



Southwestern Community College

Student Satisfaction Survey

Spring 2013

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



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Southwestern College Student Satisfaction Survey-Spring 2013

Introduction

Colleges and college districts undertake student surveys for a variety of reasons. Among these reasons is the desire to elicit student opinion and viewpoint regarding programs and services, to gauge student perspectives regarding the institution generally, to meet post-secondary educational mandates, or as part of a broader institutional evaluation effort. Surveys, whether administered online or through conventional paper distributions, provide a means for understanding student opinion at a given point in time, or over the course of time (in the case of multiple survey administrations). The *Southwestern Community College Student Satisfaction Survey, Spring 2013* survey is intended to meet California's post-secondary educational mandates requiring its community colleges to implement evaluative frameworks that ensure educational accountability and institutional transparency. Additionally, state-level educational mandates require that post-secondary public institutions have in place research processes capable of providing evidence-based data appropriate to accreditation and the evaluation of educational and institutional outcomes.

The results of spring 2013 survey represent the most recent evaluation associated with Southwestern College's comprehensive examination of campus programs and services integral to the institutional and learning environment. The resulting data from each of these surveys provides important reference materials that permit campus entities to review program and service outcomes at the institutional level. A committee comprised of faculty, staff, and administrators was involved in the creation of initial questionnaire content. For spring 2013, the Class Climate online evaluation software system was utilized; the two previous online survey administrations utilized the SurveyGold and SurveyMonkey online survey systems in 2011 and 2012, respectively. The initial e-mail invitation for survey participation was sent out on April 30, 2013, with e-mail reminders sent to non-respondents on May 8, May 16, and May 21, 2013.

The survey closed on May 23, 2013. In total, eighteen thousand, twenty-five (18,025) invitations were sent out by e-mail. One thousand, one-hundred ten (1,110) surveys were submitted for a response rate of approximately six percent (6%). Of these, one survey was submitted with a minimal number of responses and another with no responses. Thus, a total of one thousand, one-hundred nine (1,109) valid surveys were available for reporting purposes.

Survey Analysis

Description

The *Southwestern Community College Student Satisfaction Survey* makes use of several reporting elements, including bar charts and statistical summary tables. Bar charts depict the

relative distribution of data by category, including: categorical counts, overall count, and response percentages. This analysis is supplemented by a numerical (quantitative) data composed of average scores, standard deviations, medians, or modes within “Statistical Result” tables. Moreover, when warranted, Yes/No survey response frequencies and percentages are included as part of bar chart and numerical data presentations.

Methodology

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

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

As a rule, questionnaire items may be viewed as either *general* or *program-specific* queries. The purpose of a *general* query is to measure the overall awareness of a given program or service without regard to actual use, nevertheless, students may be prompted as to whether they have utilized specific services in some cases. *Program-specific* survey queries usually occur in combination with the prompts “Have you ever used...,” or “Did you participate (in)...,” a specified campus program or service. For program-specific queries, an affirmative (“Yes”) to program use generally results in a filtering of responses to include only those students having participated in the program or service. These instances are identifiable within the report when an asterisk appears (“Item*”). The response filtering process is relatively common throughout the report—however, exceptions do occur (see: *Transfer Center*, Q12-17).

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 techniques. In the case of an odd count, the location of the middle value is centrally located after data ordering. When the count is even, and after data ordering, the location of the median is found by adding the middle two values and dividing by two.

- *Mode*: The mode is the value or category repeated most often in the survey data.
- *Response percent*: The response percent is the percentage found by dividing the total number of survey responses by the sum of both survey responses and non-responses.
- *Standard deviation*: 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 Questionnaire Surveys

As a rule, questionnaires are 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 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 each student taking the survey.

Statistical reliability is often a function of careful question structure and wording. Thus, reliability can be assured by simply refining survey questions 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 instance, within the Student Satisfaction survey, each item related to student familiarity with campus services and departments is intended to measure “awareness.” Consequently, it would be inappropriate to use this question to assess campus service or department *needs* (that is, as a needs assessment instrument).

Familiarity with Campus Services and Departments

As in earlier spring 2011 and spring 2012 surveys, students were queried about their familiarity with campus services and departments (twenty-three in all). Statistical results presented within the *Familiarity with Student Services/Departments* table summary reflect two distinct computational measures.

The first measure (*Familiarity*) derives from combining the “Very Familiar,” “Familiar,” and “Somewhat Familiar” percentages. Here, the “Not Familiar” and “N/A-Never heard of it” category percentages are excluded as each is treated as operationally equivalent. The rationale for the exclusion of the “Not Familiar” category is that respondents are likely familiar with a given program or service through name recognition alone, and not its purpose or mission. Consequently, a given program or service is not truly familiar to the respondent.

However, the second measure (*Average Score*) entails the use of all categorical values. Averages involving Likert scoring cannot exclude any pre-assigned values in mathematical computations, unlike the *Familiarity* index, where percentage indices are based strictly on categorical assignments (that is, “category blocks”).

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. Moreover, in order to ensure a valid comparison of campus services and departments, two major sub-groups has been 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.

Finally, 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 treated only as the level of “awareness” associated with each campus service or department.
- An implicit assumption exists regarding student familiarity with *Student Services & Departments*—namely, global or open eligibility student services and departments should be expected to have higher a familiarity index. Conversely, specialized or limited eligibility student services and departments are expected have a lower familiarity index.

Familiarity with Campus Services and Departments

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

Student Services and Departments

<u>Item</u>	<u>Familiarity</u>	<u>Average Score</u>
Admissions & Records	94.1%	4.1
Counseling	90.9%	4.1
Financial Aid	89.7%	4.2
Assessment\Prerequisites Center	86.6%	3.8
Career Center	74.6%	3.4
Transfer Center	72.4%	3.3
Health Services	67.4%	3.2
Student Employment Services	67.2%	3.2
EOPS\CARE	63.3%	3.2
Associated Student Organization (ASO) and Inter-Club Council (ICC)	65.3%	3.1
Disability Support Services	56.5%	3.0
Service Learning	53.0%	2.8
Veteran's Services	50.3%	2.9
Outreach	37.5%	2.4
Women’s Resource Center\Center for Technical Education... (CTECS)	28.8%	2.2

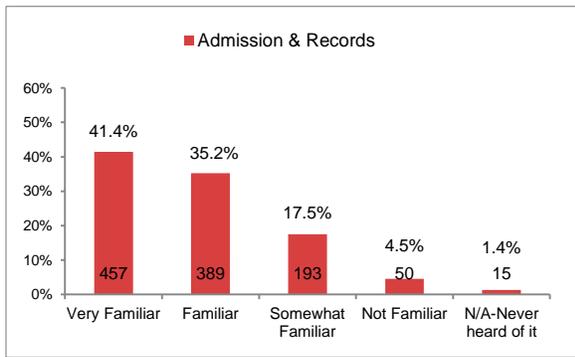
Institutional Support Services and Departments

Southwestern College Bookstore	96.8%	4.4
Food Services\Cafeteria	83.9%	3.9
Facilities	82.4%	3.6
Cashiering	80.9%	3.8
College Police	77.2%	3.5
Grounds	67.3%	3.2
Maintenance	56.4%	2.9
Custodial	47.2%	2.7

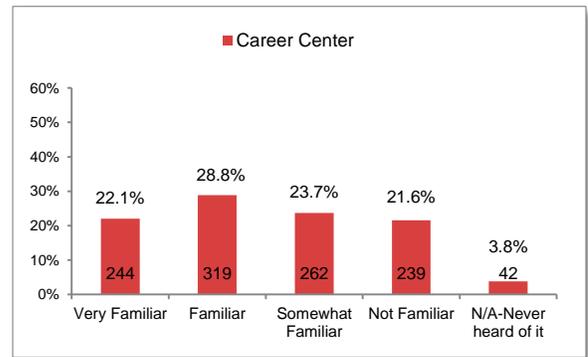
Average score based on: Very Familiar=5, Familiar=4, Somewhat Familiar=3, Not Familiar=2, N/A-Never heard of it=1

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

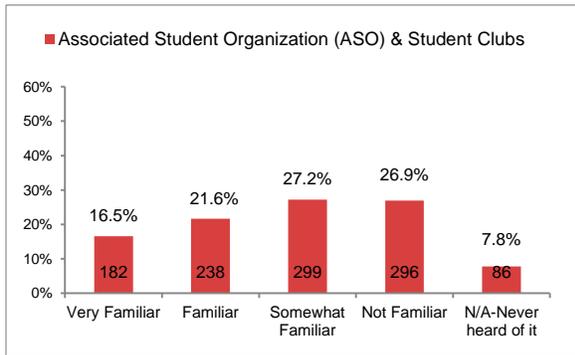
Response Count:	1109	No Response:	1	Response Percent:	99.9%
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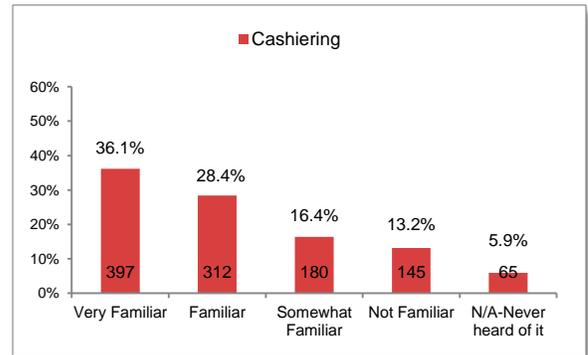
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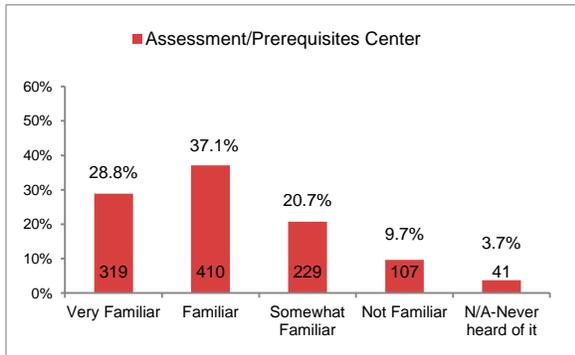
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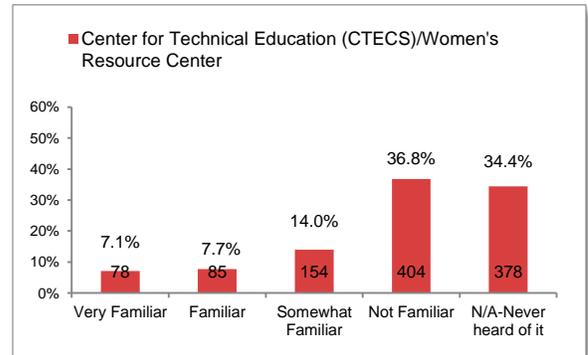
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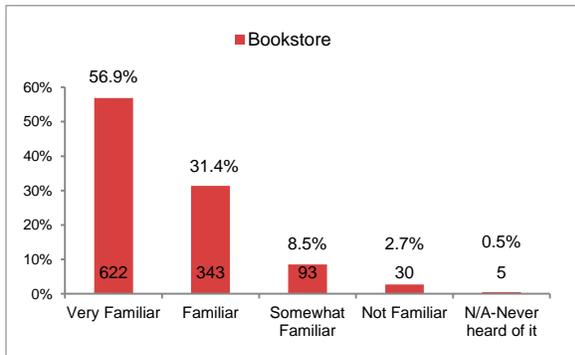
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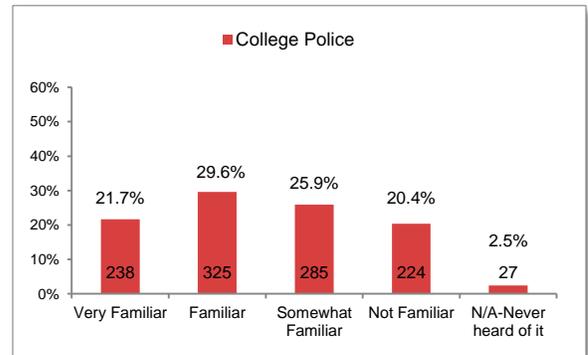
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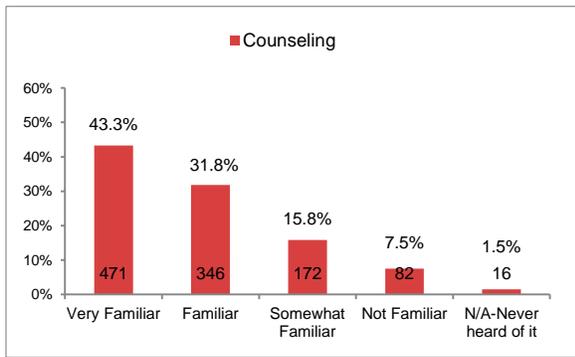
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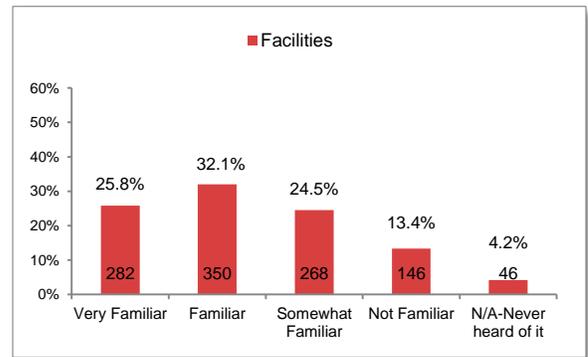
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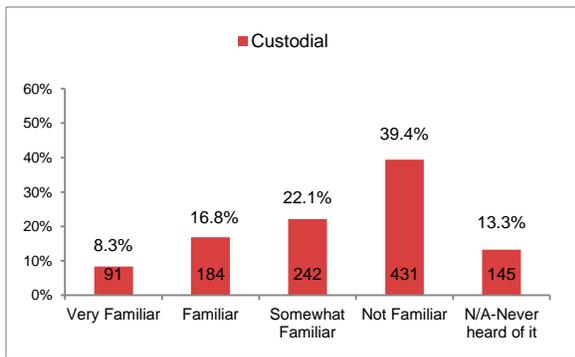
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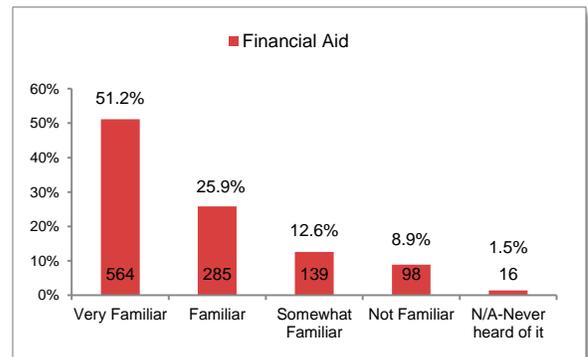
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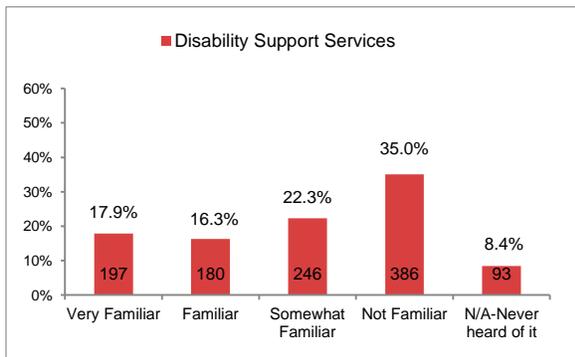
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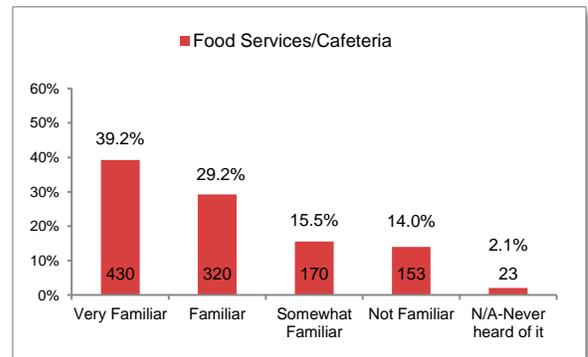
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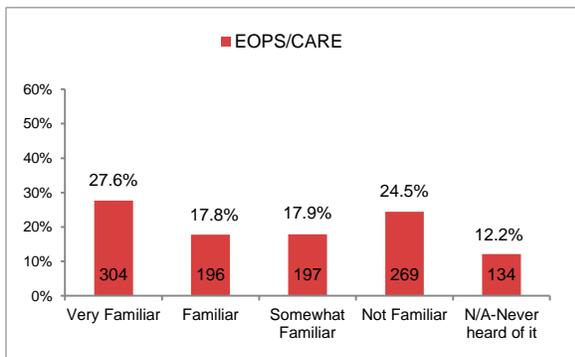
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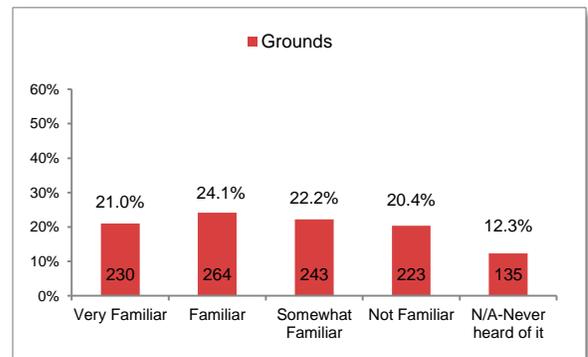
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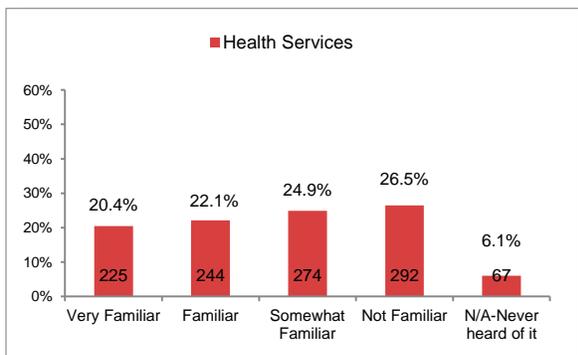
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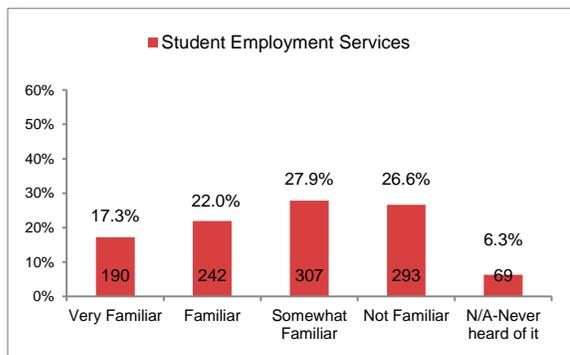
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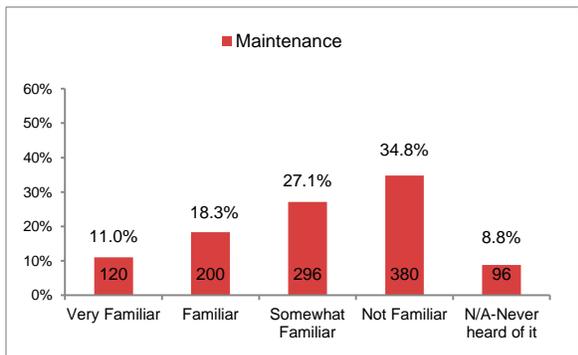
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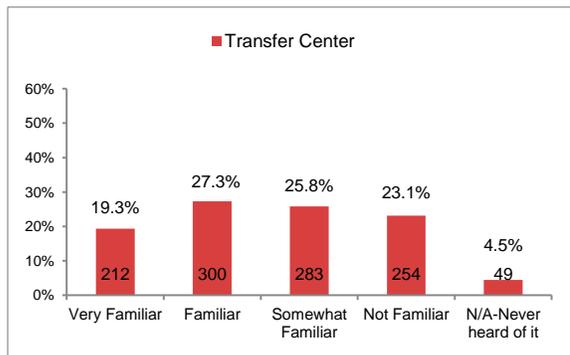
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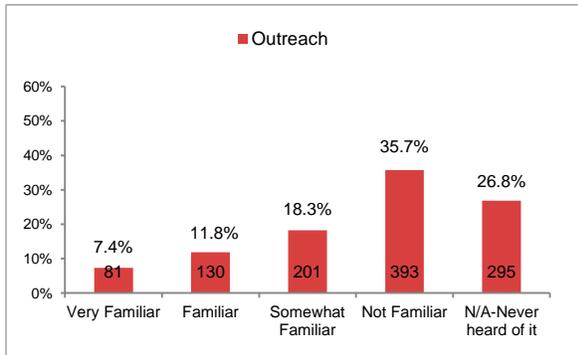
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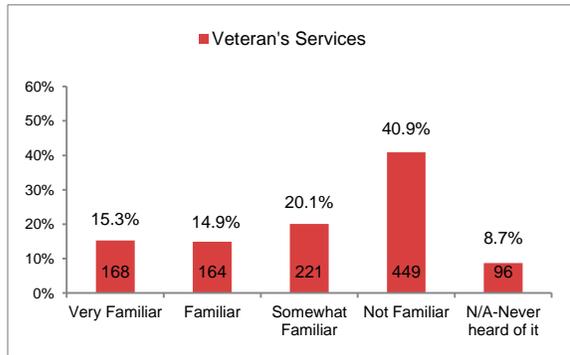
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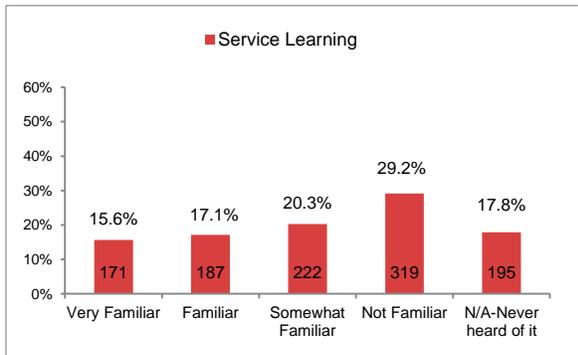
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N=1100



N=1098



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

Student Support Services and Departments

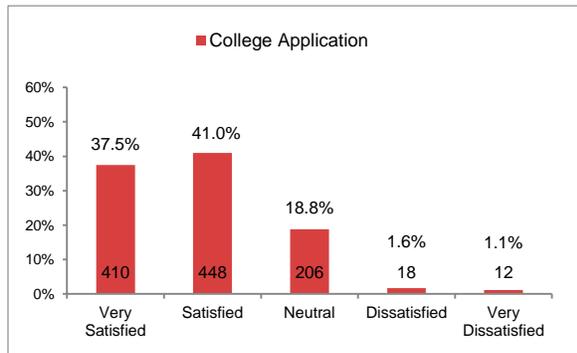
Student services and departments are ubiquitous aspects of campus life for students. Southwestern College student service/department are important resources for ensuring academic progress and achievement, and the development of financial and economic well-being in preparation for entry into campus life, transfer, and many other educational objectives. The *Southwestern Community College Student Satisfaction Survey, Spring 2013* provides a means for individual services and department to assess program outcomes. The following charts and statistical results provide a broad evaluative framework in relation to sixteen (16) student service/department entities.

Of note within this section of the report:

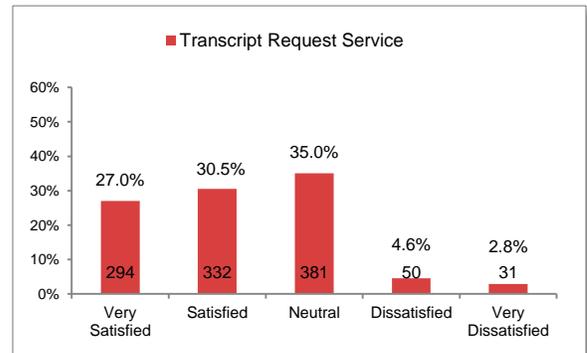
- Survey results are based on *Yes/No* items, Likert satisfaction-level scores (i.e. *Very Satisfied* = 5, *Satisfied* = 4, *Neutral* = 3, *Unsatisfied* = 2, and *Very Unsatisfied* = 1), multiple choice queries related to primary program and service offerings, and a limited number of open-response formats.
- Eleven (11) student service/departments make use of Likert scoring methodologies in some manner; whether in combination with *Yes/No* prompts, or multiple choice queries. Student service and departmental entities utilizing Likert satisfaction-level scoring include: *Admissions and Records, Financial Aid, Transfer Center, 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 rely primarily on *Yes/No* prompts, multiple choice queries, or a combination of these two methodologies. These student service/departments are *Student Affairs, EOPS/CARE, Academic Success Center, Associated Student Organization of Southwestern College (ASO) and Inter Club Council (ICC), and the Assessment Center/Prerequisites Center.*

Admissions and Records

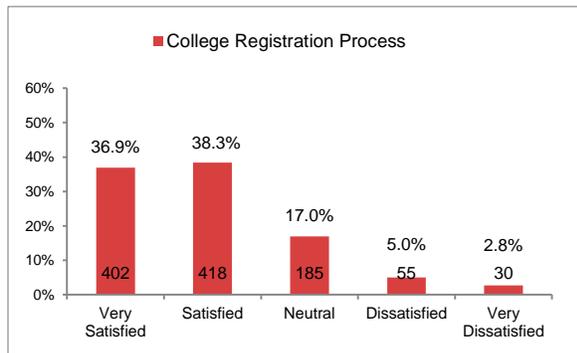
Question 2.	For each item listed below, please indicate your level of satisfaction:
	<ul style="list-style-type: none"> <li style="width: 50%;">• College Application <li style="width: 50%;">• College Registration Process <li style="width: 50%;">• Student ID <li style="width: 50%;">• Transcript Request 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"> <li style="width: 33%;">• Student ID Process <li style="width: 33%;">• Transcript Evaluation Process <li style="width: 33%;">• Transcript Service



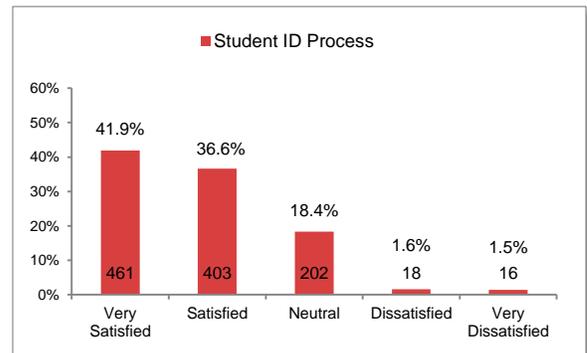
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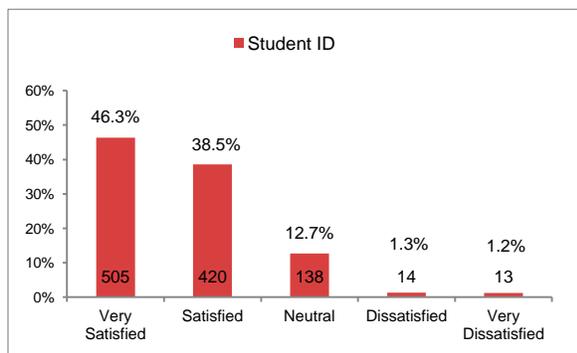
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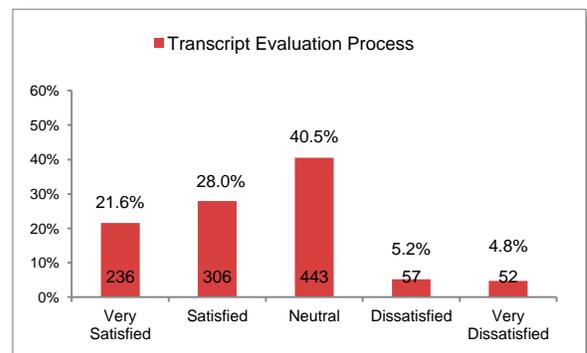
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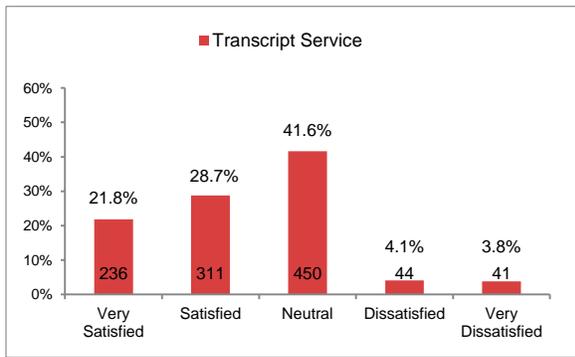
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N=1090



N=1094



N=1082

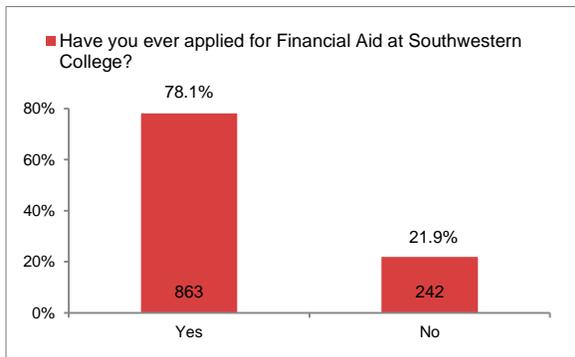
Statistical Results: Admissions and Records

	Item	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 2-1.	College Application	1094	15	98.6%	4.1	4	0.8
Question 2-2.	College Registration Process	1090	19	98.3%	4.0	4	1.0
Question 2-3.	Student ID	1090	19	98.3%	4.3	4	0.8
Question 2-4.	Transcript Request Service	1088	21	98.1%	3.7	4	1.0
Question 3-1.	Student ID Process	1100	9	99.2%	4.2	4	0.9
Question 3-2.	Transcript Evaluation Process	1094	15	98.6%	3.6	3	1.0
Question 3-3.	Transcript Service	1082	27	97.6%	3.6	4	1.0

