



Southwestern Community College
Student Satisfaction Survey

Spring 2012

Prepared by the Office of Institutional Effectiveness and Institutional Research, Planning and Grants

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Southwestern College Student Satisfaction Survey-Spring 2012

Background

The Southwestern College Student Satisfaction survey was prepared by a committee comprised of faculty, staff, and administrators. It was administered using SurveyMonkey—a web-based open source survey software. The initial email inviting responses was sent out on February 16, 2012 with reminder emails to non-respondents sent out on February 29, 2012. The survey closed on March 8, 2012. A total of 19,367 invitations were sent out by email. One thousand, three hundred sixty-four (1,364) surveys were completed for a response rate of approximately seven percent (7%). One thousand, two hundred ten respondents (1,210) answered all of the questions, with the remaining respondents either partially or substantially completing the survey.

Survey Analysis

Description

The Student Satisfaction survey makes use of several reporting techniques. Bar charts and the underlying counts (“frequencies”) used to generate these charts comprise the most prominent feature of this report. These bar charts represent the graphical analysis portion of this report and include summary data related to overall respondent counts, categorical frequencies and response percentages. This graphical analysis is supplemented by a numerical (“quantitative”) analysis of survey data composed of survey score averages, medians, modes and standard deviations. These measures can be found within the *Statistical Summary* tables found at the end of each question group. Moreover, when warranted, “yes” and “no” survey response frequencies and percentages are included as part of bar chart and *Statistical Summary* data totals.

Methodology

Together, these graphic and quantitative representations of survey data constitute a descriptive statistical analysis and convey the most salient features of the underlying information. An important component of this descriptive analysis is the Likert rating system associated with many of the question items found in the Student Satisfaction survey. With the exception of a single question related to *familiarity* with campus services and departments, all Likert item questions in the survey utilized a rating system associated with satisfaction levels:

Survey Rating Scales

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

The exception is found in the introductory survey question. In that instance, the scoring methodology is similar in structure to the satisfaction-level framework, but is now related to the level of familiarity with campus services and departments.

Statistical Definitions

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

- **Average score:** The average score is computed as the sum of the rating scores divided by the total number of responses for each survey question.
- **Median score:** The median score is the middle value after scores are ordered from smallest to largest, or vice versa. Even and odd scores counts require distinct computational techniques. In the case of an odd count, the middle value is immediately apparent after data ordering. When the count is even, and after data ordering, the median is found by adding the middle two values and dividing by two.
- **Mode:** The mode is the value or category repeated most often in the survey data.
- **Response percent:** The response percent is the percentage found by dividing the total number of survey responses by the sum of both survey responses and non-responses.
- **Standard deviation:** The standard deviation is a measure of the dispersion of the data away from the average score. Standard deviations with a lower numerical value tend to indicate data nearer the average score, while higher values indicate data with a greater distance away from the average score.

Strengths and Weaknesses of Surveys

As a rule, surveys are often strong in terms of statistical reliability, but weak in terms of statistical validity. Statistical reliability is a reference to the degree a survey question will actually reflect the perceptions and attitudes under study. In the context of this Student Satisfaction survey study, reliability would be the extent to which each survey query has meaningfully captured student perceptions and attitudes—in other words, each question should mean the same thing to everyone taking the survey.

Statistical reliability is often a function of careful question structure and wording. Thus, reliability can be assured by simply refining queries until each is concise in terms of their meaning. Unfortunately, while surveys can be made more reliable through careful editing, surveys are sometimes prone to problems related to their underlying statistical validity. Validity

is a reference to the extent a given survey question correctly measures the concept under study.

To ensure statistical validity, survey queries must include the appropriate survey benchmarks to assess what is being studied, and not something else. For example, within the Student Satisfaction survey, each item related to student familiarity with campus services and departments is clearly intended to measure “awareness.” It would be inappropriate to use this question to assess campus service or department *needs*—that is, as a needs assessment instrument.

The statistical results found in the following report are intended to represent a “campus snapshot” for the spring 2012 semester. Access to earlier Southwestern College Student Satisfaction Surveys is available from the Office of Institutional Effectiveness website under its Research Unit link.

Familiarity with Campus Services & Departments

Students were queried in regard to their familiarity with 23 campus services and departments. Statistical results presented under the *Familiarity with Student Services/Departments* summary reflect two distinct measures. The first measure is comprised of the combined percentages associated with the “Very Familiar,” “Familiar” and “Somewhat Familiar” response categories. This sum of individual category percentages is used to create a *Familiarity* percentage index. The second measure is an average score of satisfaction levels. Average scores are based on a rating scale of *Very Familiar* = 5, *Familiar* = 4, *Somewhat Familiar* = 3, *Not familiar* = 2, *N/A- Never heard of it* = 1.

For the purpose of analysis, the choice of either the percentage index or average score would be appropriate for assessing student familiarity with campus services and departments.

- In order to ensure a valid comparison of campus services and departments, two major sub-groups were generated: (1) *Student Services & Departments* and (2) *Institutional Support Services & Departments*. This separation of service and departmental types permits a more concise analysis based on institutional role.
- It is important to note that both the percentage and average score indices for student familiarity does not represent a (preference) ranking of student satisfaction levels for a given service or department. Rather, these values should be viewed as the level of “awareness” associated with each campus service or department.
- An implicit assumption exists regarding student familiarity with *Student Services & Departments*. Global or open eligibility student services and departments would be expected to have higher familiarity indices; conversely, specialized or limited eligibility student services and departments should be expected to have a lower familiarity index.

Familiarity with Services/Departments

Question 1.	Please indicate your familiarity with each of the following services/departments offered at Southwestern College:		
	<ul style="list-style-type: none"> • Admissions & Records • Bookstore • Career Center • Cashiering • Counseling • Custodial • Disability Support Services • Associated Student Organization (ASO) & Student Clubs 	<ul style="list-style-type: none"> • College Police • Grounds • EOPS/CARE • Facilities • Financial Aid • Student Affairs • Assessment/ Prerequisites Center • Center for Technical Education(CTECS)/ Women’s Resource Center 	<ul style="list-style-type: none"> • Health Services • Maintenance • Outreach • Service Learning • Veteran’s Services • Transfer Center • Student Employment Services • Food Services/ Cafeteria

Statistical Results: Student Services & Departments

<u>Item</u>	<u>Familiarity</u>	<u>Average Score</u>
Admissions & Records	94.3%	4.1
Counseling	87.3%	4.0
Financial Aid	86.9%	4.0
Assessment/Prerequisites Center	83.0%	3.7
Career Center	73.7%	3.4
Transfer Center	66.6%	3.2
Health Services	63.1%	3.2
Student Employment Services	60.7%	3.1
EOPS/CARE	60.0%	3.1
Associated Student Organization (ASO) and Student Clubs	58.3%	3.0
Disability Support Services	53.9%	2.9
Veteran's Services	48.9%	2.8
Service Learning	48.6%	2.7
Outreach	36.4%	2.4
Center for Technical Education CTECS/Women’s Resource Center	31.8%	2.3

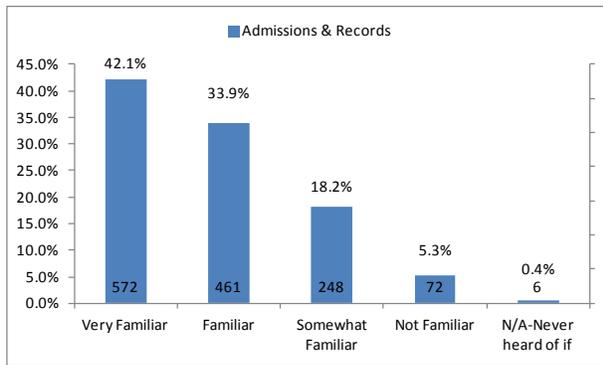
Statistical Results: Institutional Support Services & Departments

Southwestern College Bookstore	96.3%	4.4
Food Services/Cafeteria	83.2%	3.8
Cashiering	79.5%	3.7
Facilities	78.9%	3.5
College Police	76.6%	3.4
Grounds	65.8%	3.2
Maintenance	53.3%	2.8
Custodial	45.9%	2.6

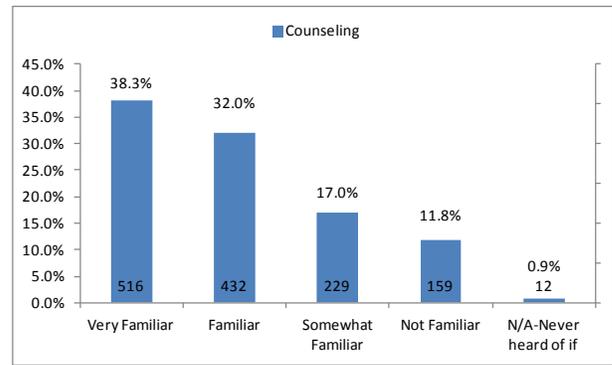
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(Note: Student Affairs familiarity with services & departments data unavailable.)

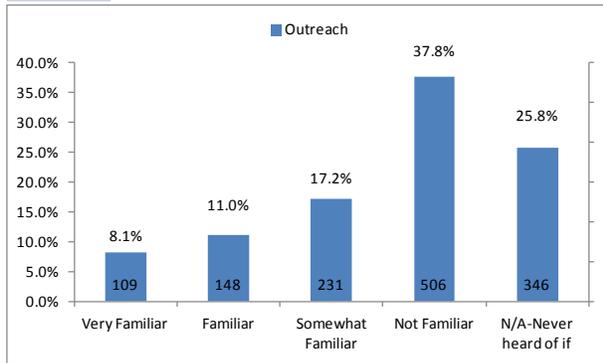
Response Count:	1362	No Response:	2	Response Percent:	99.8%
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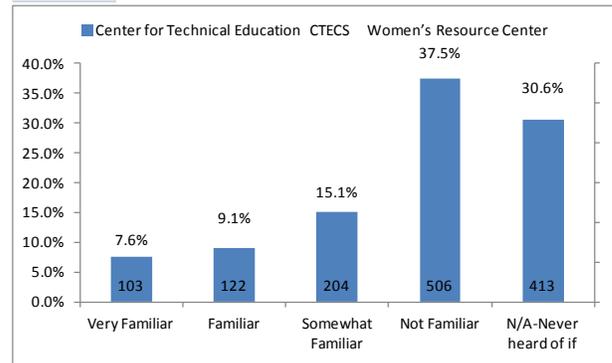
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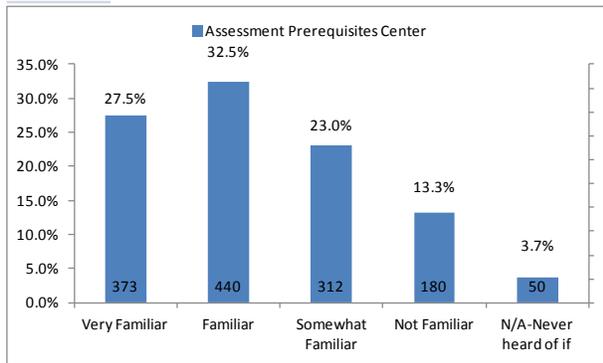
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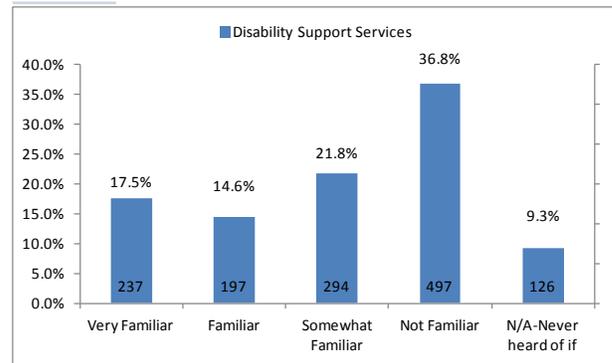
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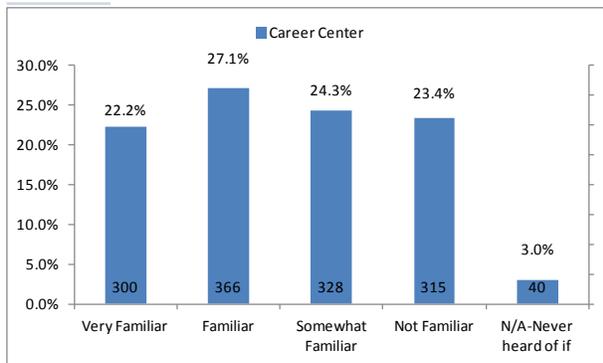
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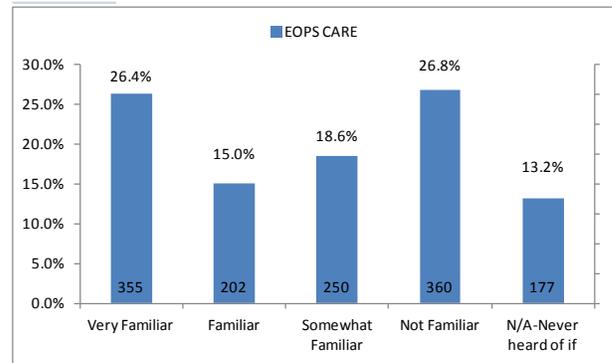
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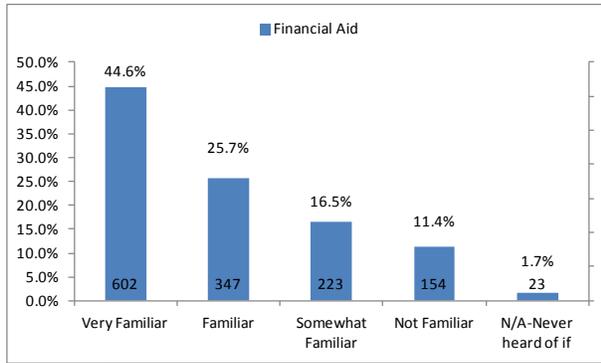


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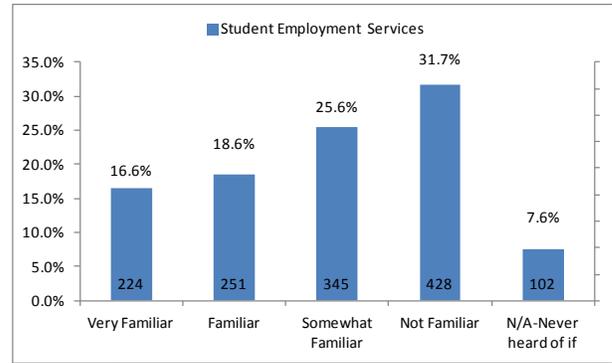


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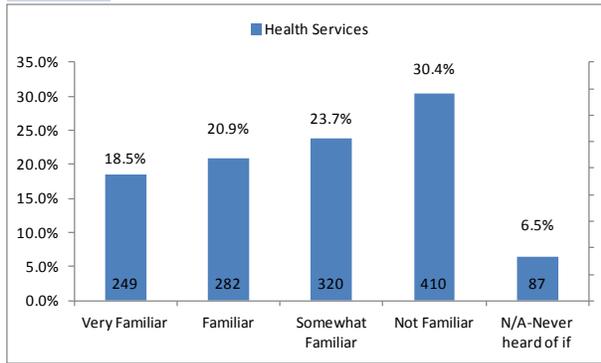
Questions, Charts and Results



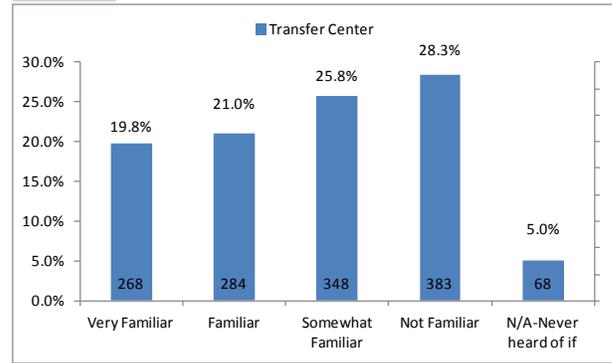
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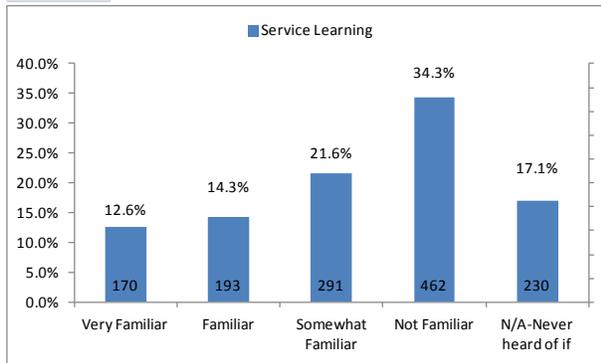
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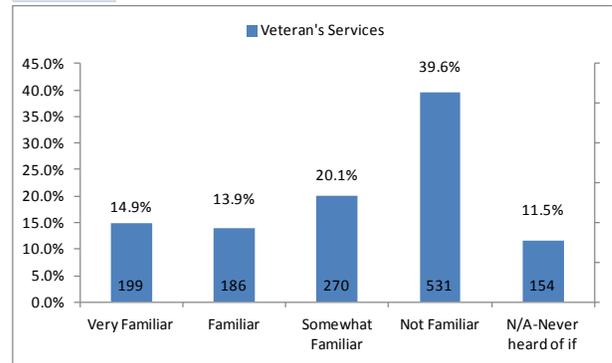
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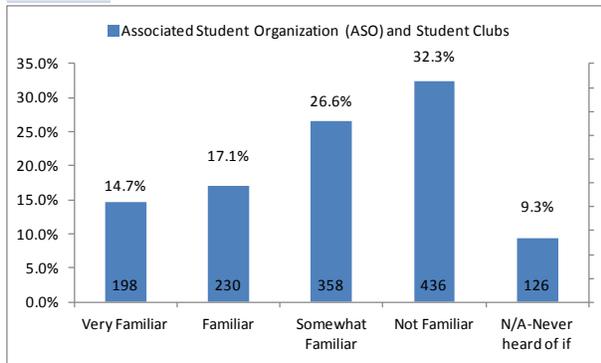
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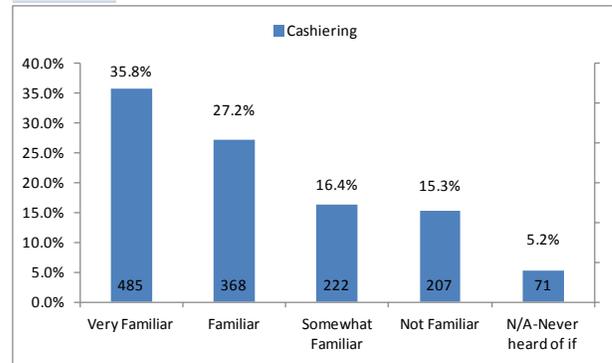
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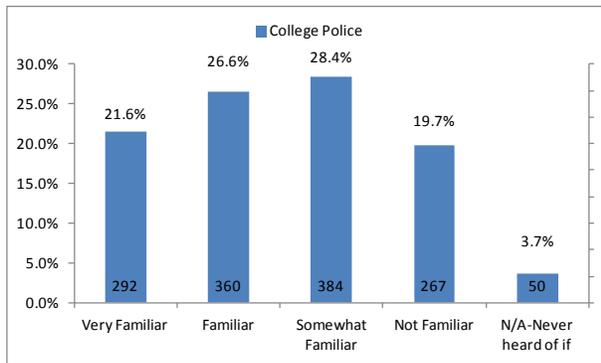
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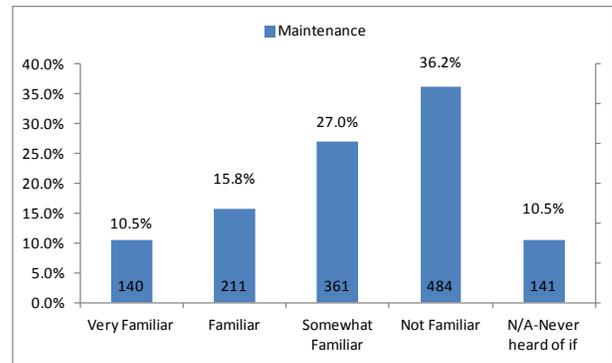
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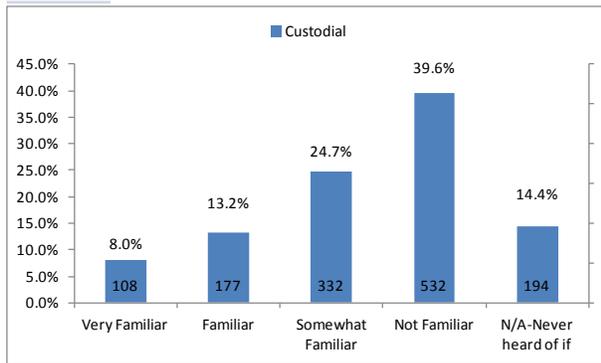
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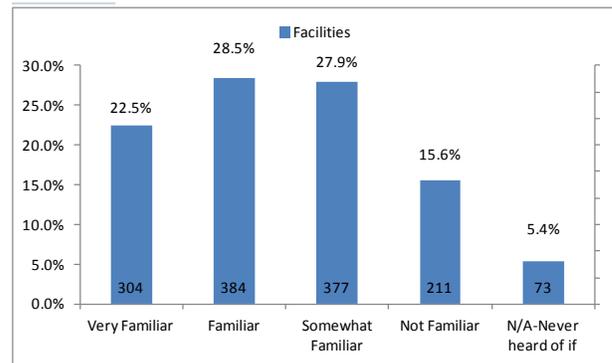
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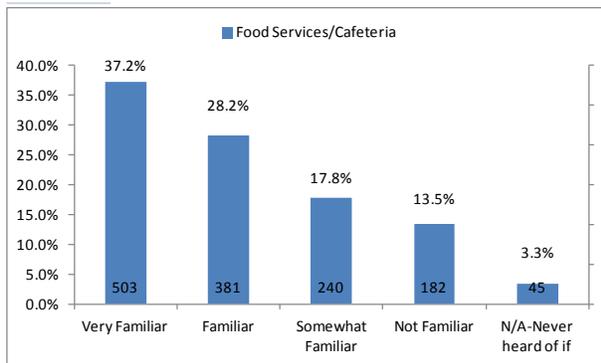
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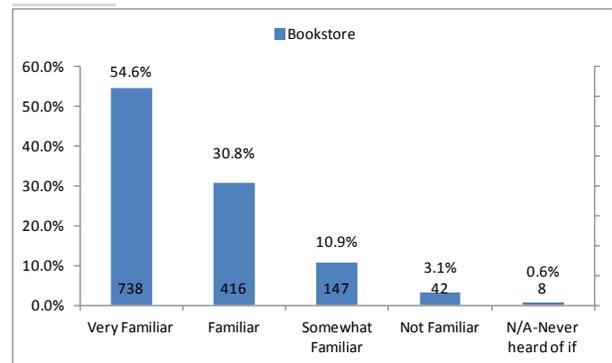
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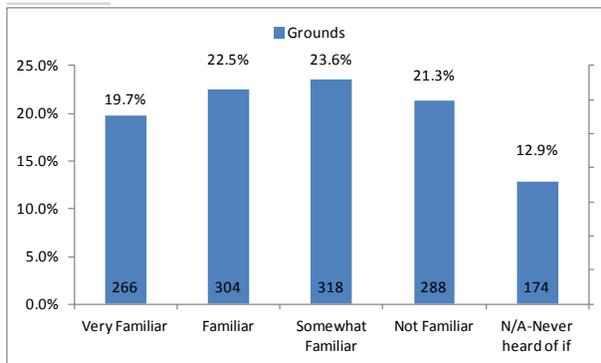
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(Note: Student Affairs familiarity with services & departments chart unavailable.)

