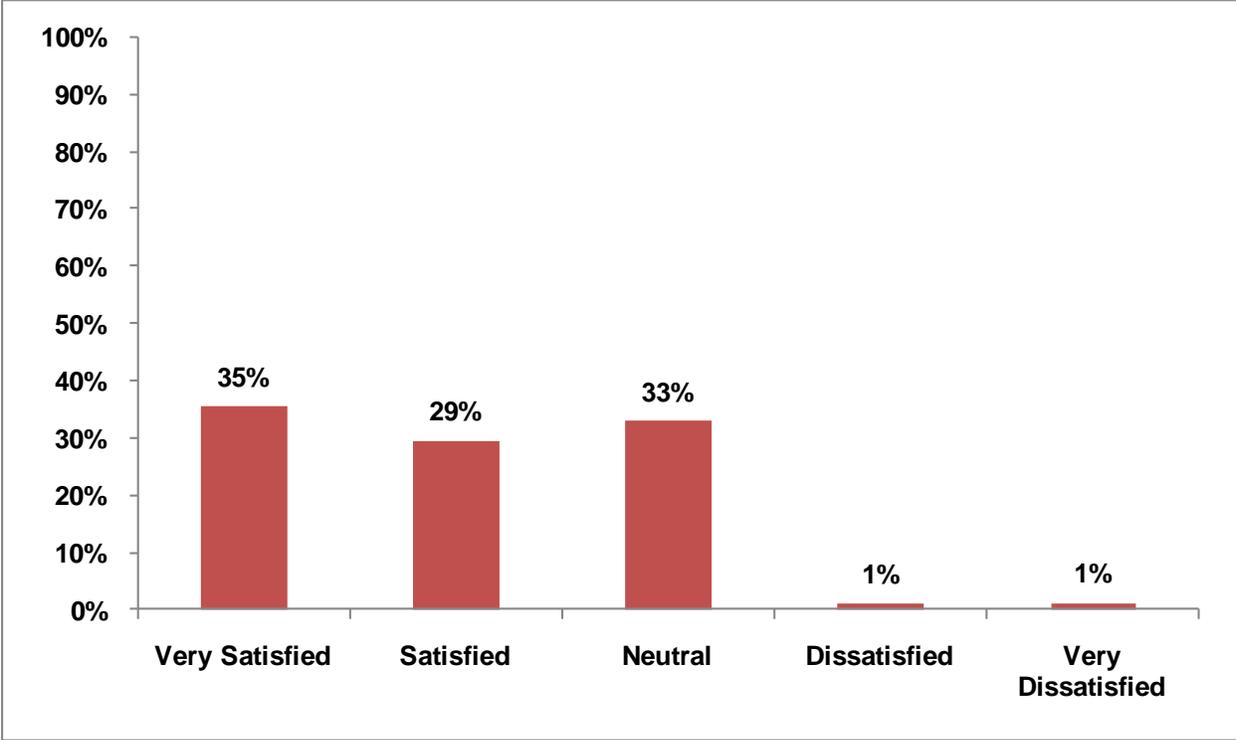
N=679

Emptying cycle of exterior trash receptacles



N=679

College landscape

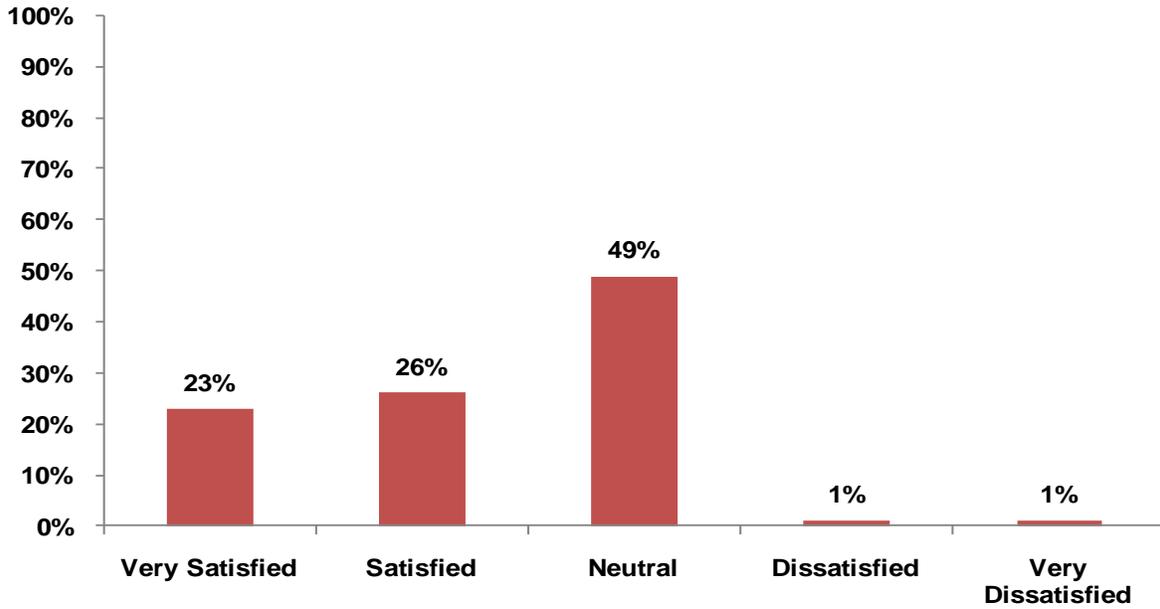


N=679

Maintenance

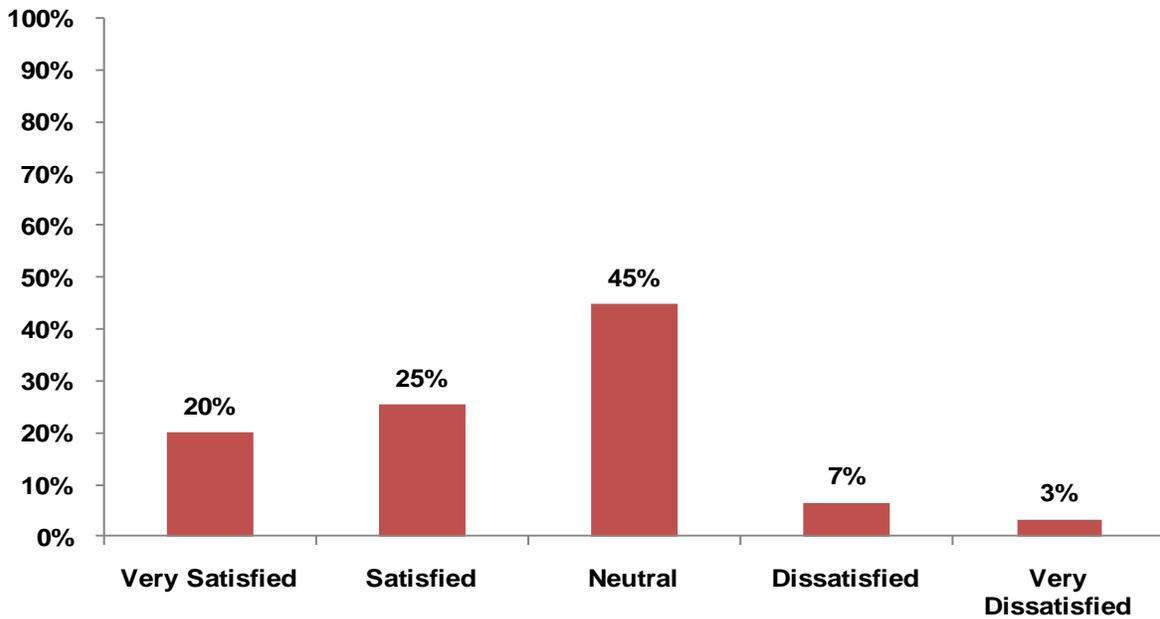
Based on your experience with the Maintenance Department, please indicate your level of satisfaction with the:

Courteousness of staff



N=679

Timeliness of classroom repairs

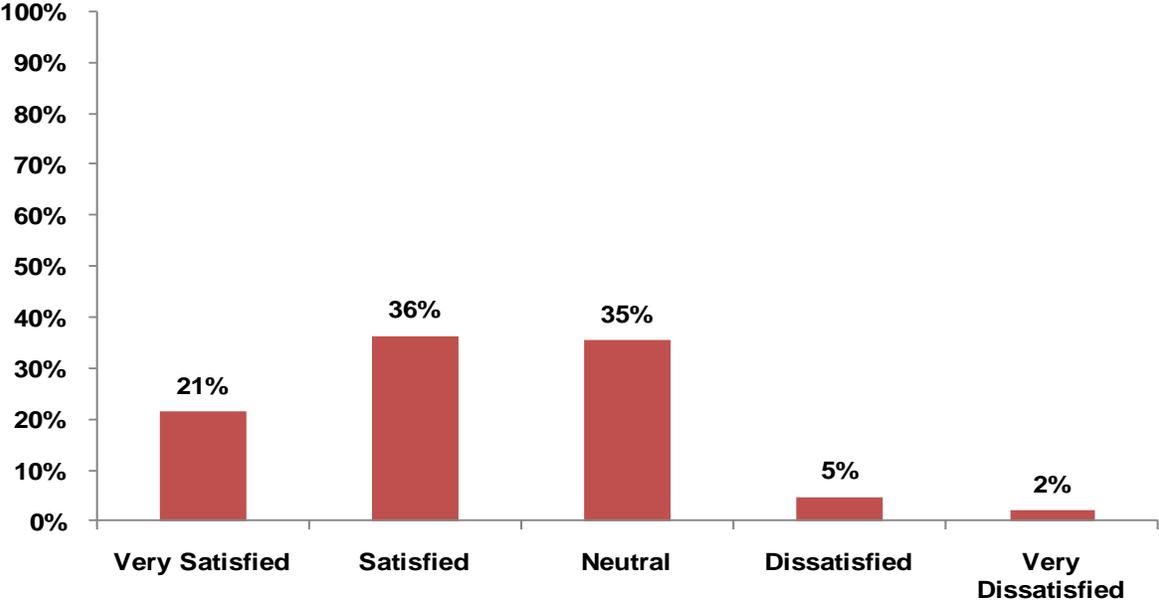


N=679

Facilities

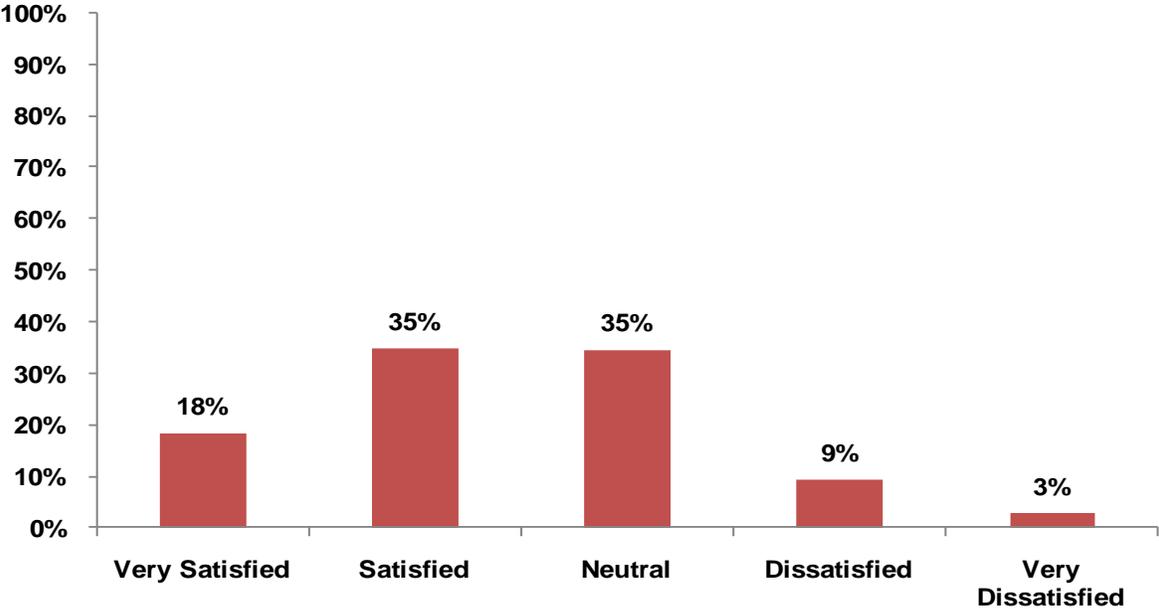
Based on your experience with the Facilities Department, please indicate your level of satisfaction with the:

Ability of new buildings' classrooms and labs to accommodate your educational needs