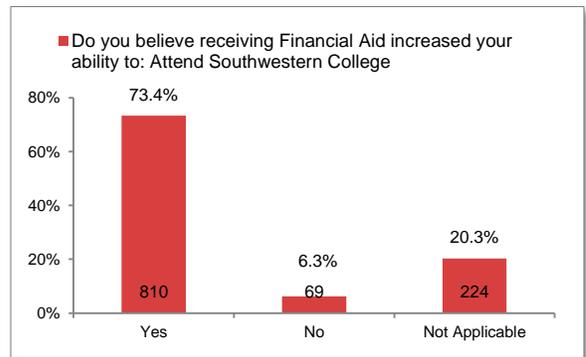
Scoring based on: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1

Financial Aid

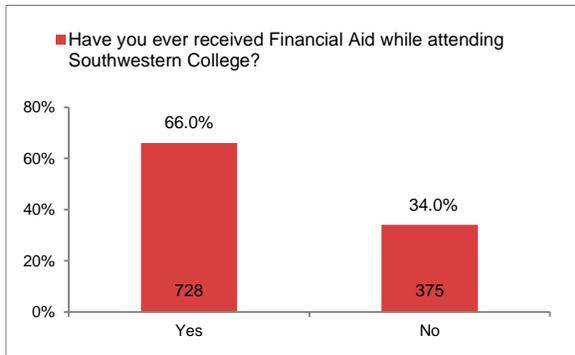
Question 4.	Have you ever applied for Financial Aid at Southwestern College?
Question 5.	Have you ever received Financial Aid while attending Southwestern College?
Question 6.	Do you believe receiving Financial Aid increased your ability to: <ul style="list-style-type: none"> • Attend Southwestern College? • 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



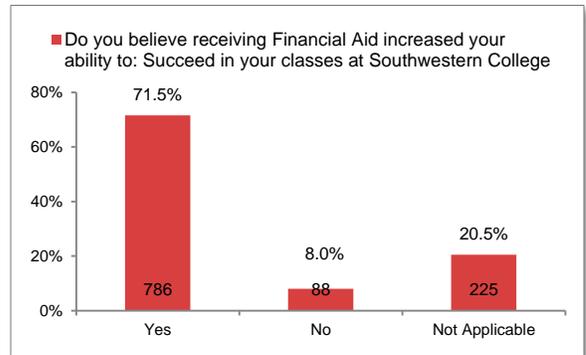
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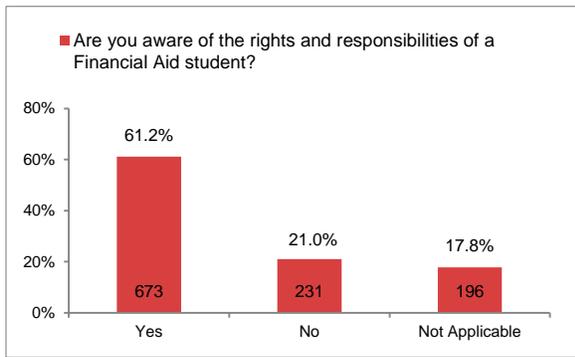
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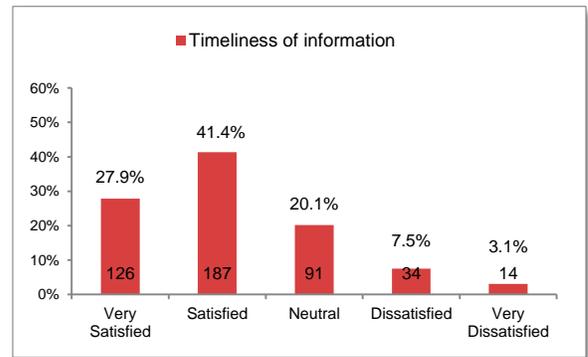
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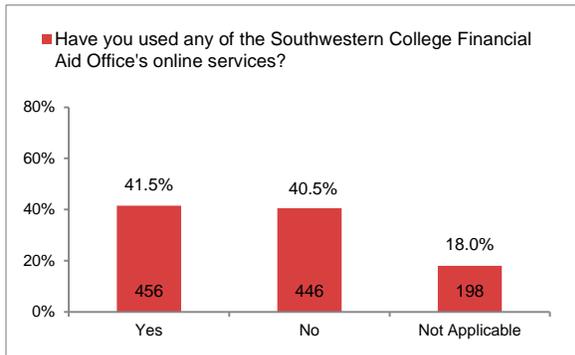
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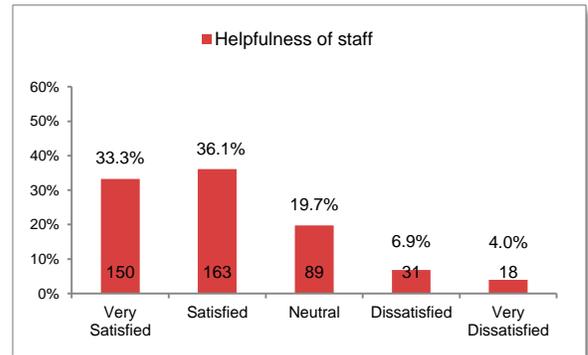
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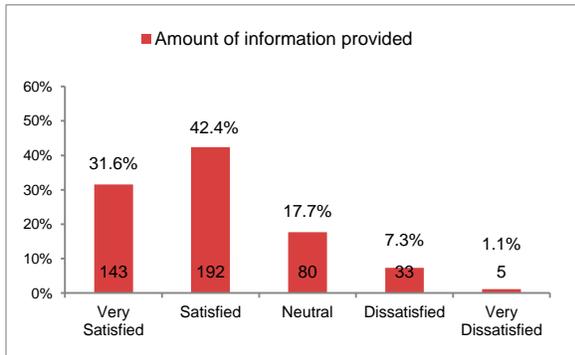
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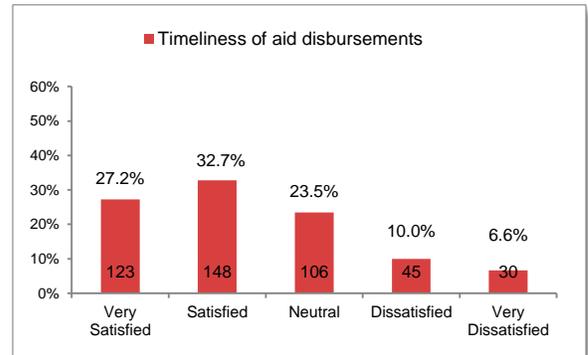
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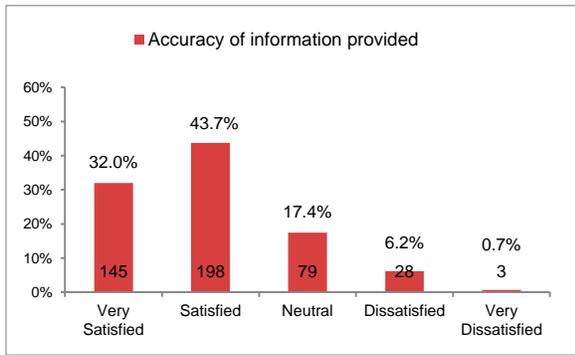
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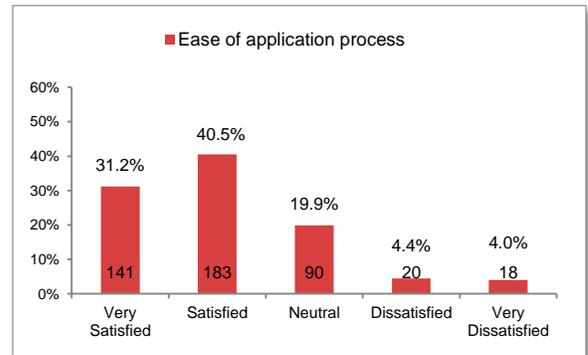
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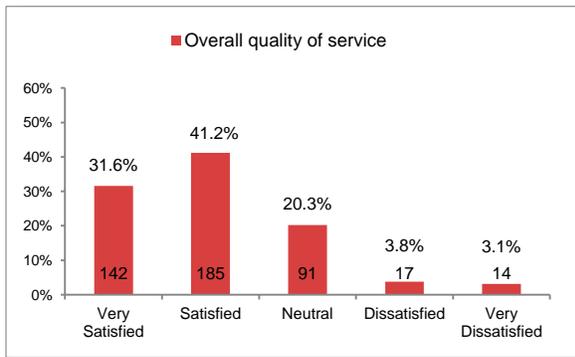
N=452



N=453



N=452



N=449

Statistical Results: Financial Aid

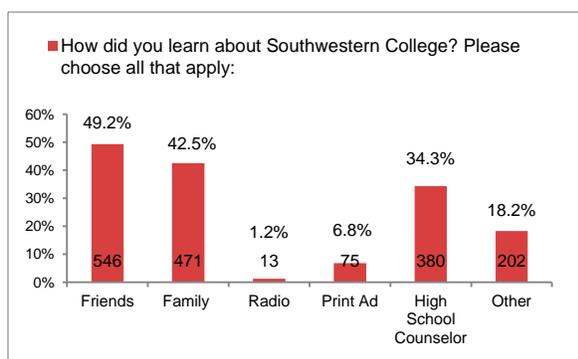
	Item	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent N/A
Question 4.	Have you ever applied for Financial Aid at Southwestern College?	1105	4	99.6%	78.1%	21.9%	—
Question 5.	Have you ever received Financial Aid while attending Southwestern College?	1103	6	99.5%	66.0%	34.0%	—
Question 6-1.	Do you believe receiving Financial Aid increased your ability to: Attend Southwestern College?	1103	6	99.5%	73.4%	6.3%	20.3%
Question 6-2.	Do you believe receiving Financial Aid increased your ability to: Succeed in your classes at Southwestern College?	1099	10	99.1%	71.5%	8.0%	20.5%
Question 7.	Are you aware of the rights and responsibilities of a Financial Aid Student?	1100	9	99.2%	61.2%	21.0%	17.8%
Question 8.	Have you used any of the Southwestern College Financial Aid Office's online services?	1100	9	99.2%	41.5%	40.5%	18.0%

	Item*	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 9-1.	Amount of information provided	453	3	99.3%	4.0	4	0.9
Question 9-2.	Accuracy of information provided	453	3	99.3%	4.0	4	0.9
Question 9-3.	Timeliness of information	452	4	99.1%	3.8	4	1.0
Question 9-4.	Helpfulness of staff	451	5	98.9%	3.9	4	1.1
Question 9-5.	Timeliness of aid disbursements	452	4	99.1%	3.6	4	1.2
Question 9-6.	Ease of application process	452	4	99.1%	3.9	4	1.0
Question 9-7.	Overall quality of service	449	7	98.5%	3.9	4	1.0

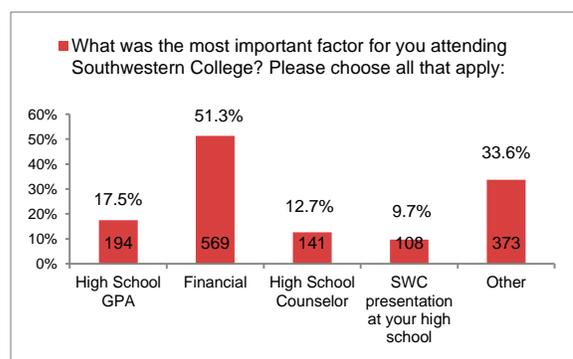
Scoring based on: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1. Item categories under the asterisk (*) are associated only with those respondents having used online services provided by the Financial Aid Office.

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=1109



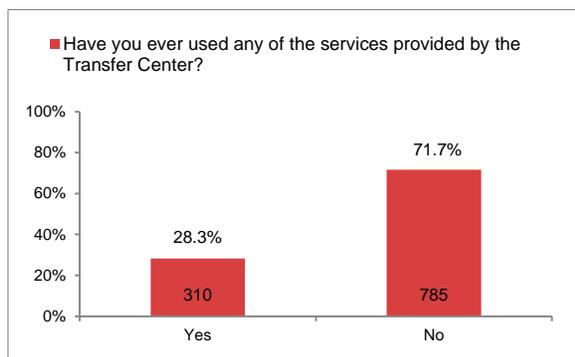
N=1109

Statistical Results: Student Affairs

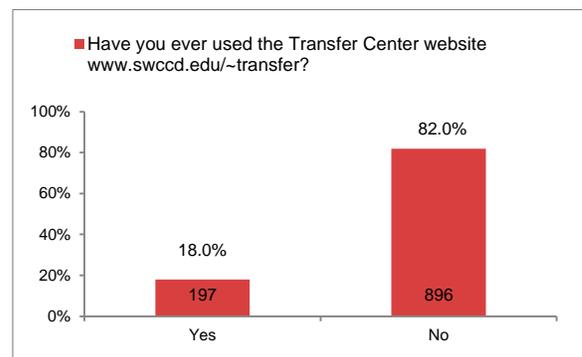
	Item	Response Count	No Response	Response Percent	Mode	Mode Count	Mode Percent
Question 10.	How did you learn about Southwestern College?	1109	—	100.0%	Friends	546	49.2%
Question 11.	What was the most important factor for your attending Southwestern College?	1109	—	100.0%	Financial	569	51.3%

Transfer Center

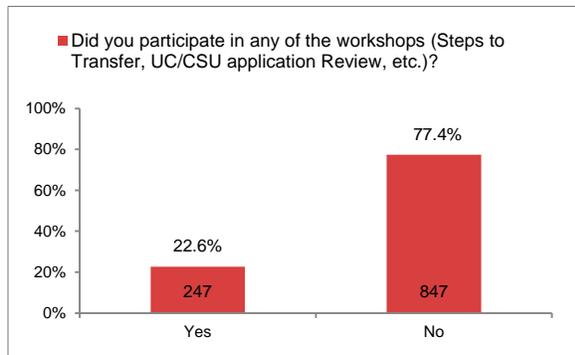
Question 12.	Have you ever used any of the services provided by the Transfer Center?
Question 13.	Did you participate in any of the workshops (Steps to Transfer, UC/CSU Application Review, etc.)?
Question 14.	Did you participate in any of the university campus tours?
Question 15.	Have you ever used the 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



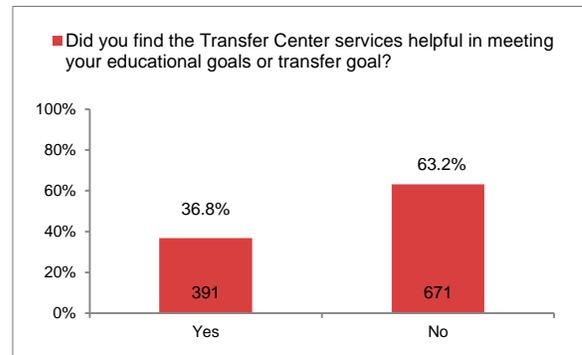
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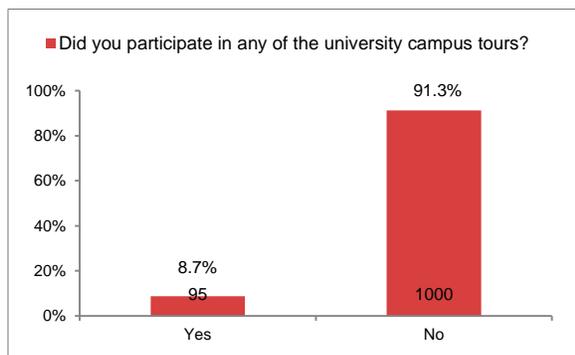
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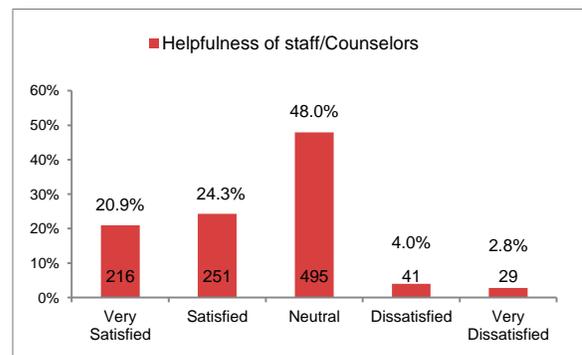
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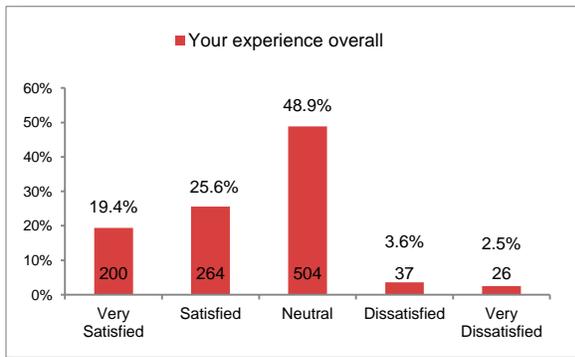
N=1062



N=1095



N=1032



N=1031

Statistical Results: Transfer Center

	Item	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
Question 12.	Have you ever used any of the services provided by the Transfer Center?	1095	14	98.7%	28.3%	71.7%	100.0%
Question 13.	Did you participate in any of the workshops (Steps to Transfer, UC/CSU Application Review, etc.)?	1094	15	98.6%	22.6%	77.4%	100.0%
Question 14.	Did you participate in any of the university campus tours?	1095	14	98.7%	8.7%	91.3%	100.0%
Question 15.	Have you ever used the Transfer Center website www.swccd.edu/~transfer ?	1093	16	98.6%	18.0%	82.0%	100.0%
Question 16.	Did you find the Transfer Center services helpful in meeting your educational goal or transfer goal?	1062	47	95.8%	36.8%	63.2%	100.0%

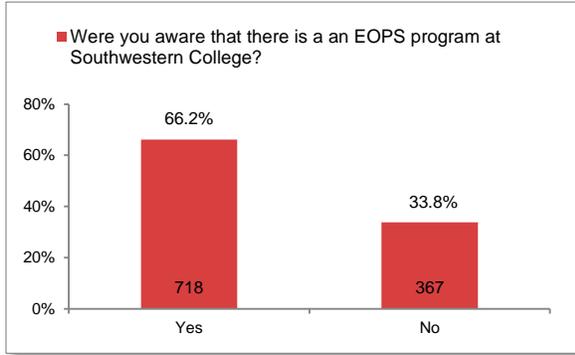


	Item	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 17-1.	Helpfulness of staff/Counselors	1032	77	93.1%	3.6	3	1.0
Question 17-2.	Your experience overall	1031	78	93.0%	3.6	3	0.9

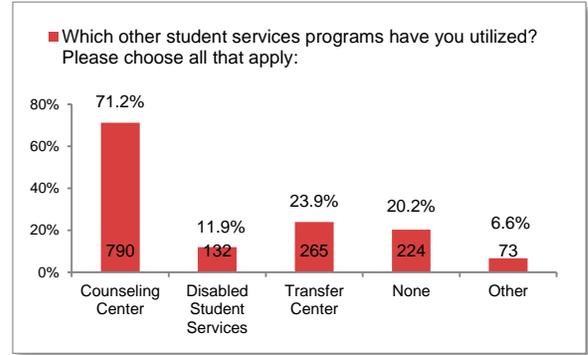
Scoring based on: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1.

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"> <li style="width: 33%;"><input type="checkbox"/> Counseling Center <li style="width: 33%;"><input type="checkbox"/> Disabled Student Services <li style="width: 33%;"><input type="checkbox"/> Transfer Center <li style="width: 33%;"><input type="checkbox"/> None <li style="width: 33%;"><input type="checkbox"/> Other: (Please specify.)



N=1085



N=1109

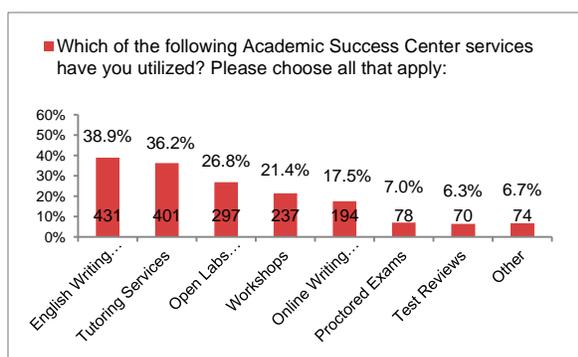
Statistical Results: EOPS\CARE

	Item	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
Question 18.	Were you aware that there is an EOPS program at Southwestern College?	1085	24	97.8%	66.2%	33.8%	100.0%
	Item	Response Count	No Response	Response Percent	Mode	Mode Count	Mode Percent
Question 19.	Which other student services programs have you utilized?	1109	—	100.0%	Counseling Center	790	71.2%

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.)



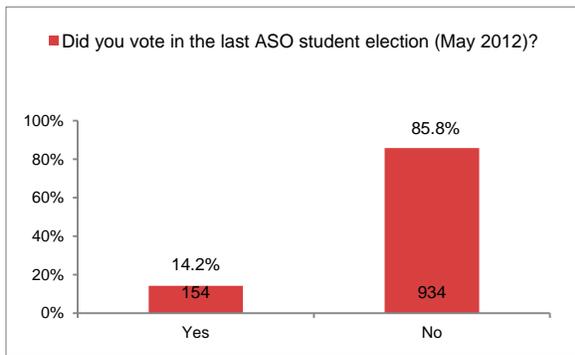
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Statistical Results: Academic Success Center

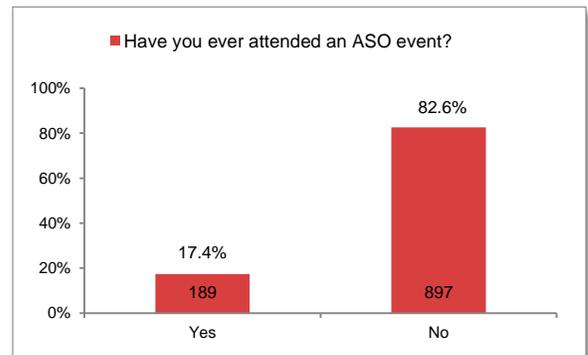
Item	Response Count	No Response	Response Percent	Mode	Mode Count	Mode Percent
Which of the following Academic Success Center services have you utilized?	1109	—	100.0%	English Writing Center	431	38.8%
Academic Success Center service utilization list (greatest to least):						
“English Writing Center,” “Tutoring Services,” “Open Labs (Biology, Business, Child Development, CIS/CL, Language Conversation, Math/Science, Music, and Nursing),” “Workshops,” “Proctored Exams,” “Online Writing Lab (OWL),” “Test Reviews” and “Other”*						
*Other includes: “Computers,” “independent study,” “print documents,” and “ASC Power Study sessions”						

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

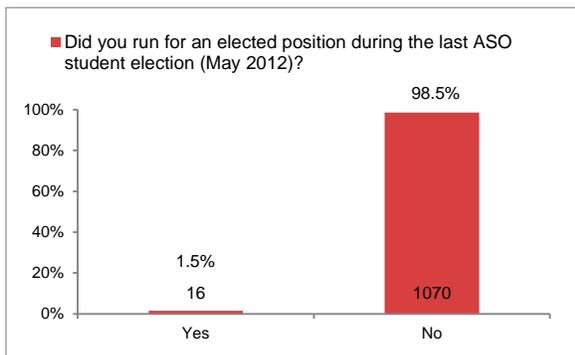
Question 21.	Did you vote in the last ASO student election (April 2011)?
Question 22.	Did you run for an elected position during the last ASO student election (April 2011)?
Question 23.	Have you ever attended an ASO event?
Question 24.	Based on your experience with ASO events, please indicate your level 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?



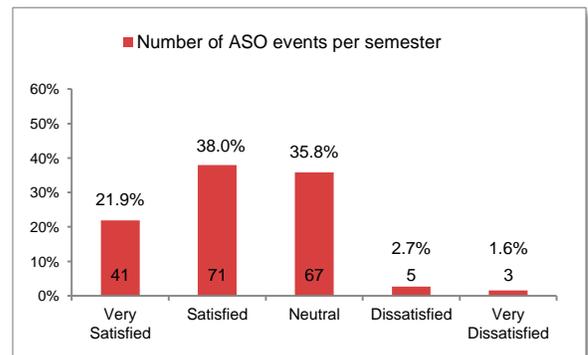
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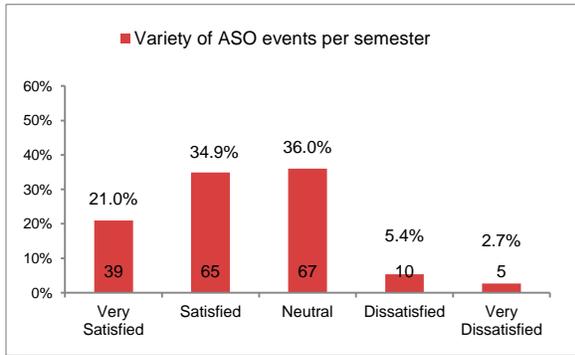
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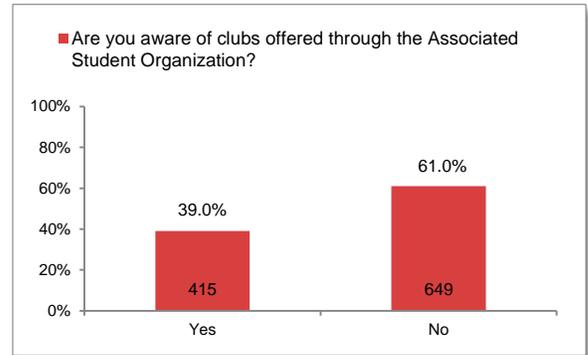
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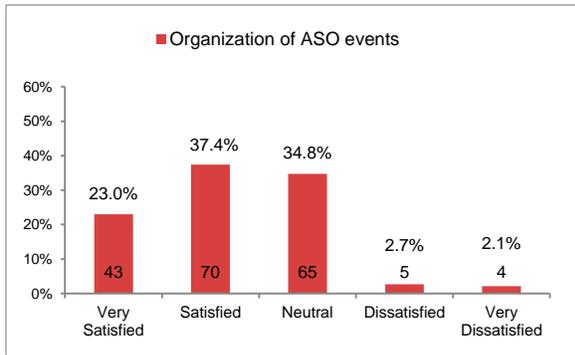
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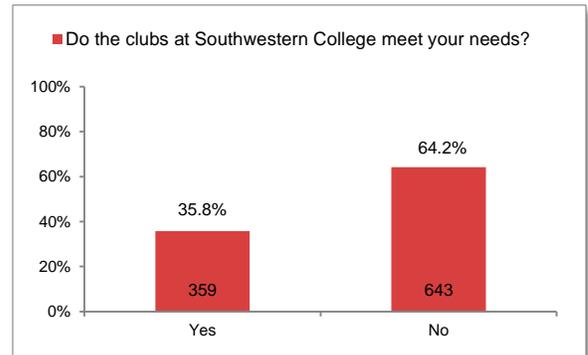
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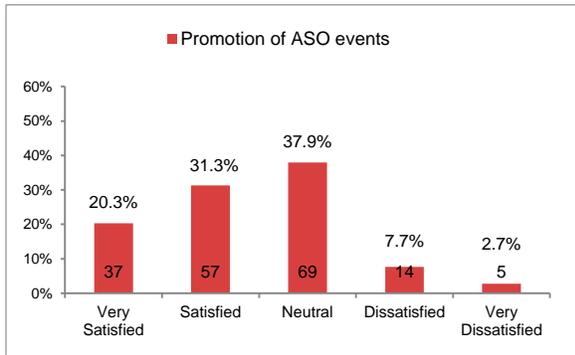
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N=187



N=1002



N=182

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

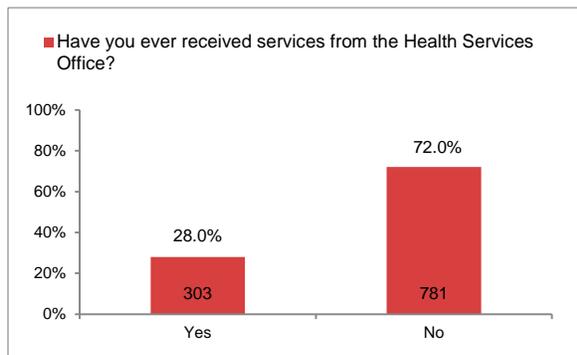
	Item	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
Question 21.	Did you vote in the last ASO student election (April 2011)?	1088	21	98.1%	14.2%	85.8%	100.0%
Question 22.	Did you run for an elected position during the last ASO student election (April 2011)?	1086	23	97.9%	1.5%	98.5%	100.0%

	Item	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
Question 23.	Have you ever attended an ASO event?	1086	23	97.9%	17.4%	82.6%	100.0%
	Item*	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 24-1.	Number of ASO events per semester	187	2	98.9%	3.8	4	0.9
Question 24-2.	Variety of ASO events per semester	186	3	98.4%	3.7	4	1.0
Question 24-3.	Organization of ASO events	187	2	98.9%	3.8	4	0.9
Question 24-4.	Promotion of ASO events	182	7	96.3%	3.6	4	1.0
	Item	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
Question 25.	Are you aware of clubs offered through the Associated Student Organization?	1064	45	95.9%	39.0%	61.0%	100.0%
Question 26.	Do the clubs at Southwestern College meet your needs?	1002	107	90.4%	35.8%	64.2%	100.0%

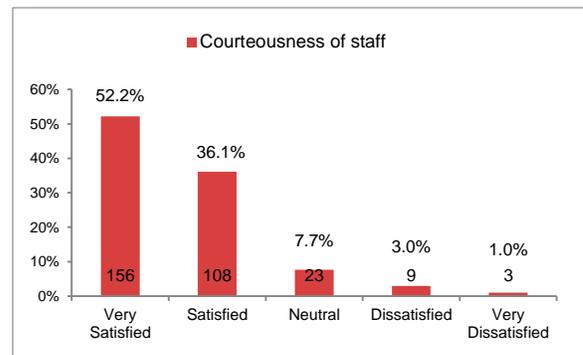
Scoring based on: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1. Item categories under the asterisk (*) are associated only with those respondents having attended an ASO event.