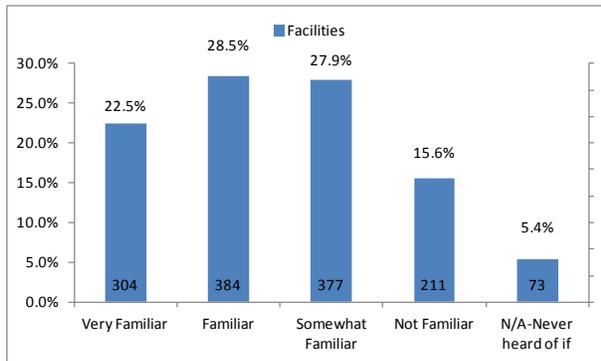
Student Support Services & Departments

Student services and departments are ubiquitous aspects of campus life for students. Southwestern College student service/department are important resources for ensuring academic progress and achievement, the development of financial and economic well-being, in preparation for entry into campus life or transfer, and many other objectives. The Student Satisfaction Survey provides a means for individual services and department to assess program outcomes. The following charts and statistical results provide a broad assessment framework in relation to 16 of Southwestern College's student service/departments.

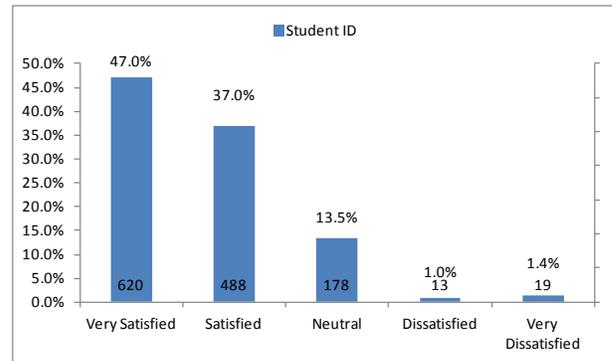
- Survey items made use of Likert ratings for satisfaction levels (i.e. *Very Satisfied* = 5, *Satisfied* = 4, *Neutral* = 3, *Unsatisfied* = 2, and *Very Unsatisfied* = 1), Yes/No prompts, and multiple choice queries related to primary program and service offerings, or alternative options.
- Eleven (11) student service/departments utilized Likert ratings in some manner, whether in combination with Yes/No prompts or multiple choice queries, or using all three survey formats. The student services and departments utilizing Likert satisfaction ratings prompts include *Admissions and Records*, *Financial Aid*, *Transfer Center*, *Health Services*, *Women's Resource Center*, *Center for Technical Education and Career Success (CTECS)*, *Veterans Services*, *Career Center*, *Student Employment Services*, *Disability Support Services*, and the *Counseling Center*.
- Five (5) student service/departments made use of Yes/No prompts, multiple choice queries, or a combination of the two. These student service/departments are *Student Affairs*, *EOPS/CARE*, *Academic Success Center*, *Associated Student Organization of Southwestern College (ASO)* and *Inter Club Council (ICC)*, and the *Assessment Center/Prerequisites Center*.

Admissions and Records

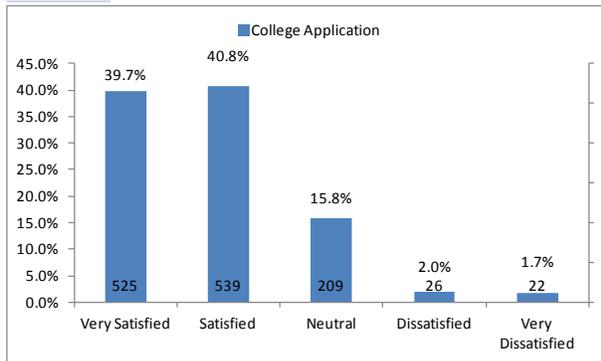
Question 2.	For each item listed below, please indicate your level of satisfaction:
	<ul style="list-style-type: none"> College Application College Registration Process Student ID Transcript Request Service
Question 3.	For each item listed below, please indicate your level of satisfaction with the timeliness of service.
	<ul style="list-style-type: none"> Student ID Process Transcript Evaluation Process Transcript Service



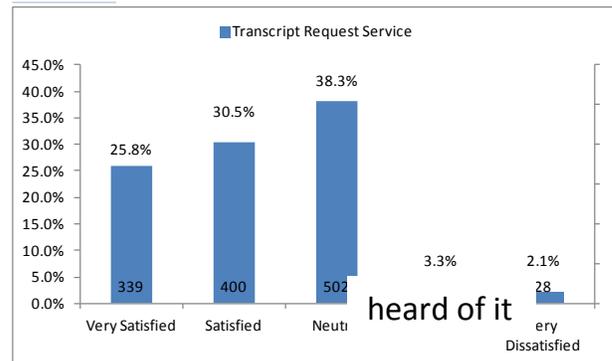
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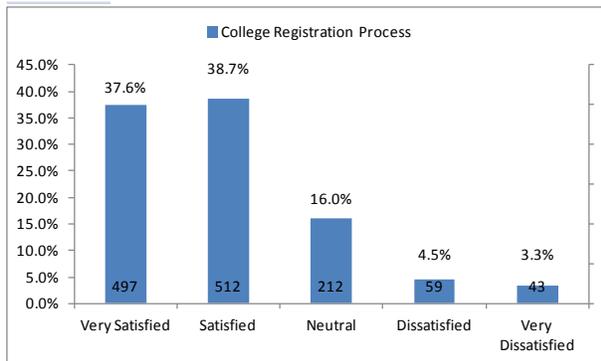
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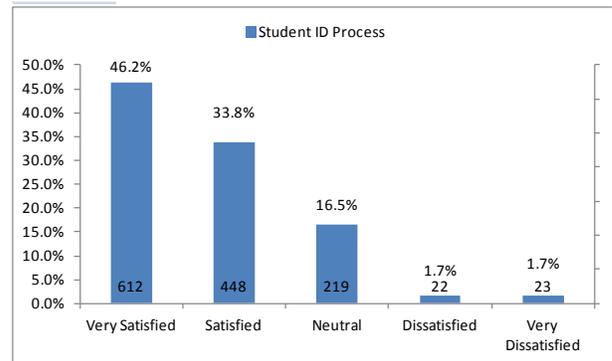
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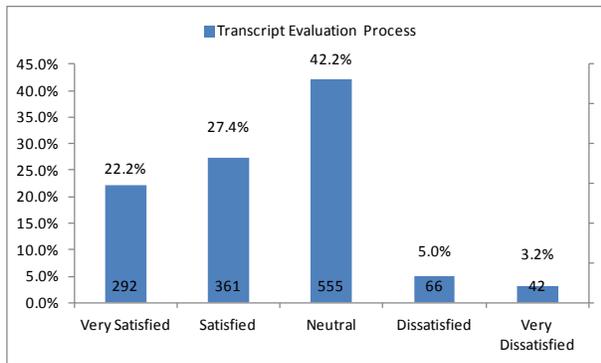
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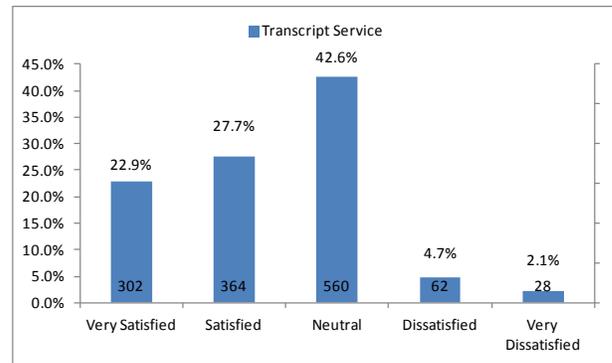
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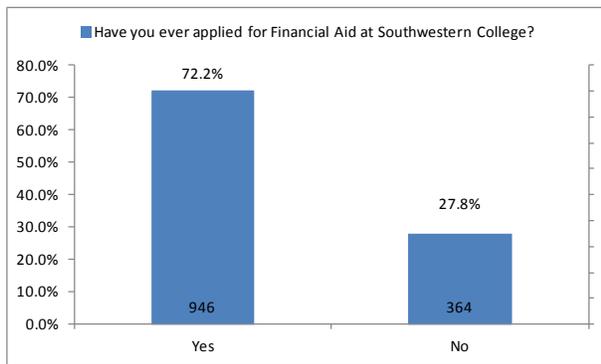
Statistical Results: Admissions and Records

	<u>Item</u>	<u>Response Count</u>	<u>No Response</u>	<u>Response Percent</u>	<u>Average Score</u>	<u>Median Score</u>	<u>Standard Deviation</u>
Question 2-1.	College Application	1321	43	97%	4.1	4	0.9
Question 2-2.	College Registration Process	1323	41	97%	4.0	4	1.0
Question 2-3.	Student ID	1318	46	97%	4.3	4	0.8
Question 2-4.	Transcript Request Service	1312	52	96%	3.7	4	0.9
Question 3-1.	Student ID Process	1324	40	97%	4.2	4	0.9
Question 3-2.	Transcript Evaluation Process	1316	48	96%	3.6	3	1.0
Question 3-3.	Transcript Service	1316	48	96%	3.6	4	1.0

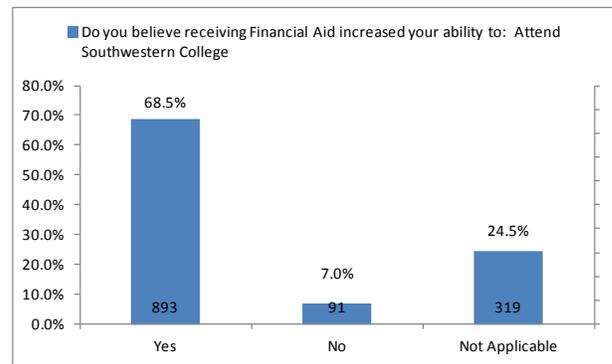
Scoring based on: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1

Financial Aid

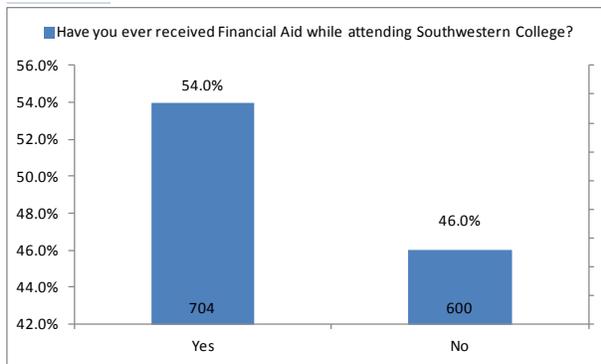
Question 4.	Have you ever applied for Financial Aid at Southwestern College?
Question 5.	Have you ever received Financial Aid while attending Southwestern College?
Question 6.	Do you believe receiving Financial Aid increased your ability to: <ul style="list-style-type: none"> • Attend Southwestern College? • Succeed in your classes at Southwestern College?
Question 7.	Are you aware of the rights and responsibilities of a Financial Aid Student?
Question 8.	Have you used any of the Southwestern College Financial Aid Office's online services?
Question 9.	Based on your experience using online services provided by the Southwestern College Financial Aid Office, please indicate your level of satisfaction with: <ul style="list-style-type: none"> • Amount of information provided • Accuracy of information provided • Timeliness of information • Helpfulness of staff • Timeliness of aid disbursements • Ease of application process • Overall quality of service



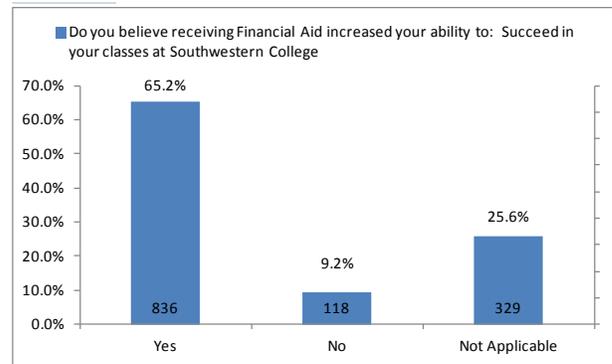
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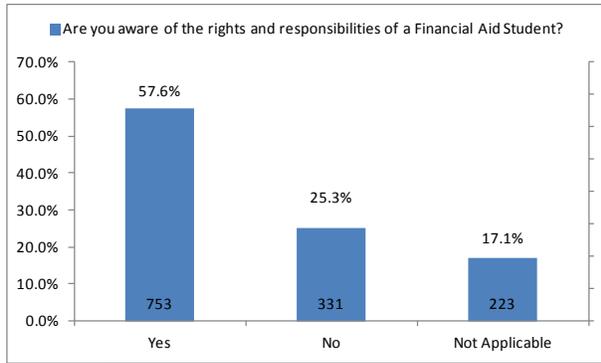
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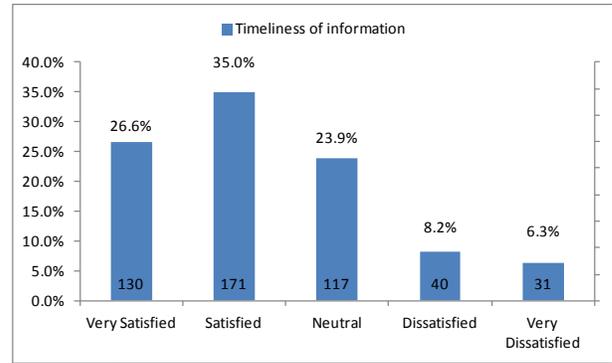
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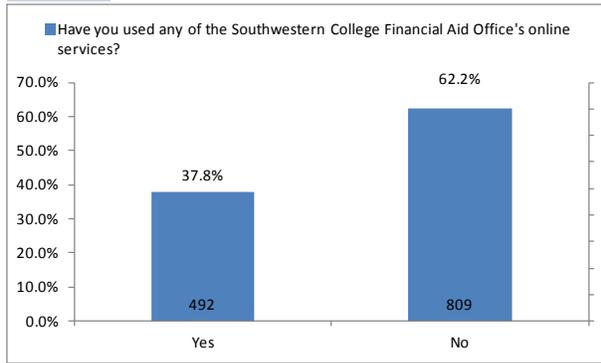
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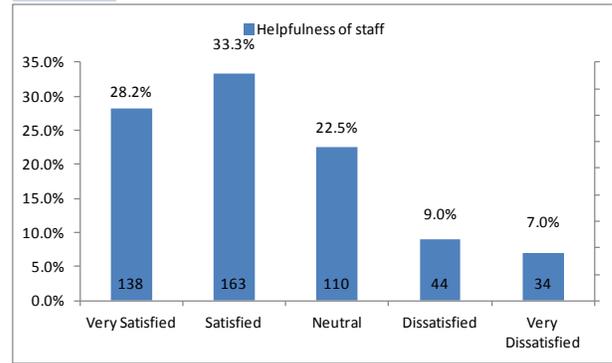
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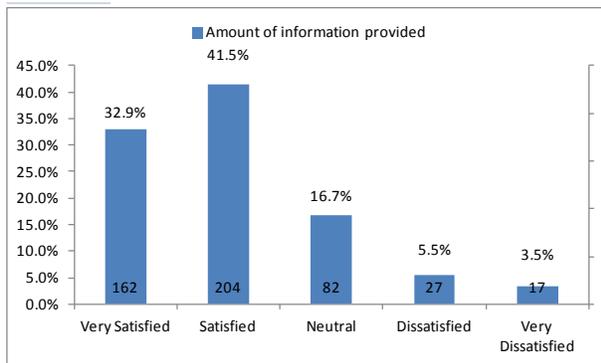
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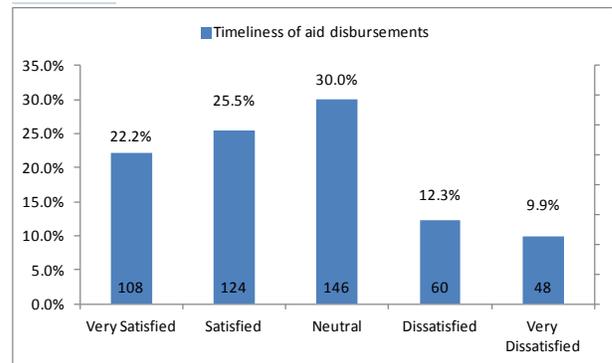
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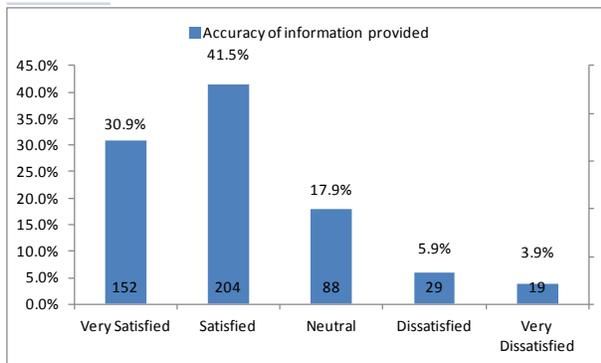
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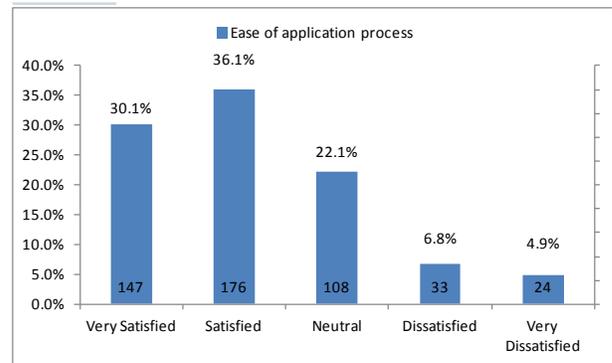
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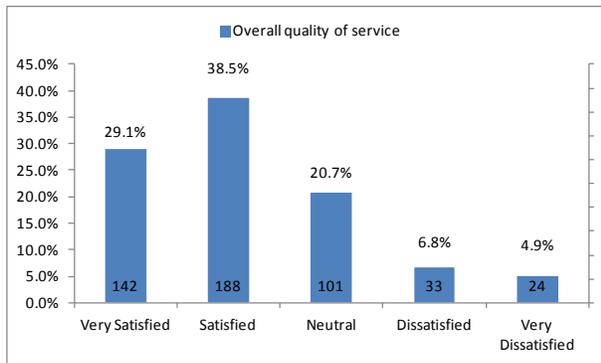
N=486