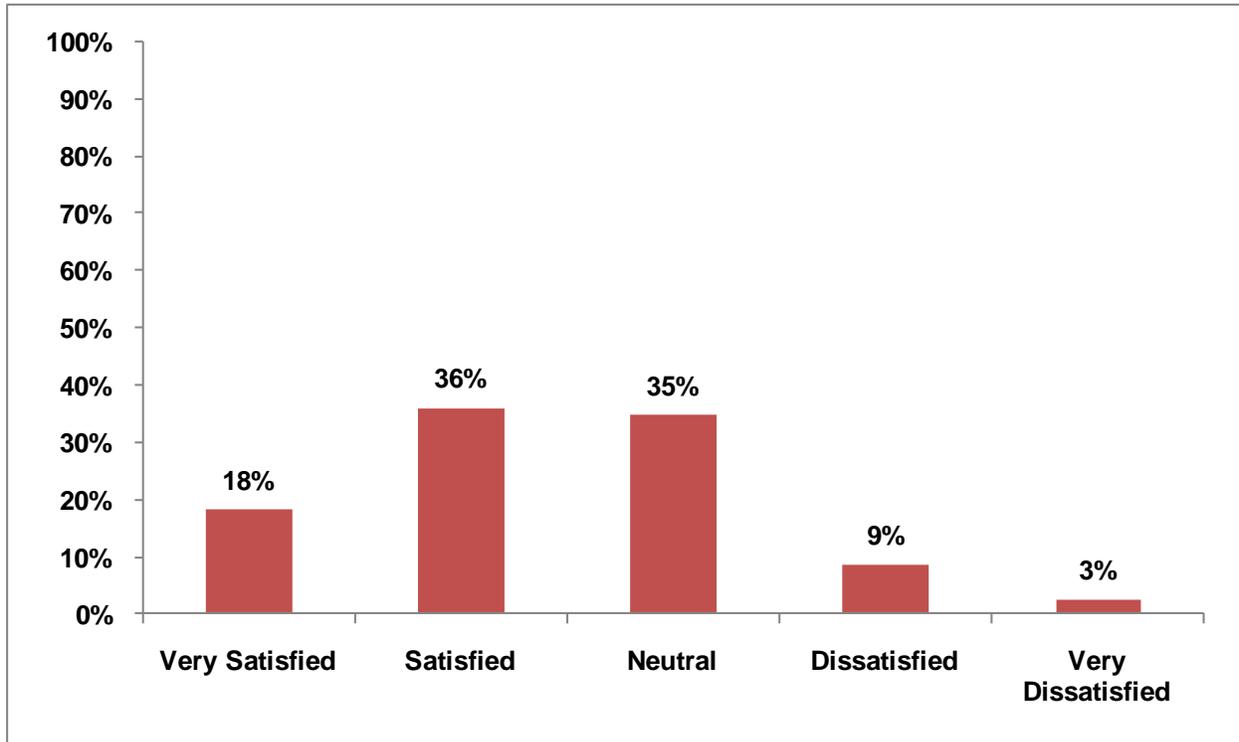
N=677

Comfort of classroom furnishings



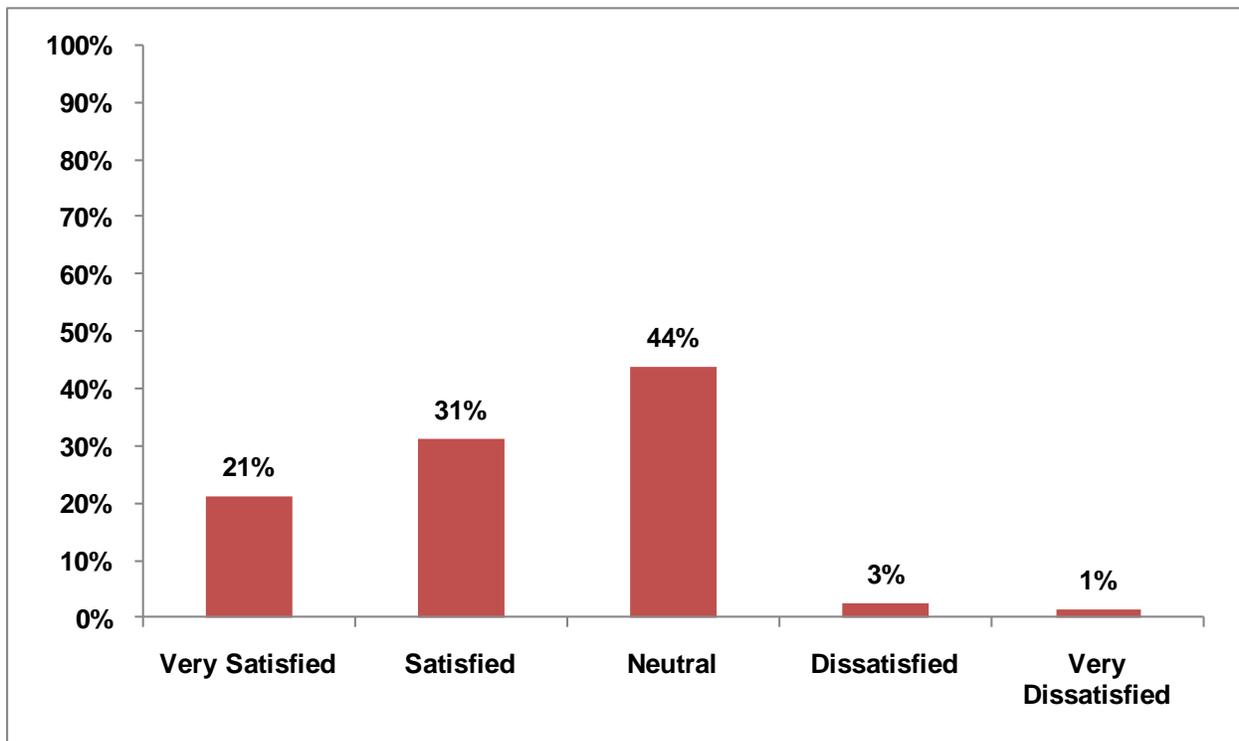
N=677

Condition of classroom furnishings



N=677

Promptness with which safety hazards are removed

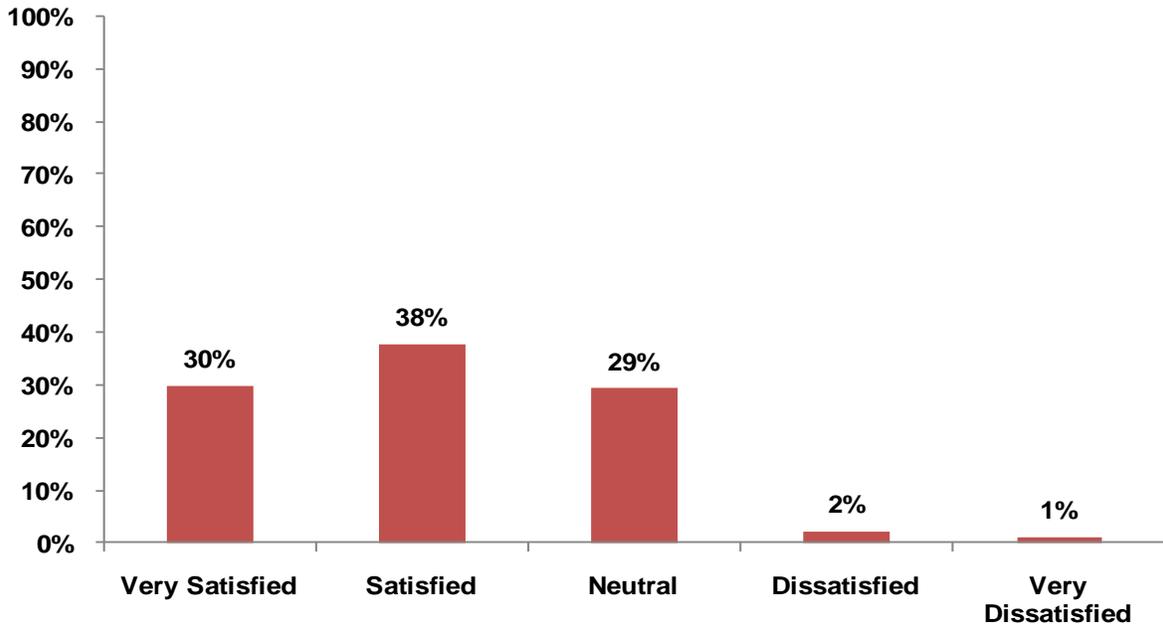


N=677

Cafeteria

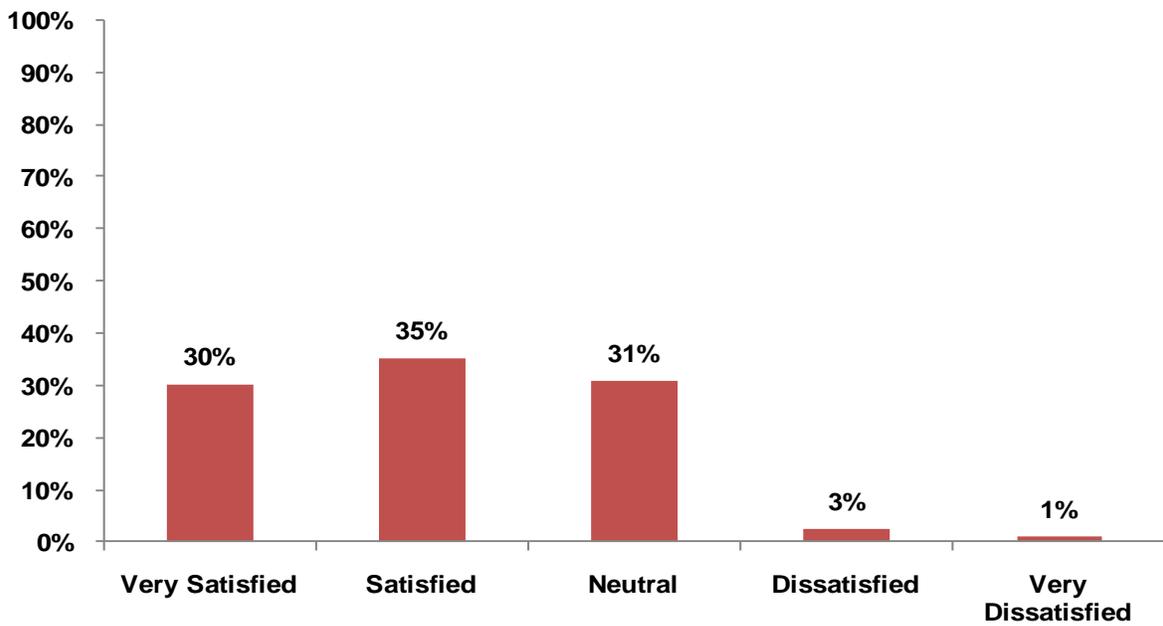
Based on your experience with Food Services, please indicate your level of satisfaction with the:

Friendliness of staff



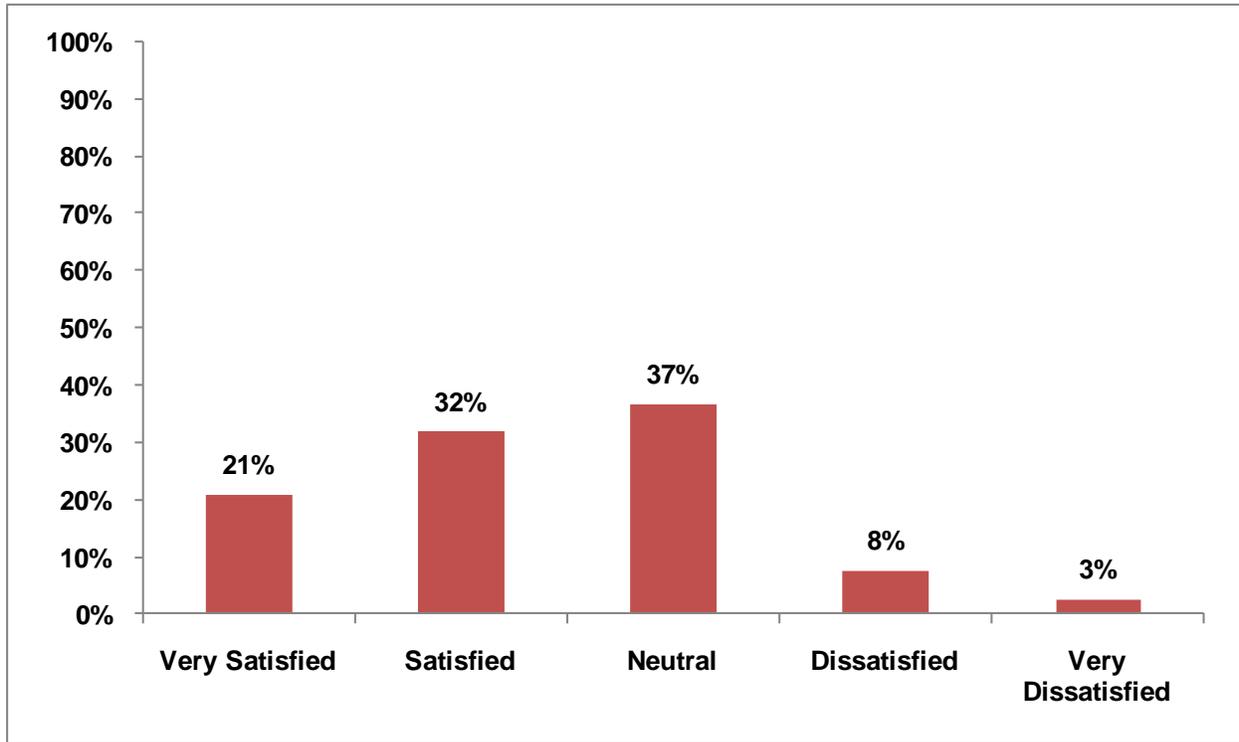
N=677

Courteousness of staff



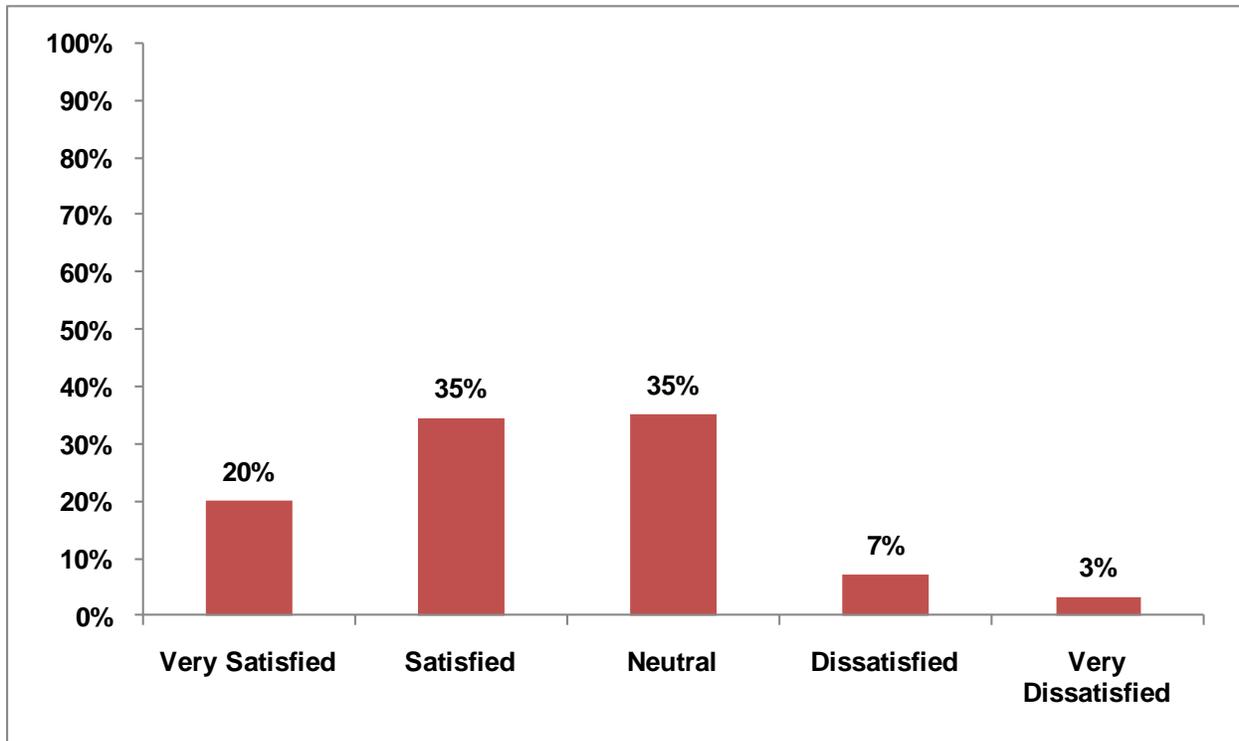
N=677

Selection of cold food choices



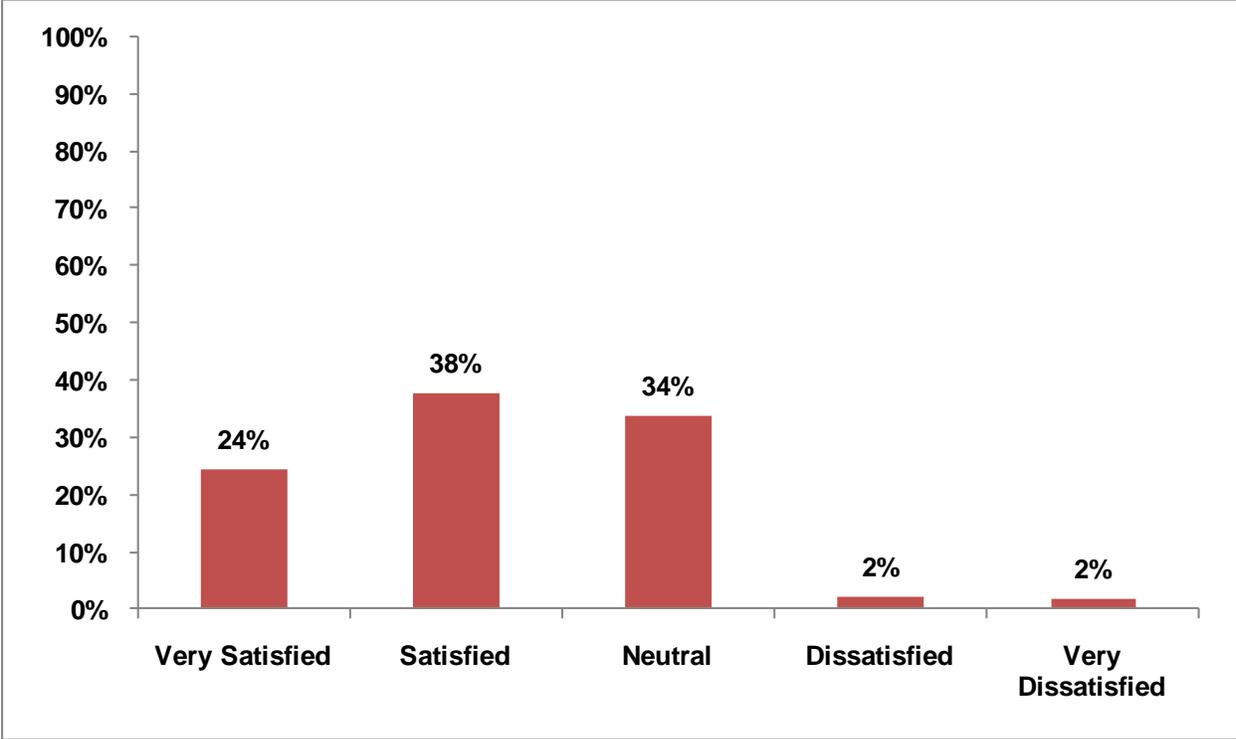
N=677

Selection of hot food choices



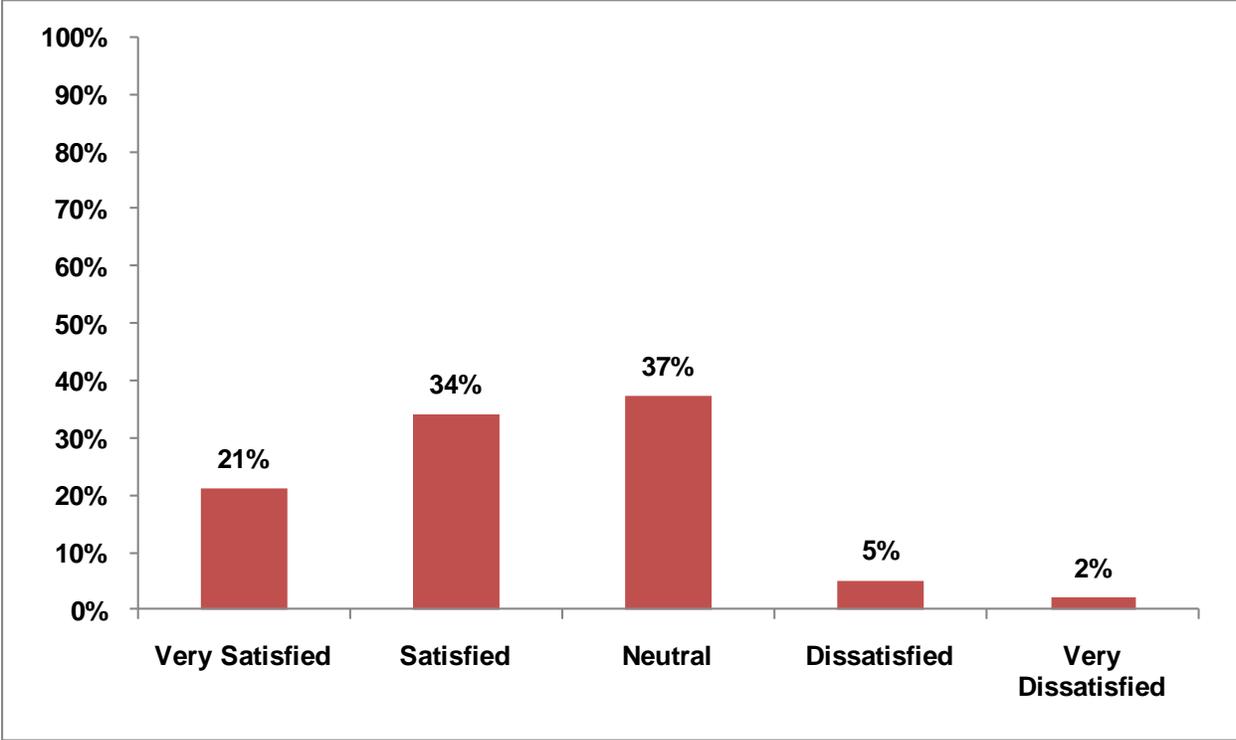
N=677

Cleanliness of food service area