Health Services

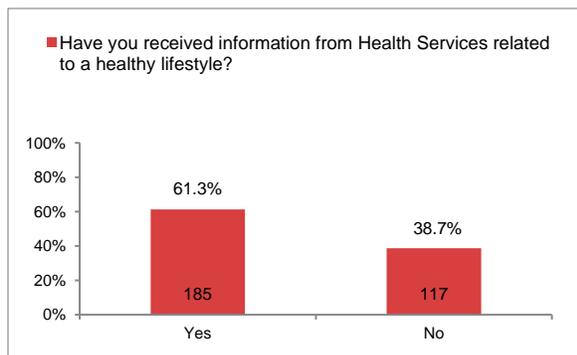
Question 27.	Have you ever received services from the Health Services Office?
Question 28.	Have you received any information from Health Services related to a healthy lifestyle?
Question 29.	Based on your experience with the Southwestern College Health Services Office, please indicate your level of satisfaction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



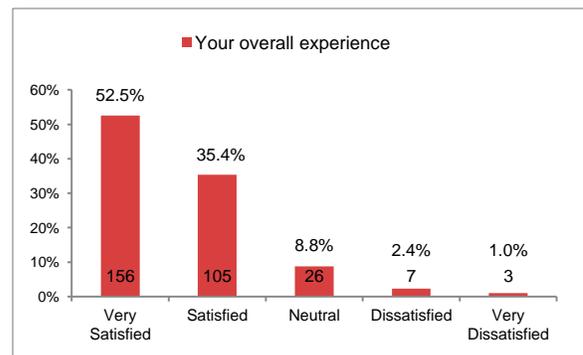
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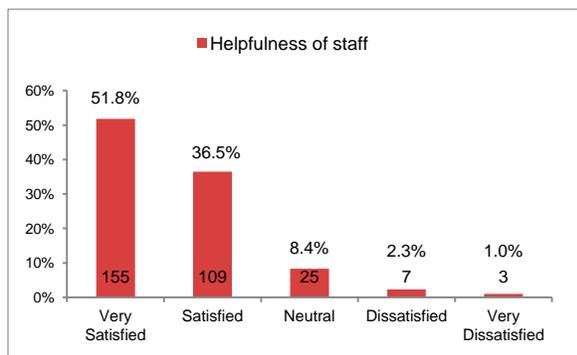
N=299



N=302



N=297



N=299



Statistical Results: Health Services

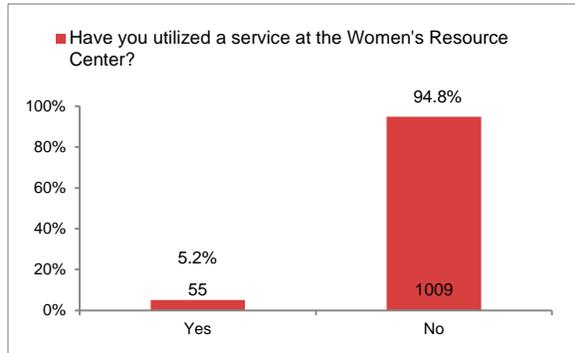
	Item	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
Question 27.	Have you ever received services from the Health Services Office?	1084	25	97.7%	28.0%	72.0%	100.0%
	Item*	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
Question 28.	Have you received any information from Health Services related to a healthy lifestyle?	302	1	99.7%	61.3%	38.7%	100.0%
	Item*	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 29-1.	Helpfulness of staff	299	4	98.7%	4.4	5	0.8
Question 29-2.	Courteousness of staff	299	4	98.7%	4.4	5	0.8
Question 29-3.	Your overall experience	297	6	98.0%	4.4	5	0.8

Scoring based on: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1. Item categories under the asterisk (*) are associated only with those respondents having received services from the Health Services Office.

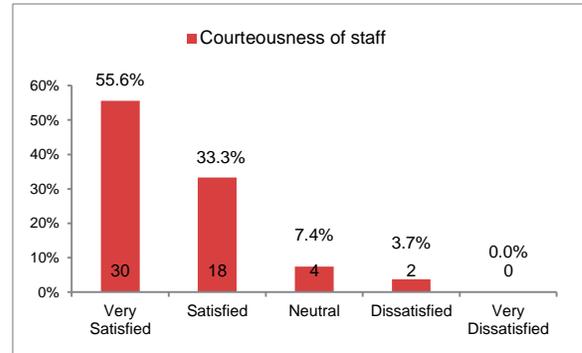
Women's Resource Center

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:

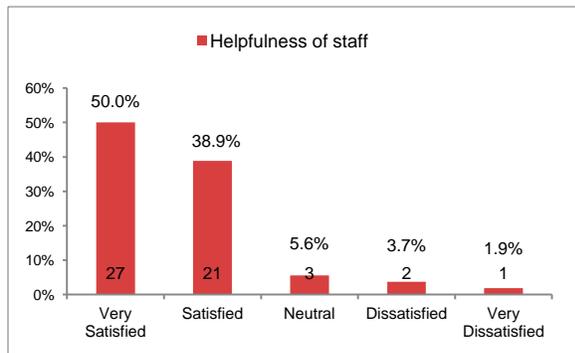
- Helpfulness of staff
- Courteousness of staff
- Your overall experience



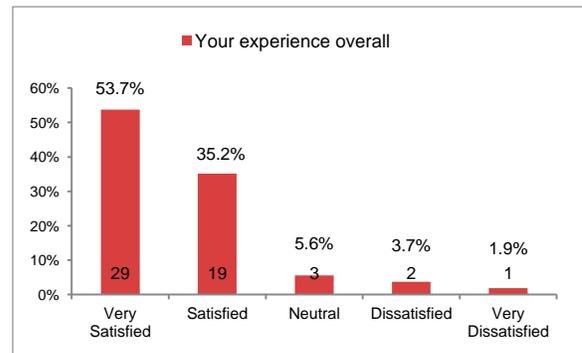
N=1064



N=54



N=54



N=54

Statistical Results: Women's Resource Center

	Item	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
Question 30.	Have you utilized a service at the Women’s Resource Center?	1064	45	95.9%	5.2%	94.8%	100.0%
	Item*	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 31-1.	Helpfulness of staff	54	1	98.2%	4.3	4.5	0.9
Question 31-2.	Courteousness of staff	54	1	98.2%	4.4	5	0.8
Question 31-3.	Your experience overall	54	1	98.2%	4.4	5	0.9

Scoring based on: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1. Item categories under the asterisk (*) are associated only with those respondents having utilized Women’s Resource Center services.

Center for Technical Education and Career Success (CTECS)

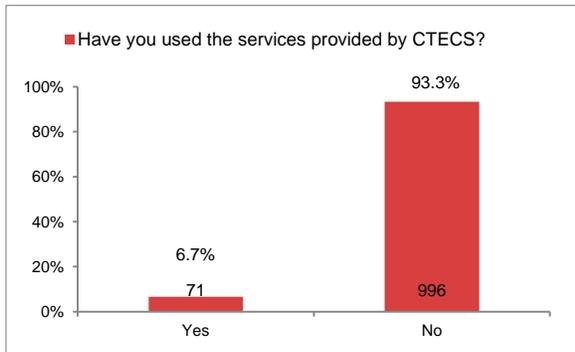
Question 32.

Have you used the services provided by CTECS?

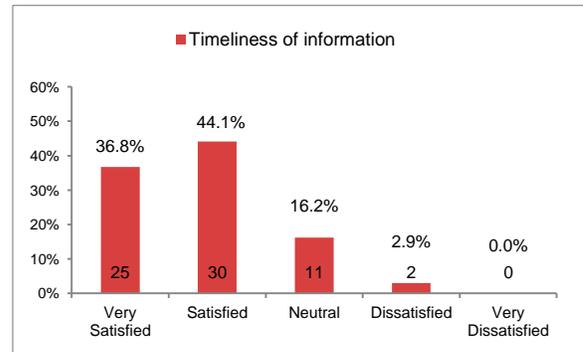
Question 33.

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

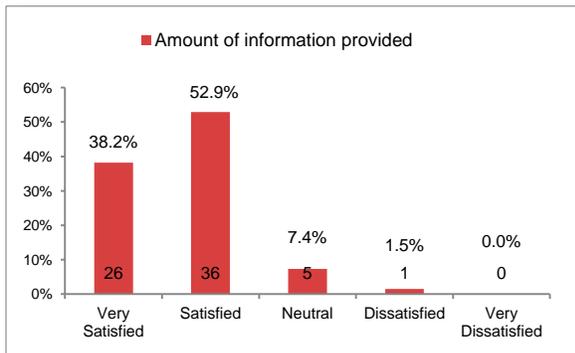
- Amount of information provided
- Accuracy of information provided
- Timeliness of information
- Helpfulness of staff



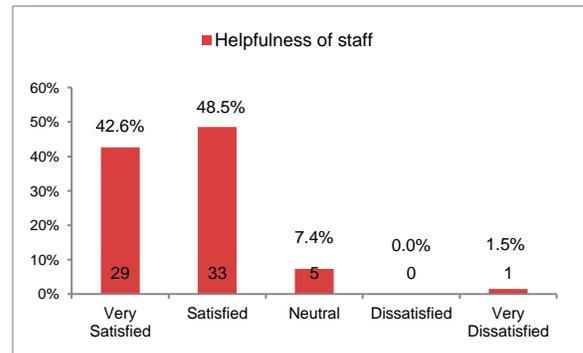
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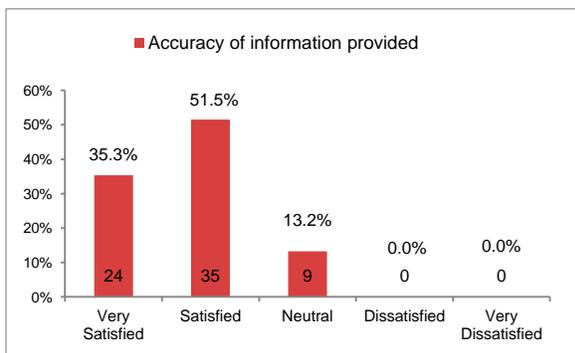
N=68



N=68



N=68



N=68

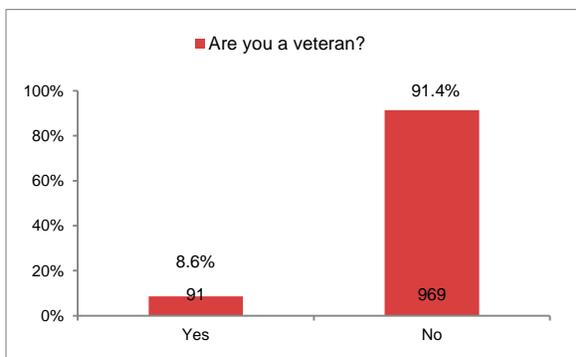
Statistical Results: Center for Technical Education and Career Success (CTECS)

	Item	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
Question 32.	Have you used the services provided by CTECS?	1067	42	96.2%	6.7%	93.3%	100.0%
	Item*	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 33-1.	Amount of information provided	68	3	95.8%	4.3	4	0.7
Question 33-2.	Accuracy of information provided	68	3	95.8%	4.2	4	0.7
Question 33-3.	Timeliness of information	68	3	95.8%	4.1	4	0.8
Question 33-4.	Helpfulness of staff	68	3	95.8%	4.3	4	0.7

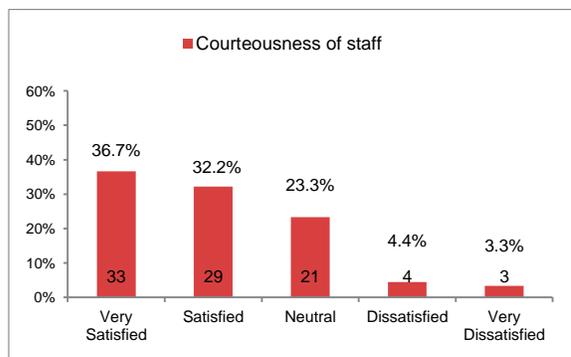
Scoring based on: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1. Item categories under the asterisk (*) are associated only with those respondents having used services provided by CTECS.

Veterans Services

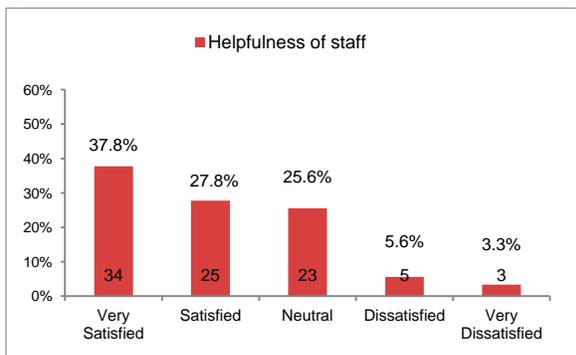
Question 34.	Are you a veteran?
Question 35.	Based on your experience with the Southwestern College Veterans Services office, please indicate your level of satisfaction with: <ul style="list-style-type: none"> • Helpfulness of staff • Courteousness of staff • Your overall experience
Question 36.	Are 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



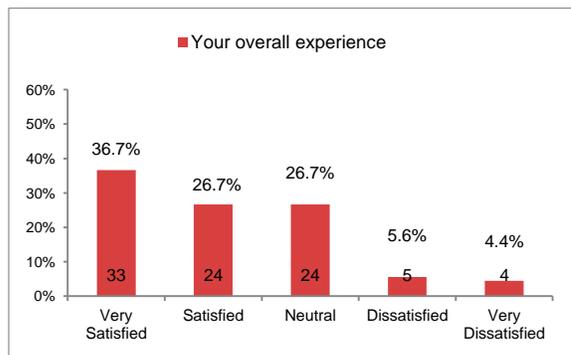
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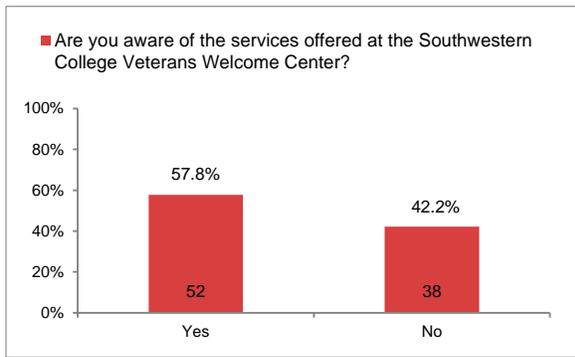
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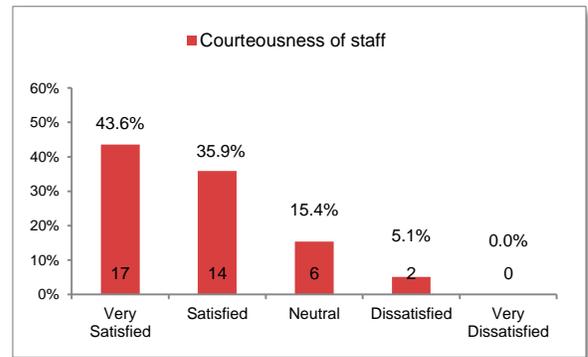
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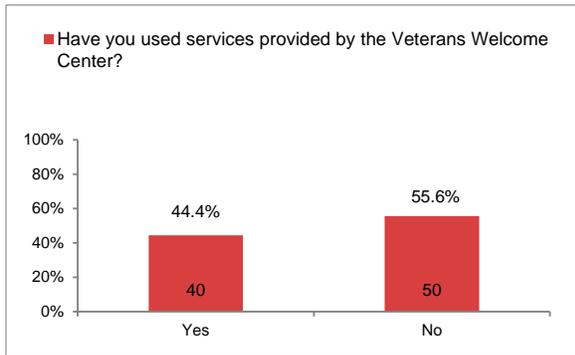
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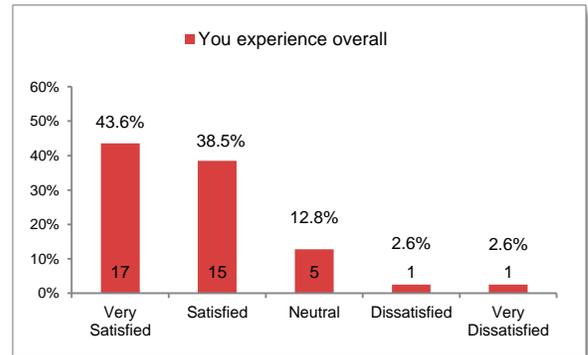
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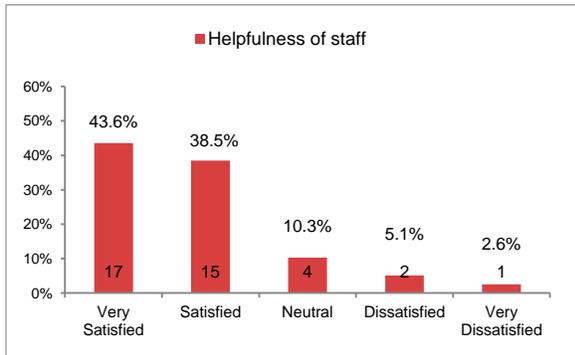
N=39



N=90



N=39



N=39

Statistical Results: Veterans Services

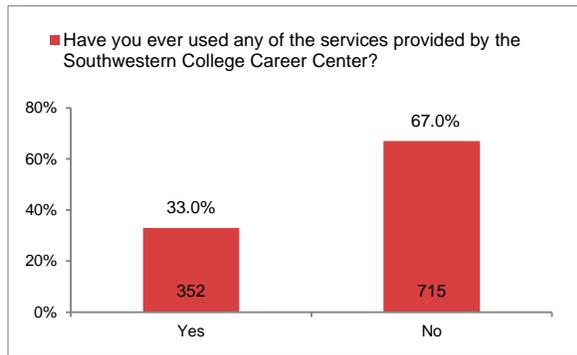
Item	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
Question 34. Are you a veteran?	1060	49	95.6%	8.6%	91.4%	100.0%
Item*	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 35-1. Helpfulness of staff	90	1	98.9%	3.9	4	1.1
Question 35-2. Courteousness of staff	90	1	98.9%	3.9	4	1.0
Question 35-3. Your overall experience	90	1	98.9%	3.9	4	1.1

	Item*	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
Question 36.	Are you aware of the services offered at the Southwestern College Veterans Welcome Center?	90	1	98.9%	57.8%	42.2%	100.0%
	Item*	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
Question 37.	Have you used services provided by the Veterans Welcome Center?	90	1	98.9%	44.4%	55.6%	100.0%
	Item**	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 38-1.	Helpfulness of staff	39	1	97.5%	4.2	4	1.0
Question 38-2.	Courteousness of staff	39	1	97.5%	4.2	4	0.9
Question 38-3.	Your experience overall	39	1	97.5%	4.2	4	0.9

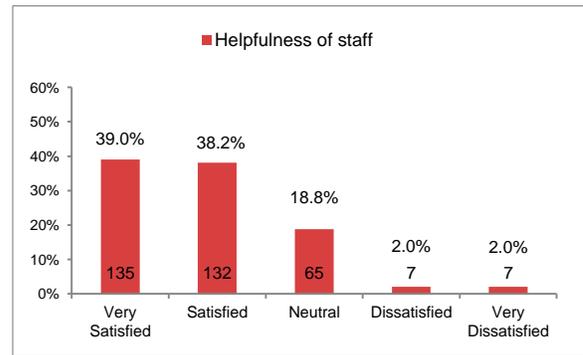
Scoring based on: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1. Item categories under the asterisks (*, **) are associated only with those respondents using the Veterans Services office and the Veterans Welcome Center, respectively.

Career Center

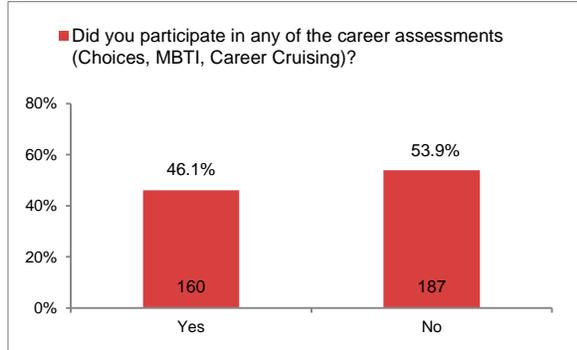
Question 39.	Have you ever used any of the services provided by the Southwestern College Career Center?
Question 40.	Did you participate in any of the career assessments (Choices, MBTI, Career Cruising)?
Question 41.	Did you find the Southwestern College Career Center services helpful in identifying 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



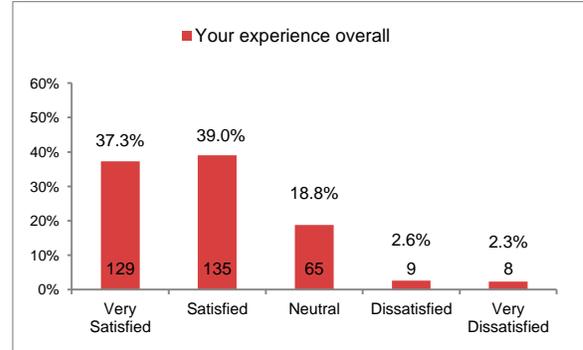
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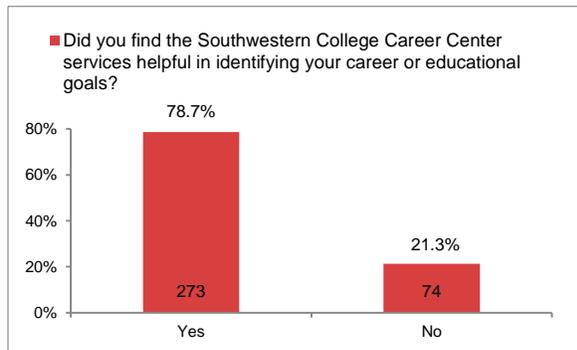
N=346



N=347



N=346



N=347

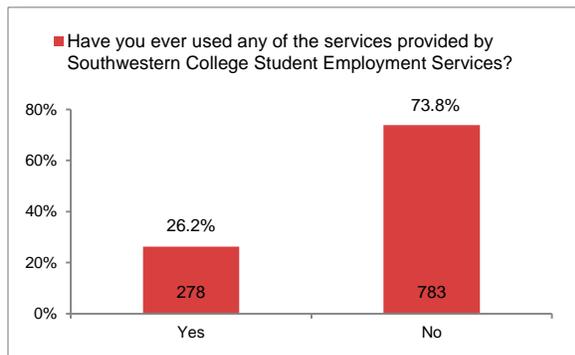
Statistical Results: Career Center

	Item	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
Question 39.	Have you ever used any of the services provided by the Southwestern College Career Center?	1067	42	96.2%	33.0%	67.0%	100.0%
	Item*	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
Question 40.	Did you participate in any of the career assessments (Choices, MBTI, Career Cruising)?	347	5	98.6%	46.1%	53.9%	100.0%
Question 41.	Did you find the Southwestern College Career Center services helpful in identifying your career or educational goals?	347	5	98.6%	78.7%	21.3%	100.0%
	Item*	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 42-1.	Helpfulness of staff	346	6	98.3%	4.1	4	0.9
Question 42-2.	Your experience overall	346	6	98.3%	4.1	4	0.9

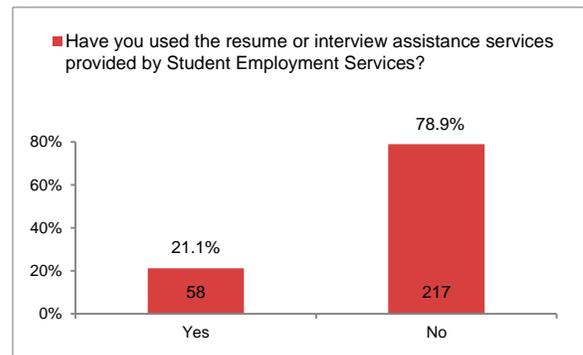
Scoring based on: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1. Item categories under the asterisk (*) are associated only with those respondents having used Career Center services.

Student Employment Services

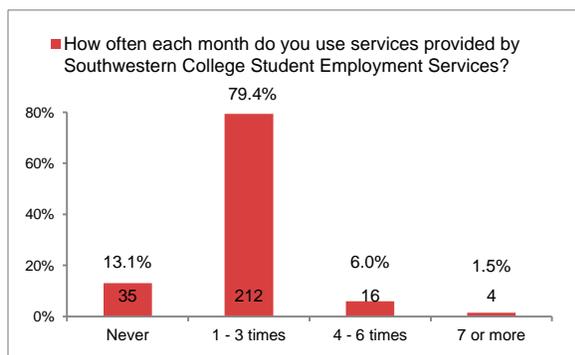
Question 43.	Have you ever used any of the services provided by Southwestern College Student Employment Services?
Question 44.	How often each month do you use services provided by Southwestern College Student Employment Services? <ul style="list-style-type: none"> • Never • 1-3 times • 4-6 times • 7 or more times
Question 45.	Have you used the resume or interview assistance services provided by 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



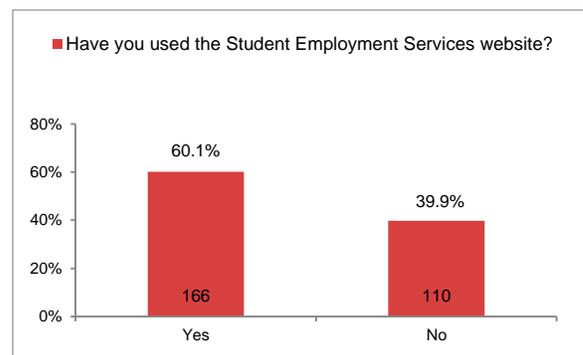
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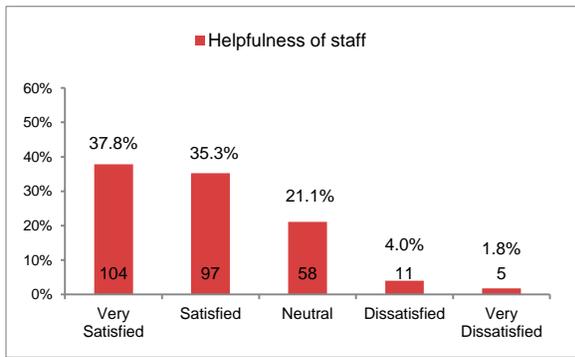
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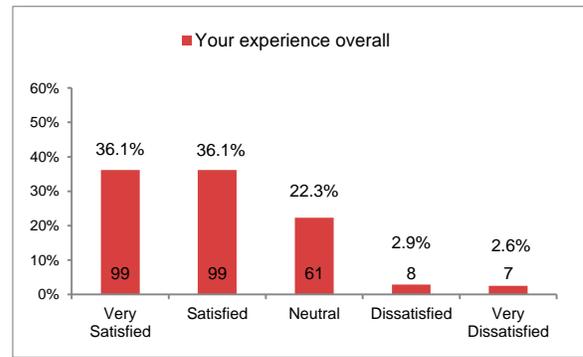
N=267



N=276



N=275



N=274

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?	1061	48	95.7%	26.2%	73.8%	100.0%
	Item*	Response Count	No Response	Response Percent	Mode	Mode Count	Mode Percent
Question 44.	How often each month do you use services provided by Southwestern College Student Employment Services?	267	11	96.0%	1 - 3 times	212	79.4%
	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 Student Employment Services?	275	3	98.9%	21.1%	78.9%	100.0%
Question 46.	Have you used the Student Employment Services website?	276	2	99.3%	60.1%	39.9%	100.0%

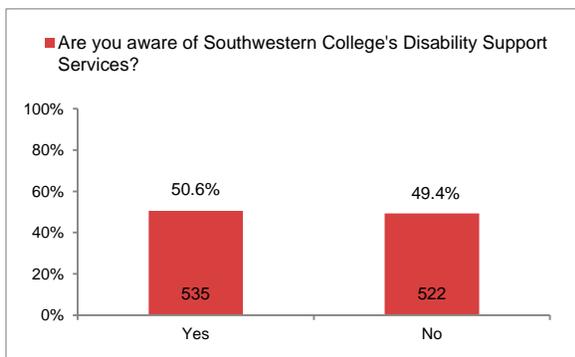


	Item*	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 47-1.	Helpfulness of staff	275	3	98.9%	4.0	4	1.0
Question 47-2.	Your experience overall	274	4	98.6%	4.0	4	1.0

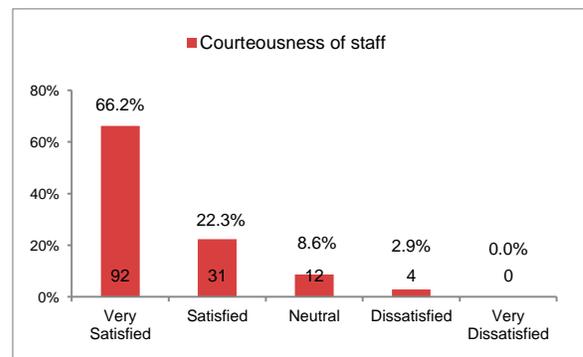
Scoring based on: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1. Item categories under the asterisk (*) are associated only with those respondents using services provided by Student Employment Services.