N=492



N=488



N=488

Statistical Results: Financial Aid

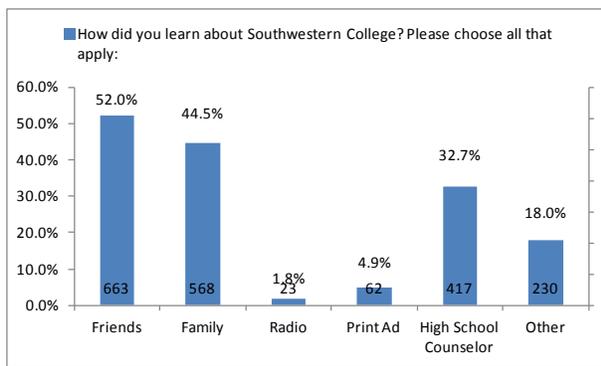
	<u>Item</u>	<u>Response Count</u>	<u>No Response</u>	<u>Response Percent</u>	<u>Percent "Yes"</u>	<u>Percent "No"</u>	<u>Percent N/A</u>
Question 4.	Have you ever applied for Financial Aid at Southwestern College?	1310	54	96%	72.2%	27.8%	—
Question 5.	Have you ever received Financial Aid while attending Southwestern College?	1304	60	96%	54.0%	46.0%	—
Question 6-1.	Do you believe receiving Financial Aid increased your ability to: Attend Southwestern College?	1303	61	96%	68.5%	7.0%	24.5%
Question 6-2.	Do you believe receiving Financial Aid increased your ability to: Succeed in your classes at Southwestern College?	1283	81	94%	65.2%	9.2%	25.6%
Question 7.	Are you aware of the rights and responsibilities of a Financial Aid Student?	1307	57	96%	57.6%	25.3%	17.1%
Question 8.	Have you used any of the Southwestern College Financial Aid Office's online services?	1301	63	95%	37.8%	65.2%	—

	<u>Item</u>	<u>Response Count</u>	<u>No Response</u>	<u>Response Percent</u>	<u>Average Score</u>	<u>Median Score</u>	<u>Standard Deviation</u>
Question 9-1.	Amount of information provided	492	872	36%	3.9	4	1.0
Question 9-2.	Accuracy of information provided	492	872	36%	3.9	4	1.0
Question 9-3.	Timeliness of information	489	875	36%	3.7	4	1.1
Question 9-4.	Helpfulness of staff	489	875	36%	3.7	4	1.2
Question 9-5.	Timeliness of aid disbursements	486	878	36%	3.4	3	1.2
Question 9-6.	Ease of application process	488	876	36%	3.8	4	1.1
Question 9-7.	Overall quality of service	488	876	36%	3.8	4	1.1

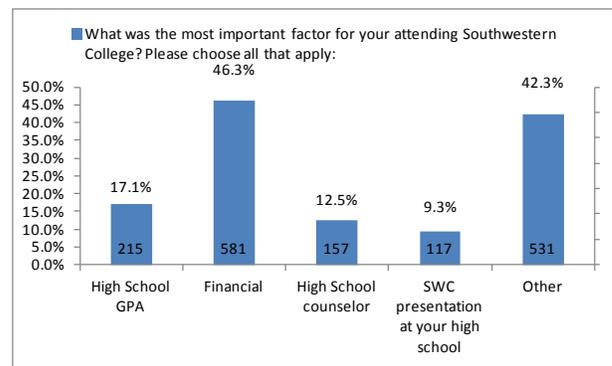
Scoring based on: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1

Student Affairs

Question 10.	How did you learn about Southwestern College? Please choose all that apply:
	<ul style="list-style-type: none"> • Friends • Family • Radio • Print Ad • High School Counselor • Other: (Please specify.)
Question 11.	What was the most important factor for your attending Southwestern College? Please choose all that apply:
	<ul style="list-style-type: none"> • High School GPA • Financial • High School Counselor • SWC presentation at your high school • Other: (Please specify.)



N=1275



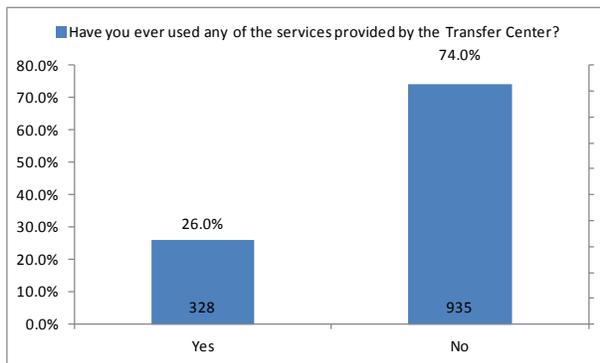
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Statistical Results: Student Affairs

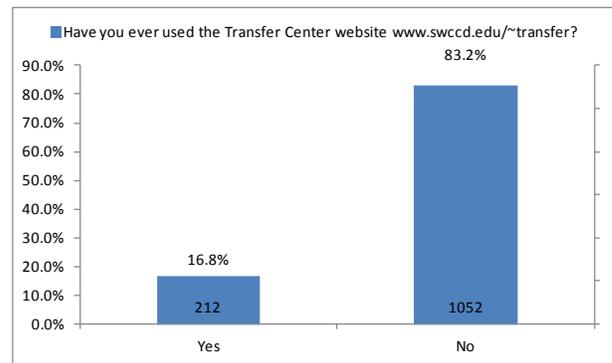
	<u>Item</u>	<u>Response Count</u>	<u>No Response</u>	<u>Response Percent</u>	<u>Mode</u>	<u>Count</u>	<u>Percent</u>
Question 10.	How did you learn about Southwestern College?	1275	89	93%	Friends	663	52.0%
Question 11.	What was the most important factor for your attending Southwestern College?	1254	110	92%	Financial	581	46.3%

Transfer Center

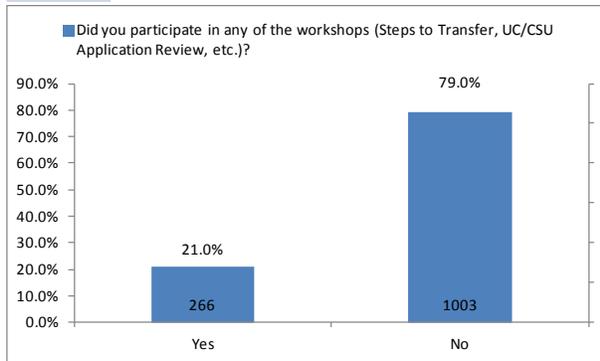
Question 12.	Have you ever used any of the services provided by the Transfer Center?
Question 13.	Did you participate in any of the workshops (Steps to Transfer, UC/CSU Application Review, etc.)?
Question 14.	Did you participate in any of the university campus tours?
Question 15.	Have you ever used the Transfer Center website www.swccd.edu/~transfer/ ?
Question 16.	Did you find the Transfer Center services helpful in meeting your educational goal or transfer goal?
Question 17.	Based on your experience with the Transfer Center, please indicate your level of satisfaction with: <ul style="list-style-type: none"> • Helpfulness of staff/Counselors • Your experience overall



N=1263



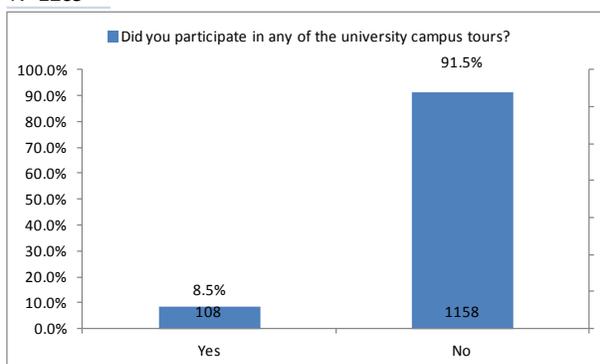
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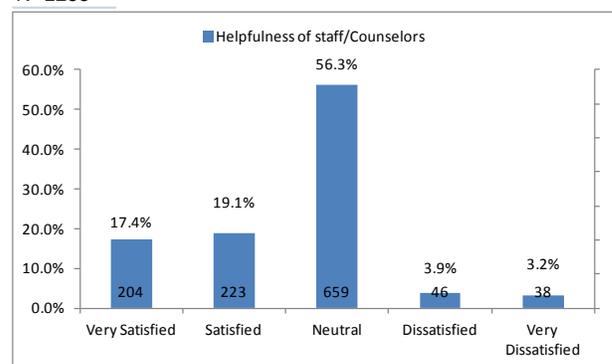
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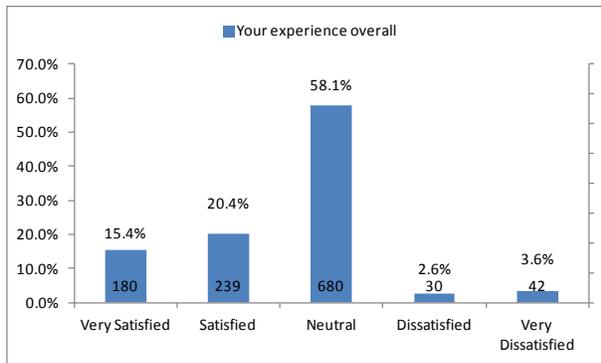
N=1206



N=1266



N=1170



N=1171

Statistical Results: Transfer Center

	<u>Item</u>	<u>Response Count</u>	<u>No Response</u>	<u>Response Percent</u>	<u>Percent "Yes"</u>	<u>Percent "No"</u>	<u>Percent Total</u>
Question 12.	Have you ever used any of the services provided by the Transfer Center?	1263	101	93%	26.0%	74.0%	100.0%
Question 13.	Did you participate in any of the workshops (Steps to Transfer, UC/CSU Application Review, etc.)?	1269	95	93%	21.0%	79.0%	100.0%
Question 14.	Did you participate in any of the university campus tours?	1266	98	93%	8.5%	91.5%	100.0%
Question 15.	Have you ever used the Transfer Center website www.swccd.edu/~transfer ?	1264	100	93%	16.8%	83.2%	100.0%
Question 16.	Did you find the Transfer Center services helpful in meeting your educational goal or transfer goal?	1206	158	88%	34.8%	65.2%	100.0%

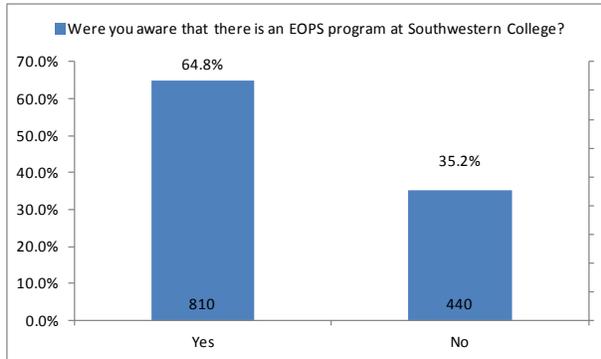


	<u>Item</u>	<u>Response Count</u>	<u>No Response</u>	<u>Response Percent</u>	<u>Average Score</u>	<u>Median Score</u>	<u>Standard Deviation</u>
Question 17-1.	Helpfulness of staff/Counselors	1170	194	86%	3.4	3	0.9
Question 17-2.	Your experience overall	1171	193	86%	3.4	3	0.9

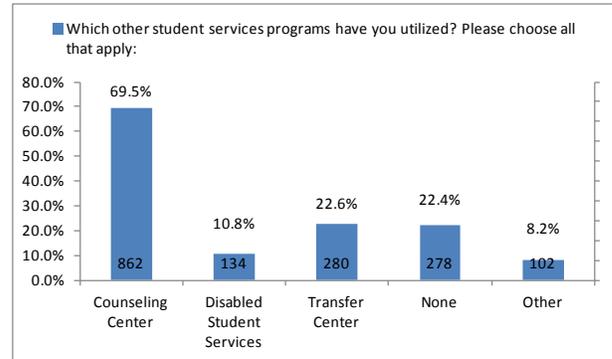
Scoring based on: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1

EOPS/CARE

Question 18.	Were you aware that there is an EOPS program at Southwestern College?
Question 19.	Which other student services programs have you utilized? Please choose all that apply:
	<ul style="list-style-type: none"> • Counseling Center • Disabled Student Services • Transfer Center • None • Other: (Please specify.)



N=1250



N=1241

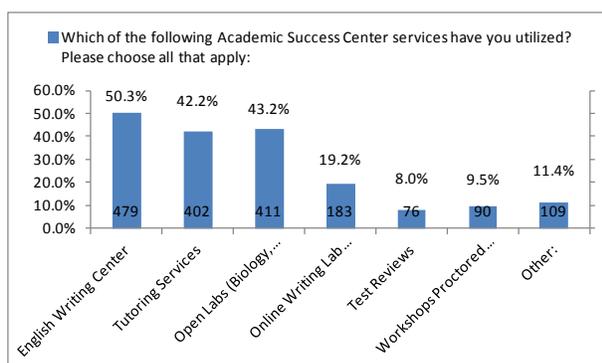
Statistical Results: EOPS/CARE

	<u>Item</u>	<u>Response Count</u>	<u>No Response</u>	<u>Response Percent</u>	<u>Percent "Yes"</u>	<u>Percent "No"</u>	<u>Percent "Total"</u>
Question 18.	Were you aware that there is an EOPS program at Southwestern College?	1250	114	92%	64.8%	35.2%	100.0%
	<u>Item</u>	<u>Response Count</u>	<u>No Response</u>	<u>Response Percent</u>	<u>Mode</u>	<u>Count</u>	<u>Percent</u>
Question 19.	Which other student services programs have you utilized?	1241	123	91%	Counseling Center	862	69.5%

Academic Success Center

Question 20. Which of the following Academic Success Center services have you utilized? Please choose all that apply:

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



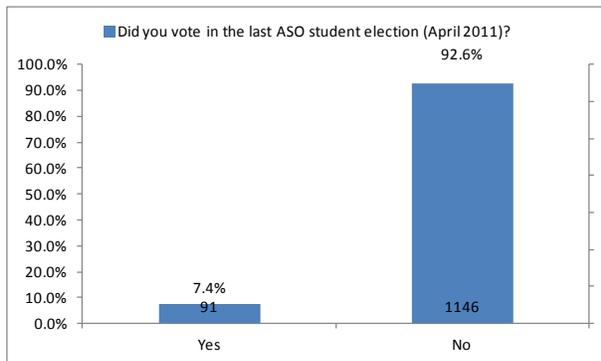
N=952

Statistical Results: Academic Success Center

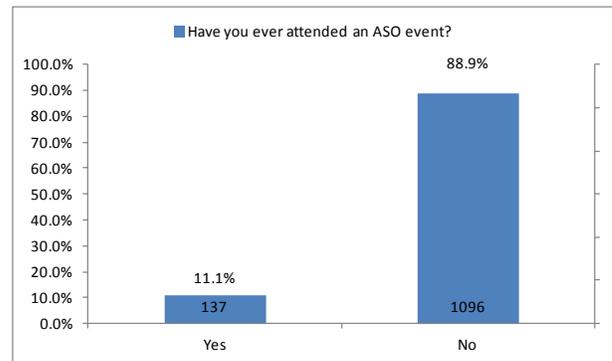
Item	Response	No	Response	Mode	Count	Percent
	Count	Response	Percent			
Which of the following Academic Success Center services have you utilized?	952	412	70%	English Writing Center	479	50.3%
Academic Success Center service utilization list (greatest to least):						
"English Writing Center," "Tutoring Services, Open Labs (Biology, Business, Child Development, CIS/CL, Language Conversation, Math/Science, Music and Nursing)," "Online Writing Lab (OWL)," "Workshops/Proctored Exams," "Test Reviews" and "Other."*						
*Other includes: "Computers," "independent study or self-study," "printers" and "copiers."						

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

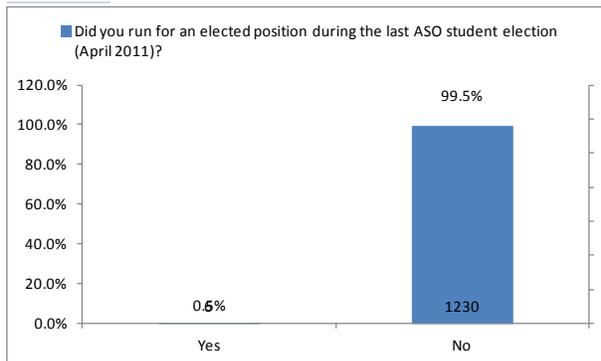
Question 21.	Did you vote in the last ASO student election (April 2011)?
Question 22.	Did you run for an elected position during the last ASO student election (April 2011)?
Question 23.	Have you ever attended an ASO event?
Question 24.	Based on your experience with ASO events, please indicate your level of satisfaction with the: <ul style="list-style-type: none"> • Number of ASO events per semester • Variety of ASO events per semester • Organization of ASO events • Promotion of ASO events
Question 25.	Are you aware of clubs offered through the Associated Student Organization?
Question 26.	Do the clubs at Southwestern College meet your needs?



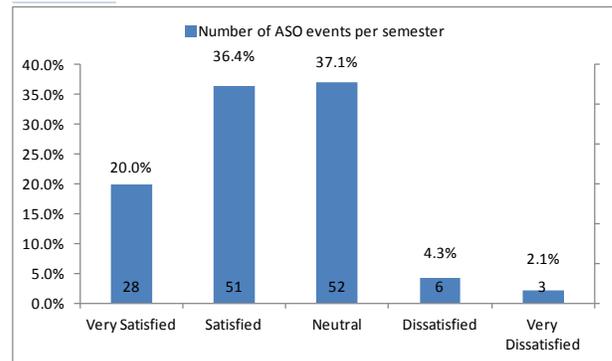
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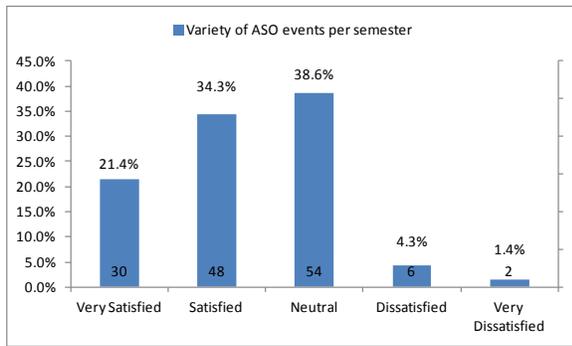
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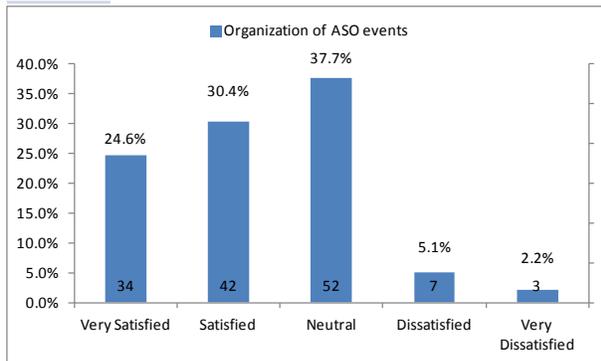
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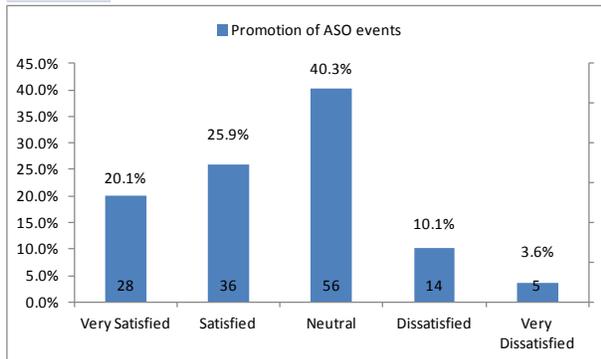
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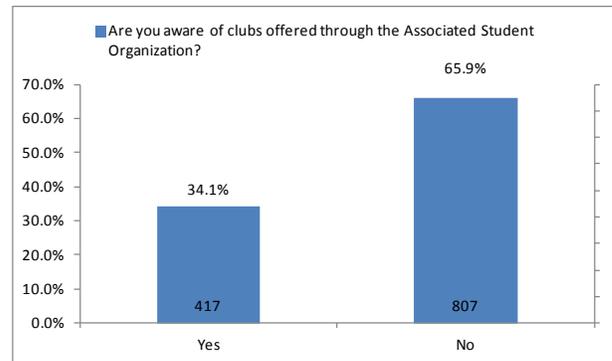
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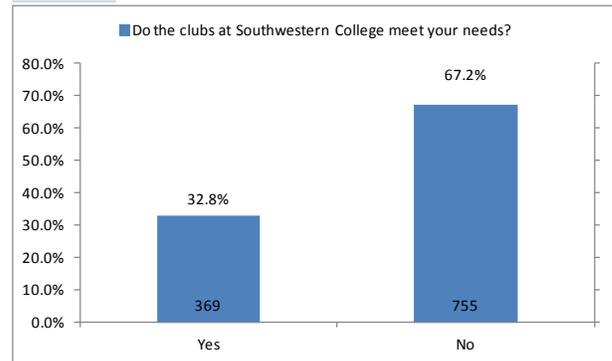
N=138