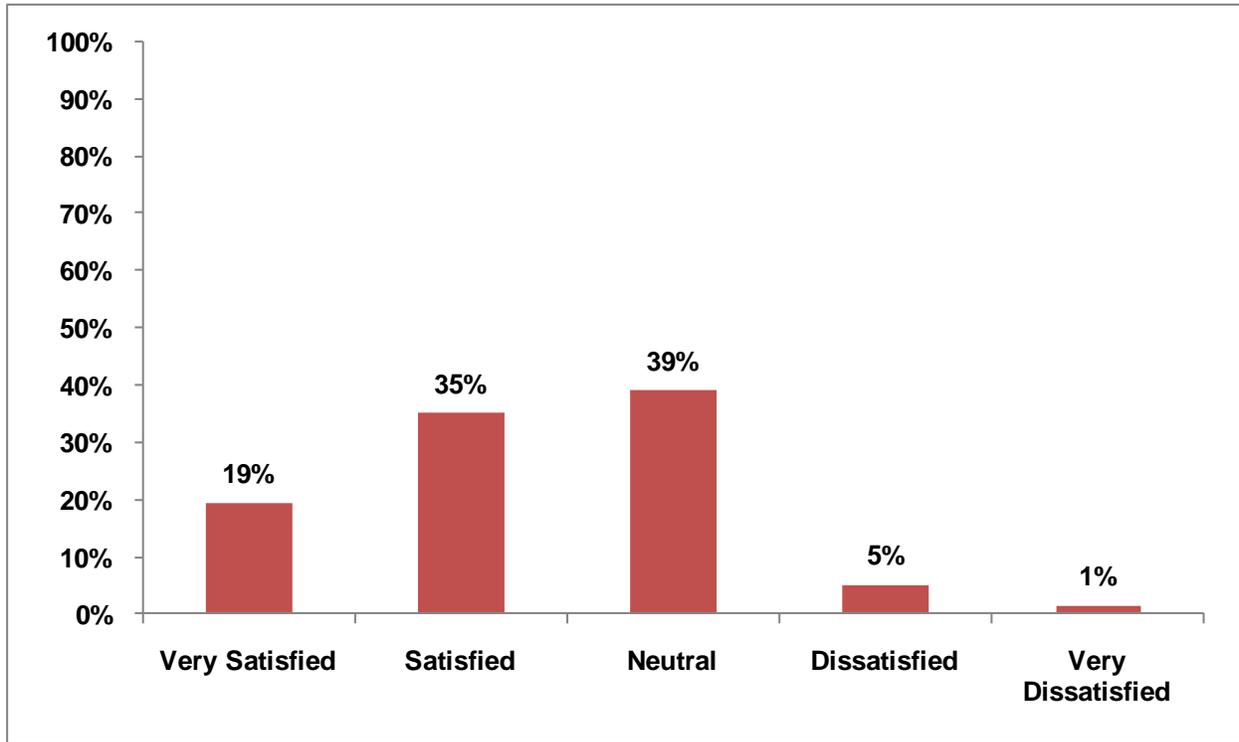
N=677

Food inventory levels



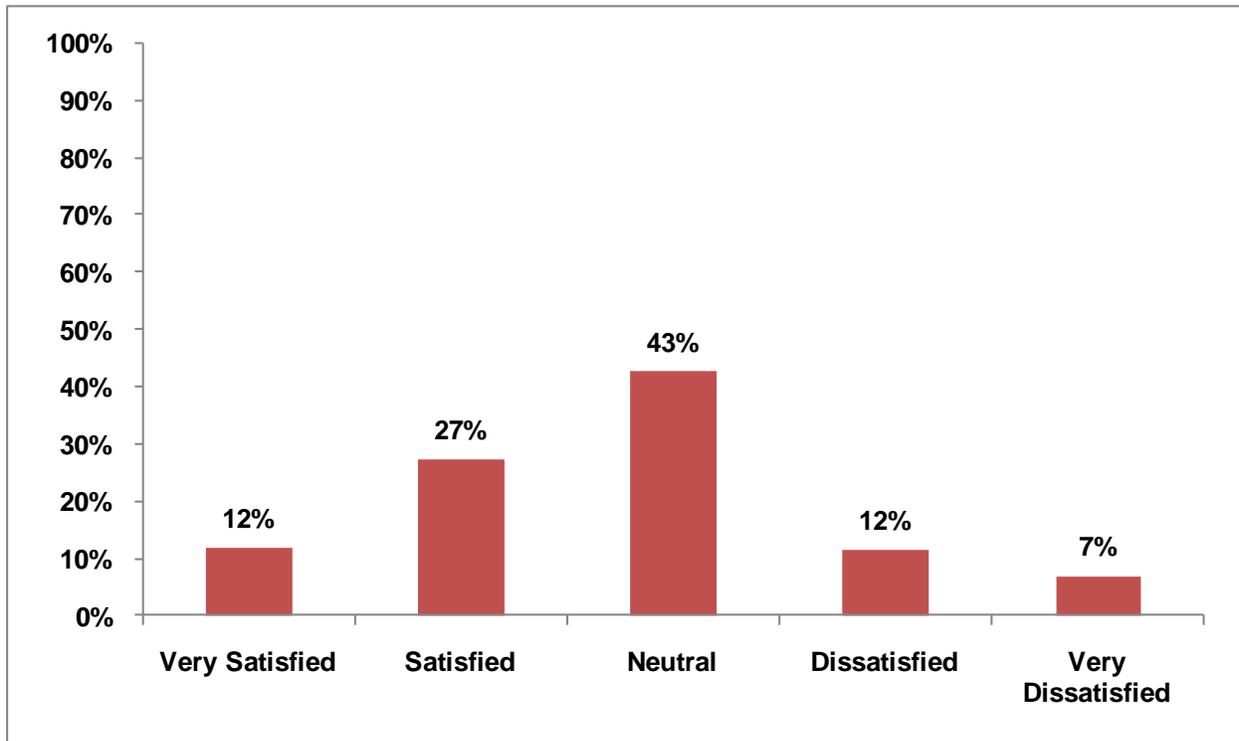
N=677

Wait time



N=677

Prices

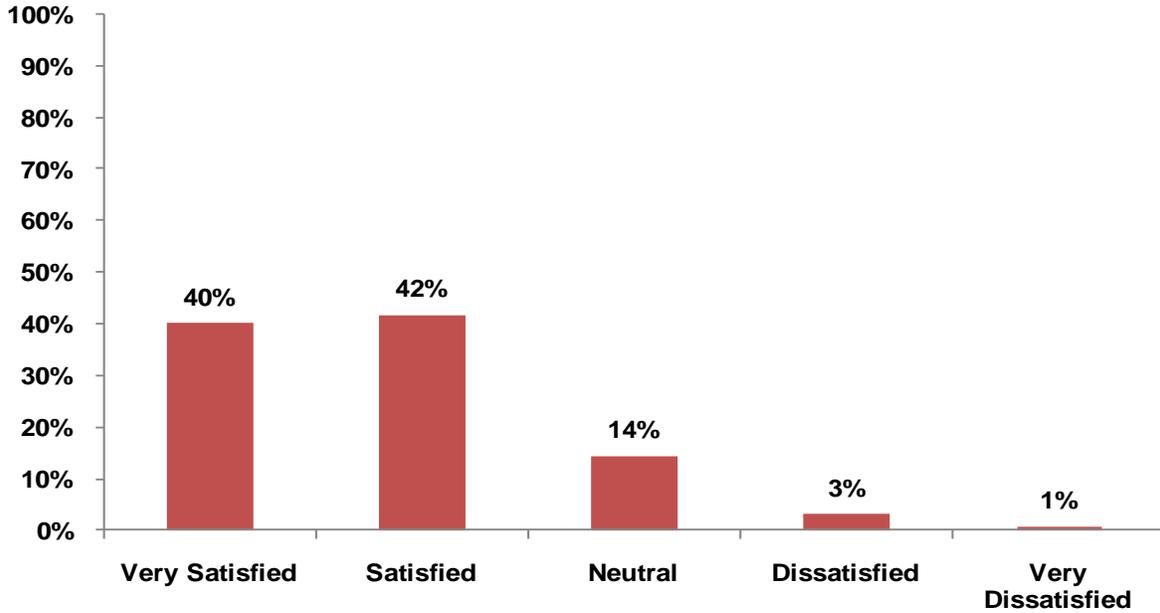


N=677

Bookstore

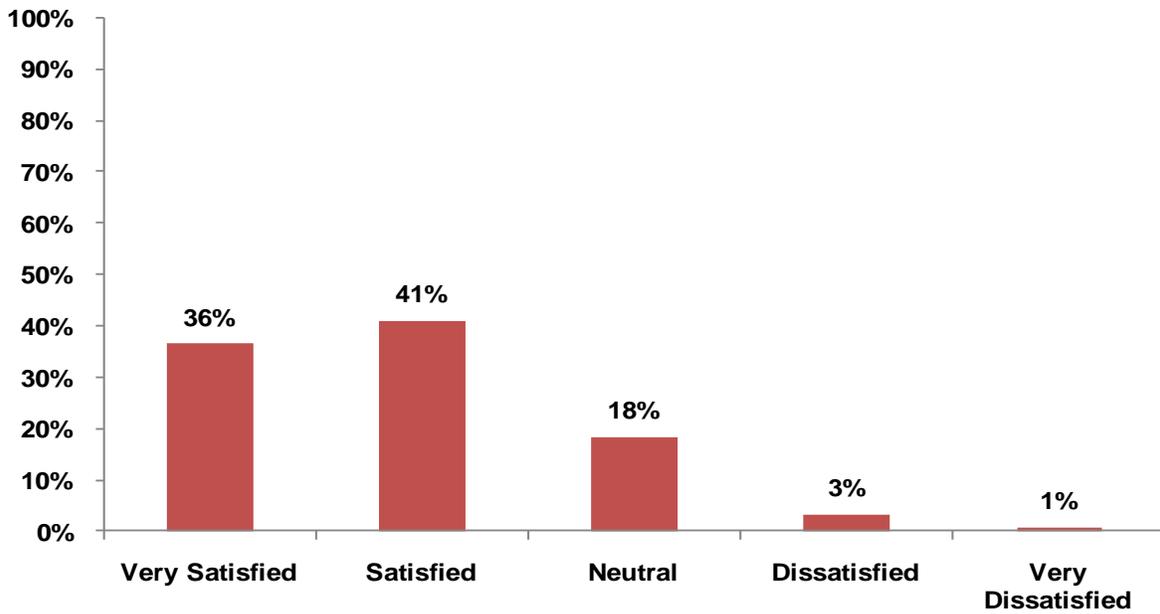
Based on your experience with the Southwestern College Bookstore, please indicate your level of satisfaction with the:

Courteousness of staff



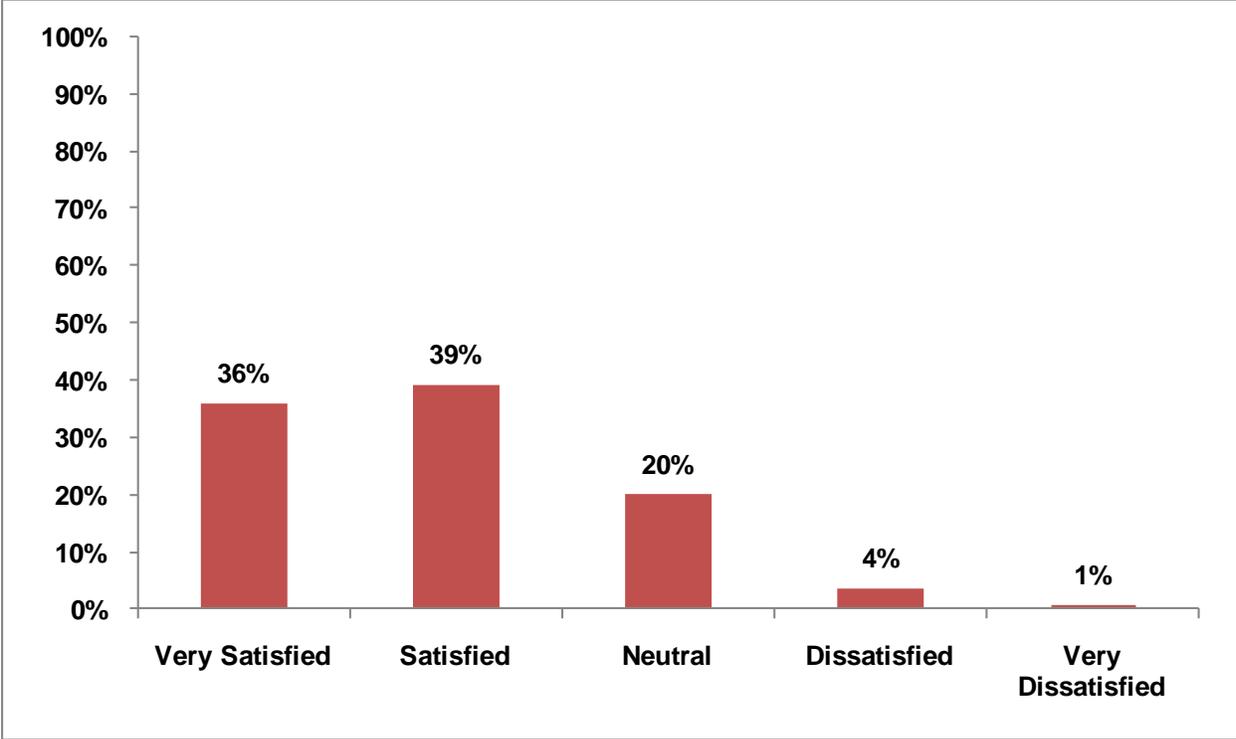
N=677

Staff knowledge about textbook selection



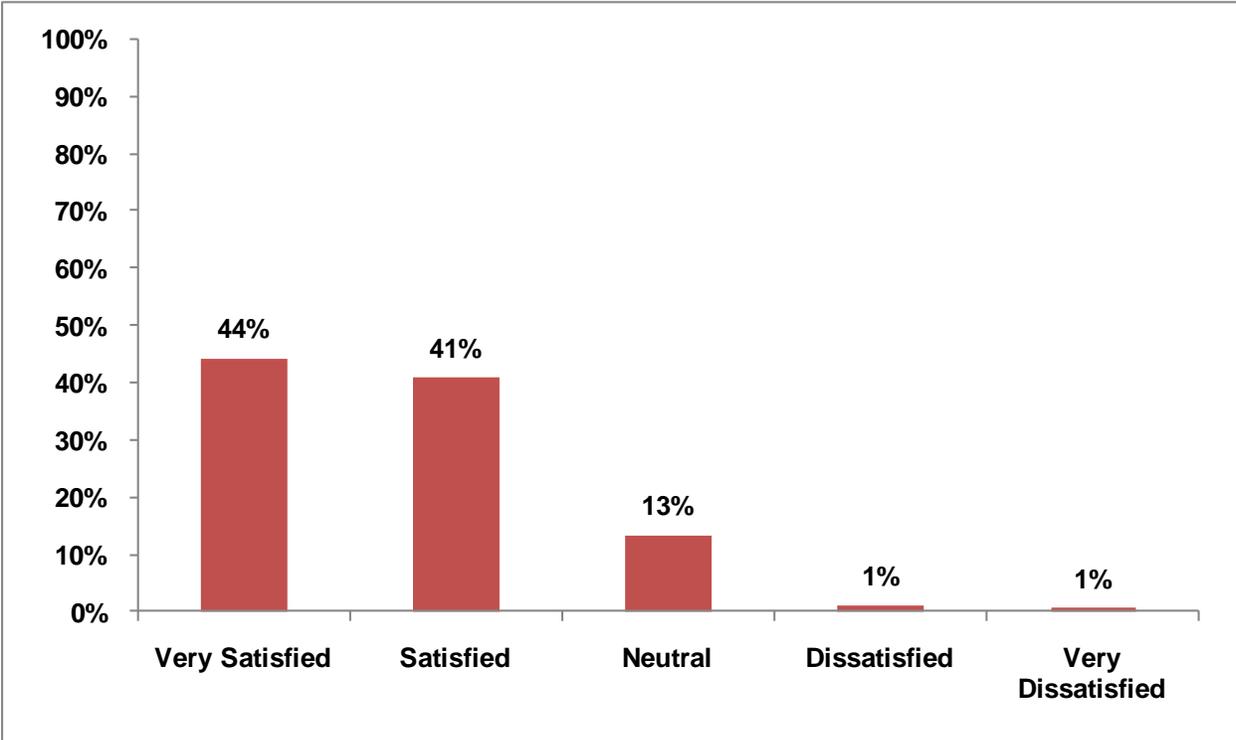
N=677

Staff knowledge about product information



N=677

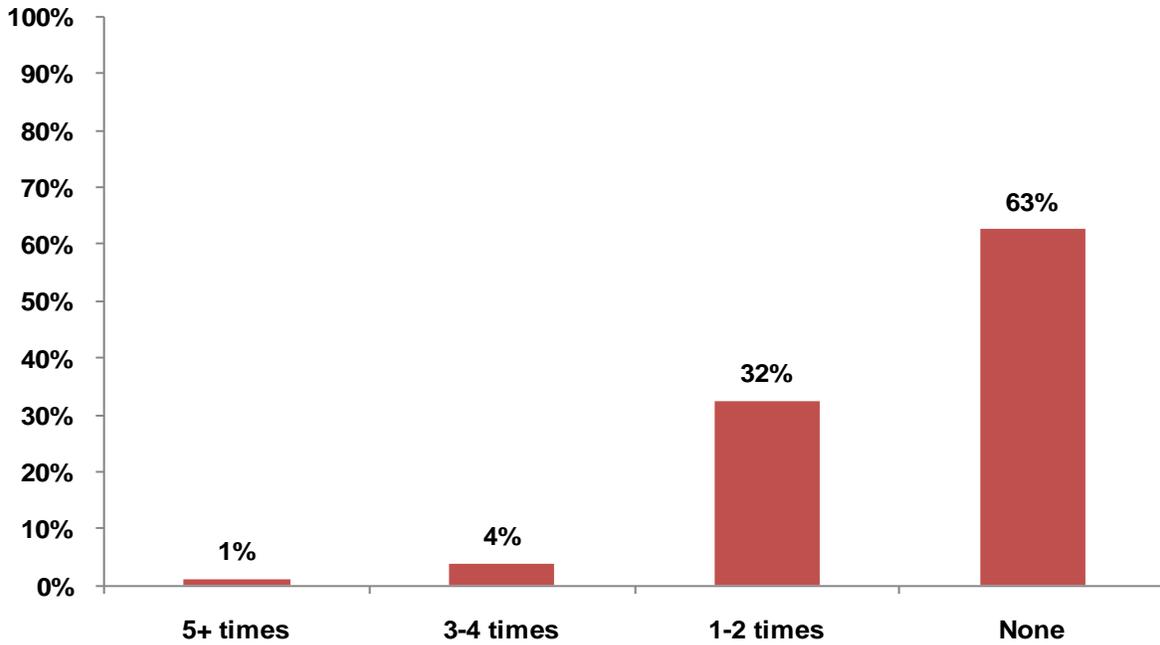
Cleanliness of store



N=677

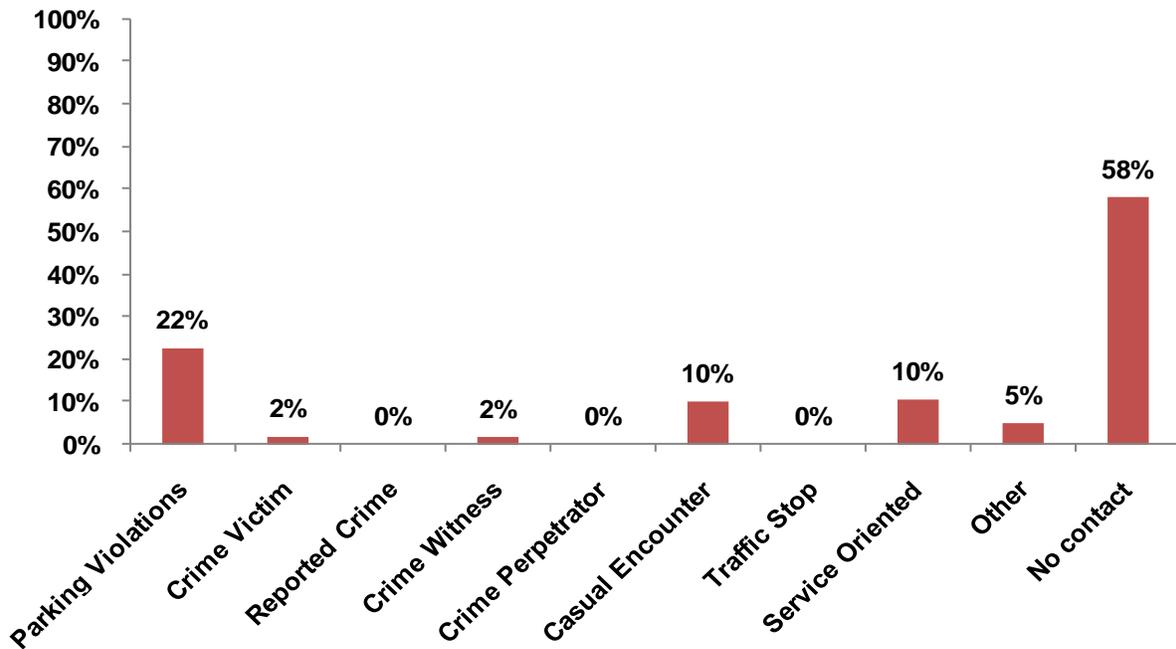
Police

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



N=676

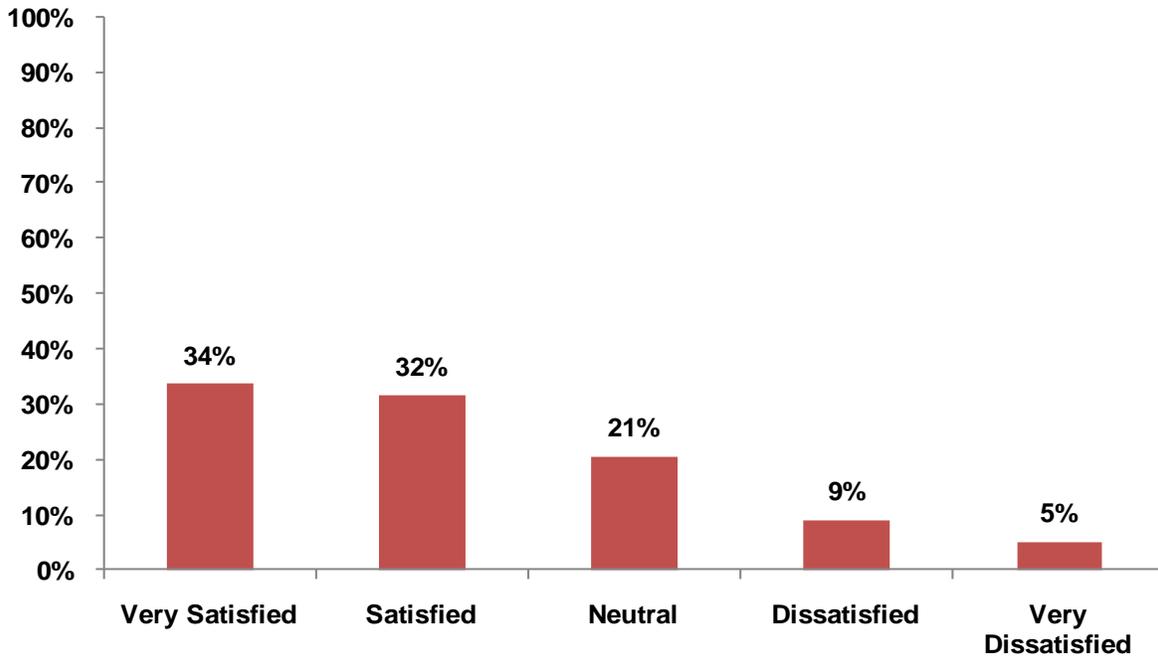
Please select which ways you had contact with the Campus Police:



N=676

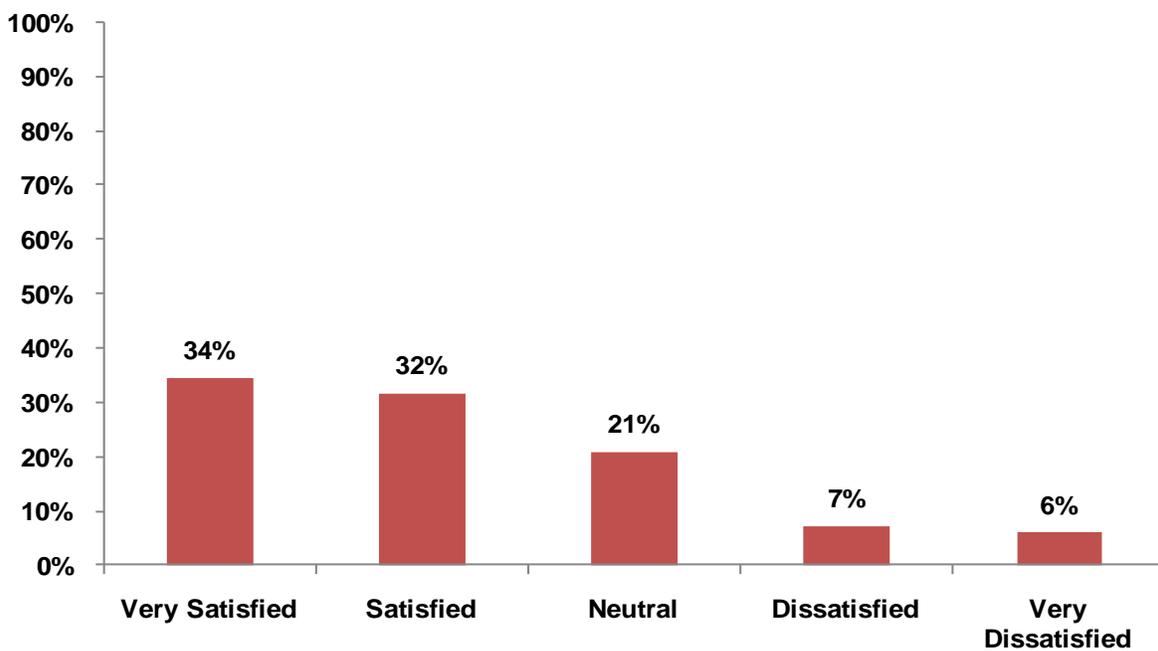
Based on your experience with the College Police Department, please indicate your level of satisfaction with: (only students who indicated contact with Police)