Disability Support Services

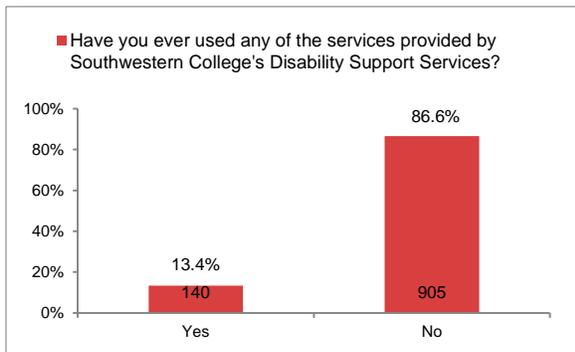
Question 48.	Are you aware of Southwestern College’s Disability Support Services?
Question 49.	Have you ever used any of the services provided by Southwestern College’s Disability Support Services?
Question 50.	Based on your experience with Southwestern College’s Disability Support Services office, please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



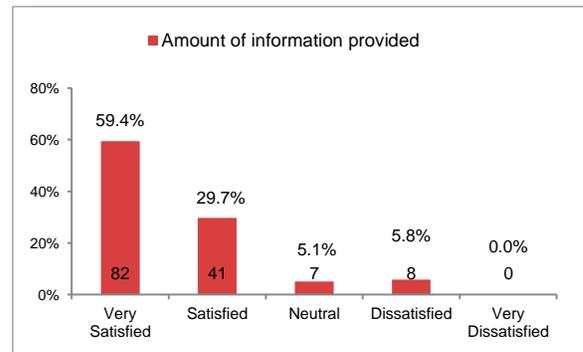
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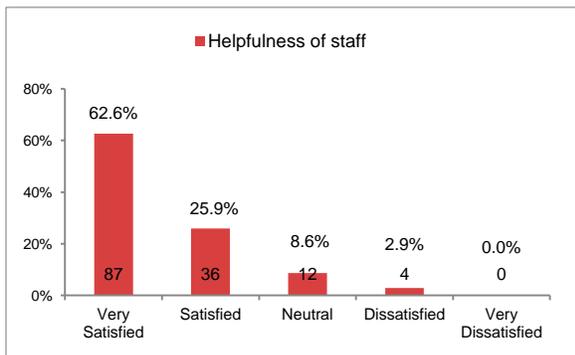
N=139



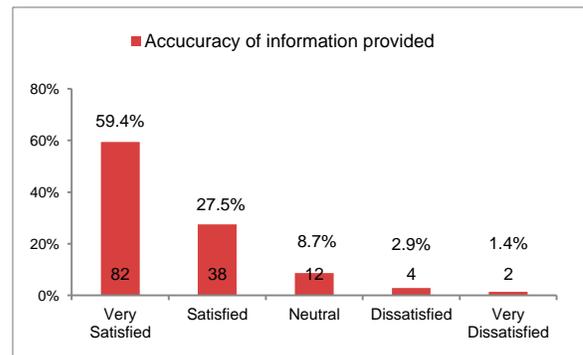
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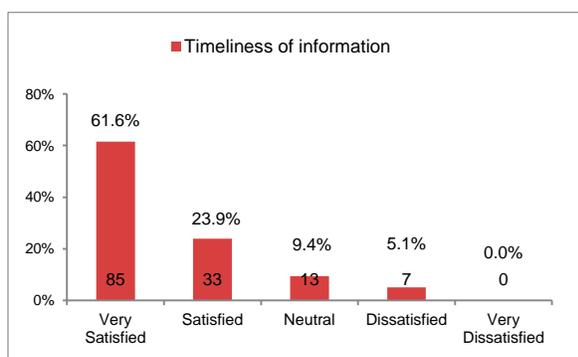
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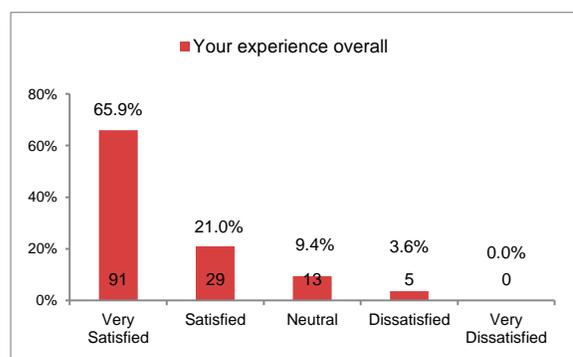
N=139



N=138



N=138



N=138

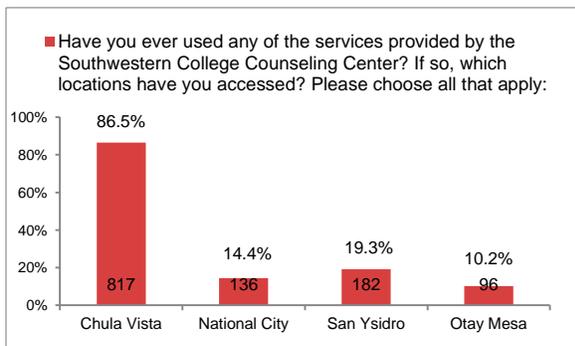
Statistical Results: Disability Support Services

	Item	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
Question 48.	Are you aware of Southwestern College's Disability Support Services?	1057	52	95.3%	50.6%	49.4%	100.0%
Question 49.	Have you ever used any of the services provided by Southwestern College's Disability Support Services?	1045	64	95.1%	13.4%	86.6%	100.0%
	Item*	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 50-1.	Helpfulness of staff	139	1	99.3%	4.5	5	0.8
Question 50-2.	Courteousness of staff	139	1	99.3%	4.5	5	0.8
Question 50-3.	Amount of information provided	138	2	98.6%	4.4	5	0.8
Question 50-4.	Accuracy of information provided	138	2	98.6%	4.4	5	0.9
Question 50-5.	Timeliness of information	138	2	98.6%	4.4	5	0.9
Question 50-6.	Your experience overall	138	2	98.6%	4.5	5	0.8

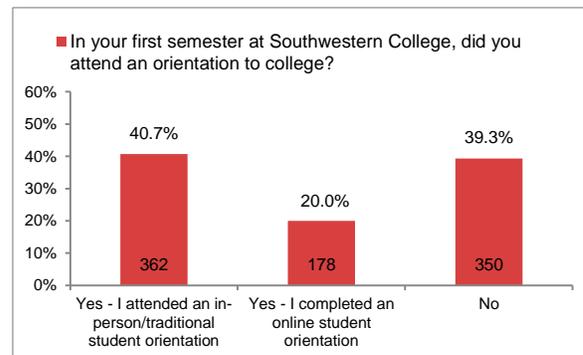
Scoring based on: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1. Item categories under the asterisk (*) are associated only with those respondents using services provided by Disabled Student Services.

Counseling Center

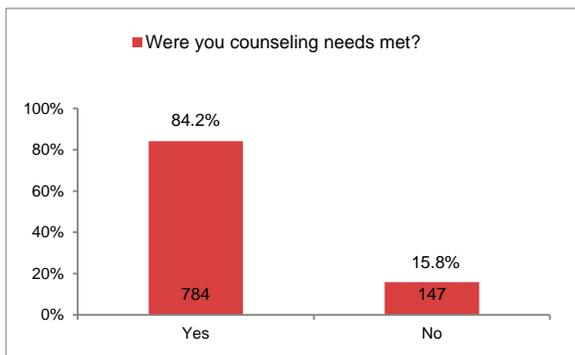
Question 51.	Have you ever used any of the services provided by the Southwestern College Counseling Center? If so, which locations have you accessed? Please choose all that apply:
	<ul style="list-style-type: none"> <li style="width: 50%;">• Chula Vista <li style="width: 50%;">• National City <li style="width: 50%;">• San Ysidro <li style="width: 50%;">• Otay Mesa
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"> <li style="width: 33%;">• College resources <li style="width: 33%;">• Student success characteristics <li style="width: 33%;">• 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"> <li style="width: 33%;">• Front desk staff <li style="width: 33%;">• Counselors at Walk-in service <li style="width: 33%;">• Counselors in appointment session



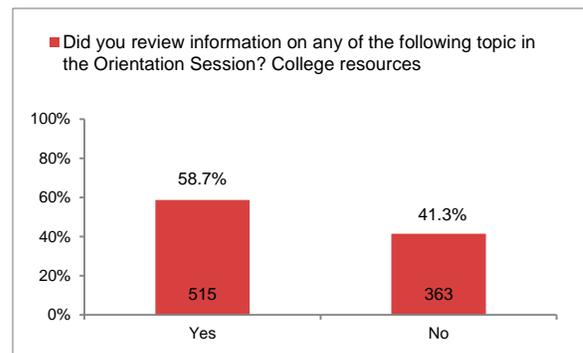
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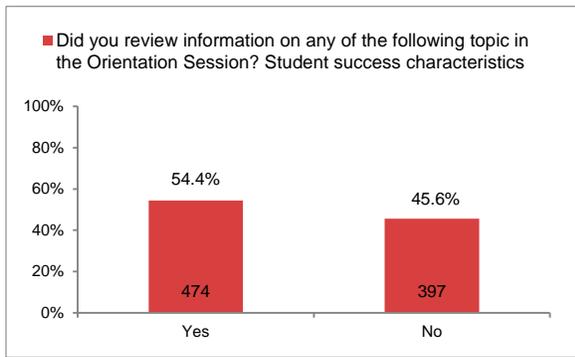
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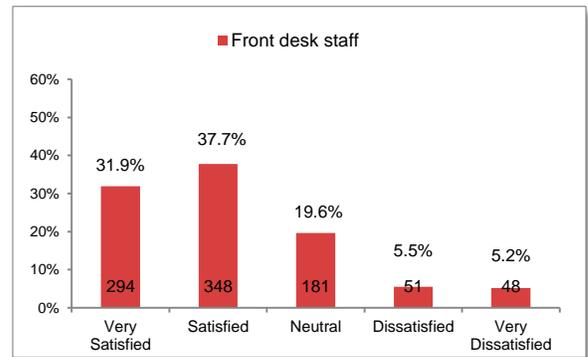
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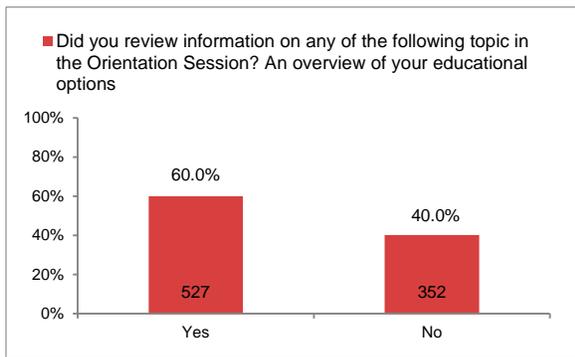
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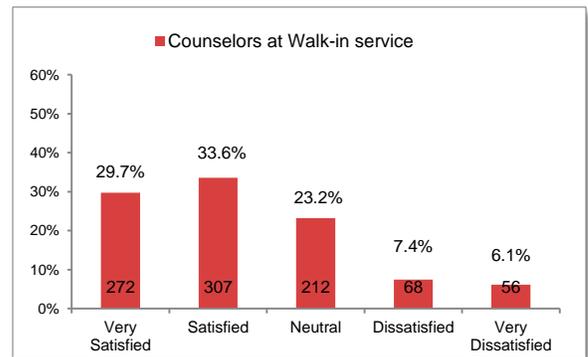
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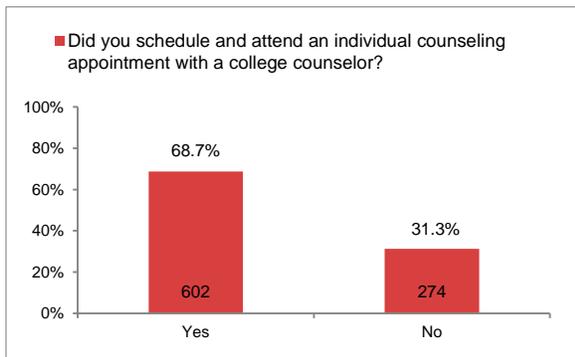
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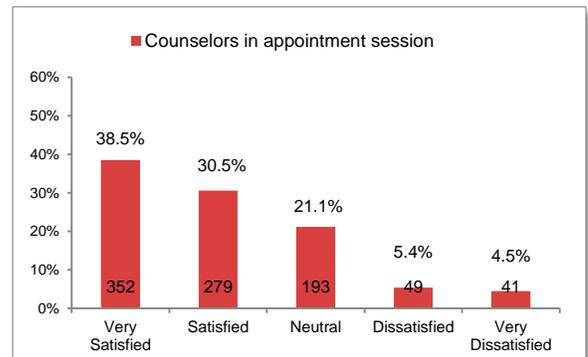
N=879



N=915



N=876



N=914

Statistical Results: Counseling Center

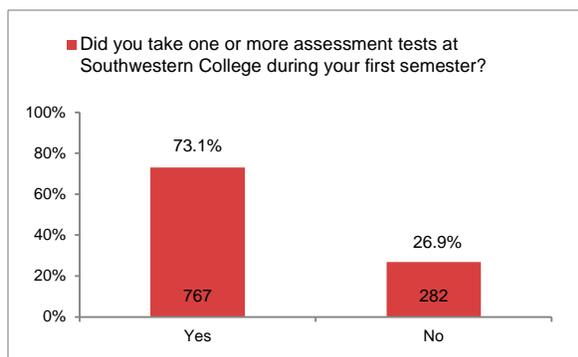
Item	Response Count	No Response	Response Percent	Mode	Mode Count	Mode Percent
Question 51. Have you ever used any of the services provided by the Southwestern College Counseling Center? If so, which locations have you accessed?	945	164	85.2%	Chula Vista	817	86.5%

	Item*	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
Question 52.	Were your counseling needs met?	931	14	98.5%	84.2%	15.8%	100.0%
	Item*	Response Count	No Response	Response Percent	Mode	Mode Count	Mode Percent
Question 53.	In your first semester at Southwestern College, did you attend an orientation to college?	890	55	94.2%	Yes, I attended an in-person...	362	40.7%
	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.	878	67	92.9%	58.7%	41.3%	100.0%
Question 54-2.	Did you review information on any of the following topics in the Orientation Session? Student success characteristics.	871	74	92.2%	54.4%	45.6%	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.	879	66	93.0%	60.0%	40.0%	100.0%
Question 55.	Did you schedule and attend an individual counseling appointment with a college counselor?	876	69	92.7%	68.7%	31.3%	100.0%
	Item**	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 56-1.	Front desk staff	922	23	97.6%	3.9	4	1.1
Question 56-2.	Counselors at Walk-in service	915	30	96.8%	3.7	4	1.1
Question 56-3.	Counselors in appointment session	914	31	96.7%	3.9	4	1.1

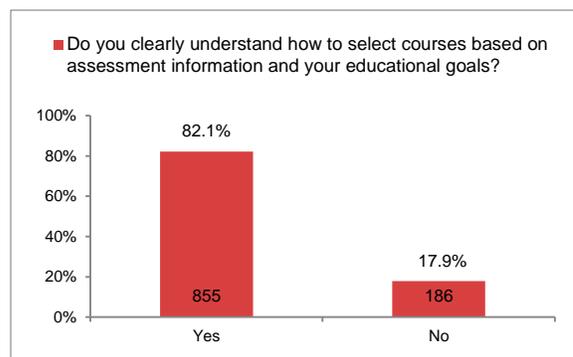
Scoring based on: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1. Item categories under the asterisk (*) are associated only with those respondents using Counseling Center services at the Chula Vista main campus and/or Higher Education Center locations (National City, San Ysidro, and Otay Mesa). Item categories under the asterisks (**) are associated only with Chula Vista main campus counseling services.

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=1049



N=1041

Statistical Results: Assessment Center\Prerequisites Center

	Item	Response Count	No Response	Response Percent	Percent "Yes"	Percent "No"	Percent Total
Question 57.	Did you take one or more assessment tests at Southwestern College during your first semester?	1049	60	94.6%	73.1%	26.9%	100.0%
Question 58.	Do you clearly understand how to select courses based on assessment information and your educational goals?	1041	68	93.9%	82.1%	17.9%	100.0%

Institutional Support Services and Departments

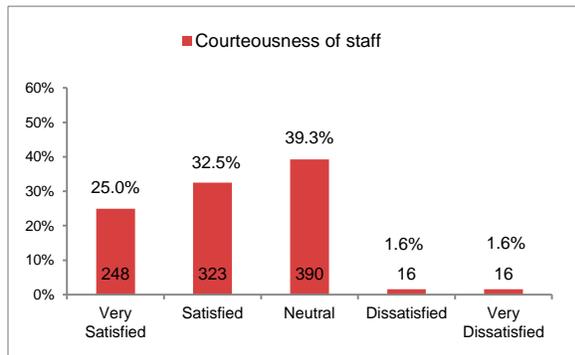
Institutional support services and departments sustain the Southwestern College's working and academic environment by providing food services, books, security, maintaining the cleanliness and appearance of the campus, and many other services for students, staff, and faculty.

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

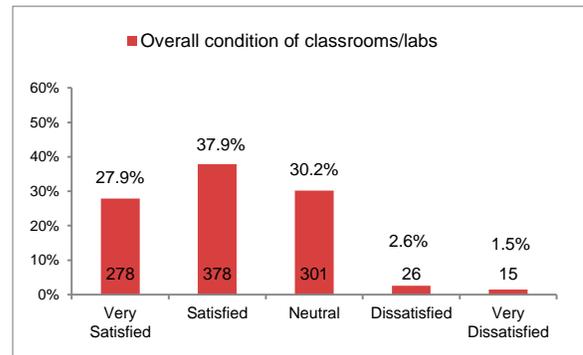
Custodial Services

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

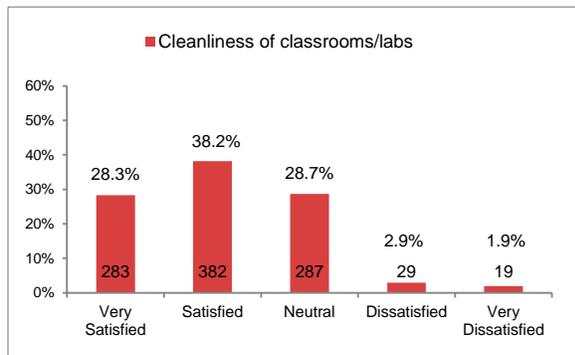
- Courteousness of staff
- Cleanliness of classroom\labs
- Overall condition of classroom\labs
- Level of supplies in the restrooms



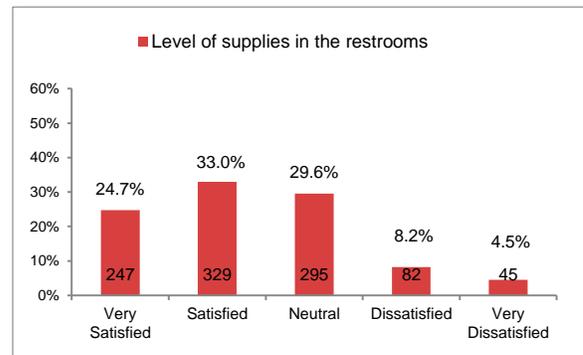
N=993



N=998



N=1000



N=998

Statistical Results: Custodial Services

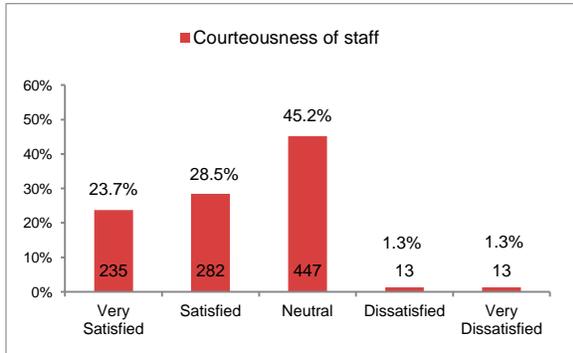
	Item	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 59-1.	Courteousness of staff	993	116	89.5%	3.8	4	0.9
Question 59-2.	Cleanliness of classrooms/labs	1000	109	90.2%	3.9	4	0.9
Question 59-3.	Overall condition of classroom/labs	998	111	90.0%	3.9	4	0.9
Question 59-4.	Level of supplies in the restrooms	998	111	90.0%	3.7	4	1.1

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

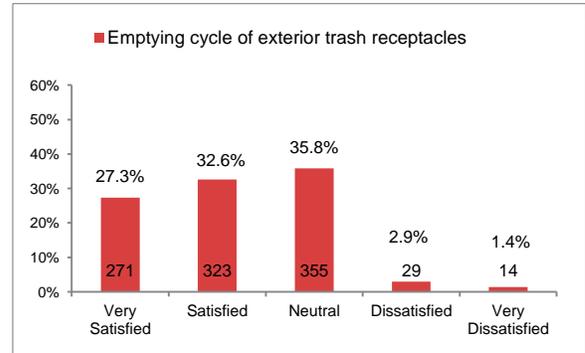
Grounds Department

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

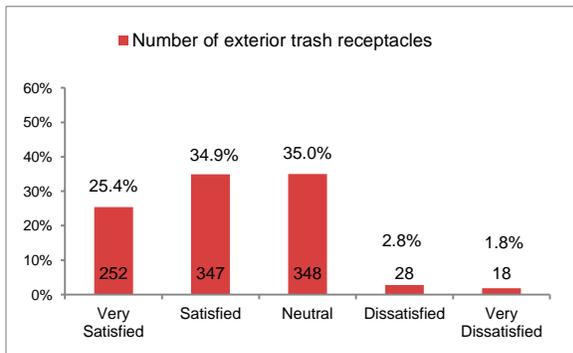
- Courteousness of staff
- Emptying cycle of exterior trash receptacles
- Number of exterior trash receptacles
- College landscape



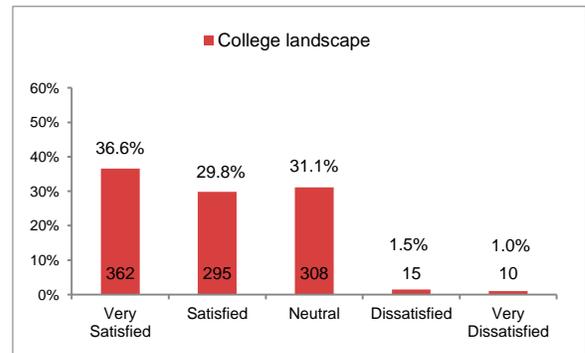
N=990



N=992



N=993



N=990

Statistical Results: Grounds Department

	Item	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 60-1.	Courteousness of staff	990	119	89.3%	3.7	4	0.9
Question 60-2.	Number of exterior trash receptacles	993	116	89.5%	3.8	4	0.9
Question 60-3.	Emptying cycle of exterior trash receptacles	992	117	89.4%	3.8	4	0.9
Question 60-4.	College landscape	990	119	89.3%	4.0	4	0.9

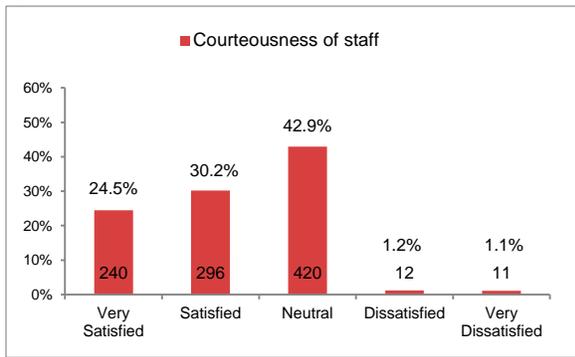
Scoring based on: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1

Maintenance Department

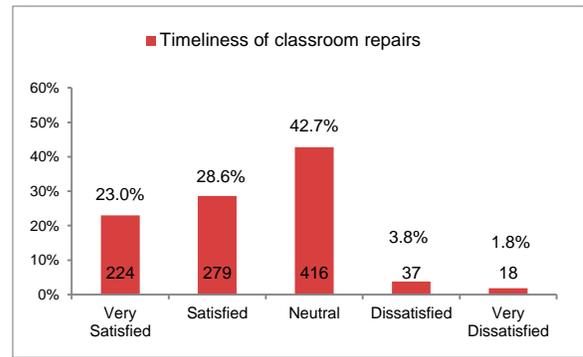
Question 61.

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

- Courteousness of staff
- Timeliness of classroom repairs



N=979



N=974

Statistical Results: Maintenance Department

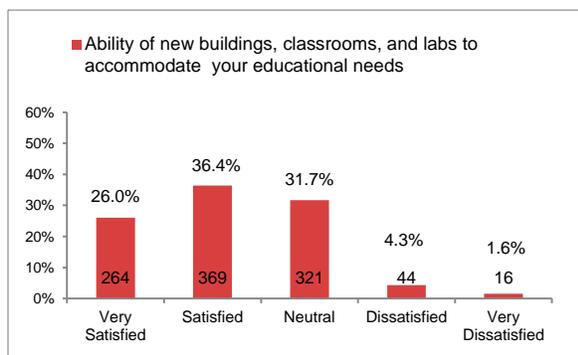
	Item	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 61-1.	Courteousness of staff	979	130	88.3%	3.8	4	0.9
Question 61-2.	Timeliness of classroom repairs	974	135	87.8%	3.7	4	0.9

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

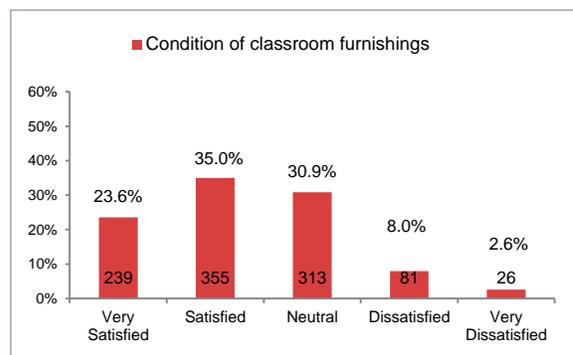
Facilities Department

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

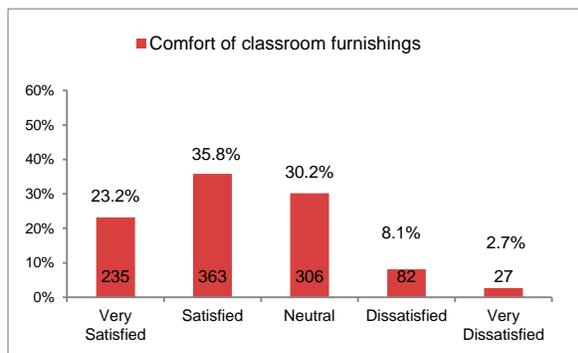
- Comfort of classroom furnishings
- Condition of classroom furnishings
- Ability of new buildings, classrooms and labs to accommodate your educational needs
- Promptness with which safety hazards are removed



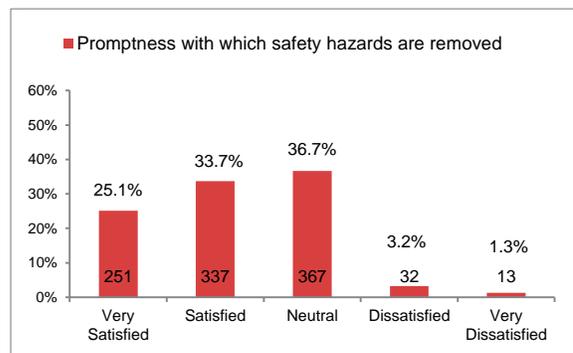
N=1014



N=1014



N=1013



N=1000

Statistical Results: Facilities Department

Item	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 62-1. Ability of new buildings, classrooms and labs to accommodate your educational needs	1014	95	91.4%	3.8	4	0.9
Question 62-2. Comfort of classroom furnishings	1013	96	91.3%	3.7	4	1.0
Question 62-3. Condition of classroom furnishings	1014	95	91.4%	3.7	4	1.0
Question 62-4. Promptness with which safety hazards are removed	1000	109	90.2%	3.8	4	0.9

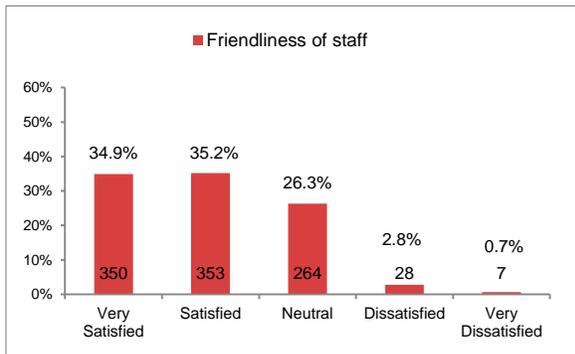
Scoring based on: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1

Food Services\Cafeteria

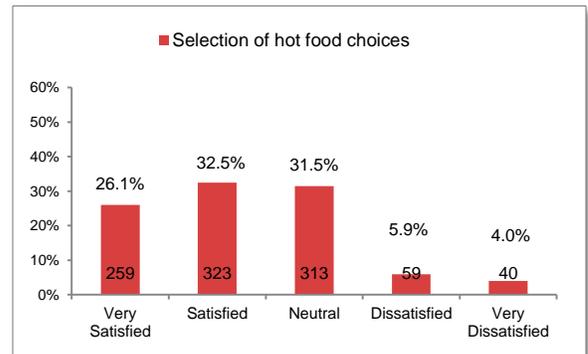
Question 63.