N=139



N=1224



N=1124

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

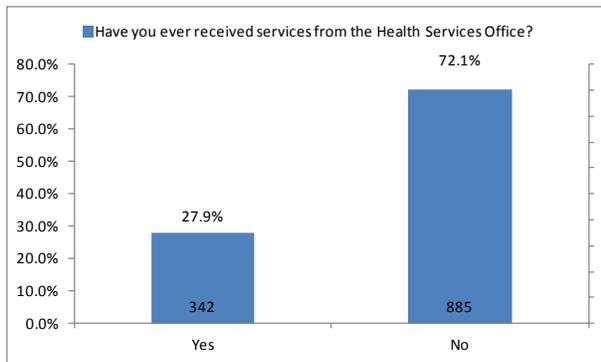
	<u>Item</u>	<u>Response Count</u>	<u>No Response</u>	<u>Response Percent</u>	<u>Percent "Yes"</u>	<u>Percent "No"</u>	<u>Percent Total</u>
Question 21.	Did you vote in the last ASO student election (April 2011)?	1237	127	91%	7.4%	92.6%	100.0%
Question 22.	Did you run for an elected position during the last ASO student election (April 2011)?	1236	128	91%	0.5%	99.5%	100.0%

	<u>Item</u>	<u>Response Count</u>	<u>No Response</u>	<u>Response Percent</u>	<u>Percent "Yes"</u>	<u>Percent "No"</u>	<u>Percent Total</u>
Question 23.	Have you ever attended an ASO event?	1233	131	90%	11.1%	88.9%	100.0%
	<u>Item</u>	<u>Response Count</u>	<u>No Response</u>	<u>Response Percent</u>	<u>Average Score</u>	<u>Median Score</u>	<u>Standard Deviation</u>
Question 24-1.	Number of ASO events per semester	140	1224	10%	3.7	4	0.9
Question 24-2.	Variety of ASO events per semester	140	1224	10%	3.7	4	0.9
	<u>Item</u>	<u>Response Count</u>	<u>No Response</u>	<u>Response Percent</u>	<u>Average Score</u>	<u>Median Score</u>	<u>Standard Deviation</u>
Question 24-3.	Organization of ASO events	138	1226	10%	3.7	4	1.0
Question 24-4.	Promotion of ASO events	139	1225	10%	3.5	3	1.0
	<u>Item</u>	<u>Response Count</u>	<u>No Response</u>	<u>Response Percent</u>	<u>Percent "Yes"</u>	<u>Percent "No"</u>	<u>Percent Total</u>
Question 25.	Are you aware of clubs offered through the Associated Student Organization?	1244	140	91%	34.1%	65.9%	100.0%
Question 26.	Do the clubs at Southwestern College meet your needs?	1124	240	82%	32.8%	67.2%	100.0%

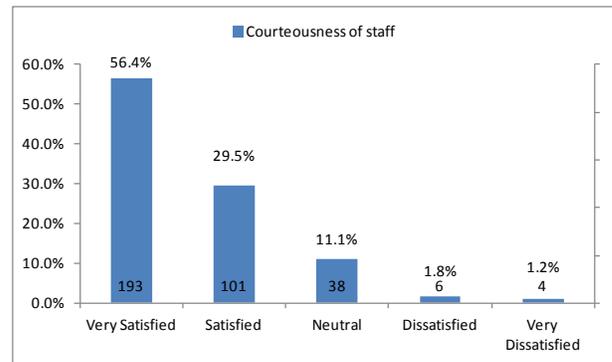
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Health Services

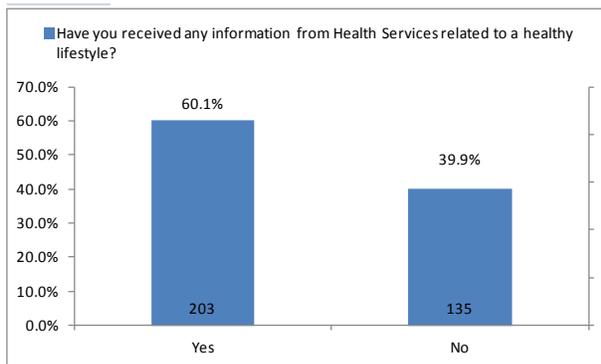
Question 27.	Have you ever received services from the Health Services Office?
Question 28.	Have you received any information from Health Services related to a healthy lifestyle?
Question 29.	Based on your experience with the Southwestern College Health Services Office, please indicate your level of satisfaction with: <ul style="list-style-type: none"> • Helpfulness of staff • Courteousness of staff • Your overall experience



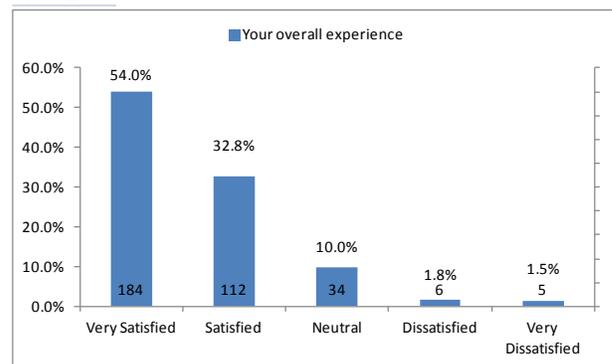
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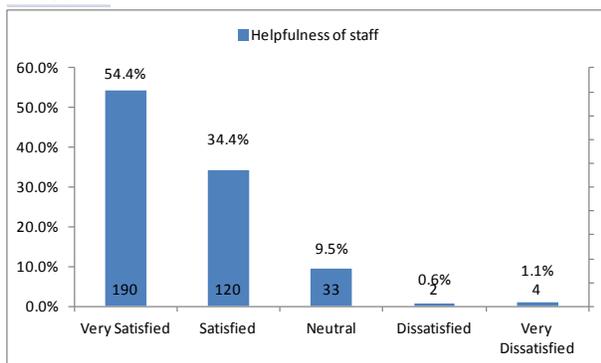
N=342



N=338



N=341



N=349



Statistical Results: Health Services

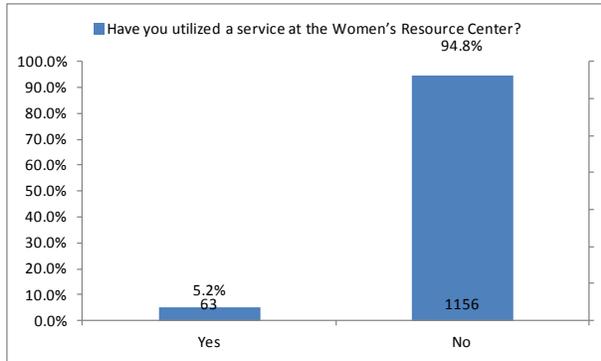
	<u>Item</u>	<u>Response Count</u>	<u>No Response</u>	<u>Response Percent</u>	<u>Percent "Yes"</u>	<u>Percent "No"</u>	<u>Percent Total</u>
Question 27.	Have you ever received services from the Health Services Office?	1227	137	90%	27.9%	72.1%	100.0%
Question 28.	Have you received any information from Health Services related to a healthy lifestyle?	338	1026	25%	60.1%	39.9%	100.0%
	<u>Item</u>	<u>Response Count</u>	<u>No Response</u>	<u>Response Percent</u>	<u>Average Score</u>	<u>Median Score</u>	<u>Standard Deviation</u>
Question 29-1.	Helpfulness of staff	349	1015	26%	4.4	5	0.8
Question 29-2.	Courteousness of staff	342	1022	25%	4.4	5	0.8
Question 29-3.	Your overall experience	341	1023	25%	4.4	5	0.8

Scoring based on: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1

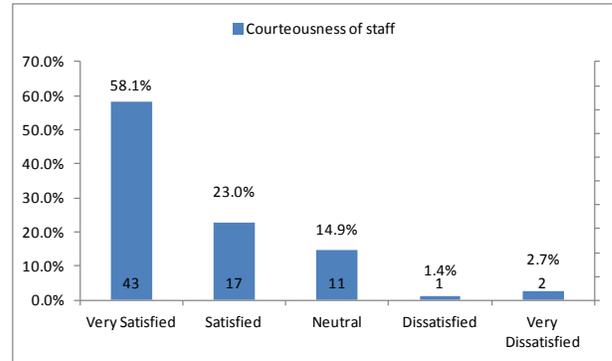
Women's Resource Center

Question 30. Have you utilized a service at the Women’s Resource Center?
Question 31. Based on your experience with the Southwestern College Women’s Resource Center, please indicate your level of satisfaction with:

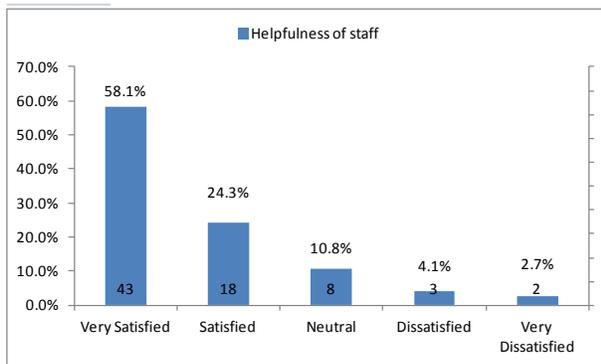
- Helpfulness of staff
- Courteousness of staff
- Your overall experience



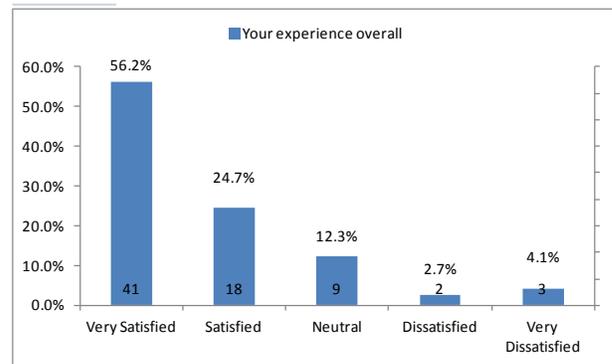
N=1219



N=74



N=74



N=73

Statistical Results: Women's Resource Center

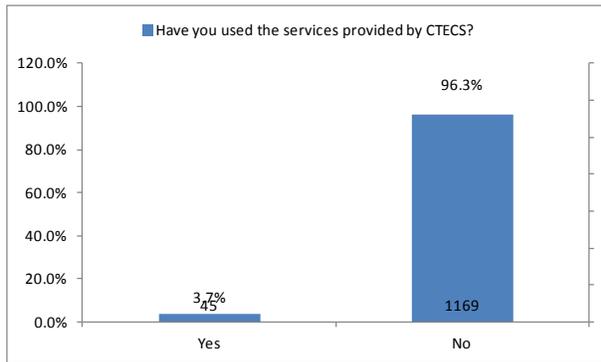
	<u>Item</u>	<u>Response Count</u>	<u>No Response</u>	<u>Response Percent</u>	<u>Percent "Yes"</u>	<u>Percent "No"</u>	<u>Percent Total</u>
Question 30.	Have you utilized a service at the Women’s Resource Center?	1219	145	89%	5.2%	94.8%	100.0%
	<u>Item</u>	<u>Response Count</u>	<u>No Response</u>	<u>Response Percent</u>	<u>Average Score</u>	<u>Median Score</u>	<u>Standard Deviation</u>
Question 31-1.	Helpfulness of staff	74	1290	5%	4.3	5	1.0
Question 31-2.	Courteousness of staff	74	1290	5%	4.3	5	1.0
Question 31-3.	Your experience overall	73	1291	5%	4.3	5	1.1

Scoring based on: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1

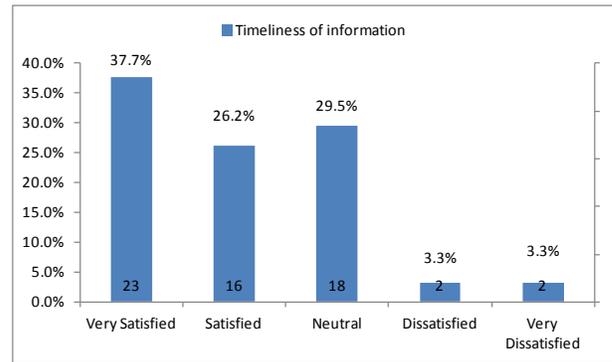
Center for Technical Education and Career Success (CTECS)

Question 32. Have you used the services provided by CTECS?
Question 33. Based on your experience using services by the Southwestern College’s CTECS, please indicate your level of satisfaction with:

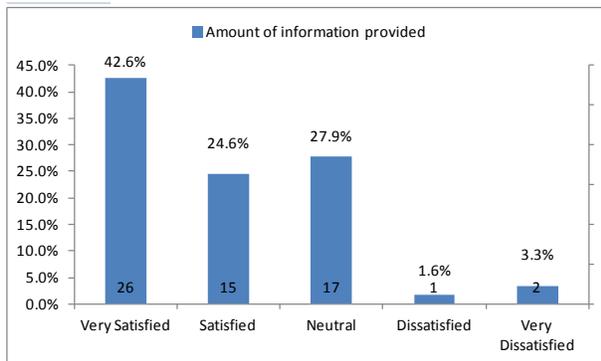
- Amount of information provided
- Accuracy of information provided
- Timeliness of information
- Helpfulness of staff



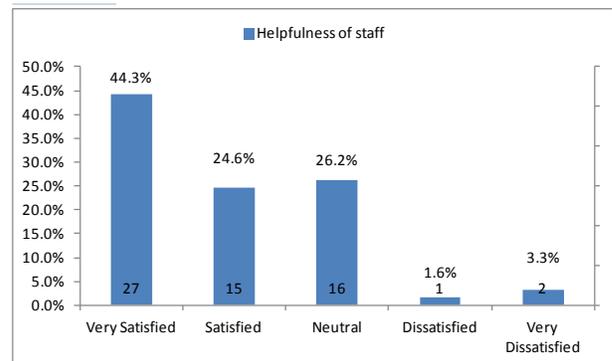
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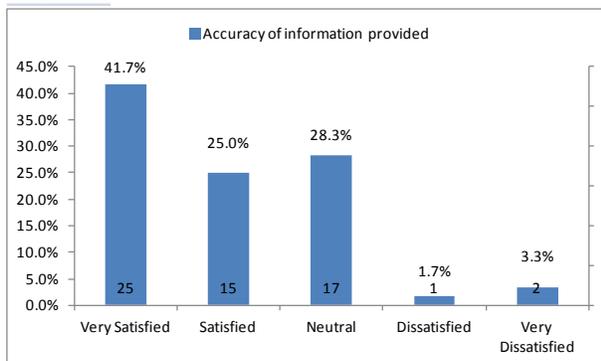
N=61



N=61



N=61



N=60

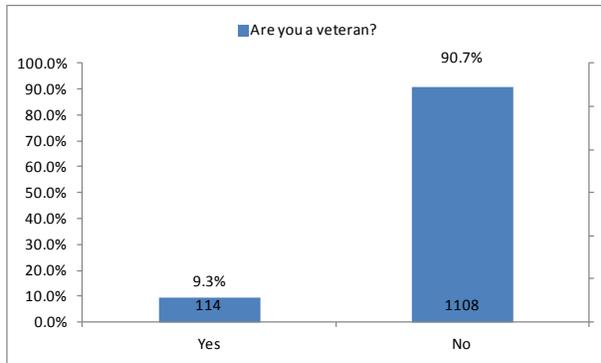
Statistical Results: Center for Technical Education and Career Success (CTECS)

	<u>Item</u>	<u>Response Count</u>	<u>No Response</u>	<u>Response Percent</u>	<u>Percent "Yes"</u>	<u>Percent "No"</u>	<u>Percent Total</u>
Question 32.	Have you used the services provided by CTECS?	1214	150	89%	3.7%	96.3%	100.0%
	<u>Item</u>	<u>Response Count</u>	<u>No Response</u>	<u>Response Percent</u>	<u>Average Score</u>	<u>Median Score</u>	<u>Standard Deviation</u>
Question 33-1.	Amount of information provided	61	1303	4%	4.0	4	1.0
Question 33-2.	Accuracy of information provided	60	1304	4%	4.0	4	1.0
Question 33-3.	Timeliness of information	61	1303	4%	3.9	4	1.1
Question 33-4.	Helpfulness of staff	61	1303	4%	4.0	4	1.0

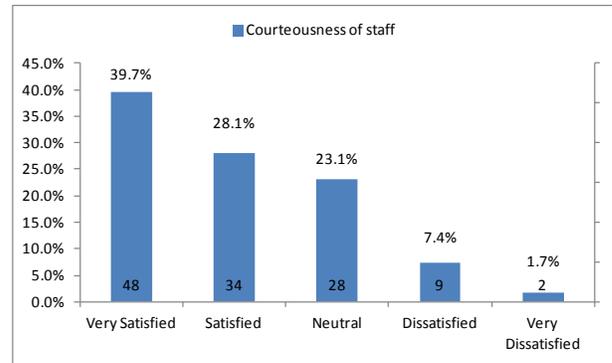
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Veterans Services

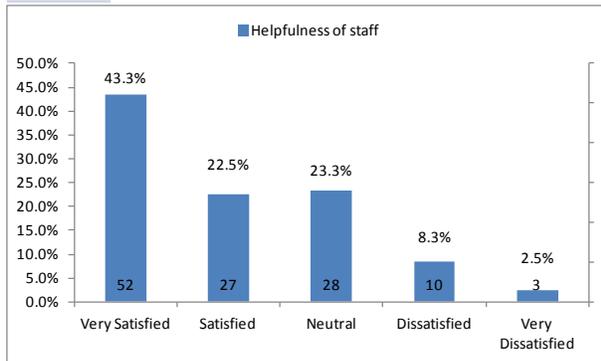
Question 34.	Are you a veteran?
Question 35.	Based on your experience with the Southwestern College Veterans Services office, please indicate your level of satisfaction with: <ul style="list-style-type: none"> • Helpfulness of staff • Courteousness of staff • Your overall experience
Question 36.	Are you aware of the services offered at the Southwestern College Veterans Welcome Center?
Question 37.	Have you used services provided by the Veterans Welcome Center?
Question 38.	Based on your experience with the Southwestern College Veterans Welcome Center, please indicate your level of satisfaction with: <ul style="list-style-type: none"> • Helpfulness of staff • Courteousness of staff • You experience overall



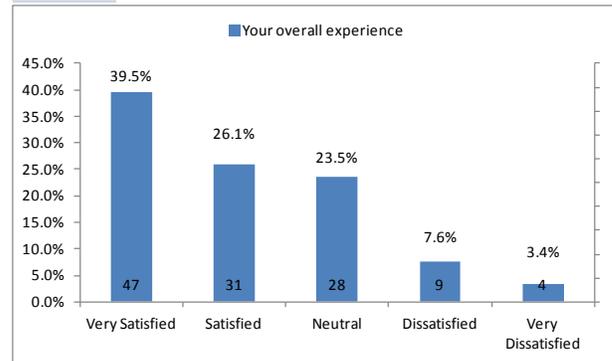
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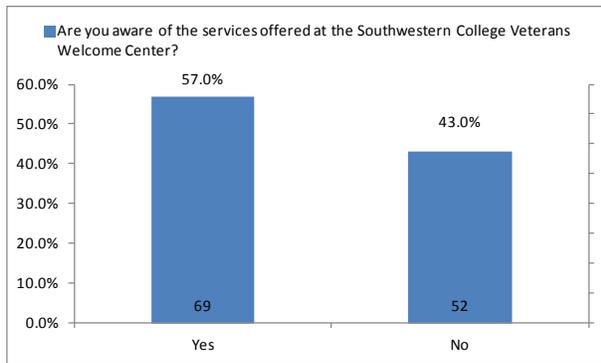
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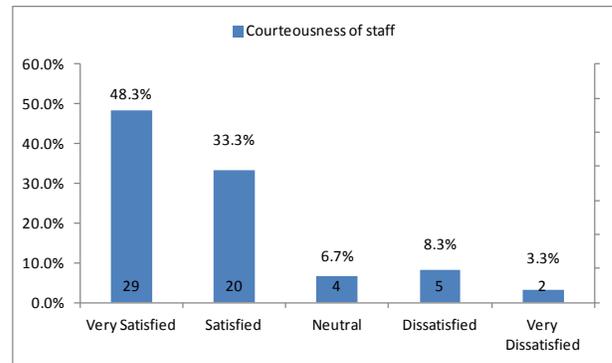
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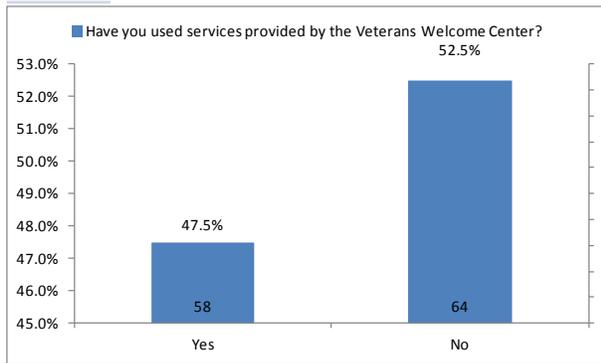
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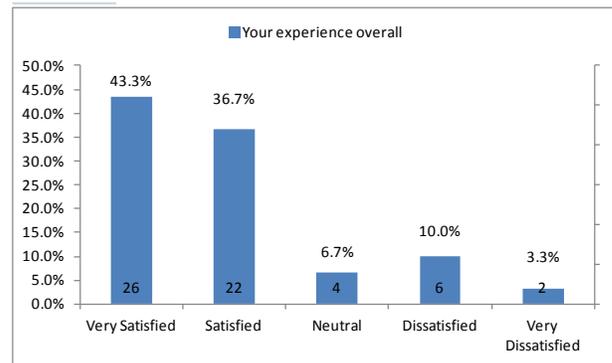
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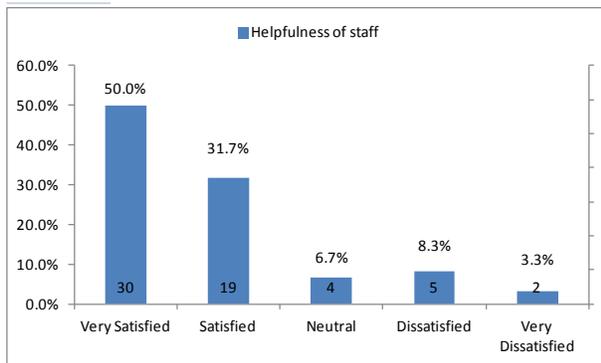
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N=122