Helpfulness of staff



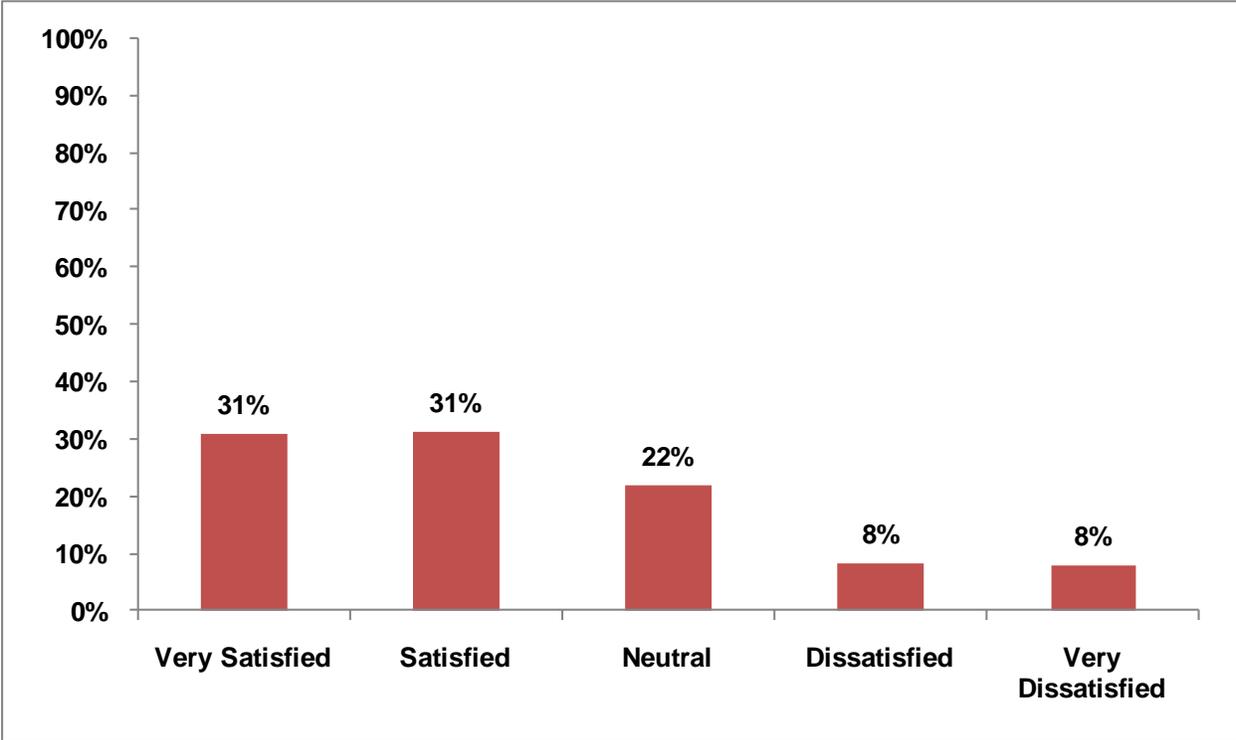
N=253

Courteousness of staff



N=253

Your overall experience

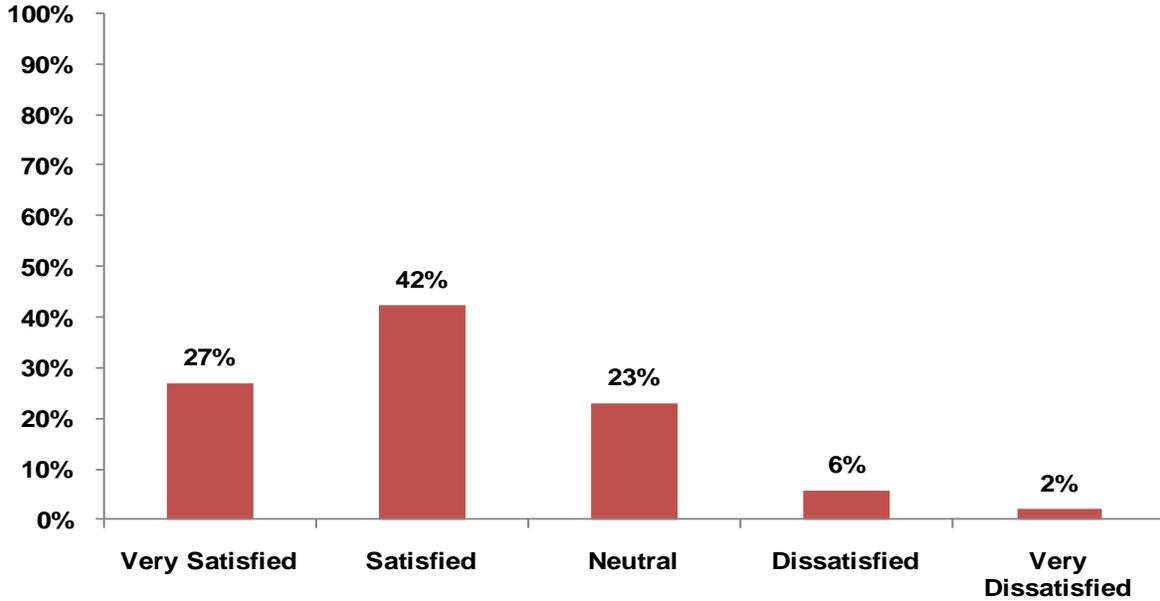


N=253

Cashier

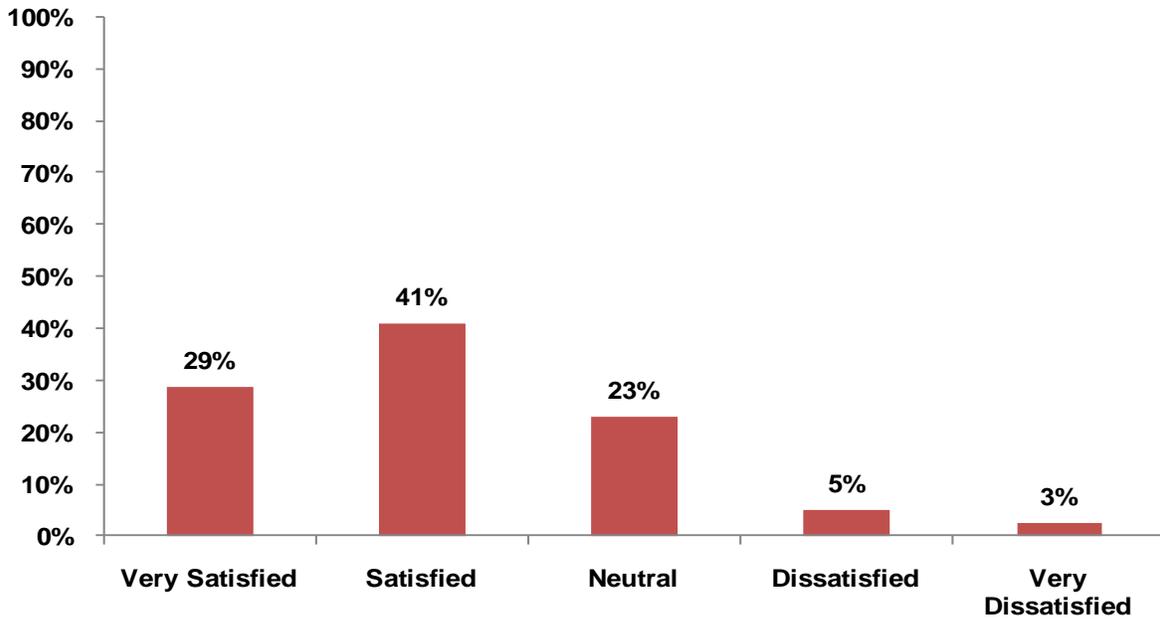
Based on your experience with the College Cashier's Office, please indicate your level of satisfaction with the:

Friendliness and courteousness of staff



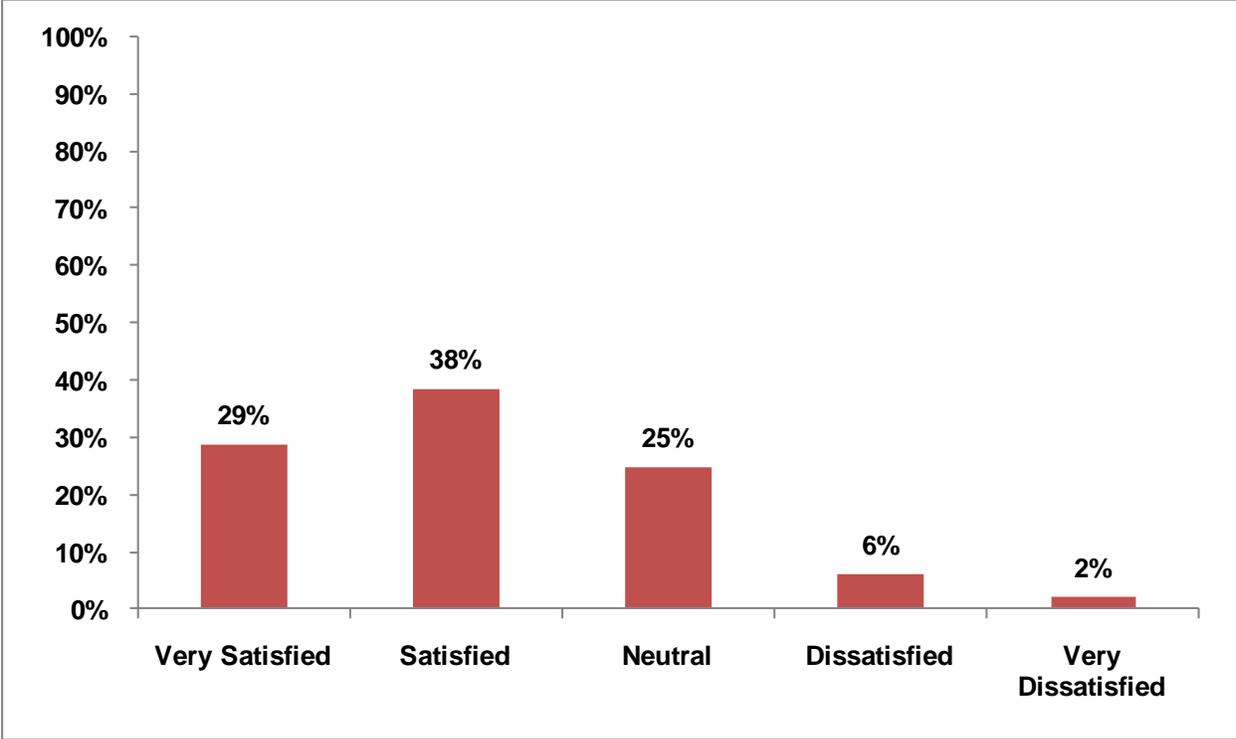
N=676

Staff's efficiency in processing transactions accurately



N=676

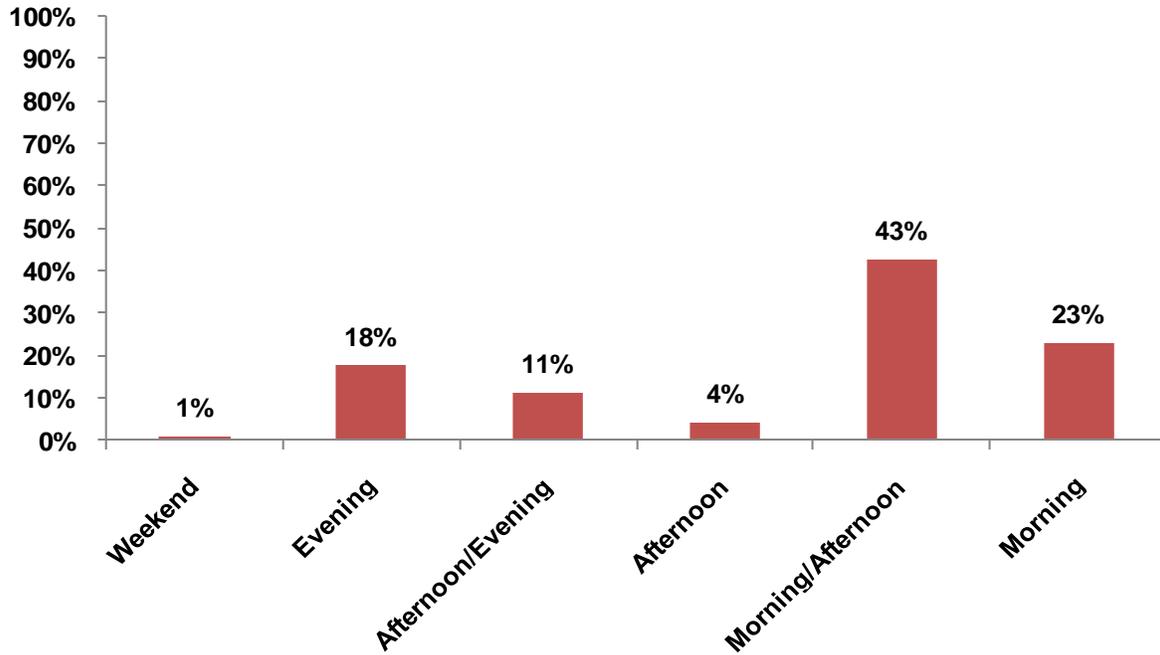
Staff's knowledge about student services and policies



N=676

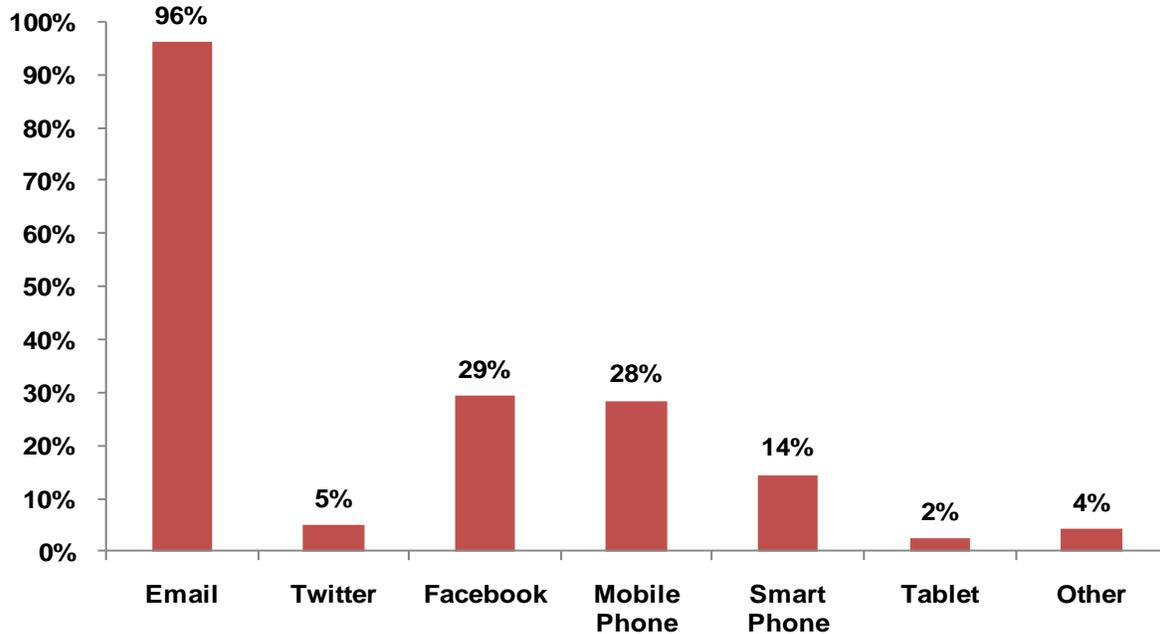
Demographics

The majority of my classes are



N=676

Please indicate the communication method that you prefer for social and business networking (check all that apply)



N=676