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

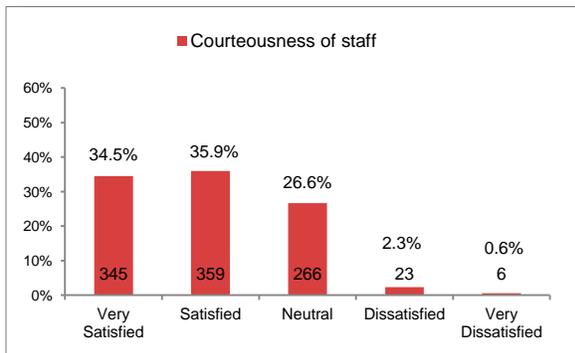
- Friendliness of staff
- Selection of cold food choices
- Courteousness of staff
- Selection of hot food choices
- Food inventory levels
- Cleanliness of food service area
- Wait levels
- Price



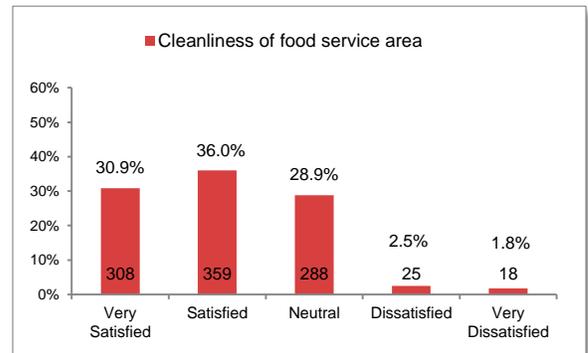
N=1002



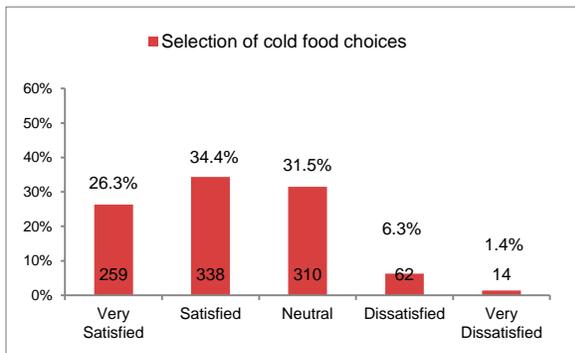
N=994



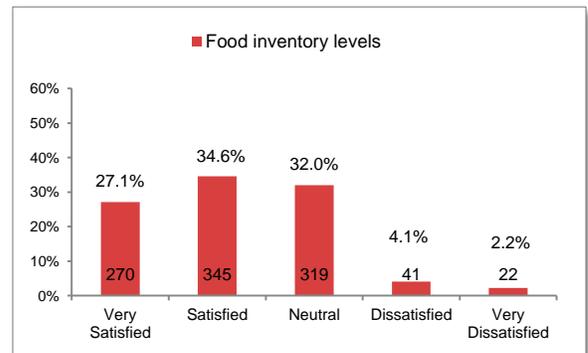
N=999



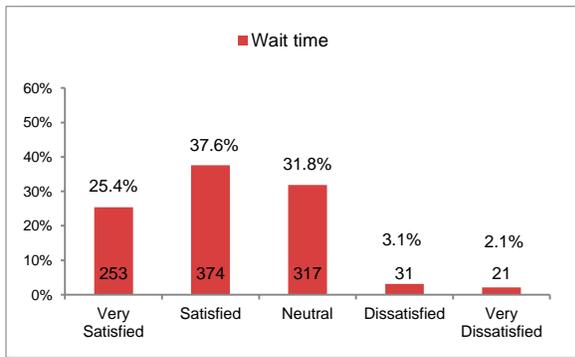
N=998



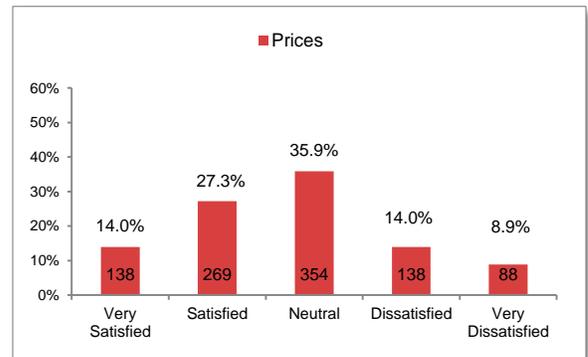
N=1001



N=997



N=996



N=987

Statistical Results: Food Services\Cafeteria

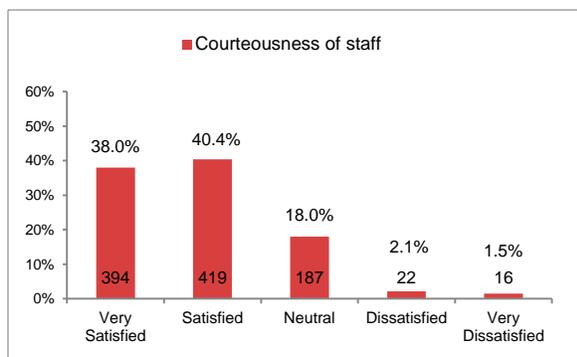
	Item	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 63-1.	Friendliness of staff	1002	107	90.4%	4.0	4	0.9
Question 63-2.	Courteousness of staff	999	110	90.1%	4.0	4	0.9
Question 63-3.	Selection of cold food choices	1001	109	90.3%	3.7	4	1.0
Question 63-4.	Selection of hot food choices	994	165	89.6%	3.7	4	1.0
Question 63-5.	Cleanliness of food service area	998	111	90.0%	3.9	4	0.9
Question 63-6.	Food inventory levels	997	112	89.9%	3.8	4	1.0
Question 63-7.	Wait time	996	113	89.8%	3.8	4	0.9
Question 63-8.	Prices	987	122	89.0%	3.2	3	1.1

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

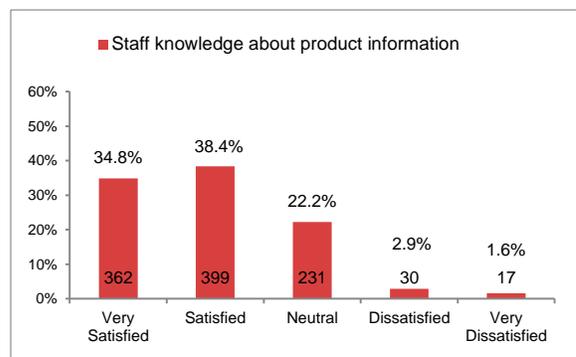
Southwestern College Bookstore

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

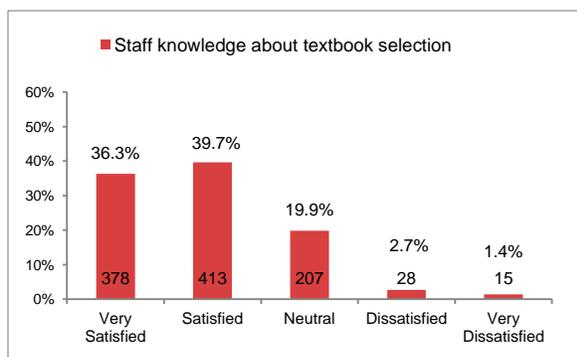
- Courteousness of staff
- Staff knowledge about product information
- Staff knowledge about textbook selection
- Cleanliness of store
- Staff knowledge about textbook selection
- Cleanliness of store



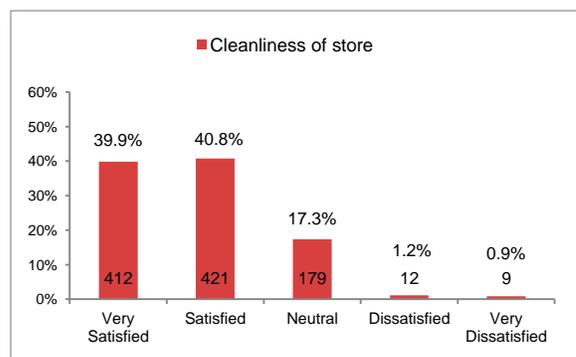
N=1038



N=1039



N=1041



N=1033

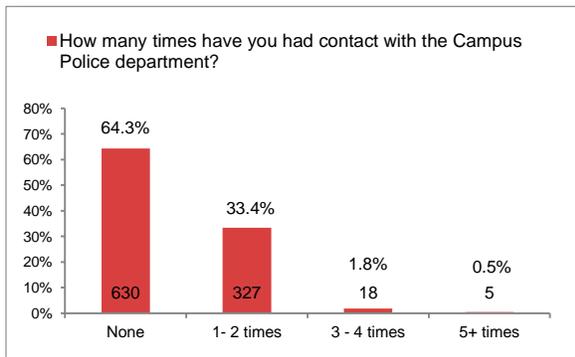
Statistical Results: Southwestern College Bookstore

	Item	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 64-1.	Courteousness of staff	1038	71	93.6%	4.1	4	0.9
Question 64-2.	Staff knowledge about textbook selection	1041	68	93.9%	4.1	4	0.9
Question 64-3.	Staff knowledge about product information	1039	70	93.7%	4.0	4	0.9
Question 64-4.	Cleanliness of store	1033	76	93.1%	4.2	4	0.8

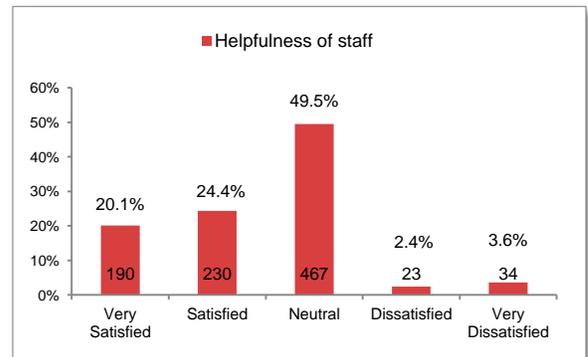
Scoring based on: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1

Police Department

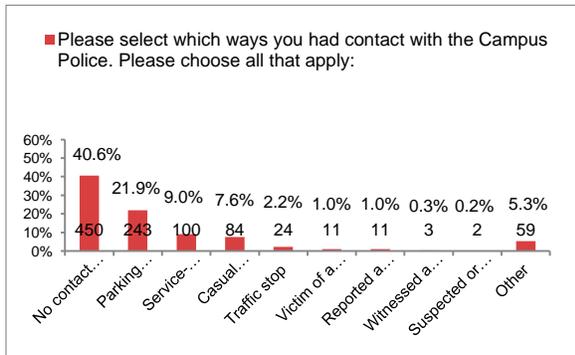
Question 65.	How many times have you had contact with the Campus Police department? <ul style="list-style-type: none"> • None • 1-2 times • 3-4 times • 5+ times
Question 66.	Please select which ways you had contact with the Campus Police. Please choose all that apply: <ul style="list-style-type: none">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



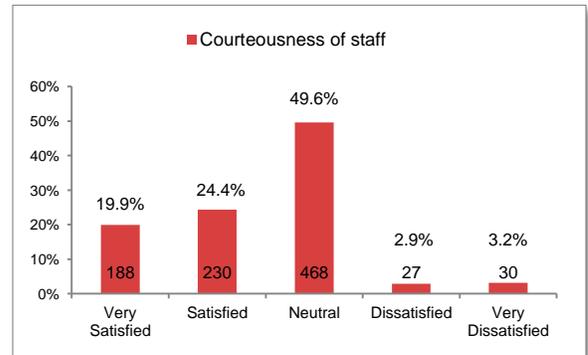
N=980



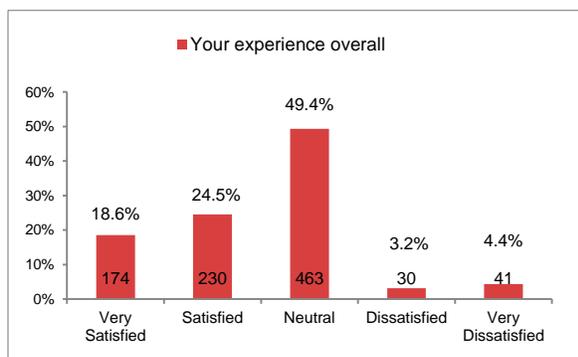
N=944



N=1109



N=943



N=938

Statistical Results: Police Department

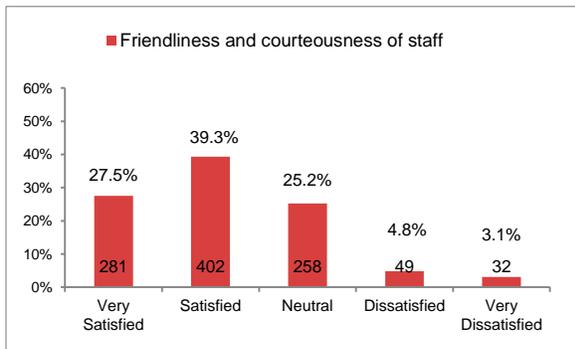
	Item	Response Count	No Response	Response Percent	Mode	Mode Count	Mode Percent
Question 65.	How many times have you had contact with the Campus Police department?	980	129	88.4%	None	630	64.3%
Question 66.	Please select which ways you had contact with the Campus Police.	1109	—	100.0%	No contact with Campus Police	450	40.5%
	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,” and “Suspected or charged with a crime” *Other includes: “lost and found,” “jump start/battery,” and “questions/general (parking) questions”						
	Item	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 67-1.	Helpfulness of staff	944	165	85.1%	3.5	3	1.0
Question 67-2.	Courteousness of staff	943	166	85.0%	3.6	3	0.9
Question 67-3.	Your experience overall	938	171	84.6%	3.5	3	1.0

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

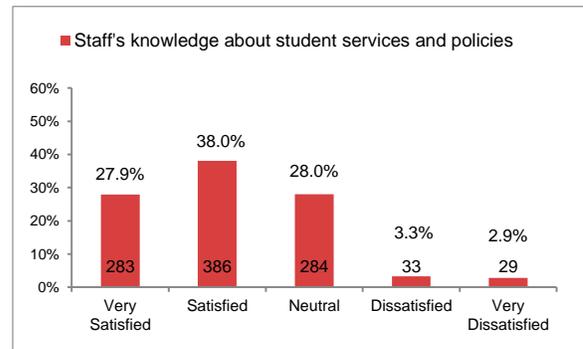
College Cashiers Office

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

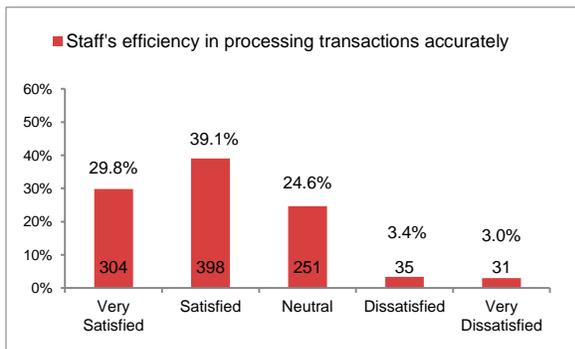
- Friendliness of
courteousness of staff
- Staff's efficiency in
processing transaction
accurately
- Staff's knowledge about
student services and
policies



N=1022



N=1015



N=1019

Statistical Results: College Cashiers Office

	Item	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 68-1.	Friendliness and courteousness of staff	1022	87	92.2%	3.8	4	1.0
Question 68-2.	Staff's efficiency in processing transactions accurately	1019	90	91.9%	3.9	4	1.0
Question 68-3.	Staff's knowledge about student services and policies	1015	94	91.5%	3.8	4	1.0

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

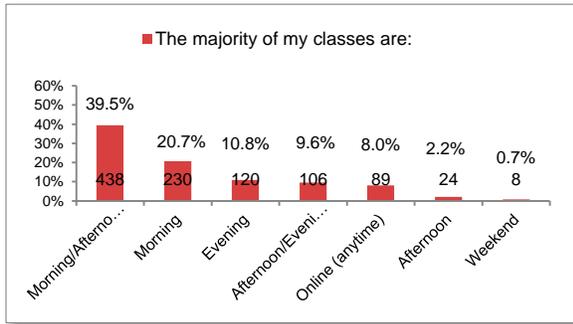
Supplemental Information

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

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

Your Schedule

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



N=1015

Statistical Results: Your Schedule

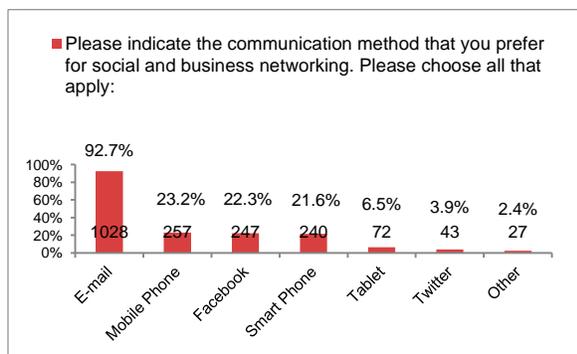
	Item	Response Count	No Response	Response Percent	Mode	Mode Count	Mode Percent
Question 69.	The majority of my classes are:	1015	94	91.5%	Morning/Afternoon	438	39.5%
	Time of day schedule list (greatest to least): "Morning\Afternoon," "Morning," "Evening," "Afternoon\Evening," "Online (anytime)," "Afternoon," 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=1109

Statistical Results: Your Preferred Communication Method

Item	Response Count	No Response	Response Percent	Mode	Mode Count	Mode Percent
Please indicate the communication method that you prefer for social and business networking.	1109	—	100.0%	E-mail	1028	92.7%
List of preferred communication method (greatest to least):						
"E-mail," "Mobile Phone," "Facebook," "Smart Phone," "Tablet," "Twitter," and "Other"*						
*Other includes: "in-person" and "(paper) mail"						



Appendix

Survey Question Summary

Familiarity with Services and Departments

- Question 1.* Please indicate your familiarity with each of the following services/departments offered at Southwestern College:
- | | | |
|---|--|---|
| <ul style="list-style-type: none"> • Admissions & Records • Bookstore • Career Center • Cashiering • Counseling • Custodial • Grounds • Associated Student Organization (ASO) & Student Clubs | <ul style="list-style-type: none"> • College Police • Disability Support Services • EOPS\CARE • Facilities • Financial Aid • Food Services/Cafeteria • Student Affairs • Women's Resource Center\Center for Technical Education and Career Success (CTECS) | <ul style="list-style-type: none"> • Health Services • Maintenance • Outreach • Service Learning • Veteran's Services • Transfer Center • Student Employment Services • 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 • Student ID | <ul style="list-style-type: none"> • College Registration Process • 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 | <ul style="list-style-type: none"> • Transcript Evaluation Process | <ul style="list-style-type: none"> • 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:
- | | |
|--|--|
| <ul style="list-style-type: none"> • Attend Southwestern College? | <ul style="list-style-type: none"> • 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 • Timeliness of information • Timeliness of aid disbursements • Overall quality of service | <ul style="list-style-type: none"> • 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:
- | | | |
|---|---|---|
| <ul style="list-style-type: none"> • Friends • Print Ad | <ul style="list-style-type: none"> • Family • High School Counselor | <ul style="list-style-type: none"> • Radio • 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 • SWC presentation at your high school | <ul style="list-style-type: none"> • Financial • Other: (Please specify.) | <ul style="list-style-type: none"> • 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)

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

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:

- 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:

- Helpfulness of staff
- Courteousness of staff
- You experience overall

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:

- Helpfulness of staff
- Your experience overall

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?

- 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:

- Helpfulness of staff
- Your experience overall

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 Southwestern College's Disability Support Services?

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

- Helpfulness of staff
- Courteousness of staff
- Amount of information provided
- Accuracy of information provided
- Timeliness of information
- Your 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:

- Chula Vista
- National City
- San Ysidro
- Otay Mesa

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
- Cleanliness of classroom\labs
- Overall condition 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
- Number of exterior trash receptacles
- Emptying cycle 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
- Condition of classroom furnishings
- Ability of new buildings, classrooms and labs to accommodate your educational needs
- 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
- Courteousness of staff
- Food inventory levels
- Wait levels
- Selection of cold food choices
- Selection of hot food choices
- Cleanliness of food service area
- 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.)

Comparison of Survey Results: Spring 2011, Spring 2012, and Spring 2013

The current Student Satisfaction Survey report is the third in a series of survey administrations projected to continue into spring 2015. As each survey report contains a substantial amount of information, an overview of survey results is presented here to facilitate the comparison of questionnaire items across each of the three administration periods.

- In the first instance, familiarity scores from the spring 2011, spring 2012, and spring 2013 survey administration periods are shown in a side-by-side familiarity ranking framework.
- Three bar graphs types are used to illustrate changes across each of the survey administration periods:
 - *Chart type I:* Average scores (based on satisfaction level) are used to compare satisfaction level trends across time.
 - *Chart type II:* Yes/No prompts are structured to provide a percentage summary of changes for each of the administration periods.
 - *Chart type III:* Categorical results are presented either as multiple graphs organized along administration periods, or as a combined multi-period chart.
- While the formats and questions for each of the surveys are substantially similar, the earlier spring 2010 survey differs in many instances from the spring 2012 and spring 2013 questionnaires. When these differences occur, an asterisk (*) and explanatory note are provided.

Comparison of Service and Department Familiarity

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

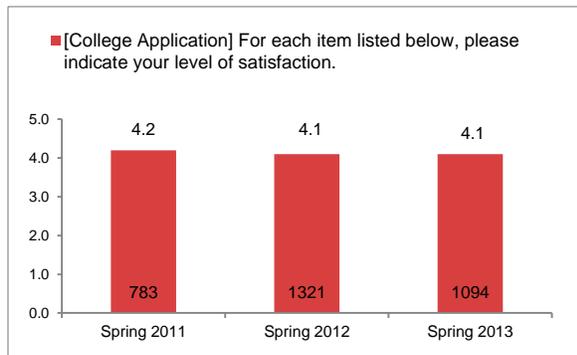
Items	Average Score 2013	Familiarity Ranking 2013	Average Score 2012	Familiarity Ranking 2012	Average Score 2011	Familiarity Ranking 2011
Student Services and Departments						
Financial Aid	4.2	1	4.0	2	3.9	3
Admissions & Records	4.1	2	4.1	1	4.1	1
Counseling	4.1	3	4.0	3	4.1	2
Assessment\Prerequisites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

Comparison of Student Services and Departments

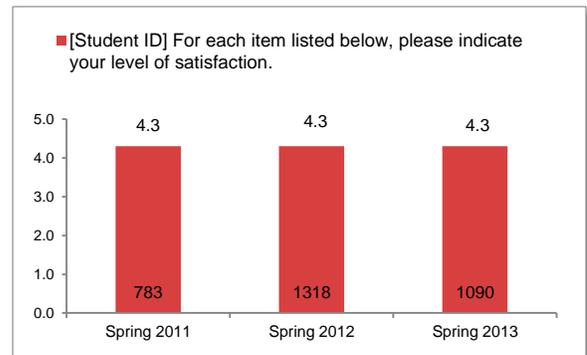
List of student services and departments:

- Admissions & Records
- Transfer Center
- ASO\ICC
- CTECS
- Disability Support Services
- Financial Aid
- EOPS\CARE
- Health Services
- Career Center
- Counseling Center
- Student Affairs
- Academic Success Center
- Women’s Resource Center
- Student Employment
- Assessment Center\ Prerequisite Center

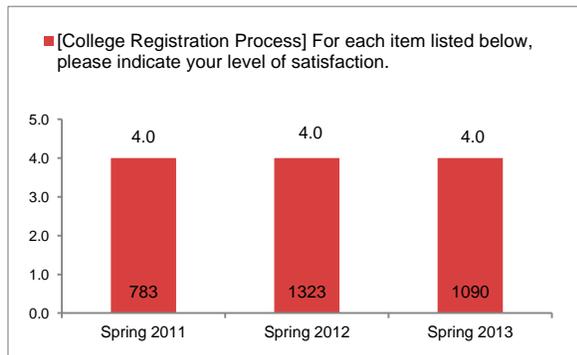
Admissions & Records (Question 2.1)



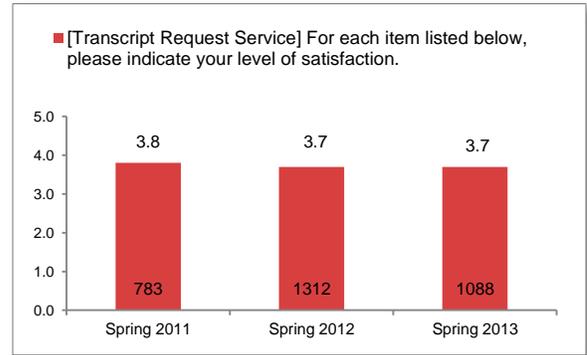
Admissions & Records (Question 2.3)



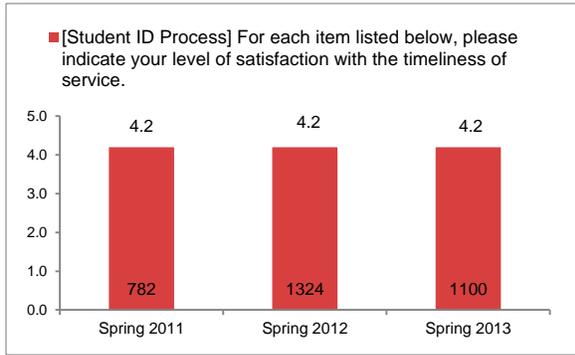
Admissions & Records (Question 2.2)



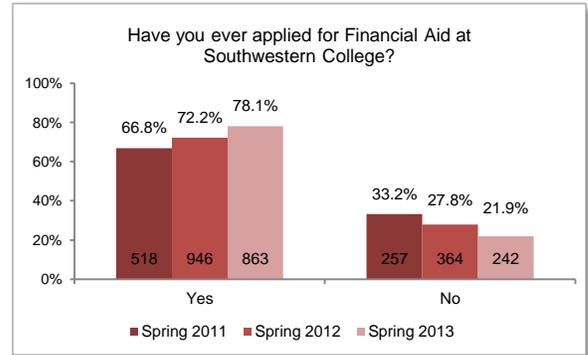
Admissions & Records (Question 2.4)



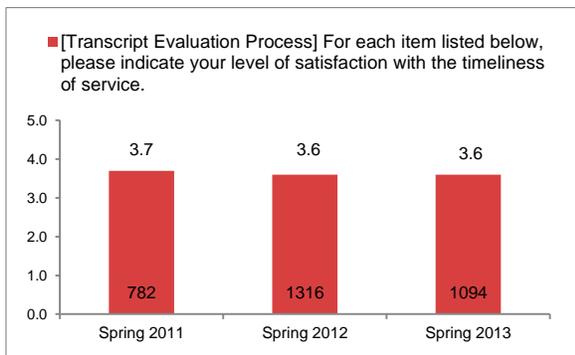
Admissions & Records (Question 3.1)



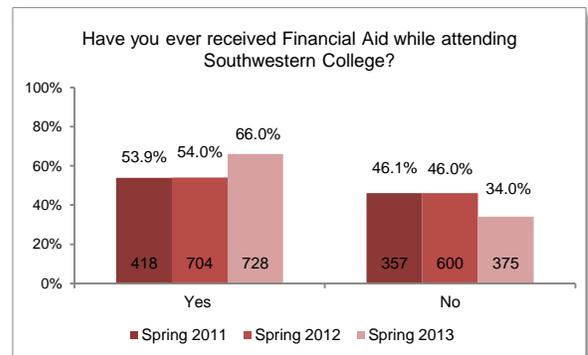
Financial Aid (Question 4)



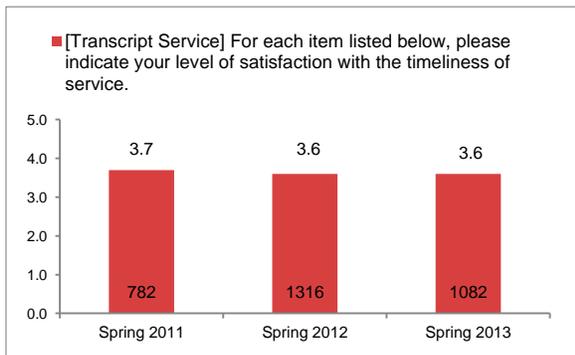
Admissions & Records (Question 3.2)



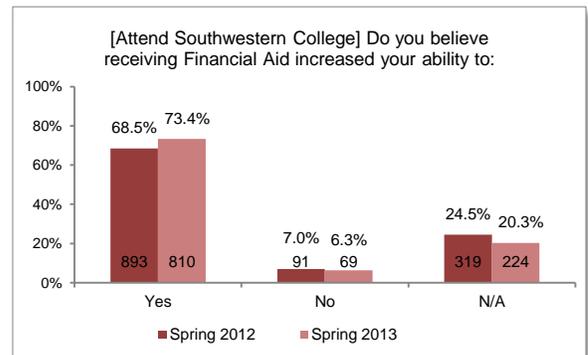
Financial Aid (Question 5)



Admissions & Records (Question 3.3)

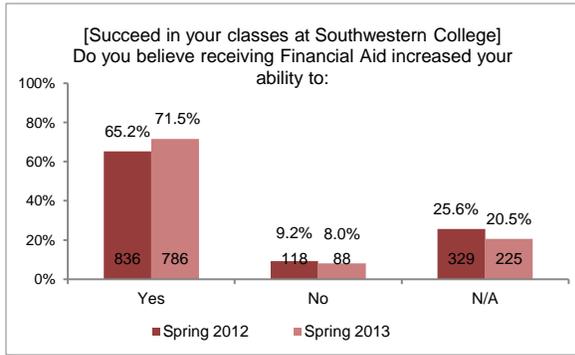


Financial Aid (Question 6.1)*

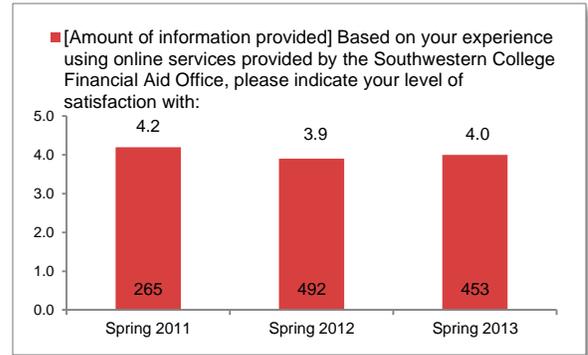


*Omission of "N/A" response option in the spring 2011 survey prevents comparison with the spring 2012 and spring 2013 periods.