N=60



N=60

Statistical Results: Veterans Services

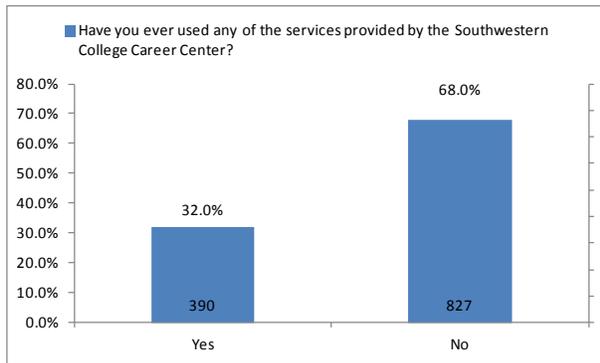
Item	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
Question 34. Are you a veteran?	1222	142	90%	9.3%	90.7%	100.0%
Item	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 35-1. Helpfulness of staff	120	1244	9%	4.0	4	1.1
Question 35-2. Courteousness of staff	121	1243	9%	4.0	4	1.0
Question 35-3. Your overall experience	119	1245	9%	3.9	4	1.1

	<u>Item</u>	<u>Response Count</u>	<u>No Response</u>	<u>Response Percent</u>	<u>Percent "Yes"</u>	<u>Percent "No"</u>	<u>Percent Total</u>
Question 36.	Are you aware of the services offered at the Southwestern College Veterans Welcome Center?	121	1243	9%	57.0%	43.0%	100.0%
	<u>Item</u>	<u>Response Count</u>	<u>No Response</u>	<u>Response Percent</u>	<u>Percent "Yes"</u>	<u>Percent "No"</u>	<u>Percent Total</u>
Question 37.	Have you used services provided by the Veterans Welcome Center?	122	1242	9%	47.5%	52.5%	100.0%
	<u>Item</u>	<u>Response Count</u>	<u>No Response</u>	<u>Response Percent</u>	<u>Average Score</u>	<u>Median Score</u>	<u>Standard Deviation</u>
Question 38-1.	Helpfulness of staff	60	1304	4%	4.2	4.5	1.1
Question 38-2.	Courteousness of staff	60	1304	4%	4.2	4	1.1
Question 38-3.	Your experience overall	60	1304	4%	4.1	4	1.1

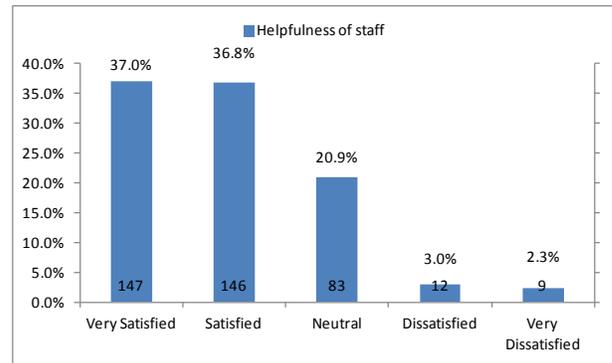
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Career Center

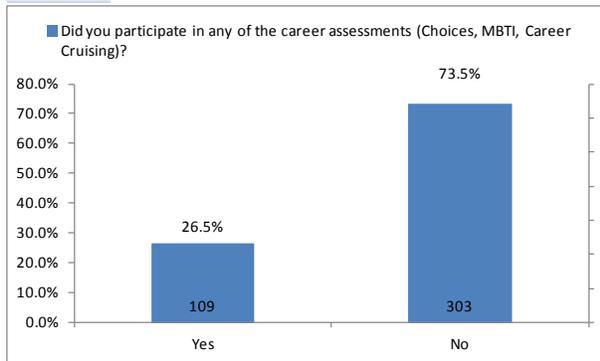
Question 39.	Have you ever used any of the services provided by the Southwestern College Career Center?
Question 40.	Did you participate in any of the career assessments (Choices, MBTI, Career Cruising)?
Question 41.	Did you find the Southwestern College Career Center services helpful in identifying your career or educational goals?
Question 42.	Based on your experience with the Southwestern College Career Center, please indicate your level of satisfaction with: <ul style="list-style-type: none"> • Helpfulness of staff • Your experience overall



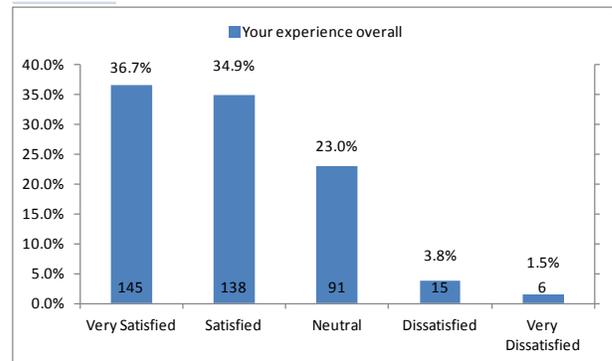
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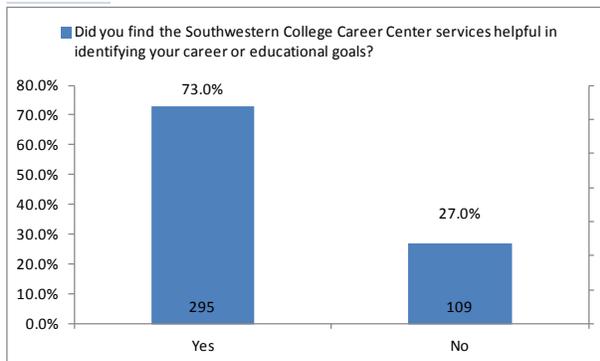
N=397



N=412



N=395



N=404

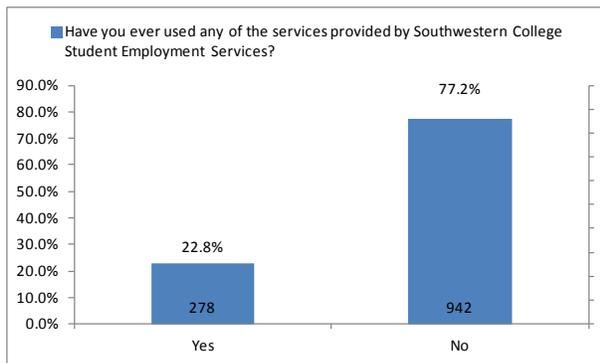
Statistical Results: Career Center

	<u>Item</u>	<u>Response Count</u>	<u>No Response</u>	<u>Response Percent</u>	<u>Percent "Yes"</u>	<u>Percent "No"</u>	<u>Percent Total</u>
Question 39.	Have you ever used any of the services provided by the Southwestern College Career Center?	1217	147	89%	32.0%	68.0%	100.0%
Question 40.	Did you participate in any of the career assessments (Choices, MBTI, Career Cruising)?	412	952	30%	26.5%	73.5%	100.0%
Question 41.	Did you find the Southwestern College Career Center services helpful in identifying your career or educational goals?	404	960	30%	73.0%	27.0%	100.0%
	<u>Item</u>	<u>Response Count</u>	<u>No Response</u>	<u>Response Percent</u>	<u>Average Score</u>	<u>Median Score</u>	<u>Standard Deviation</u>
Question 42-1.	Helpfulness of staff	397	967	29%	4.0	4	1.0
Question 42-2.	Your experience overall	395	969	29%	4.0	4	0.9

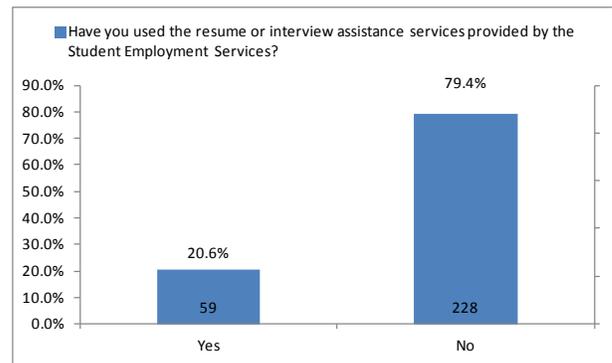
Scoring based on: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1

Student Employment Services

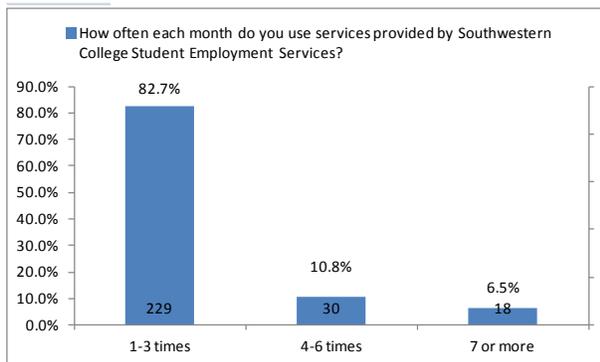
Question 43.	Have you ever used any of the services provided by Southwestern College Student Employment Services?
Question 44.	How often each month do you use services provided by Southwestern College Student Employment Services? <ul style="list-style-type: none"> • 1-3 times • 4-6 times • 7 or more times
Question 45.	Have you used the resume or interview assistance services provided by the Student Employment Services?
Question 46.	Have you used the Student Employment Services website?
Question 47.	Based on your experience with Student Employment Services, please indicate your level of satisfaction with: <ul style="list-style-type: none"> • Helpfulness of staff • Your experience overall



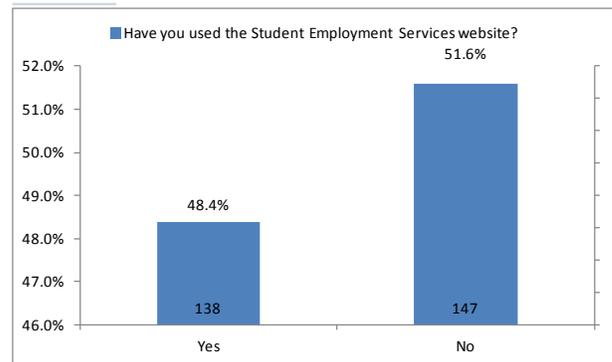
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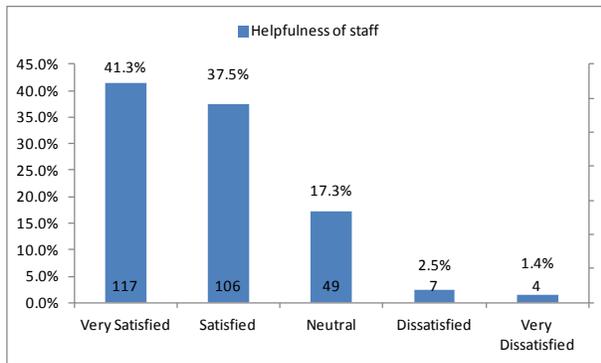
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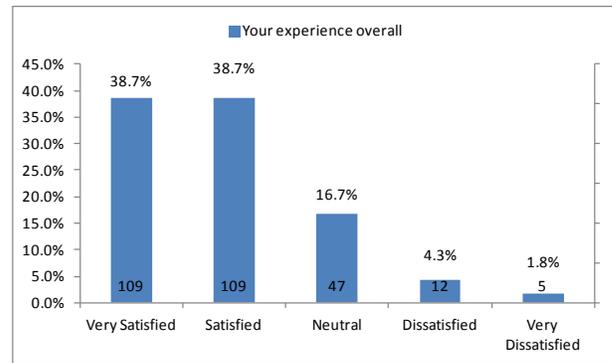
N=277



N=285



N=283



N=282

Statistical Results: Student Employment Services

Item	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
Question 43. Have you ever used any of the services provided by Southwestern College Student Employment Services?	1220	144	89%	22.8%	77.2%	100.0%
Item	Response Count	No Response	Response Percent	Mode	Count	Percent
Question 44. How often each month do you use services provided by Southwestern College Student Employment Services?	277	1087	17%	1-3 times	229	82.7%
Item	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
Question 45. Have you used the resume or interview assistance services provided by the Student Employment Services?	287	1077	21%	20.6%	79.4%	100.0%
Question 46. Have you used the Student Employment Services website?	285	1079	21%	48.4%	51.6%	100.0%

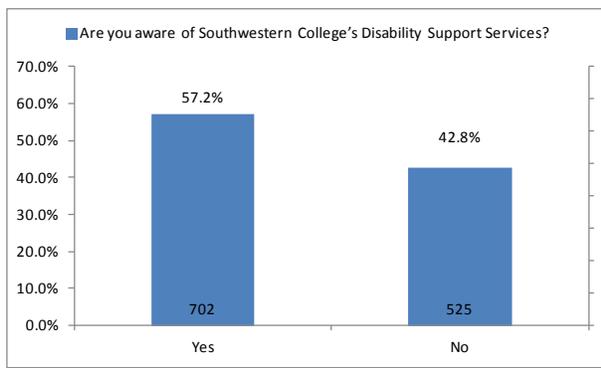


	<u>Item</u>	<u>Response Count</u>	<u>No Response</u>	<u>Response Percent</u>	<u>Average Score</u>	<u>Median Score</u>	<u>Standard Deviation</u>
Question 47-1.	Helpfulness of staff	283	1081	21%	4.1	4	0.9
Question 47-2.	Your experience overall	282	1082	21%	4.1	4	0.9

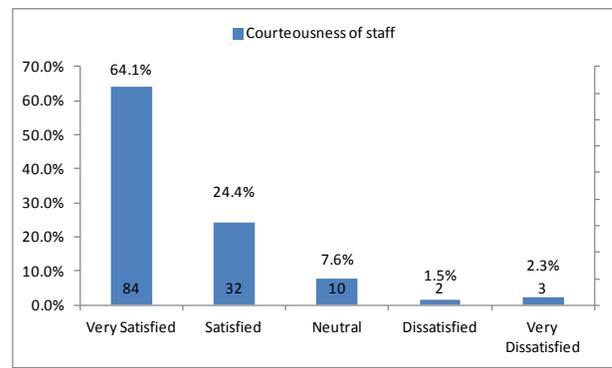
Scoring based on: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1

Disability Support Services

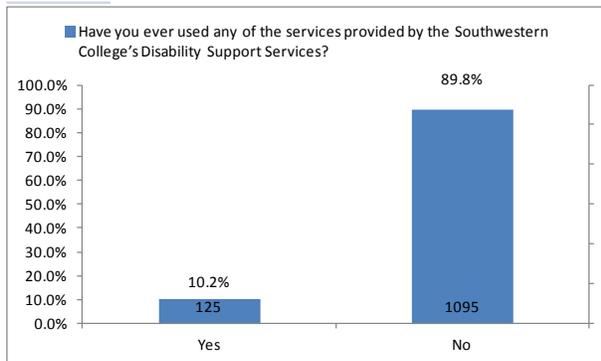
Question 48.	Are you aware of Southwestern College’s Disability Support Services?
Question 49.	Have you ever used any of the services provided by the Southwestern College’s Disability Support Services?
Question 50.	Based on your experience with the Southwestern College’s Disability Support Services office, please indicate your level of satisfaction with: <ul style="list-style-type: none"> • Helpfulness of staff • Amount of information provided • Timeliness of information • Courteousness of staff • Accuracy of information provided • Your experience overall



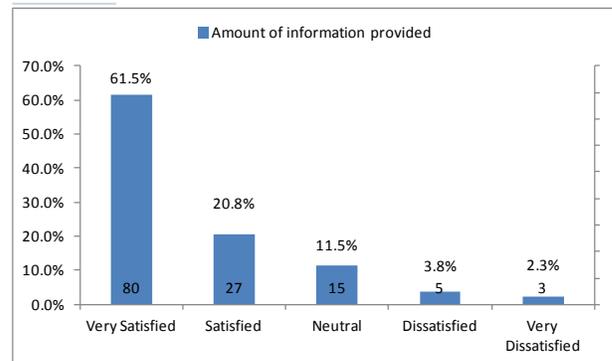
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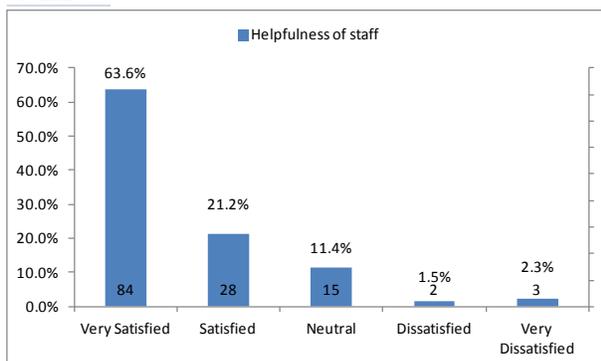
N=131



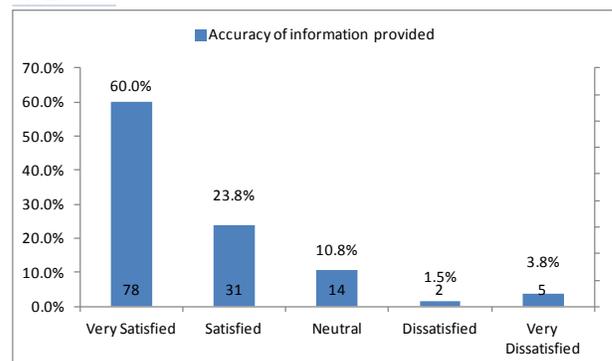
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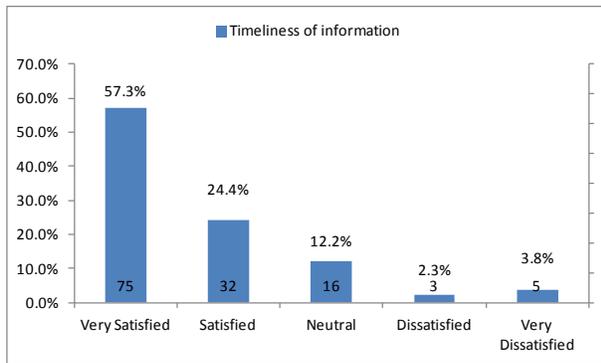
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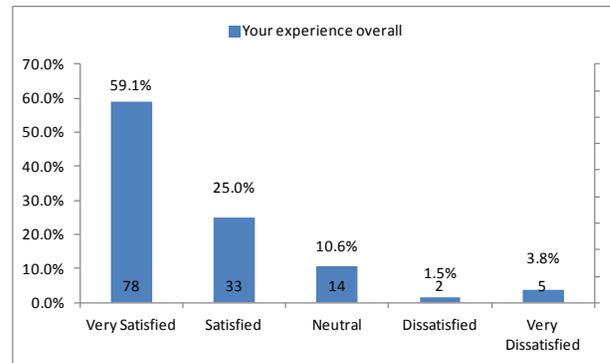
N=132



N=130



N=131



N=132

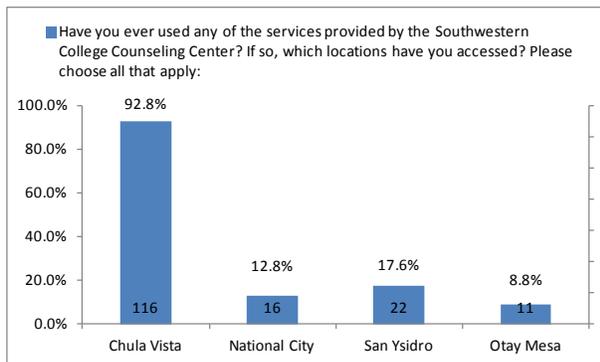
Statistical Results: Disability Support Services

	<u>Item</u>	<u>Response Count</u>	<u>No Response</u>	<u>Response Percent</u>	<u>Percent "Yes"</u>	<u>Percent "No"</u>	<u>Percent Total</u>
Question 48.	Are you aware of Southwestern College's Disability Support Services?	1227	137	90%	57.2%	42.8%	100.0%
Question 49.	Have you ever used any of the services provided by the Southwestern College's Disability Support Services?	1220	144	89%	10.2%	89.8%	100.0%
	<u>Item</u>	<u>Response Count</u>	<u>No Response</u>	<u>Response Percent</u>	<u>Average Score</u>	<u>Median Score</u>	<u>Standard Deviation</u>
Question 50-1.	Helpfulness of staff	132	1232	10%	4.4	5	0.9
Question 50-2.	Courteousness of staff	131	1233	10%	4.5	5	0.9
Question 50-3.	Amount of information provided	130	1234	10%	4.4	5	1.0
Question 50-4.	Accuracy of information provided	130	1234	10%	4.3	5	1.0
Question 50-5.	Timeliness of information	131	1233	10%	4.3	5	1.0
Question 50-6.	Your experience overall	132	1232	10%	4.3	5	1.0

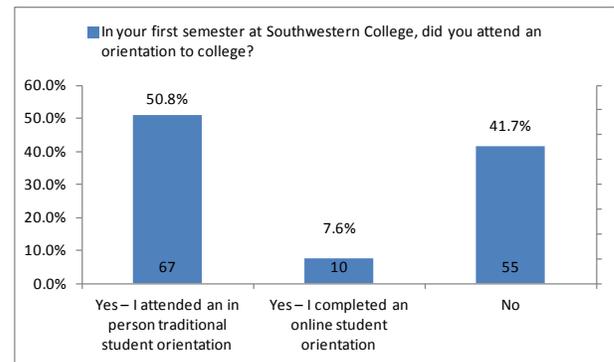
Scoring based on: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1

Counseling Center

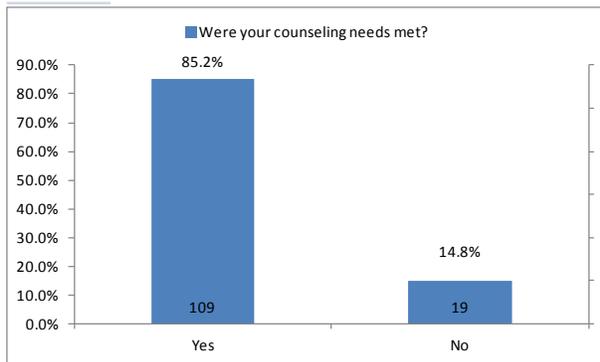
Question 51.	Have you ever used any of the services provided by the Southwestern College Counseling Center? If so, which locations have you accessed? Please choose all that apply:
	<ul style="list-style-type: none"> • Helpfulness of staff • Amount of information provided • Timeliness of information • Courteousness of staff • Accuracy of information provided • Your experience overall
Question 52.	Were your counseling needs met?
Question 53.	In your first semester at Southwestern College, did you attend an orientation to college?
Question 54.	Did you review information on any of the following topics in the Orientation Session?
	<ul style="list-style-type: none"> • College resources • Student success characteristics • An overview of your educational options
Question 55.	Did you schedule and attend an individual counseling appointment with a college counselor?
Question 56.	Based on your experience with the Counseling Center at the Chula Vista campus, please indicate your level of satisfaction with:
	<ul style="list-style-type: none"> • Front desk staff • Counselors at Walk-in service • Counselors in appointment session



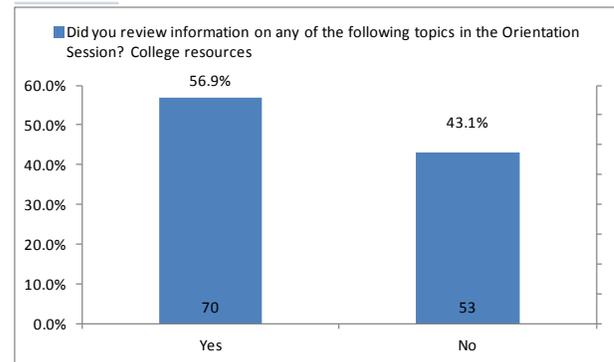
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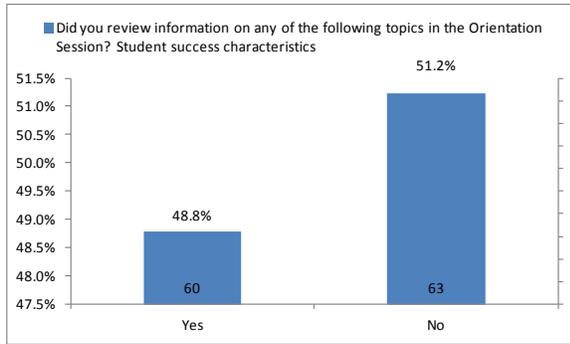
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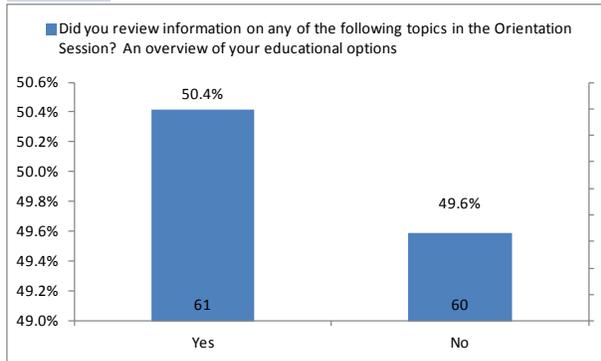
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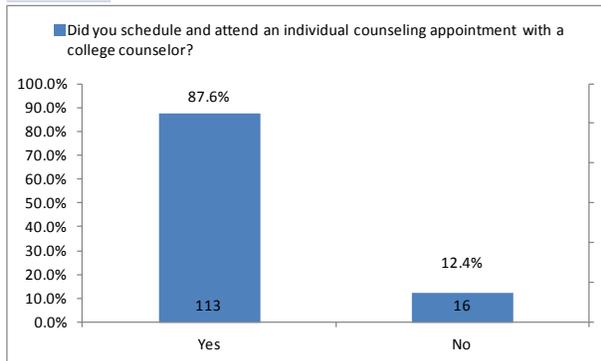
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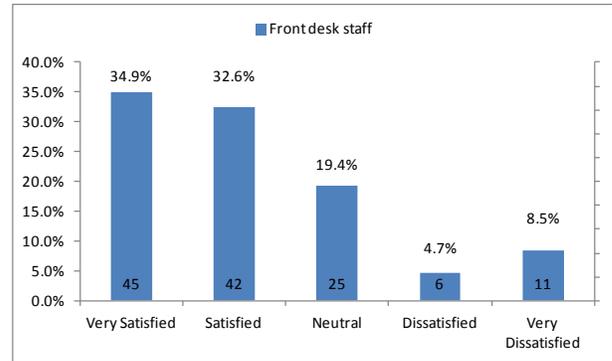
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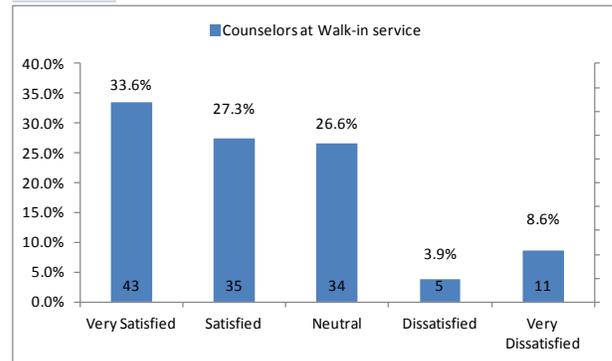
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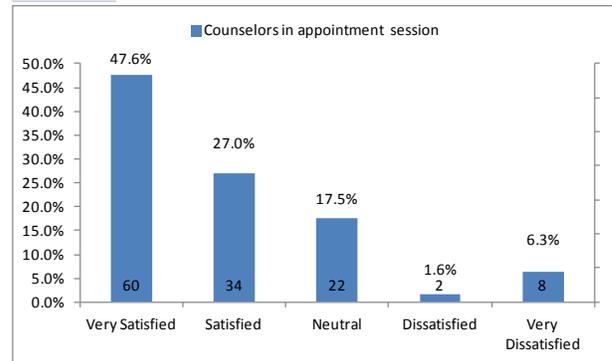
N=129



N=129



N=128



N=126

Statistical Results: Counseling Center

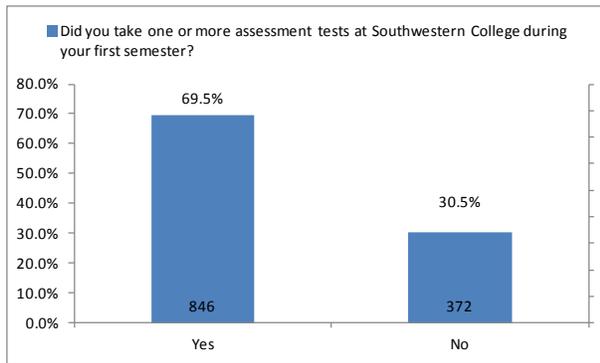
Item	Response Count	No Response	Response Percent	Mode	Count	Percent
Question 51. Have you ever used any of the services provided by the Southwestern College Counseling Center? If so, which locations have you accessed?	125	1239	9%	Chula Vista	116	92.8%

	Item	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
Question 52.	Were your counseling needs met?	128	1236	9%	85.2%	14.8%	100.0%
	Item	Response Count	No Response	Response Percent	Mode	Count	Percent
Question 53.	In your first semester at Southwestern College, did you attend an orientation to college?	132	1232	10%	Yes, I attended an in-person...	67	50.8%
	Item	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
Question 54-1.	Did you review information on any of the following topics in the Orientation Session? College resources.	123	1241	9%	56.9%	43.1%	100.0%
Question 54-2.	Did you review information on any of the following topics in the Orientation Session? Student success characteristics.	123	1241	9%	48.8%	51.2%	100.0%
Question 54-3.	Did you review information on any of the following topics in the Orientation Session? An overview of your educational options.	121	1243	9%	50.4%	49.6%	100.0%
Question 55.	Did you schedule and attend an individual counseling appointment with a college counselor?	129	1235	9%	87.6%	12.4%	100.0%
	Item	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 56-1.	Front desk staff	129	1235	9%	3.8	4	1.2
Question 56-2.	Counselors at Walk-in service	128	1236	9%	3.7	4	1.2
Question 56-3.	Counselors in appointment session	126	1238	9%	4.1	4	1.1

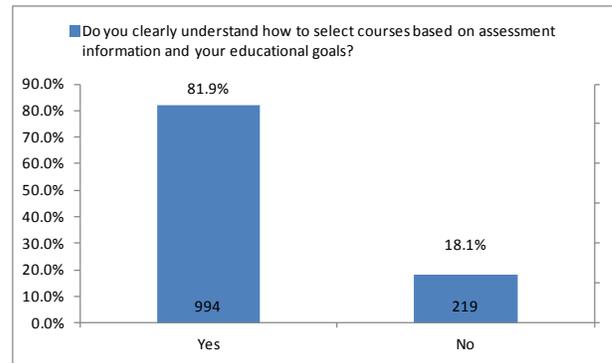
Scoring based on: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1

Assessment Center/Prerequisites Center

Question 57.	Did you take one or more assessment tests at Southwestern College during your first semester?
Question 58.	Do you clearly understand how to select courses based on assessment information and your educational goals?



N=1218



N=1213

Statistical Results: Assessment Center/Prerequisites Center

	<u>Item</u>	<u>Response Count</u>	<u>No Response</u>	<u>Response Percent</u>	<u>Percent "Yes"</u>	<u>Percent "No"</u>	<u>Percent Total</u>
Question 57.	Did you take one or more assessment tests at Southwestern College during your first semester?	1218	146	89%	69.5%	30.5%	100.0%
Question 58.	Do you clearly understand how to select courses based on assessment information and your educational goals?	1213	151	89%	81.9%	18.1%	100.0%

Institutional Support Services & Departments

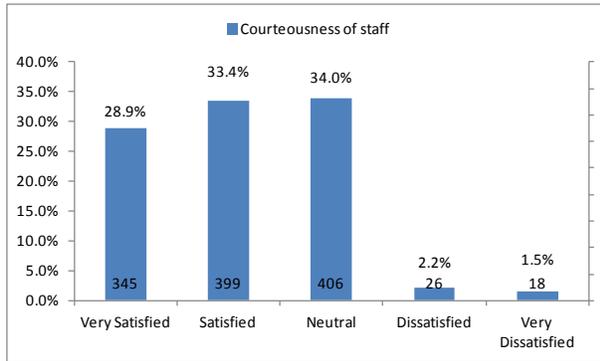
Institutional support services and departments sustain the Southwestern College's working and academic environment by providing food services, books, security, maintaining the cleanliness and appearance of the campus, and many other services for students, staff, and faculty.

- All institutional support service/departments integrated Likert ratings into their survey queries using the following satisfaction level framework: *Very Satisfied* = 5, *Satisfied* = 4, *Neutral* = 3, *Unsatisfied* = 2, and *Very Unsatisfied* = 1.
- The Police Department included additional survey item options, including a multiple choice response portion and an open-ended response related to "ways you had contact with the Campus Police."

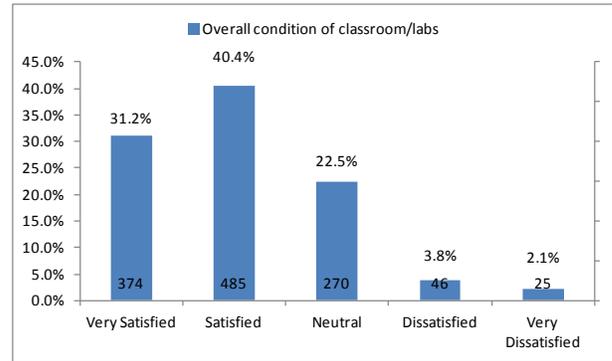
Custodial Services

Question 59. Based on your experience with Custodial Services, please indicate your level of satisfaction with the:

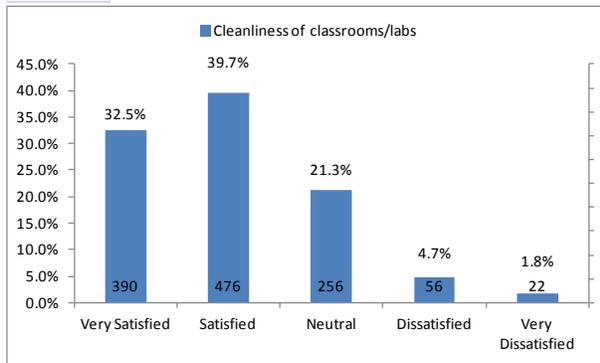
- Courteousness of staff
- Overall condition of classroom\labs
- Cleanliness of classroom\labs
- Level of supplies in the restrooms



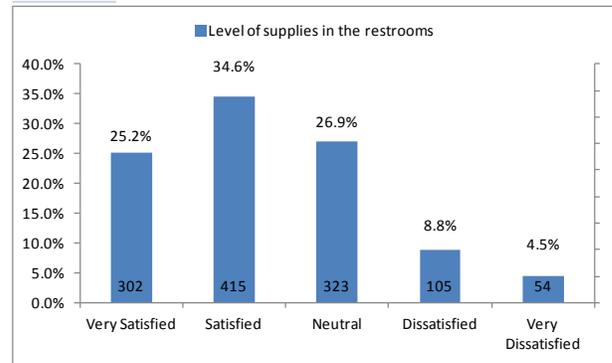
N=1194



N=1200



N=1200



N=1199

Statistical Results: Custodial Services

	<u>Item</u>	<u>Response Count</u>	<u>No Response</u>	<u>Response Percent</u>	<u>Average Score</u>	<u>Median Score</u>	<u>Standard Deviation</u>
Question 59-1.	Courteousness of staff	1194	170	88%	3.9	4	0.9
Question 59-2.	Cleanliness of classrooms/labs	1200	164	88%	4.0	4	0.9
Question 59-3.	Overall condition of classroom/labs	1200	164	88%	3.9	4	0.9
Question 59-4.	Level of supplies in the restrooms	1199	165	88%	3.7	4	1.1

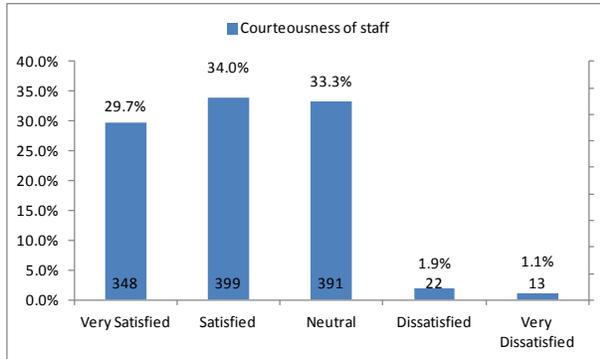
Scoring based on: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1

Grounds Department

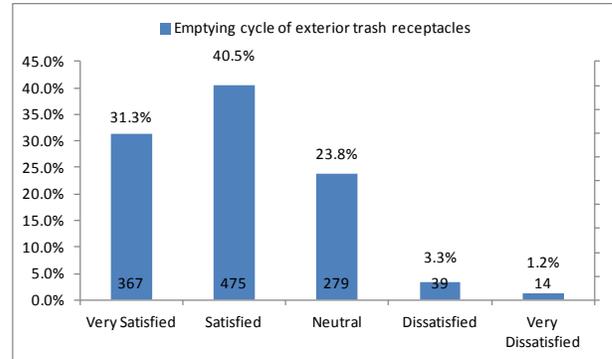
Question 60.

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

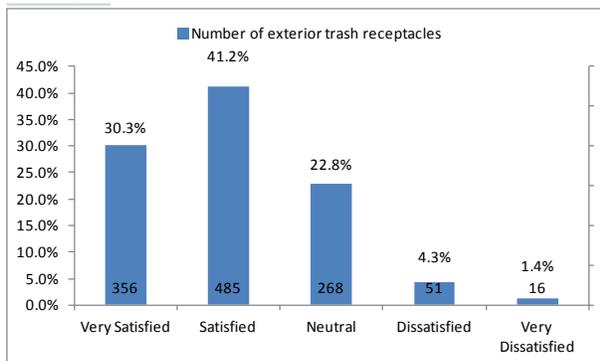
- Courteousness of staff
- Emptying cycle of exterior trash receptacles
- Number of exterior trash receptacles
- College landscape



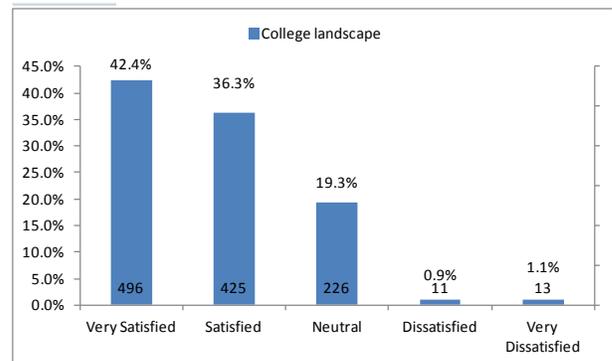
N=1173



N=1174



N=1176



N=1171

Statistical Results: Grounds Department

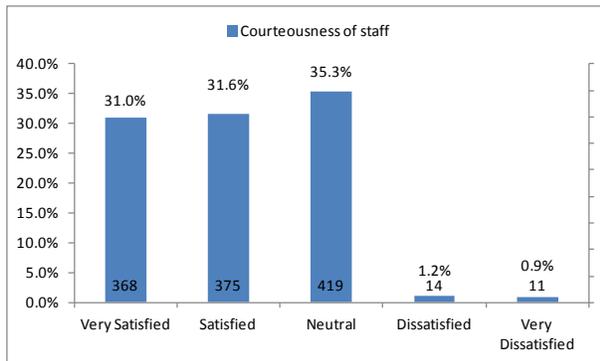
Item	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 60-1. Courteousness of staff	1173	191	86%	3.9	4	0.9
Question 60-2. Number of exterior trash receptacles	1176	188	86%	3.9	4	0.9
Question 60-3. Emptying cycle of exterior trash receptacles	1174	190	86%	4.0	4	0.9
Question 60-4. College landscape	1171	193	86%	4.2	4	0.9