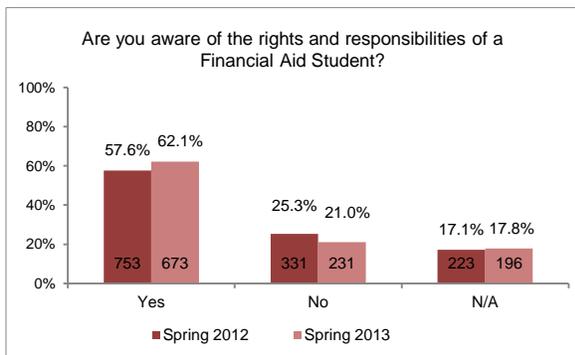
Financial Aid (Question 6.2)*



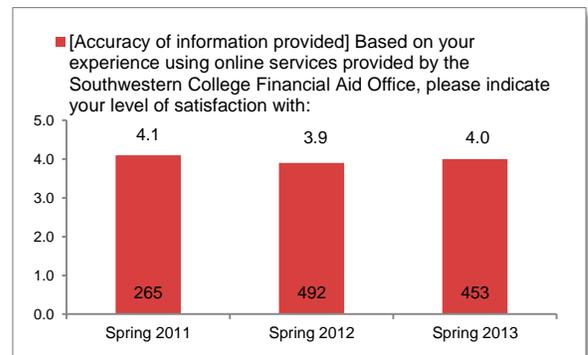
Financial Aid (Question 9.1)



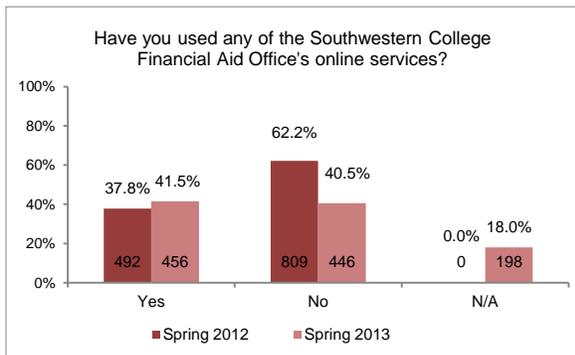
Financial Aid (Question 7)*



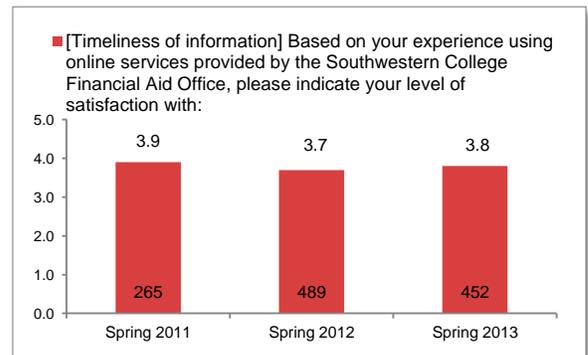
Financial Aid (Question 9.2)



Financial Aid (Question 8)*

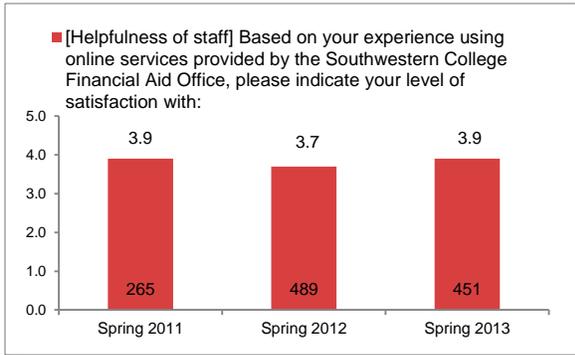


Financial Aid (Question 9.3)

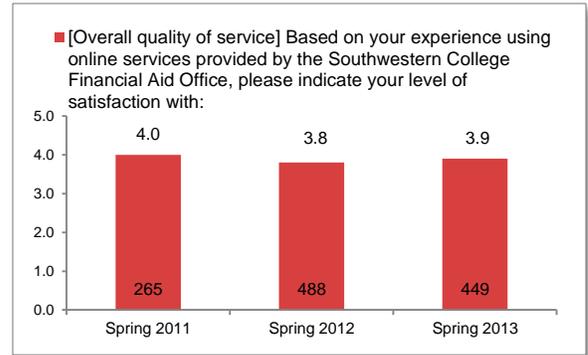


*Omission of "N/A" response option in the spring 2011 survey prevents comparison with the spring 2012 and spring 2013 periods.

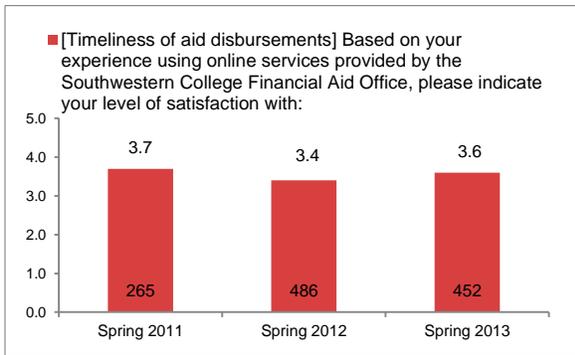
Financial Aid (Question 9.4)



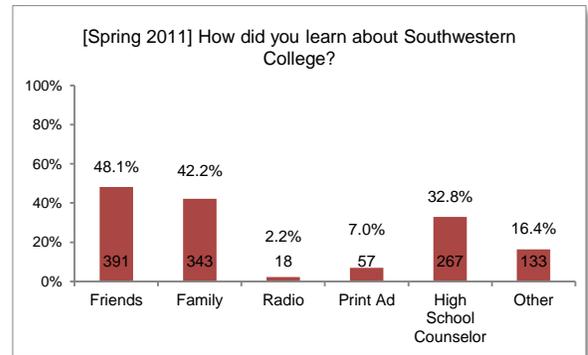
Financial Aid (Question 9.7)



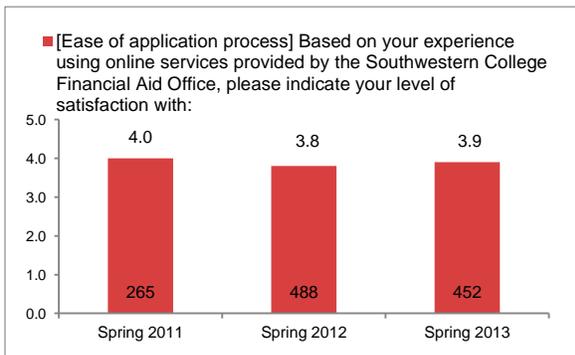
Financial Aid (Question 9.5)



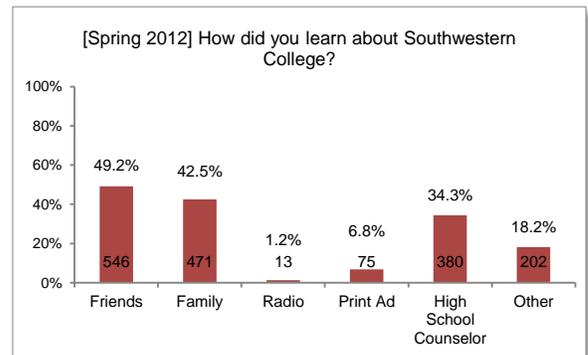
Student Affairs, 2011 (Question 10)



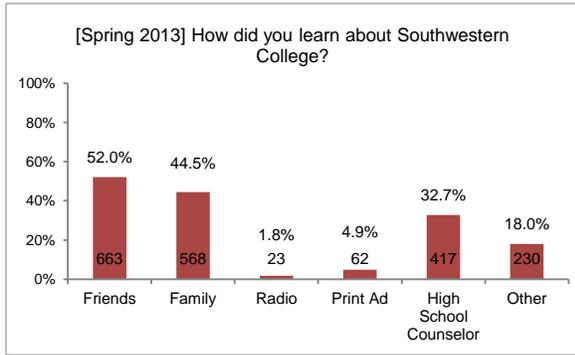
Financial Aid (Question 9.6)



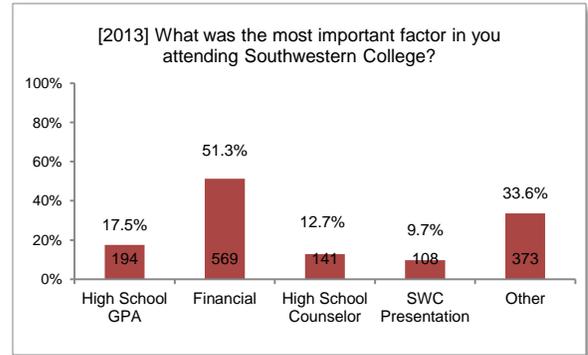
Student Affairs, 2012 (Question 10)



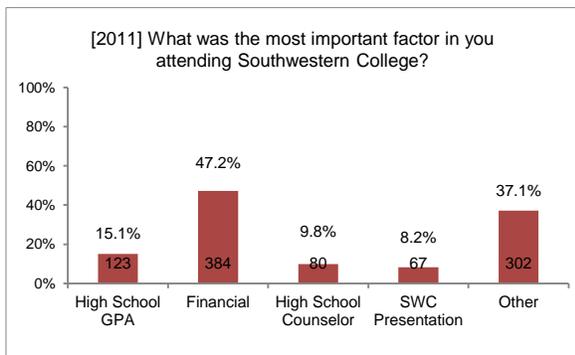
Student Affairs, 2013 (Question 10)



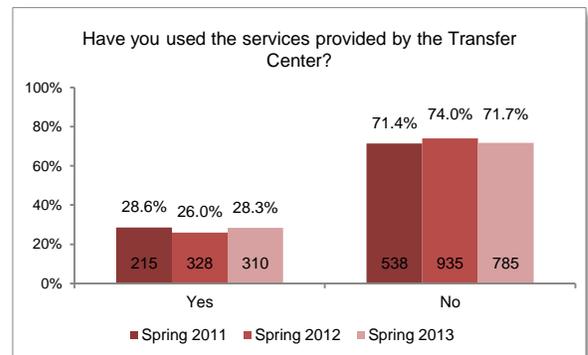
Student Affairs, 2013 (Question 11)



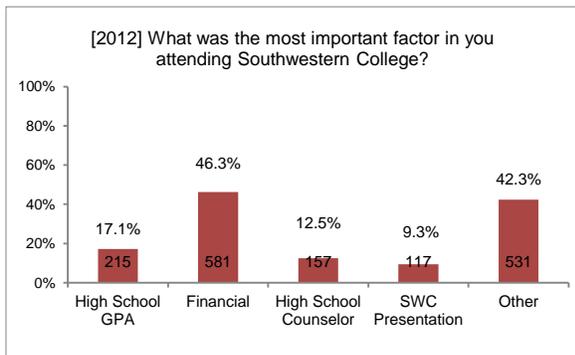
Student Affairs, 2011 (Question 11)



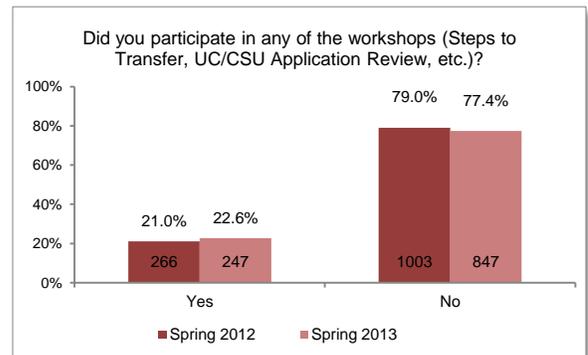
Transfer Center (Question 12)



Student Affairs, 2012 (Question 11)

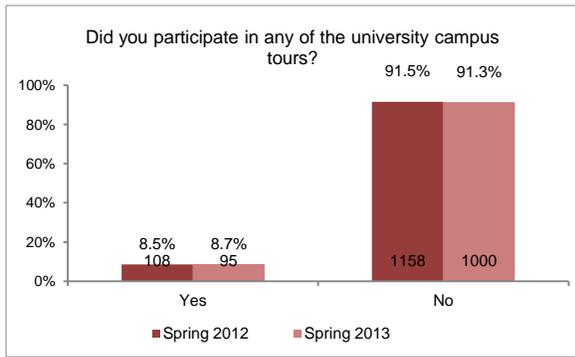


Transfer Center (Question 13)*

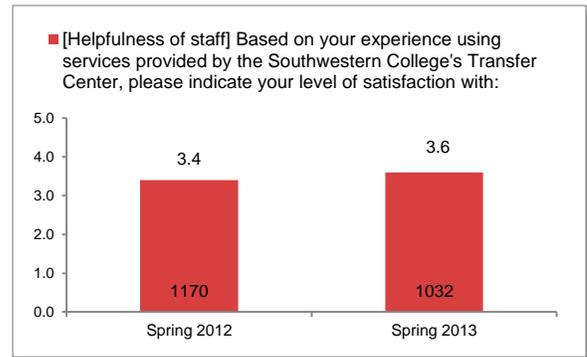


* Omission, or changes, to query item after spring 2011 prevent a direct comparison across all periods.

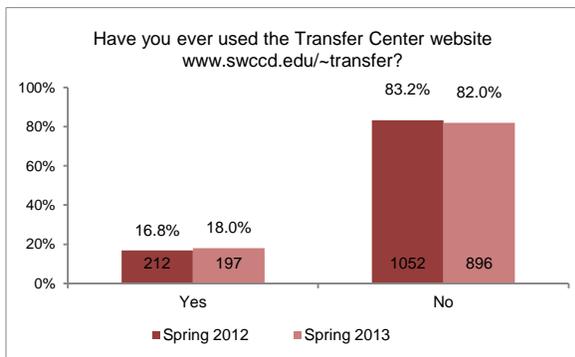
Transfer Center (Question 14)*



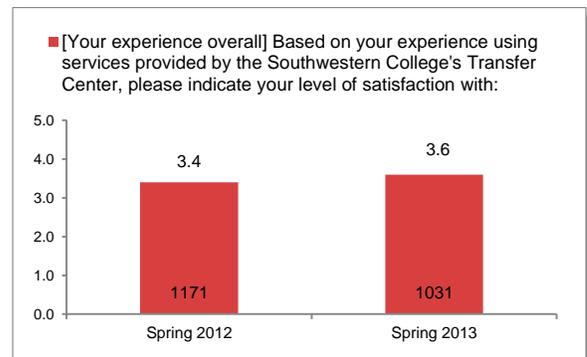
Transfer Center (Question 17.1)**



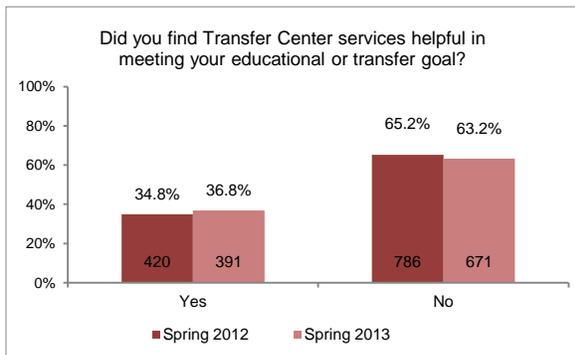
Transfer Center (Question 15)*



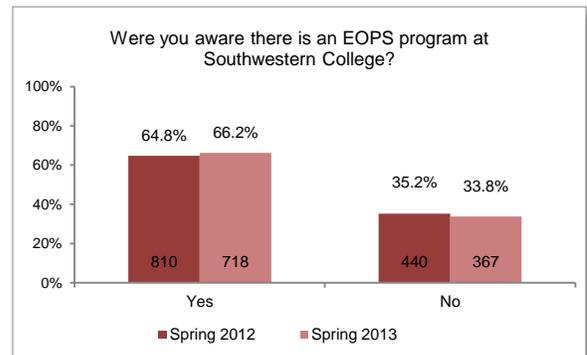
Transfer Center (Question 17.2)**



Transfer Center (Question 16)*



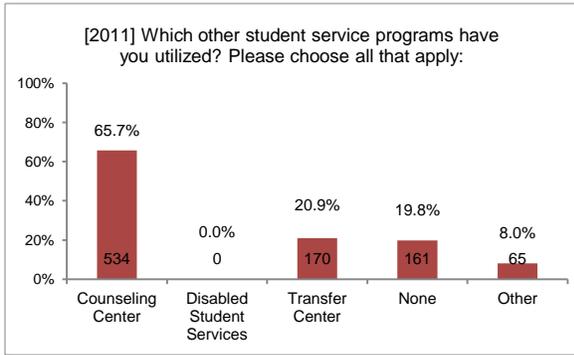
EOPS\CARE (Question 18)*



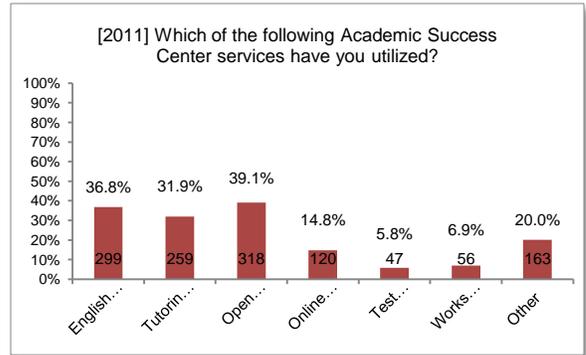
* Omission, or changes, to query item after spring 2011 prevent a direct comparison across all periods.

** Changes to query structure after spring 2011 prevent a direct comparison across all periods.

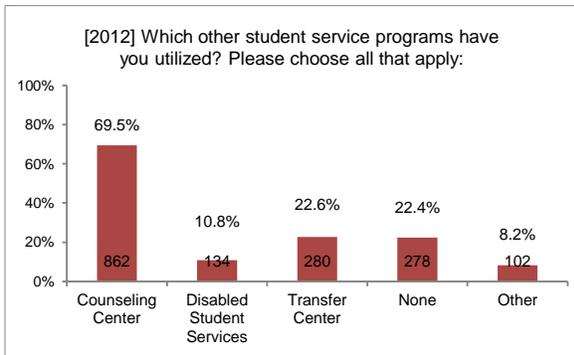
EOPS\CARE, 2011 (Question 19)



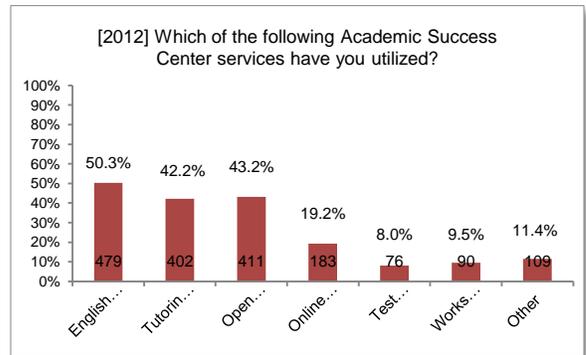
Academic Success Center, 2011 (Question 20)



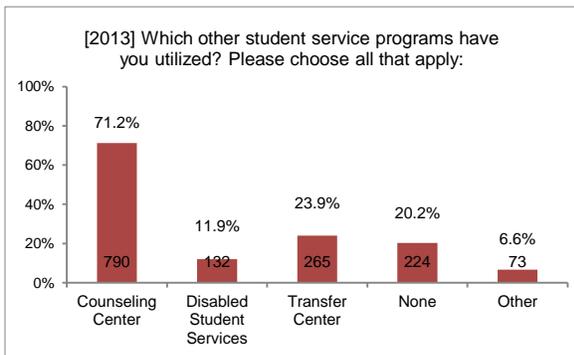
EOPS\CARE, 2012 (Question 19)



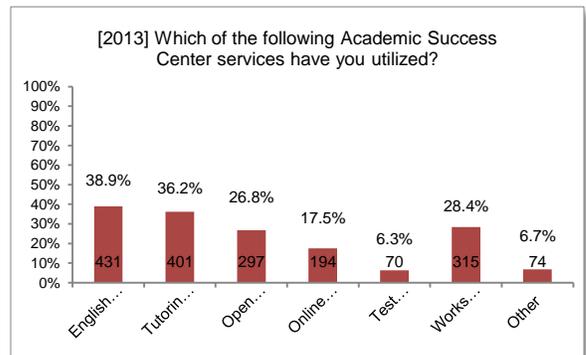
Academic Success Center, 2012 (Question 20)



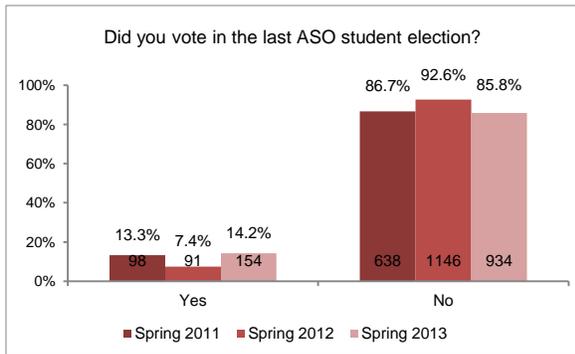
EOPS\CARE, 2013 (Question 19)



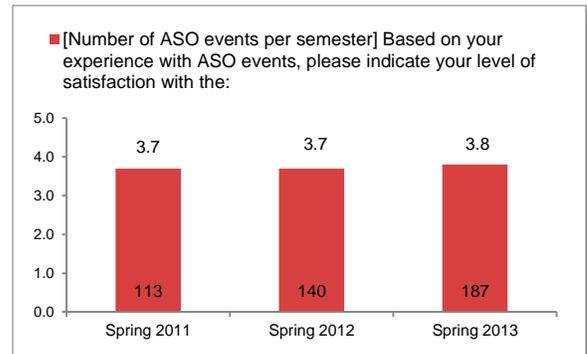
Academic Success Center, 2013 (Question 20)



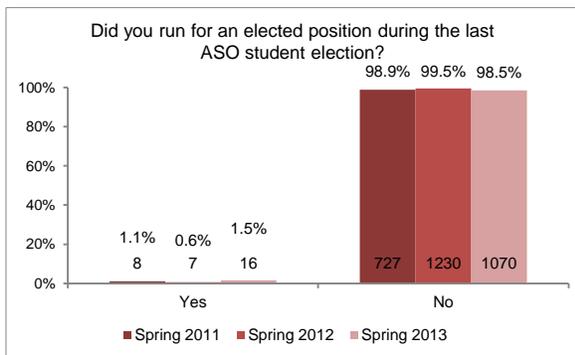
ASO\ICC (Question 21)



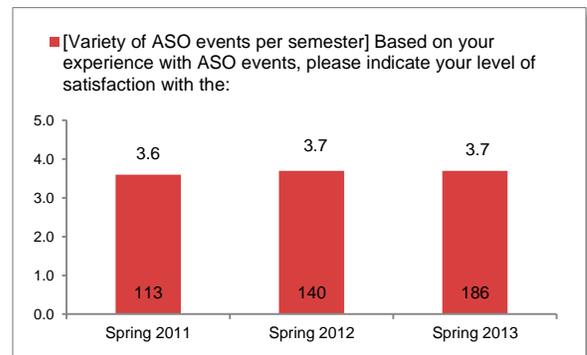
ASO\ICC (Question 24.1)



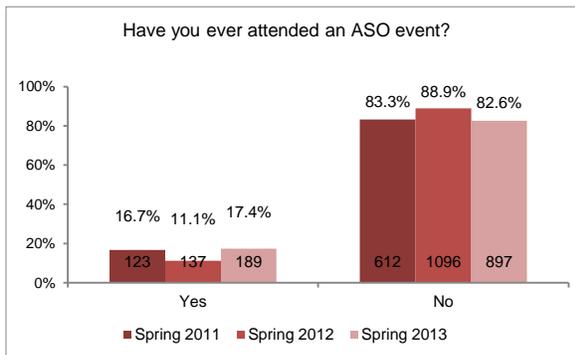
ASO\ICC (Question 22)



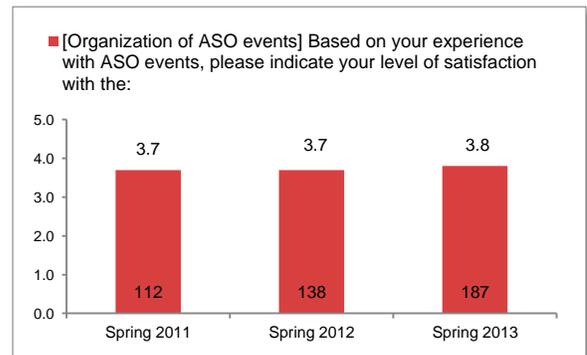
ASO\ICC (Question 24.2)



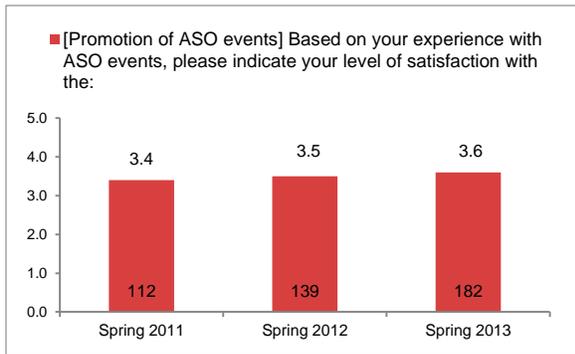
ASO\ICC (Question 23)



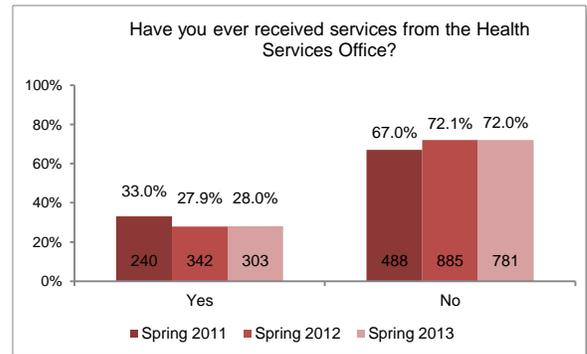
ASO\ICC (Question 24.3)



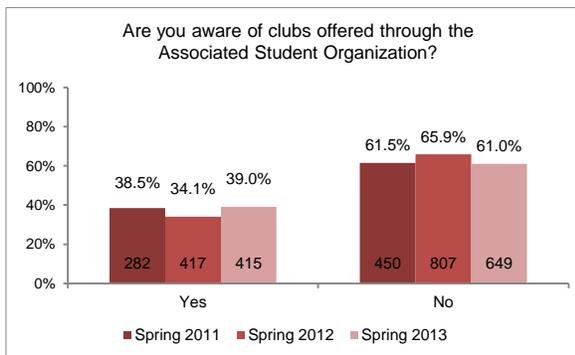
ASO\ICC (Question 24.4)



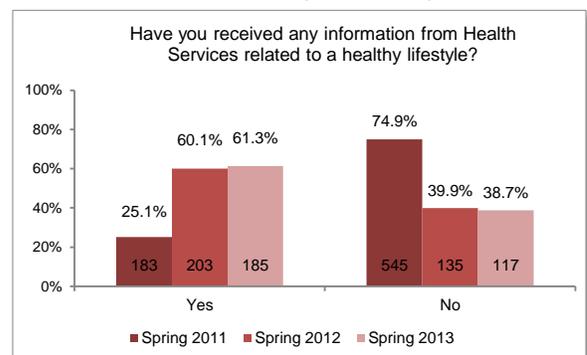
Health Services (Question 27)



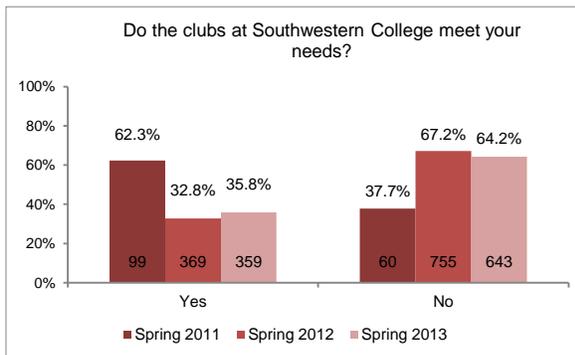
ASO\ICC (Question 25)



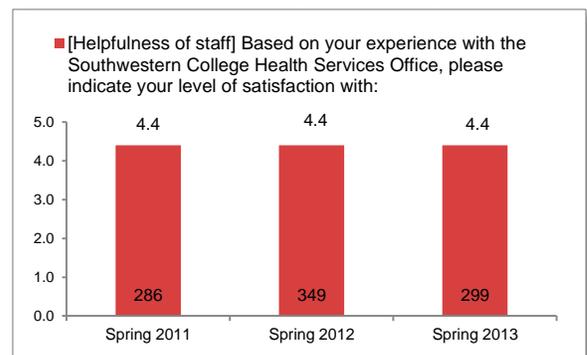
Health Services (Question 28)



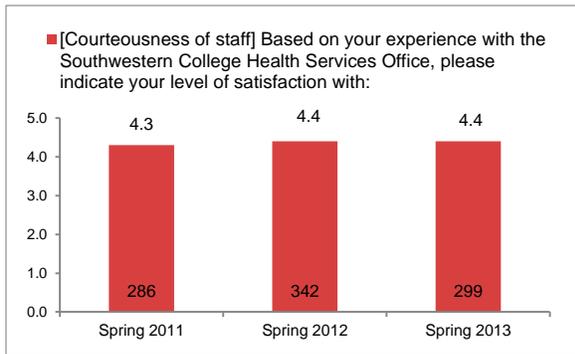
ASO\ICC (Question 26)



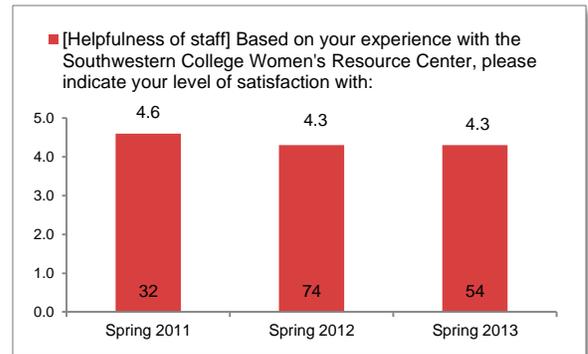
Health Services (Question 29.1)



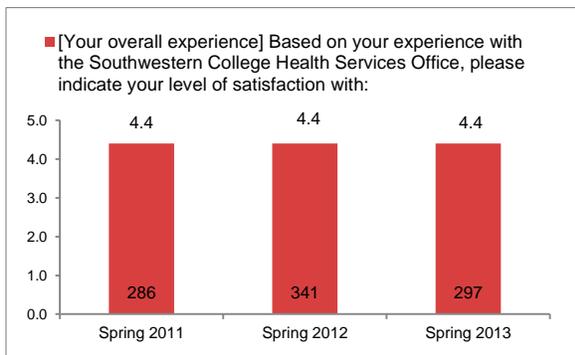
Health Services (Question 29.2)