Scoring based on: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1

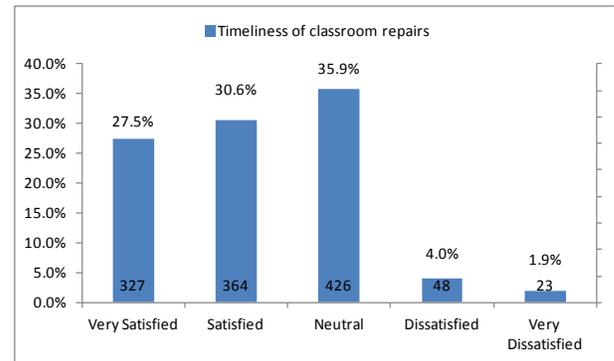
Maintenance Department

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

- Courteousness of staff
- Timeliness of classroom repairs



N=1187



N=1188

Statistical Results: Maintenance Department

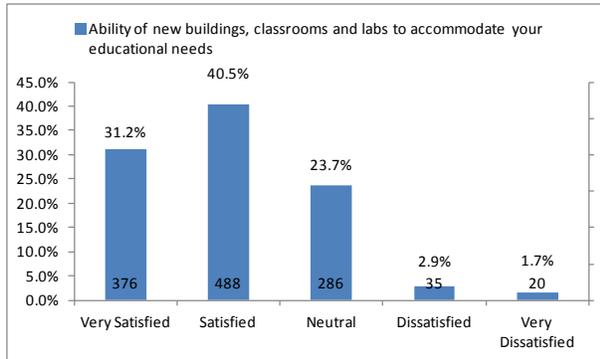
	<u>Item</u>	<u>Response Count</u>	<u>No Response</u>	<u>Response Percent</u>	<u>Average Score</u>	<u>Median Score</u>	<u>Standard Deviation</u>
Question 61-1.	Courteousness of staff	1187	177	87%	3.9	4	0.9
Question 61-2.	Timeliness of classroom repairs	1188	176	87%	3.8	4	1.0

Scoring based on: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1

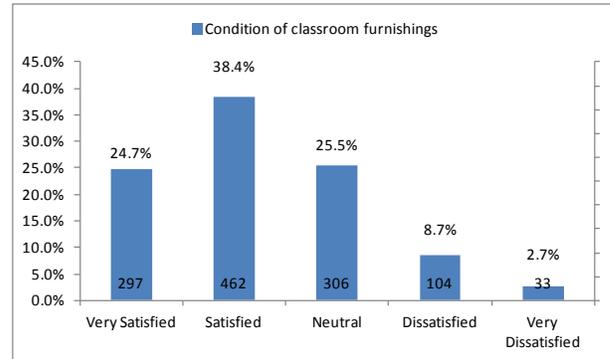
Facilities Department

Question 62. Based on your experience with the Facilities Department, please indicate your level of satisfaction with the:

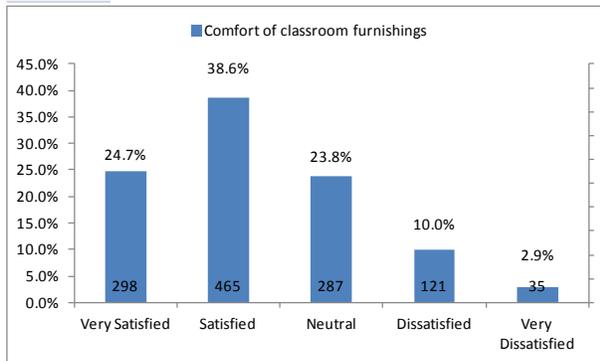
- Comfort of classroom furnishings
- Condition of classroom furnishings
- Ability of new buildings, classrooms and labs to accommodate your educational needs
- Promptness with which safety hazards are removed



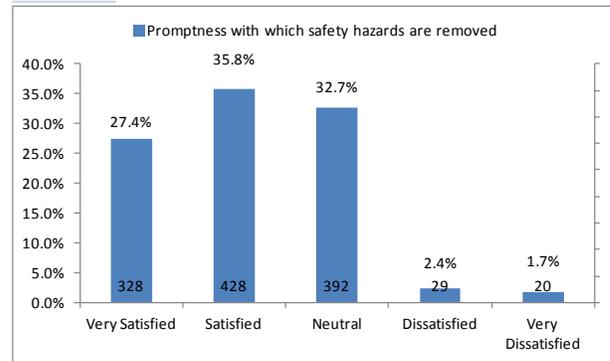
N=1205



N=1202



N=1206



N=1197

Statistical Results: Facilities Department

	<u>Item</u>	<u>Response Count</u>	<u>No Response</u>	<u>Response Percent</u>	<u>Average Score</u>	<u>Median Score</u>	<u>Standard Deviation</u>
Question 62-1.	Ability of new buildings, classrooms and labs to accommodate your educational needs	1205	159	88%	4.0	4	0.9
Question 62-2.	Comfort of classroom furnishings	1206	158	88%	3.7	4	1.0
Question 62-3.	Condition of classroom furnishings	1202	162	88%	3.7	4	1.0
Question 62-4.	Promptness with which safety hazards are removed	1197	167	88%	3.8	4	0.9

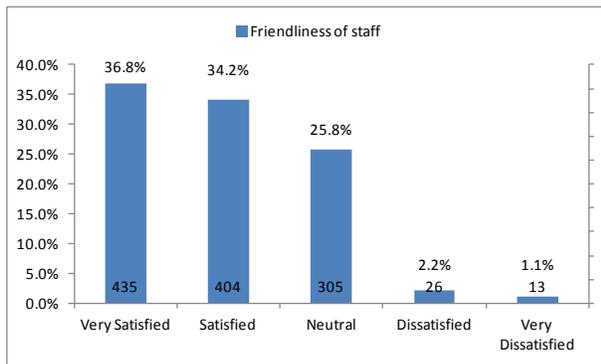
Scoring based on: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1

Food Services/Cafeteria

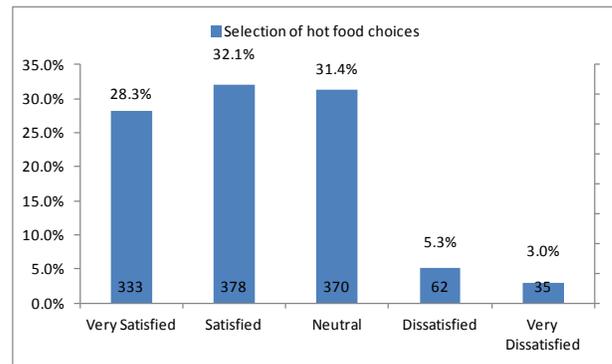
Question 63.

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

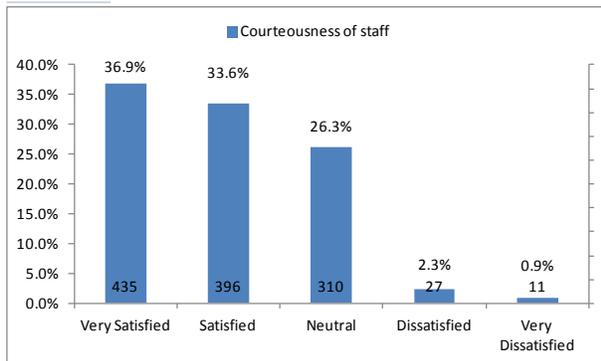
- Friendliness of staff
- Selection of cold food choices
- Courteousness of staff
- Selection of hot food choices
- Food inventory levels
- Cleanliness of food service area
- Wait levels
- Price



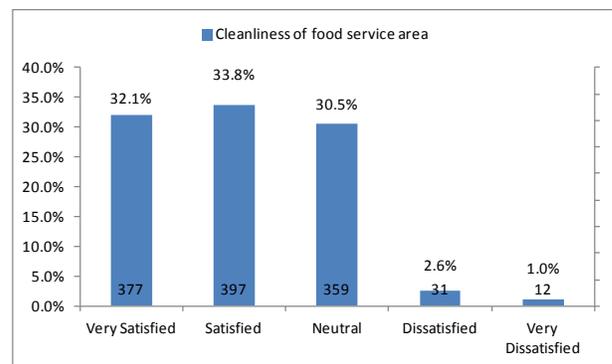
N=1183



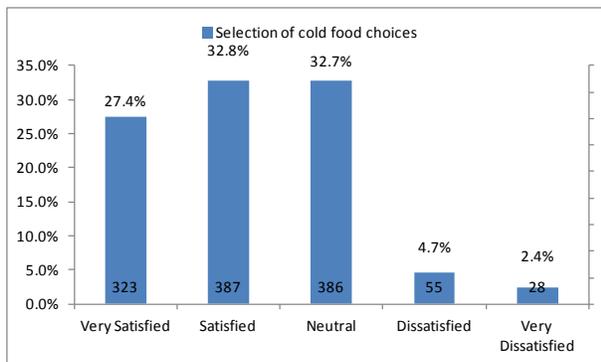
N=1178



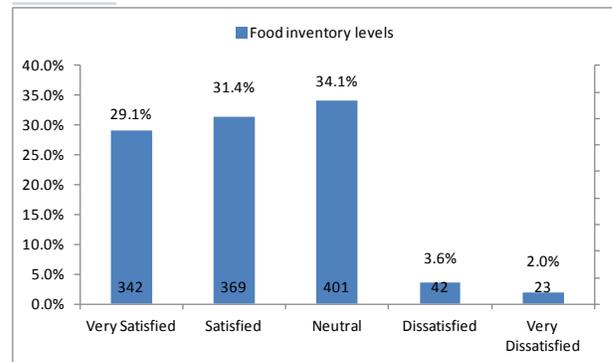
N=1179



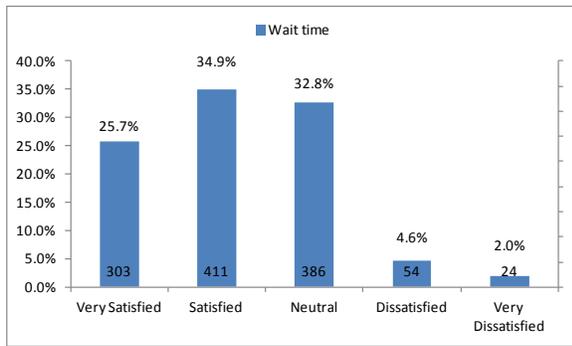
N=1176



N=1179



N=1177



N=1178



N=1176

Statistical Results: Food Services/Cafeteria

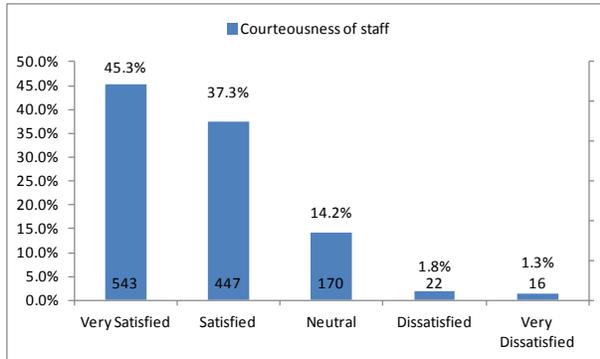
	<u>Item</u>	<u>Response Count</u>	<u>No Response</u>	<u>Response Percent</u>	<u>Average Score</u>	<u>Median Score</u>	<u>Standard Deviation</u>
Question 63-1.	Friendliness of staff	1183	181	87%	4.0	4	0.9
Question 63-2.	Courteousness of staff	1179	185	86%	4.0	4	0.9
Question 63-3.	Selection of cold food choices	1179	185	86%	3.8	4	1.0
Question 63-4.	Selection of hot food choices	1178	186	86%	3.8	4	1.0
Question 63-5.	Cleanliness of food service area	1176	188	86%	3.9	4	0.9
Question 63-6.	Food inventory levels	1177	187	86%	3.8	4	1.0
Question 63-7.	Wait time	1178	186	86%	3.8	4	1.0
Question 63-8.	Prices	1176	188	86%	3.3	3	1.1

Scoring based on: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1

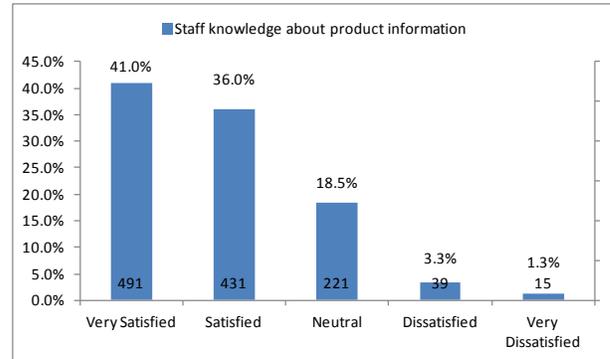
Southwestern College Bookstore

Question 64. Based on your experience with the Southwestern College Bookstore, please indicate your level of satisfaction with the:

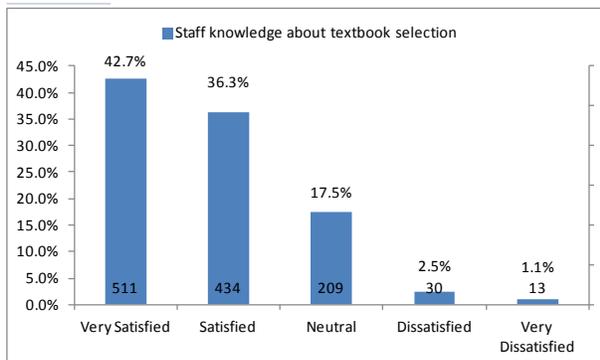
- Courteousness of staff
- Staff knowledge about textbook selection
- Staff knowledge about product information
- Cleanliness of store



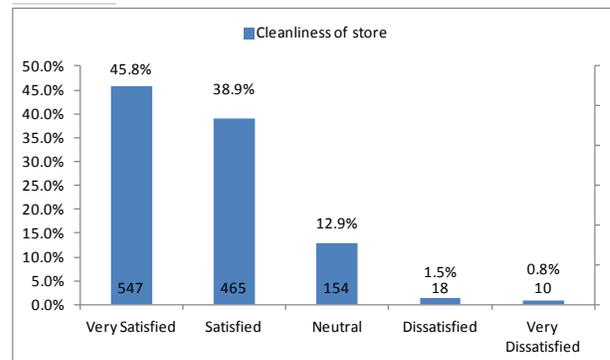
N=1198



N=1197



N=1197



N=1194

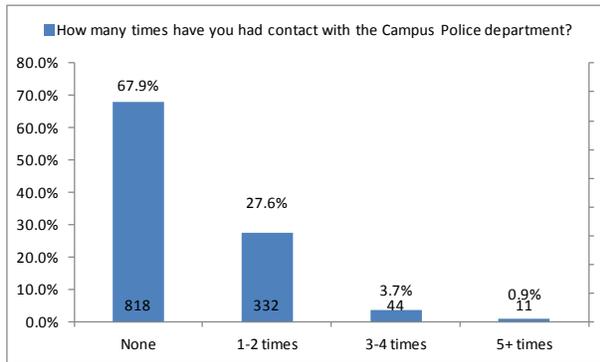
Statistical Results: Southwestern College Bookstore

	<u>Item</u>	<u>Response Count</u>	<u>No Response</u>	<u>Response Percent</u>	<u>Average Score</u>	<u>Median Score</u>	<u>Standard Deviation</u>
Question 64-1.	Courteousness of staff	1198	166	88%	4.2	4	0.9
Question 64-2.	Staff knowledge about textbook selection	1197	167	88%	4.2	4	0.9
Question 64-3.	Staff knowledge about product information	1197	167	88%	4.1	4	0.9
Question 64-4.	Cleanliness of store	1194	170	88%	4.3	4	0.8

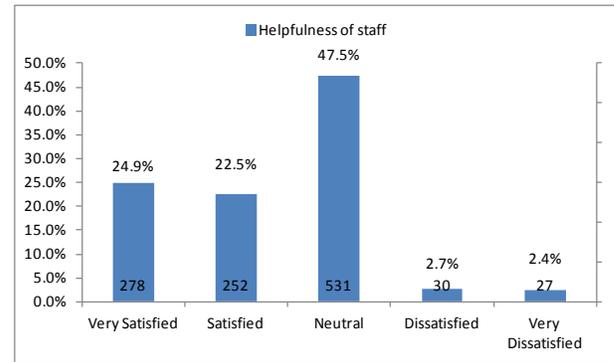
Scoring based on: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1

Police Department

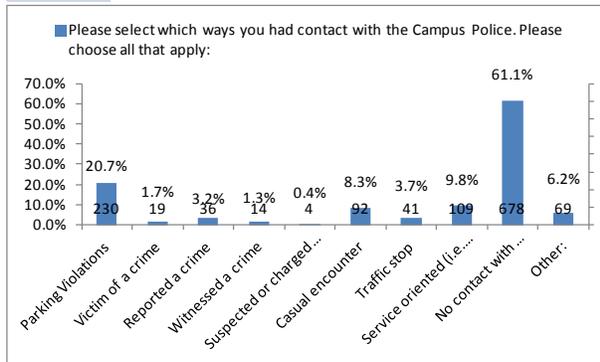
Question 65.	How many times have you had contact with the Campus Police department? <ul style="list-style-type: none"> None 1-2 times 3-4 times 5+ times
Question 66.	Please select which ways you had contact with the Campus Police. Please choose all that apply: <ul style="list-style-type: none"> Parking violations Victim of a crime Reported a crime Witnessed a crime Casual encounter Other: (Please specify.) Traffic stop Suspected or charged with a crime Service oriented (i.e. escort, lost property lockout, etc.) No contact with Campus Police
Question 67.	Based on your experience with the College Police Department, please indicate your level of satisfaction with: <ul style="list-style-type: none"> Helpfulness of staff Courteousness of staff Your experience overall



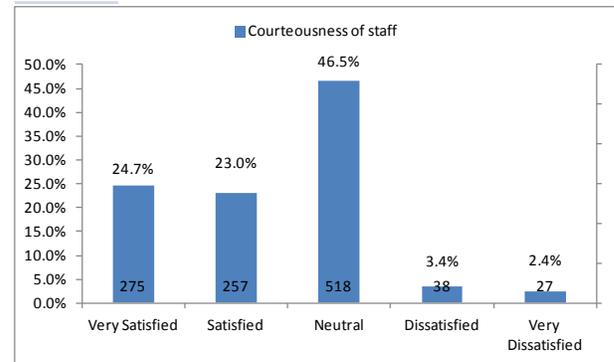
N=1205



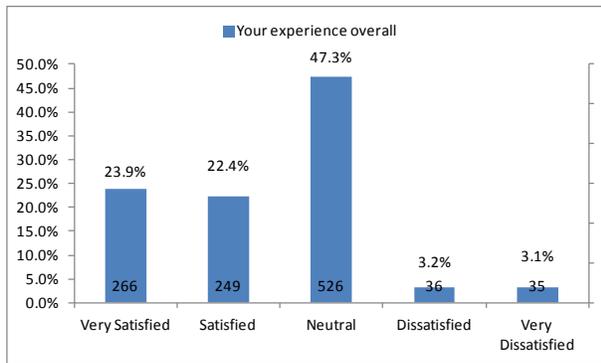
N=1118



N=1110



N=1115



N=1112

Statistical Results: Police Department

	<u>Item</u>	<u>Response Count</u>	<u>No Response</u>	<u>Response Percent</u>	<u>Mode</u>	<u>Count</u>	<u>Percent</u>
Question 65.	How many times have you had contact with the Campus Police department?	1205	159	88%	None	818	67.9%
Question 66.	Please select which ways you had contact with the Campus Police.	1110	254	81%	No contact with Campus Police	678	61.1%
	Campus Police contact reason list (greatest to least):						
	"No contact with Campus Police," "Parking violations," "Service oriented (i.e. escort, lost property, lockout, etc.)," "Casual encounter," "Other,"* "Traffic stop," "Reported a crime," "Victim of a crime," "Witnessed a crime," "Suspected or charged with a crime."						
	*Other includes: "Lost: phone, item, etc.," "parking machine (or parking meter) issue," "vehicular (or parking lot) accident" and "forgotten item in classroom."						
	<u>Item</u>	<u>Response Count</u>	<u>No Response</u>	<u>Response Percent</u>	<u>Average Score</u>	<u>Median Score</u>	<u>Standard Deviation</u>
Question 67-1.	Helpfulness of staff	1118	246	82%	3.6	3	1.0
Question 67-2.	Courteousness of staff	1115	249	82%	3.6	3	1.0
Question 67-3.	Your experience overall	1112	252	82%	3.6	3	1.0

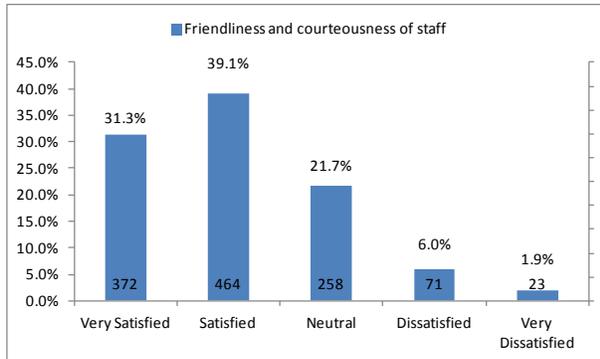
Scoring based on: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1

College Cashiers Office

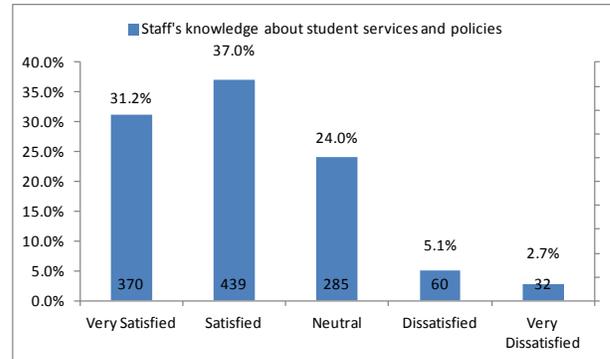
Question 68.

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

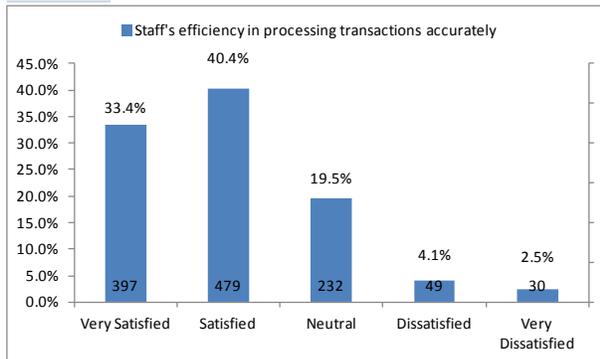
- Friendliness of courtesousness of staff
- Staff's efficiency in processing transaction accurately
- Staff's knowledge about student services and policies



N=1188



N=1186



N=1187

Statistical Results: College Cashiers Office

	<u>Item</u>	<u>Response Count</u>	<u>No Response</u>	<u>Response Percent</u>	<u>Average Score</u>	<u>Median Score</u>	<u>Standard Deviation</u>
Question 68-1.	Friendliness and courtesousness of staff	1188	176	87%	3.9	4	1.0
Question 68-2.	Staff's efficiency in processing transactions accurately	1187	177	87%	4.0	4	1.0
Question 68-3.	Staff's knowledge about student services and policies	1186	178	87%	3.9	4	1.0

Scoring based on: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1

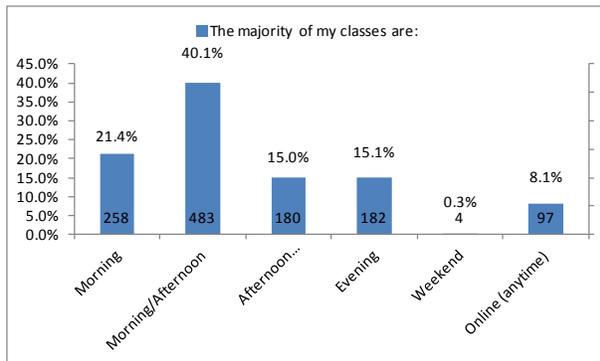
Supplemental Information

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

- Among respondents, a substantial number take classes in the morning, or during the morning/afternoon period. However, the relative proportion of responses related to class scheduling may or may not reflect the general student population.
- For those interested in information surrounding Southwestern College class scheduling patterns, the California Community College Chancellor Office (CCCCO) Data Mart website at <http://datamart.cccco.edu/Students/Default.aspx> furnishes additional data.

Your Schedule

Question 69.	The majority of my classes are:		
	<ul style="list-style-type: none"> • Morning • Evening 	<ul style="list-style-type: none"> • Morning/Afternoon • Weekend 	<ul style="list-style-type: none"> • Afternoon/Evening • Online (Anytime)



N=1204

Statistical Results: Your Schedule

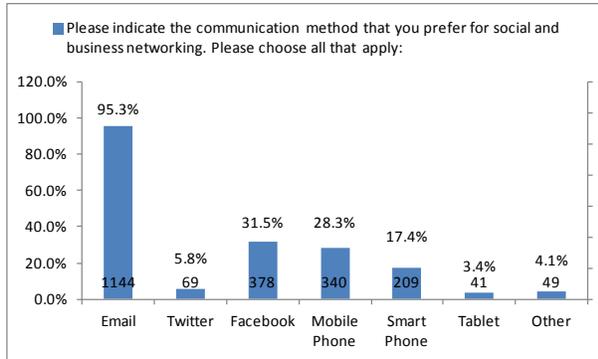
Question 69.	Item	Response	No	Response	Mode	Count	Percent
		Count	Response	Percent			
	The majority of my classes are:	1204	160	88%	Morning/Afternoon	483	40.1%
	Time of day schedule list (greatest to least): "Morning\Afternoon," "Morning," "Evening," "Afternoon\Evening," "Online (anytime)," and "Weekend."						

Your Preferred Communication Method

Question 70.

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

- Email
- Twitter
- Facebook
- Mobile phone
- Smart phone
- Tablet
- Other: (Please specify.)



N=1200

Statistical Results: Your Preferred Communication Method

	<u>Item</u>	<u>Response Count</u>	<u>No Response</u>	<u>Response Percent</u>	<u>Mode</u>	<u>Count</u>	<u>Percent</u>
Question 70.	Please indicate the communication method that you prefer for social and business networking.	1200	164	88%	Email	1144	95.3%
	List of preferred communication method (greatest to least):						
	"Email," "Facebook," "Mobile Phone," "Smart Phone," "Twitter," "Other,"* and "Tablet."						
	*Other includes: "Face-to-face" and "house phone."						

Appendices

In order to facilitate question comparisons, a summary chart of Student Satisfaction Survey query items is provided. The first portion of the appendix contains an ordered survey question summary reflecting query item content and selection options. The latter portion of the appendix is the copy of the original survey items (presented in its entirety) and in the format as it appeared during its implementation period on the SurveyMonkey survey platform.

- Eleven (11) of the sixteen student service/department queries within the Student Satisfaction Survey utilized Likert ratings in relation to satisfaction levels (i.e. *Very Satisfied, Satisfied, Neutral, Unsatisfied, and Very Unsatisfied* *Very Satisfied = 5, Satisfied = 4, Neutral = 3, Unsatisfied = 2, and Very Unsatisfied = 1*).
- The eleven student service/departments incorporating Likert ratings are the following: *Admissions and Records, Financial Aid, Transfer Center, Health Services, Women's Resource Center, Center for Technical Education and Career Success (CTECS), Veterans Services, Career Center, Student Employment Services, Disability Support Services, and the Counseling Center*. However, Yes/No and multiple choice queries related to program and service utilization are also found within several student service/department survey items.
- Five (5) of the sixteen student service/department queries did not incorporate a Likert rating framework. Instead, a Yes/No survey format, a multiple choice query related to program utilization, or a combination of the two survey response types was used. These student service/departments are: *Student Affairs, EOPS/CARE, Academic Success Center, Associated Student Organization of Southwestern College (ASO) and Inter Club Council (ICC), and the Assessment Center/Prerequisites Center*.
- All institutional support services integrated Likert ratings in their respective survey queries—only the Police Department included additional survey items.

Survey Question Summary

Familiarity with Services/Departments

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

Admissions and Records

- Question 2.* For each item listed below, please indicate your level of satisfaction:
- College Application
 - Student ID
 - College Registration Process
 - Transcript Request Service
- Question 3.* For each item listed below, please indicate your level of satisfaction with the timeliness of service.
- Student ID Process
 - Transcript Evaluation Process
 - Transcript Service

Financial Aid

- Question 4.* Have you ever applied for Financial Aid at Southwestern College?
- Question 5.* Have you ever received Financial Aid while attending Southwestern College?
- Question 6.* Do you believe receiving Financial Aid increased your ability to:
- Attend Southwestern College?
 - Succeed in your classes at Southwestern College?
- Question 7.* Are you aware of the rights and responsibilities of a Financial Aid Student?
- Question 8.* Have you used any of the Southwestern College Financial Aid Office's online services?
- Question 9.* Based on your experience using online services provided by the Southwestern College Financial Aid Office, please indicate your level of satisfaction with:
- Amount of information provided
 - Timeliness of information
 - Timeliness of aid disbursements
 - Overall quality of service
 - Accuracy of information provided
 - Helpfulness of staff
 - Ease of application process

Student Affairs

- Question 10.* How did you learn about Southwestern College? Please choose all that apply:
- Friends
 - Print Ad
 - Family
 - High School Counselor
 - Radio
 - Other: (Please specify.)
- Question 11.* What was the most important factor for your attending Southwestern College? Please choose all that apply:
- High School GPA
 - SWC presentation at your high school
 - Financial
 - Other: (Please specify.)
 - High School Counselor

Transfer Center

- Question 12.* Have you ever used any of the services provided by the Transfer Center?
- Question 13.* Did you participate in any of the workshops (Steps to Transfer, UC/CSU Application Review, etc.)?
- Question 14.* Did you participate in any of the university campus tours?
- Question 15.* Have you ever used the Transfer Center website www.swccd.edu/~transfer?
- Question 16.* Did you find the Transfer Center services helpful in meeting your educational goal or transfer goal?
- Question 17.* Based on your experience with the Transfer Center, please indicate your level of satisfaction with:
- Helpfulness of staff/Counselors
 - Your experience overall

EOPS/CARE

- Question 18.* Were you aware that there is an EOPS program at Southwestern College?
- Question 19.* Which other student services programs have you utilized? Please choose all that apply:
- Counseling Center
 - Disabled Student Services
 - Transfer Center
 - None
 - Other: (Please specify.)

Academic Success Center

- Question 20.* Which of the following Academic Success Center services have you utilized? Please choose all that apply:
- English Writing Center
 - Tutoring Services
 - Online Writing Lab (OWL)
 - Open Labs (Biology, Business, Child Development, CIS/CL, Language Conversation, Math/Science, Music, and Nursing.)
 - Test Reviews
 - Workshops/Proctored Exams
 - Other: (Please specify.)

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

- Question 21.* Did you vote in the last ASO student election (April 2011)?
- Question 22.* Did you run for an elected position during the last ASO student election (April 2011)?
- Question 23.* Have you ever attended an ASO event?
- Question 24.* Based on your experience with ASO events, please indicate your level of satisfaction with the:
- Number of ASO events per semester
 - Variety of ASO events per semester
 - Organization of ASO events
 - Promotion of ASO events
- Question 25.* Are you aware of clubs offered through the Associated Student Organization?
- Question 26.* Do the clubs at Southwestern College meet your needs?

Health Services

- Question 27.* Have you ever received services from the Health Services Office?
- Question 28.* Have you received any information from Health Services related to a healthy lifestyle?
- Question 29.* Based on your experience with the Southwestern College Health Services Office, please indicate your level of satisfaction with:
- Helpfulness of staff
 - Courteousness of staff
 - Your overall experience

Women's Resource Center

- Question 30.* Have you utilized a service at the Women's Resource Center?
- Question 31.* Based on your experience with the Southwestern College Women's Resource Center, please indicate your level of satisfaction with:
- Helpfulness of staff
 - Courteousness of staff
 - Your overall experience

Center for Technical Education and Career Success (CTECS)	
<i>Question 32.</i>	Have you used the services provided by CTECS?
<i>Question 33.</i>	Based on your experience using services by the Southwestern College's CTECS, please indicate your level of satisfaction with: <ul style="list-style-type: none"> • Amount of information provided • Accuracy of information provided • Timeliness of information • Helpfulness of staff
Veterans Services	
<i>Question 34.</i>	Are you a veteran?
<i>Question 35.</i>	Based on your experience with the Southwestern College Veterans Services office, please indicate your level of satisfaction with: <ul style="list-style-type: none"> • Helpfulness of staff • Courteousness of staff • Your overall experience
<i>Question 36.</i>	Are you aware of the services offered at the Southwestern College Veterans Welcome Center?
<i>Question 37.</i>	Have you used services provided by the Veterans Welcome Center?
<i>Question 38.</i>	Based on your experience with the Southwestern College Veterans Welcome Center, please indicate your level of satisfaction with: <ul style="list-style-type: none"> • Helpfulness of staff • Courteousness of staff • You experience overall
Career Center	
<i>Question 39.</i>	Have you ever used any of the services provided by the Southwestern College Career Center?
<i>Question 40.</i>	Did you participate in any of the career assessments (Choices, MBTI, Career Cruising)?
<i>Question 41.</i>	Did you find the Southwestern College Career Center services helpful in identifying your career or educational goals?
<i>Question 42.</i>	Based on your experience with the Southwestern College Career Center, please indicate your level of satisfaction with: <ul style="list-style-type: none"> • Helpfulness of staff • Your experience overall
Student Employment Services	
<i>Question 43.</i>	Have you ever used any of the services provided by Southwestern College Student Employment Services?
<i>Question 44.</i>	How often each month do you use services provided by Southwestern College Student Employment Services? <ul style="list-style-type: none"> • 1-3 times • 4-6 times • 7 or more times
<i>Question 45.</i>	Have you used the resume or interview assistance services provided by the Student Employment Services?
<i>Question 46.</i>	Have you used the Student Employment Services website?
<i>Question 47.</i>	Based on your experience with Student Employment Services, please indicate your level of satisfaction with: <ul style="list-style-type: none"> • Helpfulness of staff • Your experience overall
Disability Support Services	
<i>Question 48.</i>	Are you aware of Southwestern College's Disability Support Services?
<i>Question 49.</i>	Have you ever used any of the services provided by the Southwestern College's Disability Support Services?
<i>Question 50.</i>	Based on your experience with the Southwestern College's Disability Support Services office, please indicate your level of satisfaction with: <ul style="list-style-type: none"> • Helpfulness of staff • Courteousness of staff • Amount of information provided • Accuracy of information provided • Timeliness of information • Your experience overall

Counseling Center

Question 51. Have you ever used any of the services provided by the Southwestern College Counseling Center? If so, which locations have you accessed? Please choose all that apply:

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

Question 52. Were your counseling needs met?

Question 53. In your first semester at Southwestern College, did you attend an orientation to college?

Question 54. Did you review information on any of the following topics in the Orientation Session?

- College resources
- Student success characteristics
- An overview of your educational options

Question 55. Did you schedule and attend an individual counseling appointment with a college counselor?

Question 56. Based on your experience with the Counseling Center at the Chula Vista campus, please indicate your level of satisfaction with:

- Front desk staff
- Counselors at Walk-in service
- Counselors in appointment session

Assessment Center/Prerequisites Center

Question 57. Did you take one or more assessment tests at Southwestern College during your first semester?

Question 58. Do you clearly understand how to select courses based on assessment information and your educational goals?

Custodial Services

Question 59. Based on your experience with Custodial Services, please indicate your level of satisfaction with the:

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

Grounds Department

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

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

Maintenance Department

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

- Courteousness of staff
- Timeliness of classroom repairs

Facilities Department

Question 62. Based on your experience with the Facilities Department, please indicate your level of satisfaction with the:

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

Food Services/Cafeteria

Question 63. Based on your experience with Food Services, please indicate your level of satisfaction with the:

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

Southwestern College Bookstore

Question 64. Based on your experience with the Southwestern College Bookstore, please indicate your level of satisfaction with the:

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

Police Department

Question 65. How many times have you had contact with the Campus Police department?

- None
- 1-2 times
- 3-4 times
- 5+ times

Question 66. Please select which ways you had contact with the Campus Police. Please choose all that apply:

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

Question 67. Based on your experience with the College Police Department, please indicate your level of satisfaction with:

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

College Cashiers Office

Question 68. Based on your experience with the College Cashier's Office, please indicate your level of satisfaction with the:

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

Your Schedule

Question 69. The majority of my classes are:

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

Your Preferred Communication Method

Question 70. Please indicate the communication method that you prefer for social and business networking. Please choose all that apply:

- Email
- Twitter
- Facebook
- Mobile phone
- Smart phone
- Tablet
- Other: (Please specify.)

Student Satisfaction Survey 2012

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

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

Admissions and Records

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
College Application	<input type="radio"/>				
College Registration Process	<input type="radio"/>				
Student ID	<input type="radio"/>				
Transcript Request Service	<input type="radio"/>				

Student Satisfaction Survey 2012

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Student ID Process	<input type="radio"/>				
Transcript Evaluation Process	<input type="radio"/>				
Transcript Service	<input type="radio"/>				

Financial Aid

4. Have you ever applied for Financial Aid at Southwestern College?

- Yes
 No

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

- Yes
 No

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

	Yes	No	Not Applicable
Attend Southwestern College	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Succeed in your classes at Southwestern College	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

- Yes
 No
 Not Applicable

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

- Yes
 No

Financial Aid

Student Satisfaction Survey 2012

9. Based on your experience using online services provided by the Southwestern College Financial Aid Office, please indicate your level of satisfaction with:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Amount of information provided	<input type="radio"/>				
Accuracy of information provided	<input type="radio"/>				
Timeliness of information	<input type="radio"/>				
Helpfulness of staff	<input type="radio"/>				
Timeliness of aid disbursements	<input type="radio"/>				
Ease of application process	<input type="radio"/>				
Overall quality of service	<input type="radio"/>				

Student Affairs

10. How did you learn about Southwestern College? Please choose all that apply:

- Friends
- Family
- Radio
- Print Ad
- High School Counselor
- Other

Please specify.

11. What was the most important factor for your attending Southwestern College? Please choose all that apply:

- High School GPA
- Financial
- High School counselor
- SWC presentation at your high school
- Other

Please specify.

Transfer Center

Student Satisfaction Survey 2012

12. Have you ever used any of the services provided by the Transfer Center?

- Yes
 No

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

- Yes
 No

14. Did you participate in any of the university campus tours?

- Yes
 No

15. Have you ever used the Transfer Center website www.swccd.edu/~transfer/?

- Yes
 No

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

- Yes
 No

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

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

EOPS/CARE

18. Were you aware that there is an EOPS program at Southwestern College?

- Yes
 No

Student Satisfaction Survey 2012

19. Which other student services programs have you utilized? Please choose all that apply:

- Counselling Center
- Disabled Student Services
- Transfer Center
- None
- Other

Please specify.

Academic Success Center

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

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

Please specify.

Associated Student Organization of Southwestern College (ASO) and Inter Clu...

21. Did you vote in the last ASO student election (April 2011)?

- Yes
- No

22. Did you run for an elected position during the last ASO student election (April 2011)?

- Yes
- No

Student Satisfaction Survey 2012

23. Have you ever attended an ASO event?

Yes

No

Associated Student Organization of Southwestern College (ASO) and Inter Clu...

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

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

25. Are you aware of clubs offered through the Associated Student Organization?

Yes

No

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

Yes

No

Health Services

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

Yes

No

Health Services

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

Yes

No

Student Satisfaction Survey 2012

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

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

Women's Resource Center

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

- Yes
 No

Women's Resource Center

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

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

Center for Technical Education and Career Success (CTECS)

32. Have you used the services provided by CTECS?

- Yes
 No

Center for Technical Education and Career Success (CTECS)

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

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

Student Satisfaction Survey 2012

Veterans Services

34. Are you a veteran?

- Yes
 No

Veterans Services

35. Based on your experience with the Southwestern College Veterans Services office, please indicate your level of satisfaction with:

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

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

- Yes
 No

37. Have you used services provided by the Veterans Welcome Center?

- Yes
 No

Veterans Services

38. Based on your experience with the Southwestern College Veterans Welcome Center, please indicate your level of satisfaction with:

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

Career Center

Student Satisfaction Survey 2012

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

- Yes
 No

Career Center

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

- Yes
 No

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

- Yes
 No

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

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

Student Employment Services

43. Have you ever used any of the services provided by Southwestern College Student Employment Services?

- Yes
 No

Student Employment Services

44. How often each month do you use services provided by Southwestern College Student Employment Services?

- 1-3 times
 4-6 times
 7 or more

Student Satisfaction Survey 2012

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

- Yes
 No

46. Have you used the Student Employment Services website?

- Yes
 No

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

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

Disability Support Services

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

- Yes
 No

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

- Yes
 No

Disability Support Services

50. Based on your experience with the Southwestern College's Disability Support Services office, please indicate your level of satisfaction with:

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

Student Satisfaction Survey 2012

Counseling Center

51. Have you ever used any of the services provided by the Southwestern College Counseling Center? If so, which locations have you accessed? Please choose all that apply:

- Chula Vista
 National City
 San Ysidro
 Otay Mesa

52. Were your counseling needs met?

- Yes
 No

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

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

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

	Yes	No
College resources	<input type="radio"/>	<input type="radio"/>
Student success characteristics	<input type="radio"/>	<input type="radio"/>
An overview of your educational options	<input type="radio"/>	<input type="radio"/>

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

- Yes
 No

Student Satisfaction Survey 2012

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

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

Assessment Center/Prerequisites Center

57. Did you take one or more assessment tests at Southwestern College during your first semester?

- Yes
 No

58. Do you clearly understand how to select courses based on assessment information and your educational goals?

- Yes
 No

Custodial Services

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

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

Grounds Department

Student Satisfaction Survey 2012

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

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

Maintenance Department

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

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

Facilities Department

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

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

Food Services/Cafeteria

Student Satisfaction Survey 2012

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

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

Southwestern College Bookstore

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

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

Police Department

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

- None
- 1-2 times
- 3-4 times
- 5+ times

Student Satisfaction Survey 2012

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

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

Please specify.

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

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

College Cashiers Office

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

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

Your Schedule

Student Satisfaction Survey 2012

69. The majority of my classes are:

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

Your Preferred Communication Method

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

- Email
- Twitter
- Facebook
- Mobile Phone
- Smart Phone
- Tablet
- Other

Please specify.