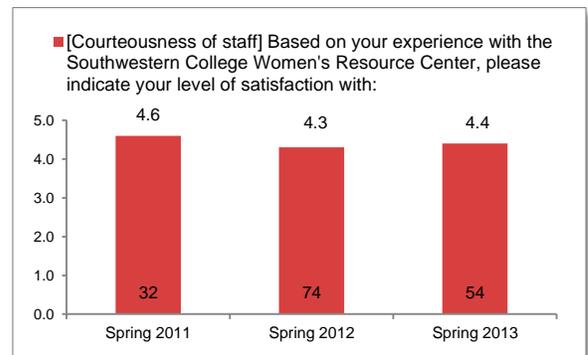
Women's Resource Center (Question 31.1)



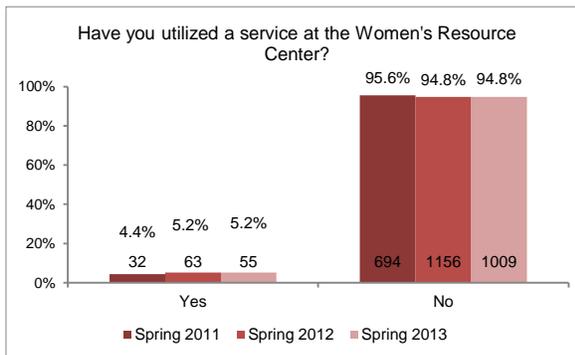
Health Services (Question 29.3)



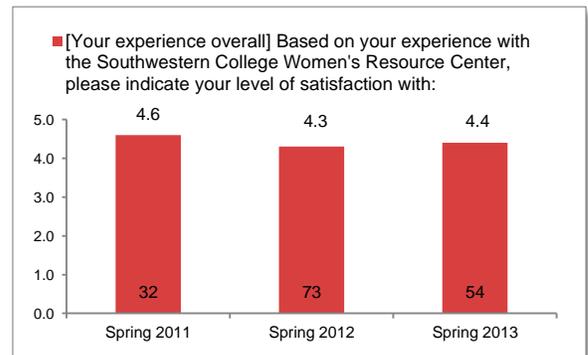
Women's Resource Center (Question 31.2)



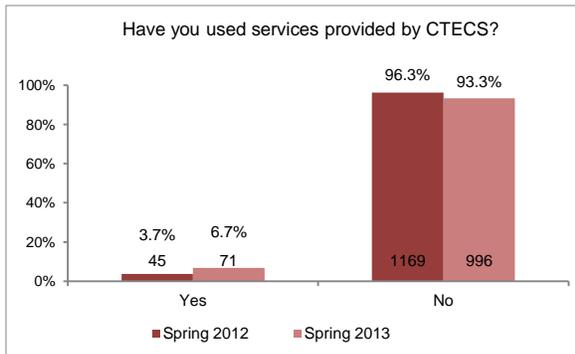
Women's Resource Center (Question 30)



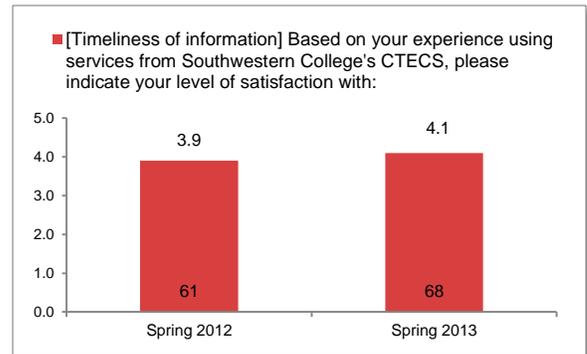
Women's Resource Center (Question 31.3)



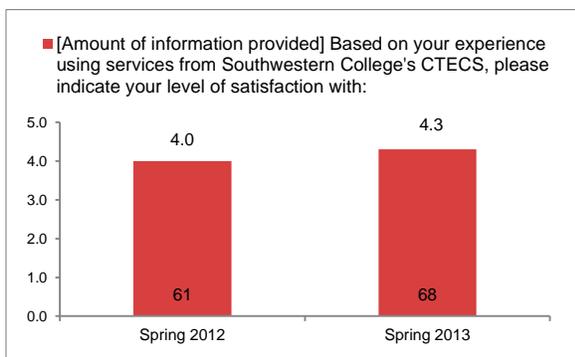
CTECS (Question 32)*



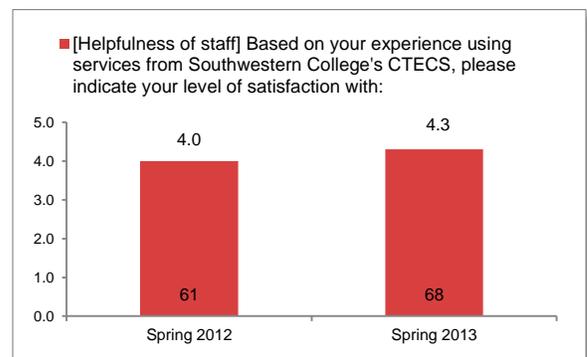
CTECS (Question 33.3)*



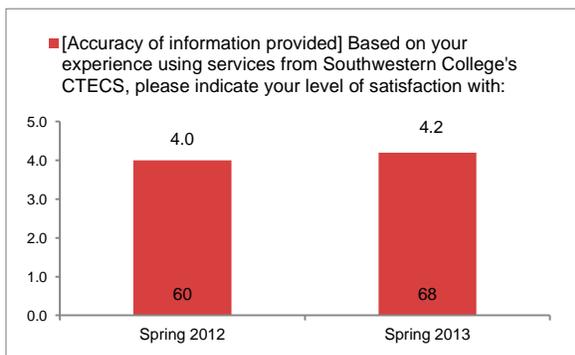
CTECS (Question 33.1)*



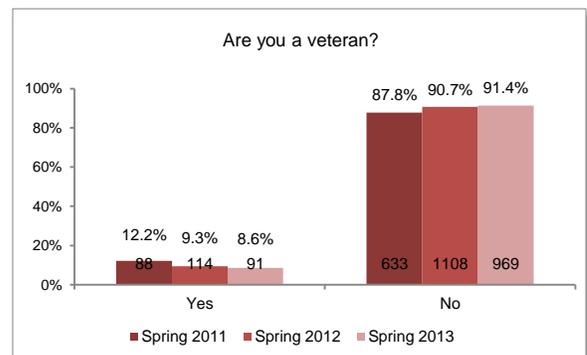
CTECS (Question 33.4)*



CTECS (Question 33.2)*

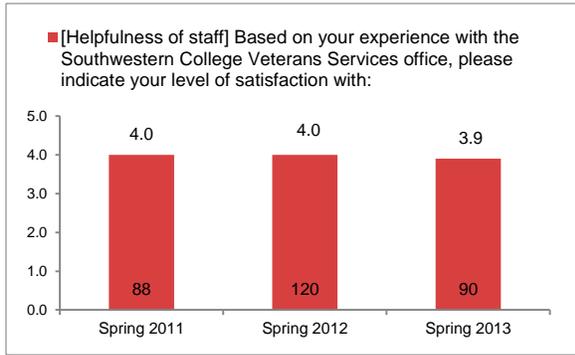


Veterans Services (Question 34)

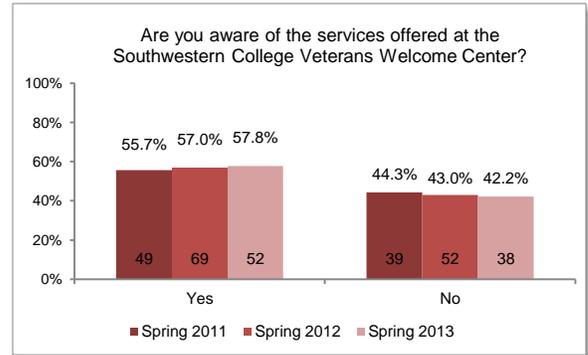


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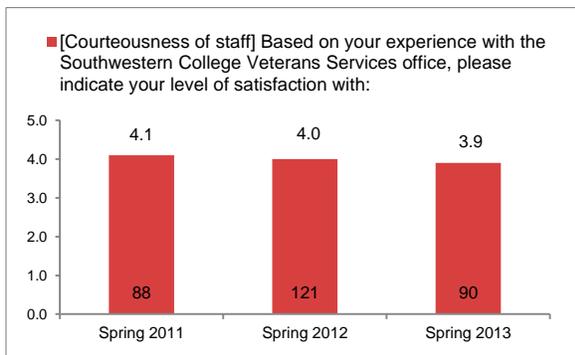
Veterans Services (Question 35.1)



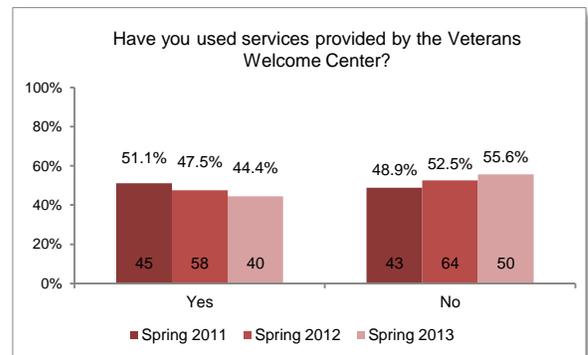
Veterans Services (Question 36)



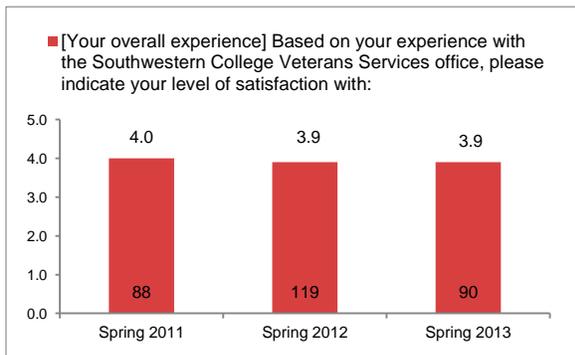
Veterans Services (Question 35.2)



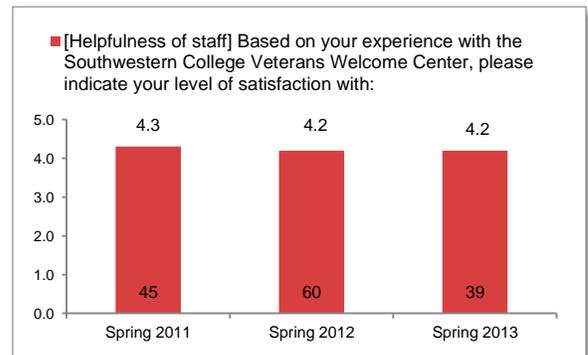
Veterans Services (Question 37)



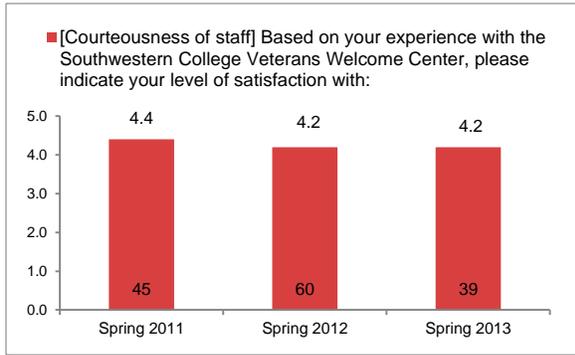
Veterans Services (Question 35.3)



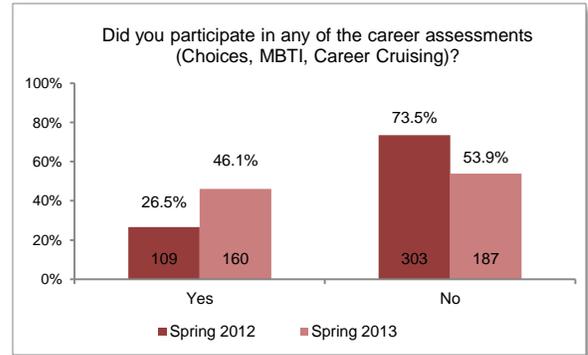
Veterans Services (Question 38.1)



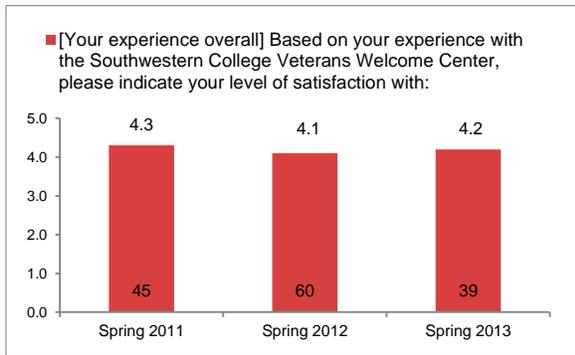
Veterans Services (Question 38.2)



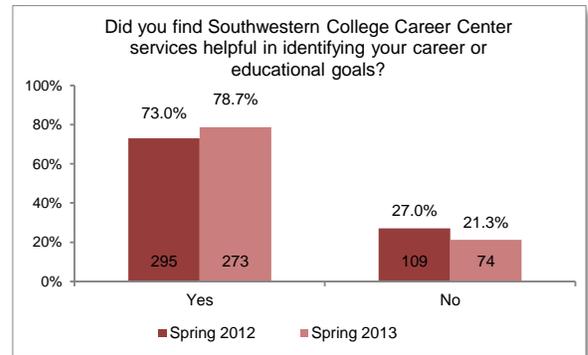
Career Center (Question 40)*



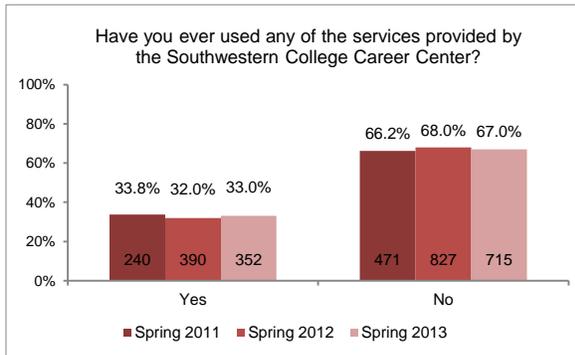
Veterans Services (Question 38.3)



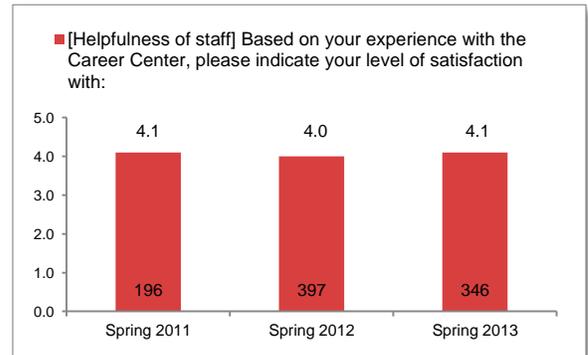
Career Center (Question 41)*



Career Center (Question 39)



Career Center (Question 42.1)

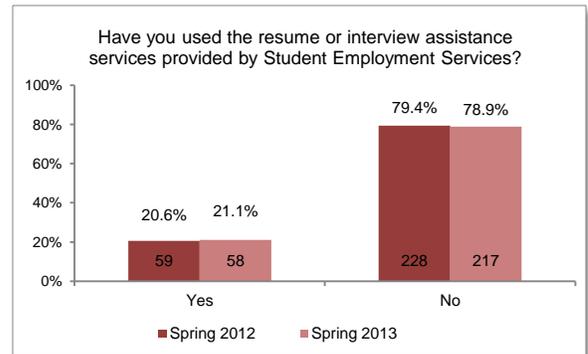


* Omission, or changes, to query item after spring 2011 prevent a direct comparison across all periods.

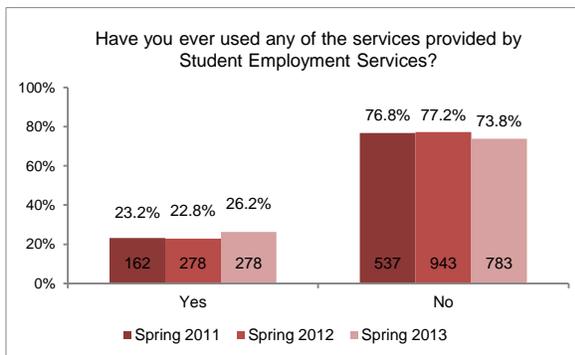
Career Center (Question 42.2)



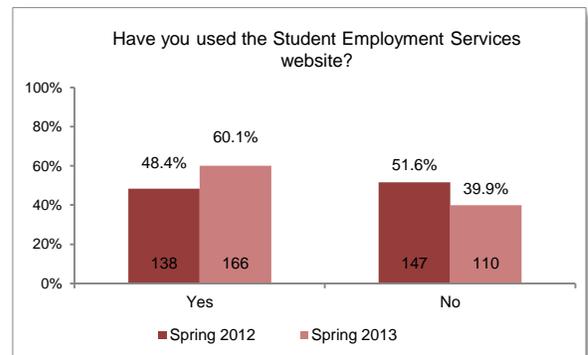
Student Employment (Question 45)



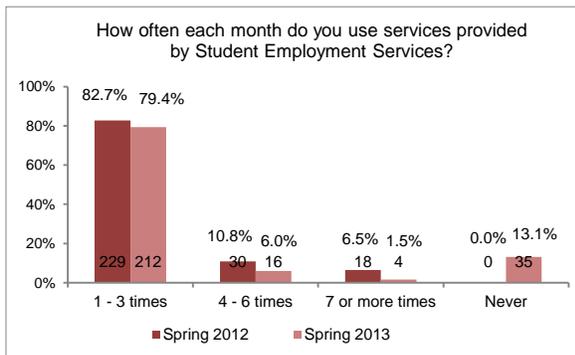
Student Employment (Question 43)



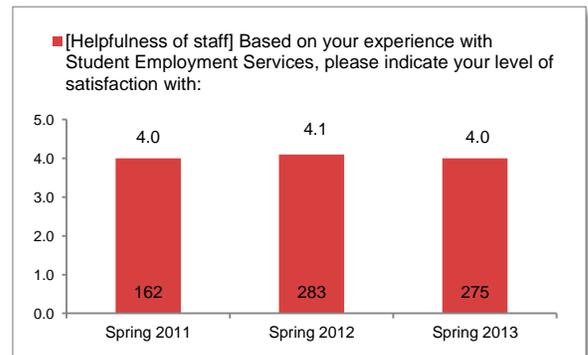
Student Employment (Question 46)



Student Employment (Question 44)*

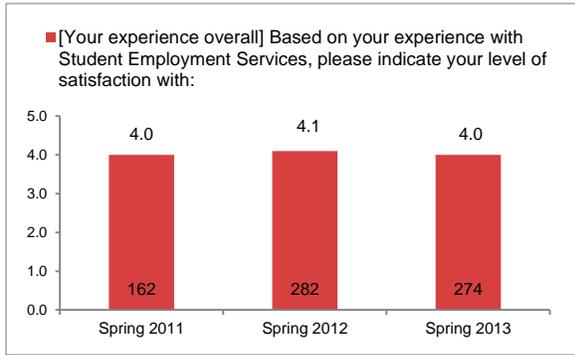


Student Employment (Question 47.1)

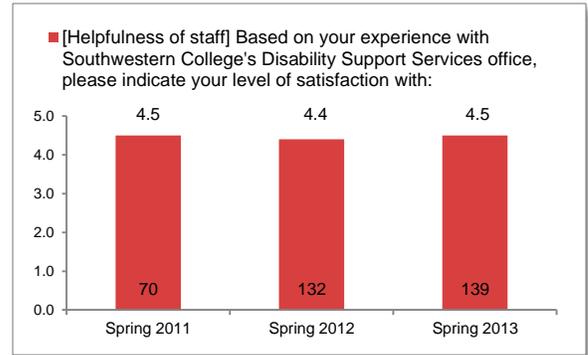


* Omission, or changes, to query item after spring 2011 prevent a direct comparison across all periods.

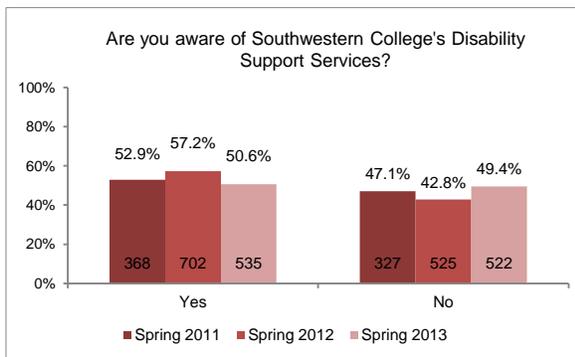
Student Employment (Question 47.2)



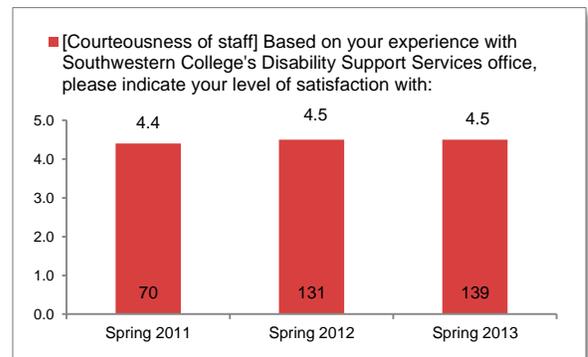
Disability Support Services (Question 50.1)



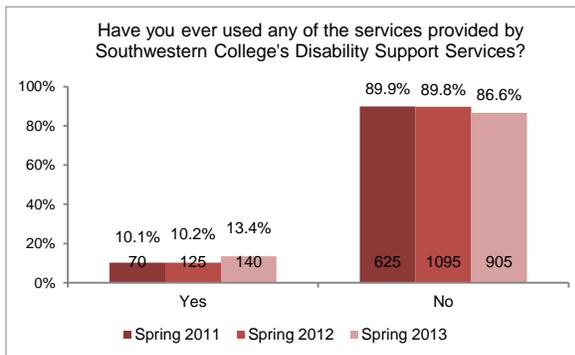
Disability Support Services (Question 48)



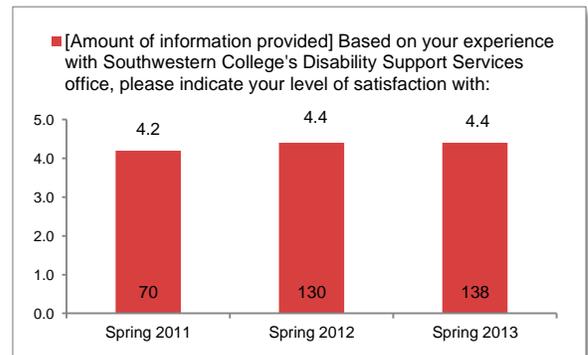
Disability Support Services (Question 50.2)



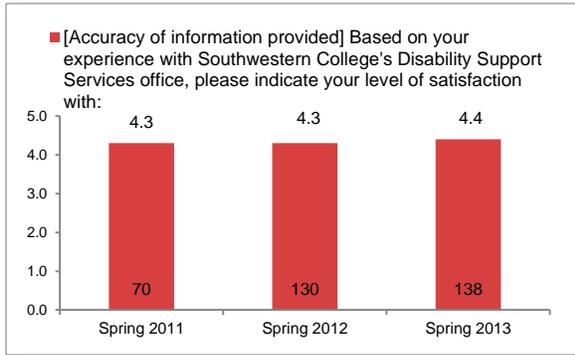
Disability Support Services (Question 49)



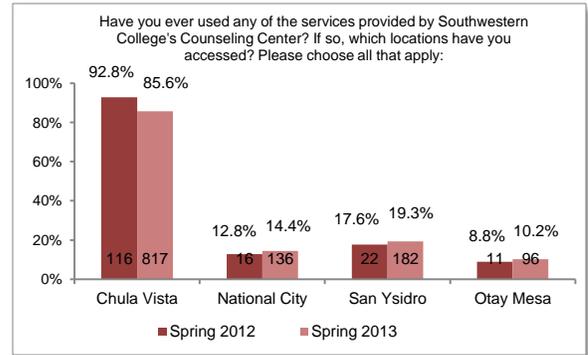
Disability Support Services (Question 50.3)



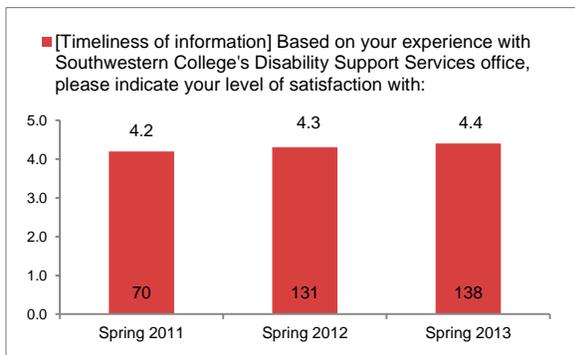
Disability Support Services (Question 50.4)



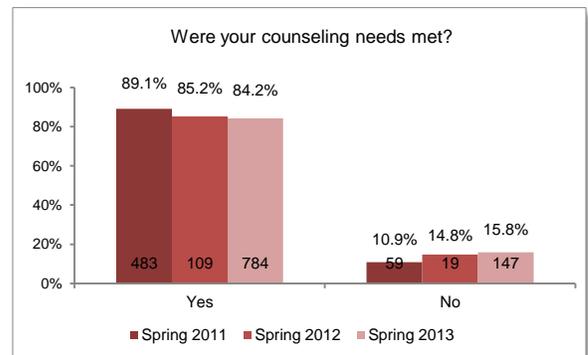
Counseling Center (Question 51)*



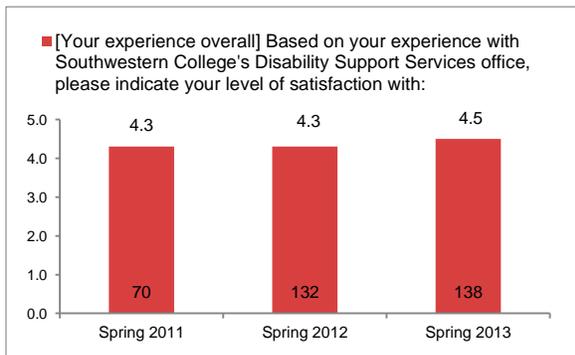
Disability Support Services (Question 50.5)



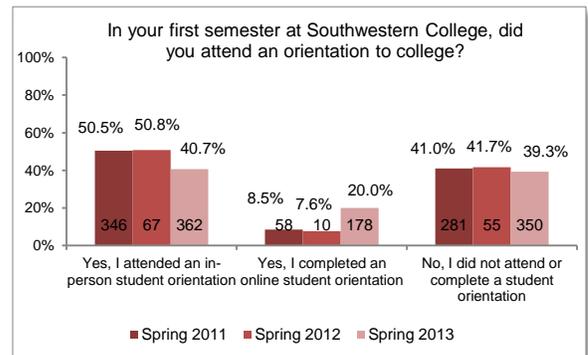
Counseling Center (Question 52)



Disability Support Services (Question 50.6)

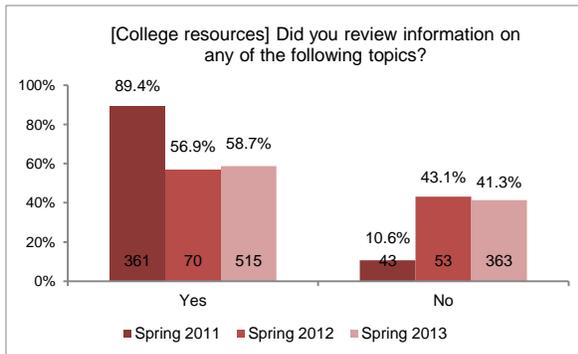


Counseling Center (Question 53)

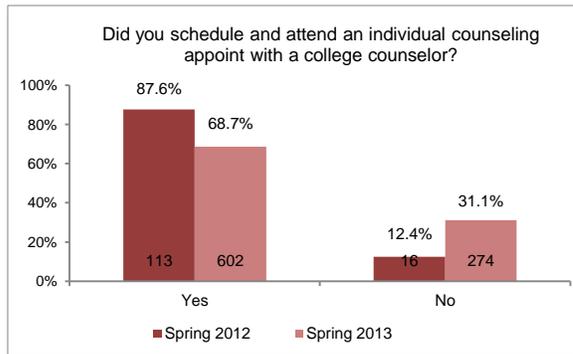


* Omission, or changes, to query item after spring 2011 prevent a direct comparison across all periods.

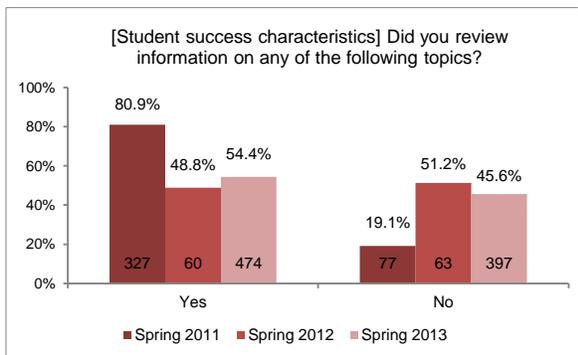
Counseling Center (Question 54.1)



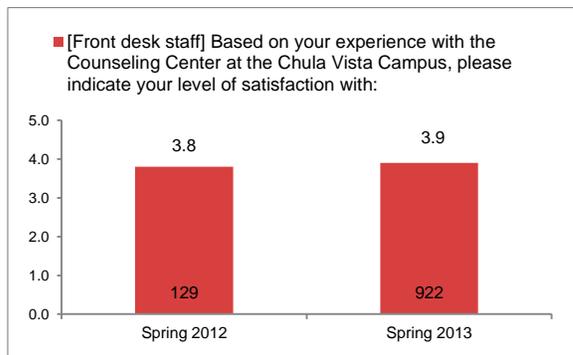
Counseling Center (Question 55)*



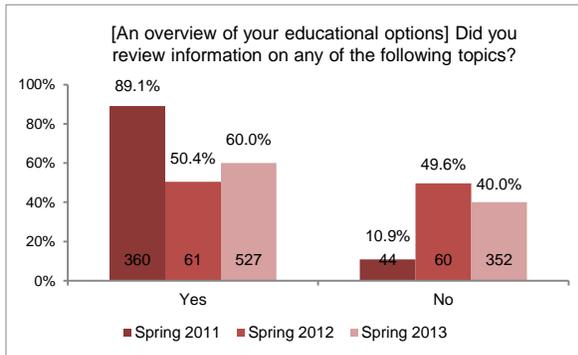
Counseling Center (Question 54.2)



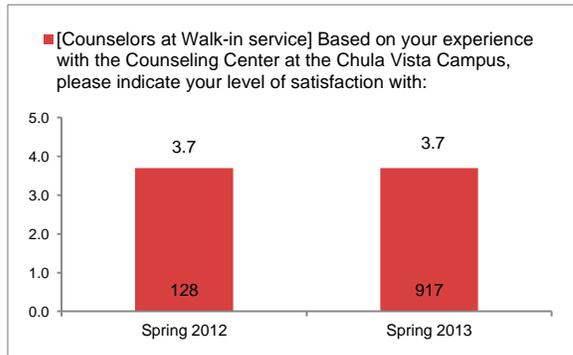
Counseling Center (Question 56.1)*



Counseling Center (Question 54.3)

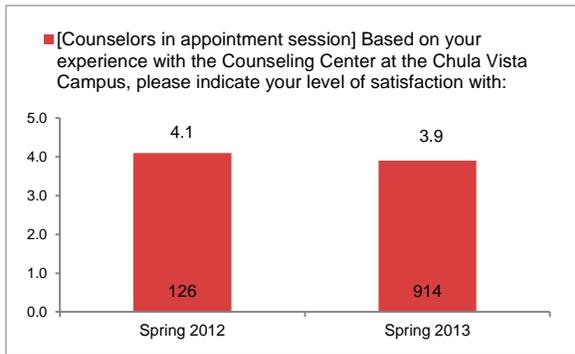


Counseling Center (Question 56.2)*

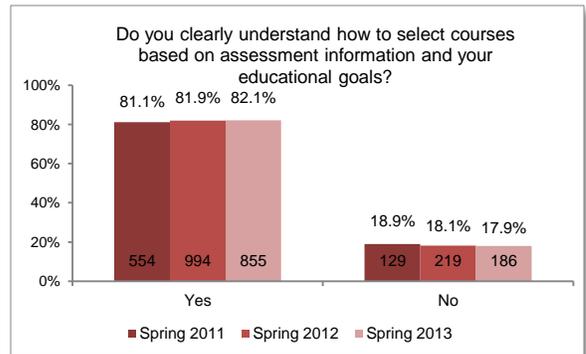


* Omission, or changes, to query item after spring 2011 prevent a direct comparison across all periods.

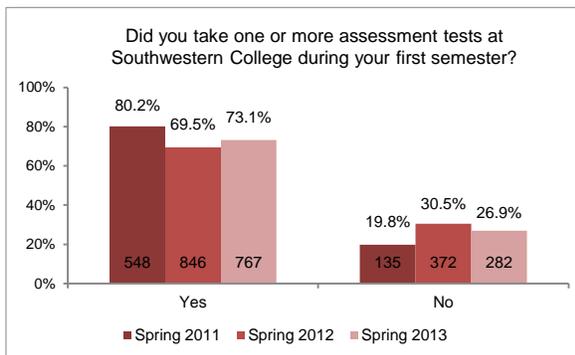
Counseling Center (Question 56.3)*



Assessment Center\Prerequisites Center (Question 58)



Assessment Center\Prerequisites Center (Question 57)



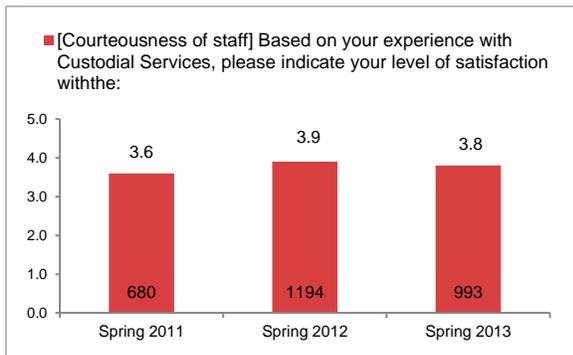
* Omission, or changes, to query item after spring 2011 prevent a direct comparison across all periods.

Comparison of Institutional Support Services and Departments

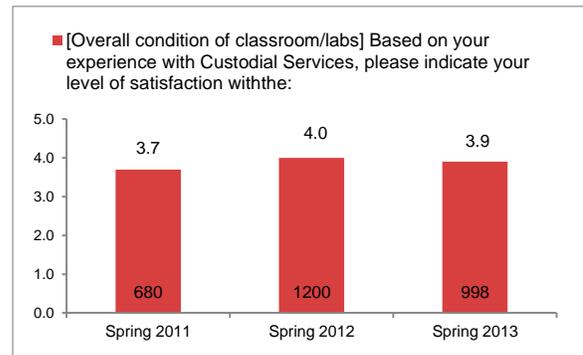
List of institutional services and departments:

- Custodial Services
- Facilities Department
- Police Department
- Grounds Department
- Food Services\Cafeteria
- Cashiers Office
- Maintenance Department
- Bookstore

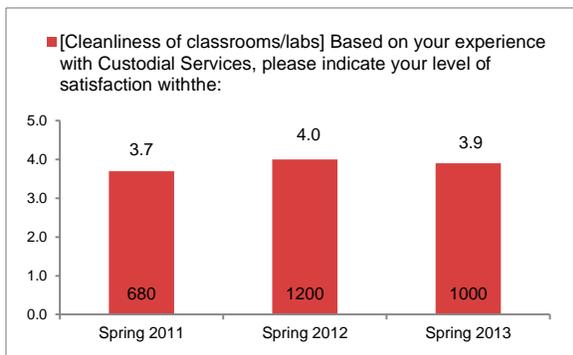
Custodial Services (Question 59.1)



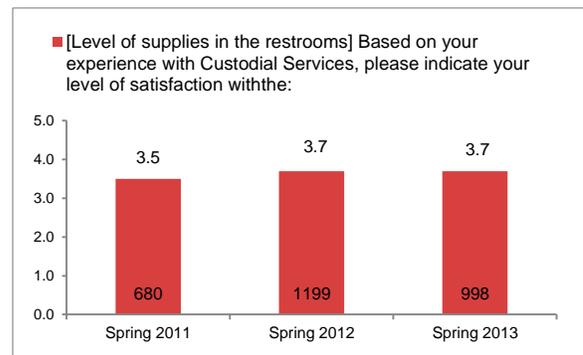
Custodial Services (Question 59.3)



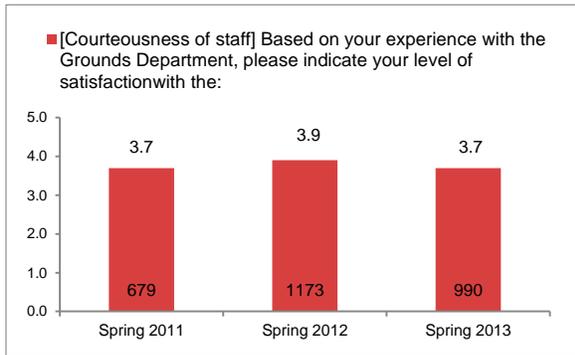
Custodial Services (Question 59.2)



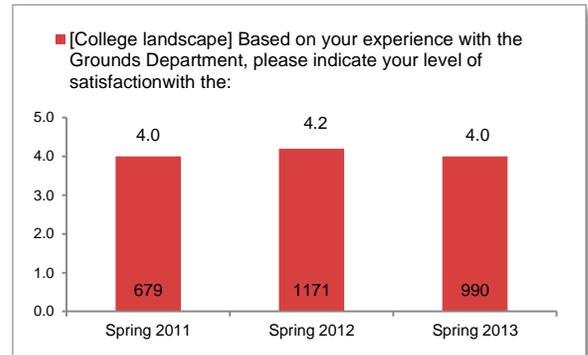
Custodial Services (Question 59.4)



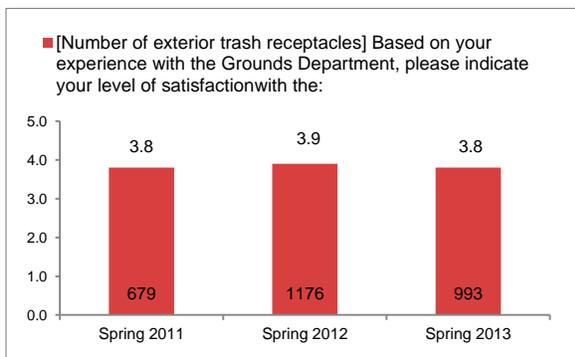
Grounds Department (Question 60.1)



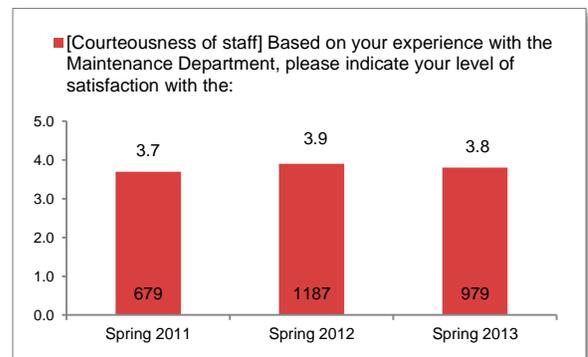
Grounds Department (Question 60.4)



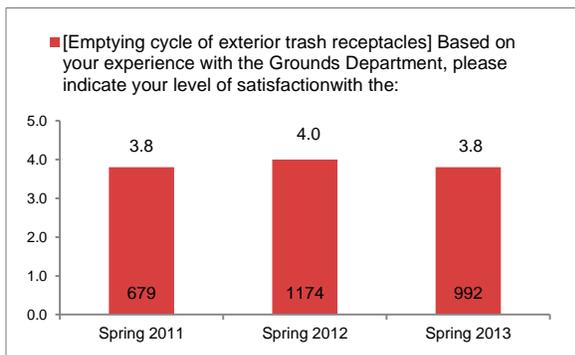
Grounds Department (Question 60.2)



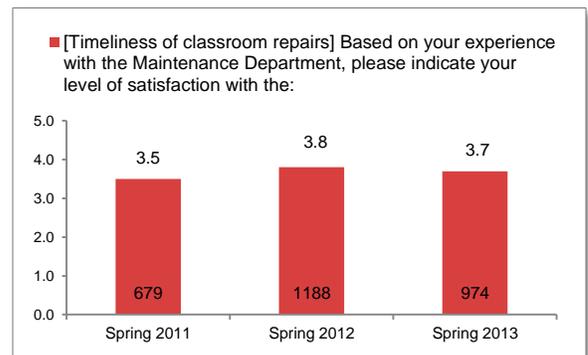
Maintenance Department (Question 61.1)



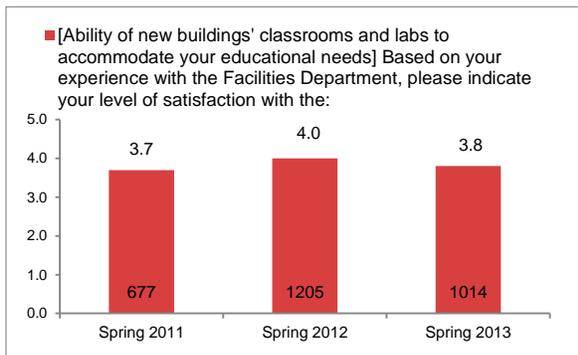
Grounds Department (Question 60.3)



Maintenance Department (Question 61.2)



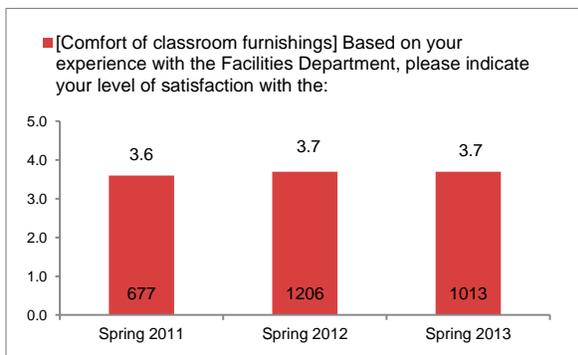
Facilities Department (Question 62.1)



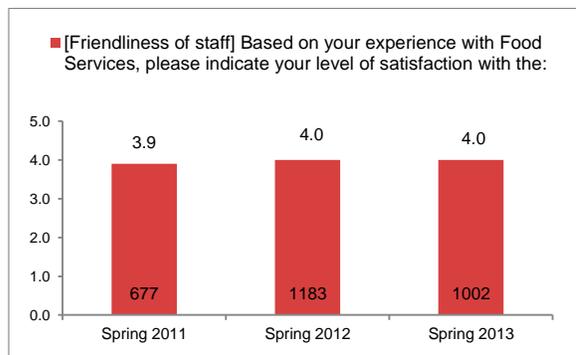
Facilities Department (Question 62.4)



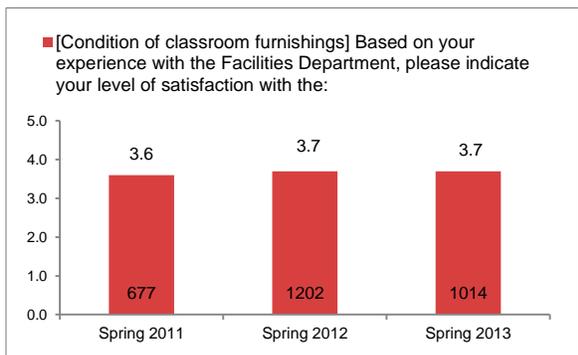
Facilities Department (Question 62.2)



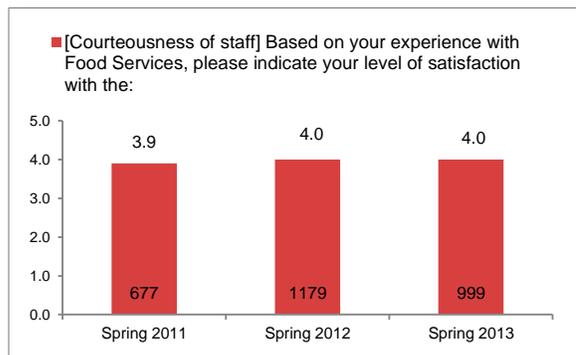
Food Services\Cafeteria (Question 63.1)



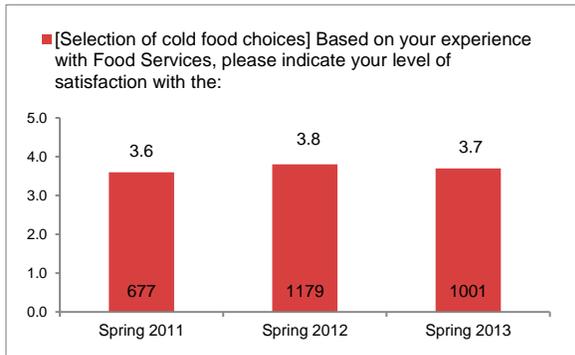
Facilities Department (Question 62.3)



Food Services\Cafeteria (Question 63.2)



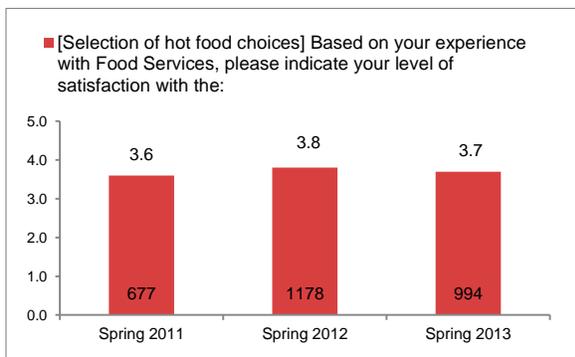
Food Services\Cafeteria (Question 63.3)



Food Services\Cafeteria (Question 63.6)



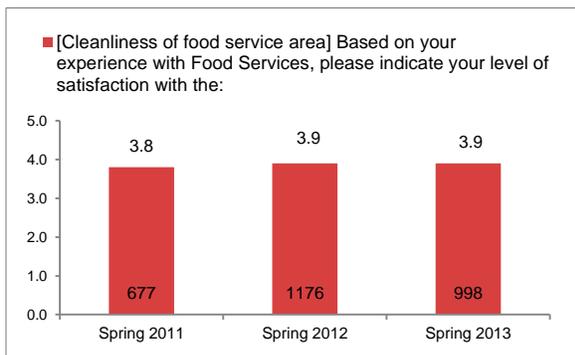
Food Services\Cafeteria (Question 63.4)



Food Services\Cafeteria (Question 63.7)



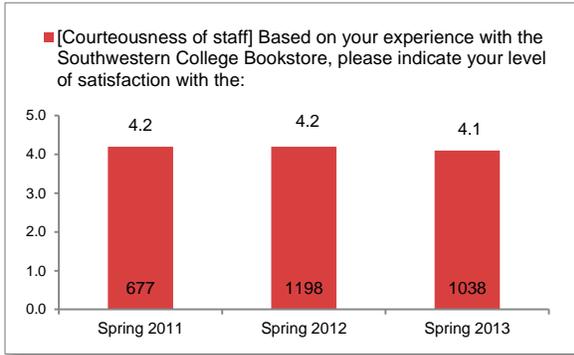
Food Services\Cafeteria (Question 63.5)



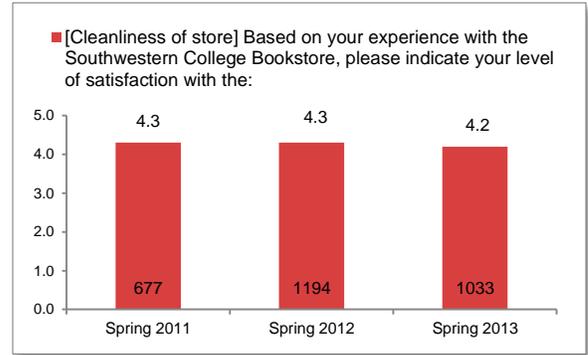
Food Services\Cafeteria (Question 63.8)



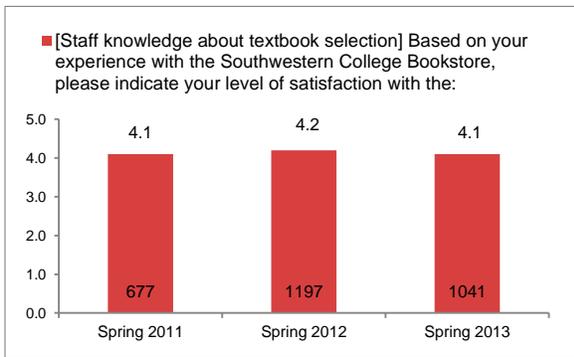
Bookstore (Question 64.1)



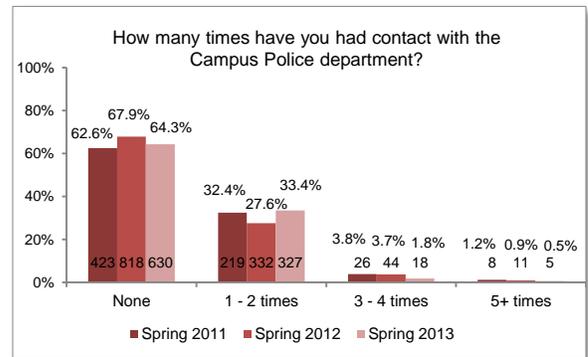
Bookstore (Question 64.4)



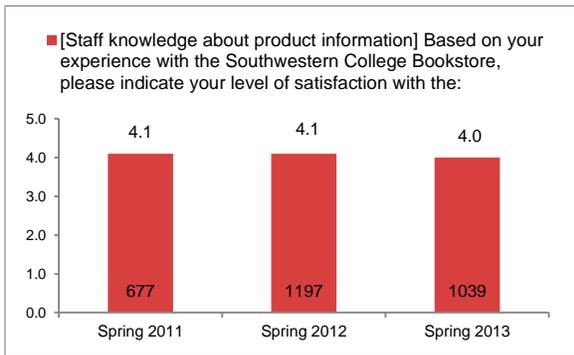
Bookstore (Question 64.2)



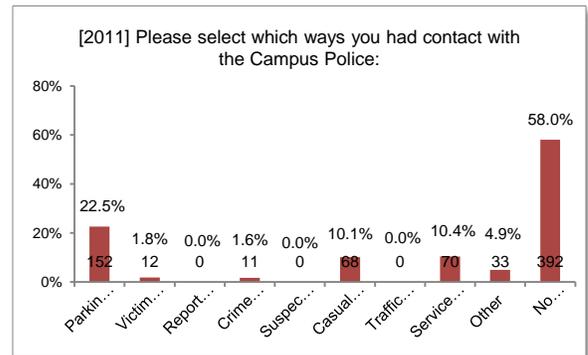
Police Department (Question 65)



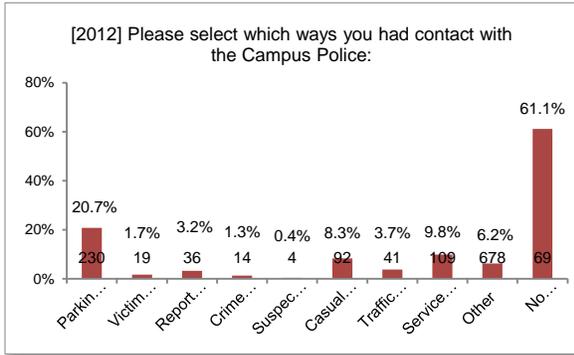
Bookstore (Question 64.3)



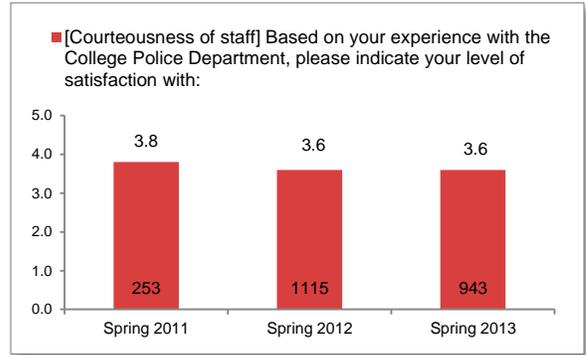
Police Department, 2011 (Question 66)



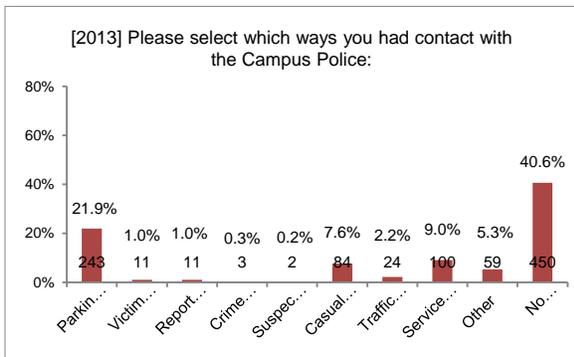
Police Department, 2012 (Question 66)



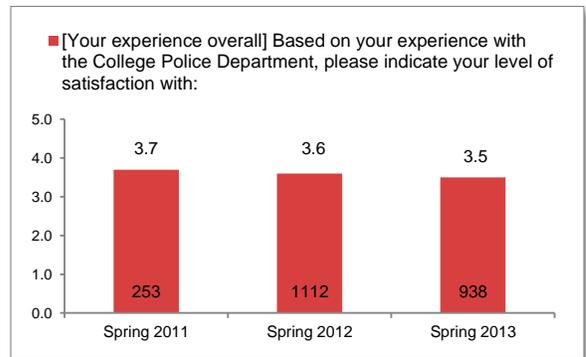
Police Department (Question 67.2)



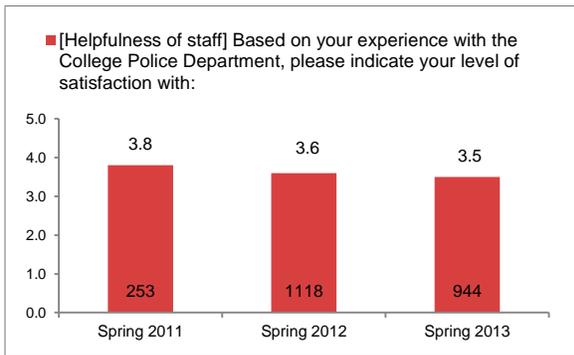
Police Department, 2013 (Question 66)



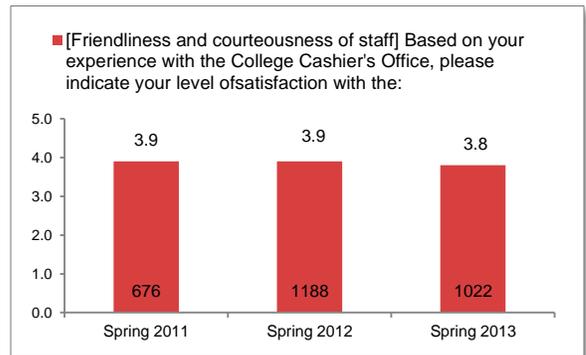
Police Department (Question 67.3)



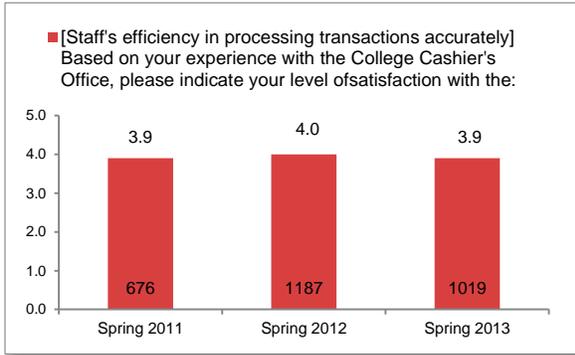
Police Department (Question 67.1)



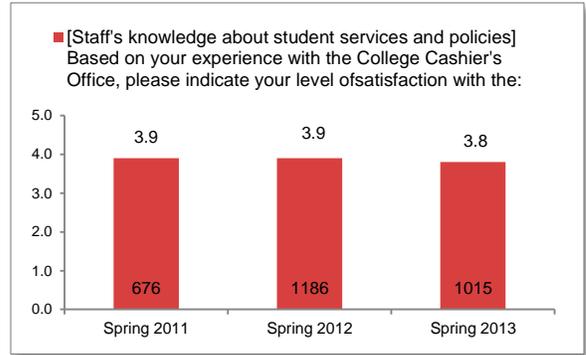
Cashiers Office (Question 68.1)



Cashiers Office (Question 68.2)



Cashiers Office (Question 68.3)

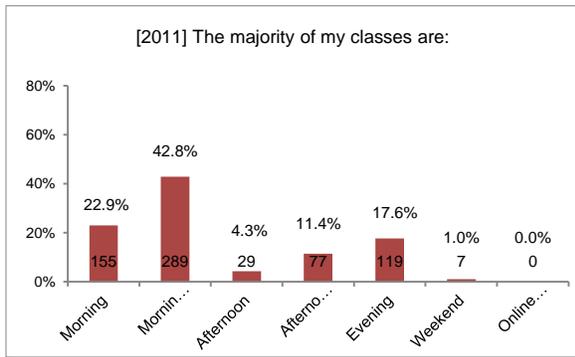


Comparison of Supplemental Information Items

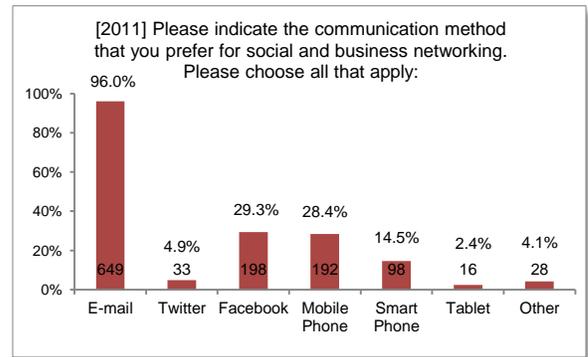
List of institutional services and departments:

- Your Schedule
- Your Preferred Communication Method

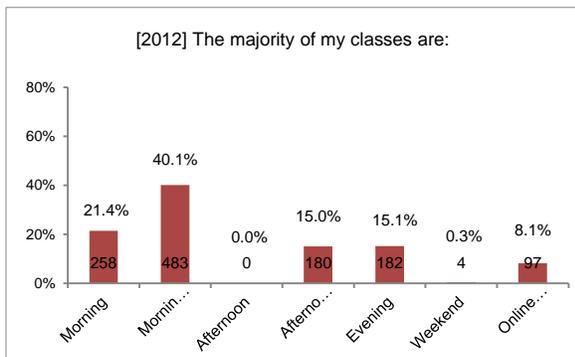
Your Schedule, 2011 (Question 69)*



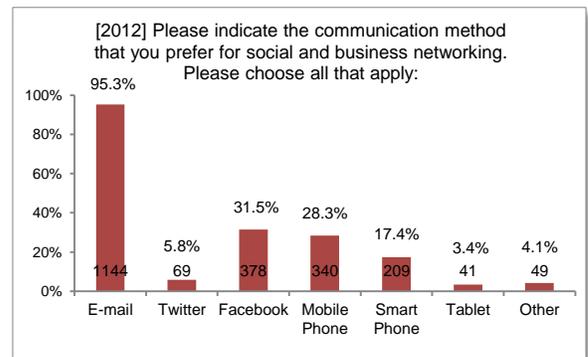
Your Preferred..., 2011 (Question 70)



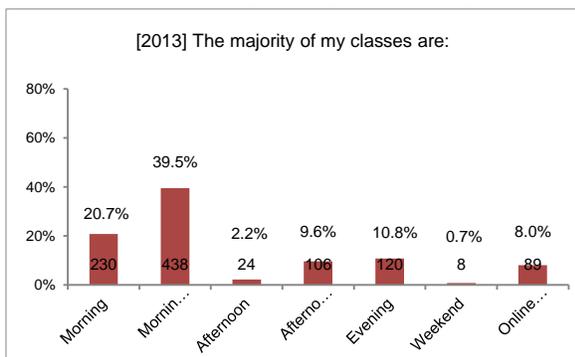
Your Schedule, 2012 (Question 69)*



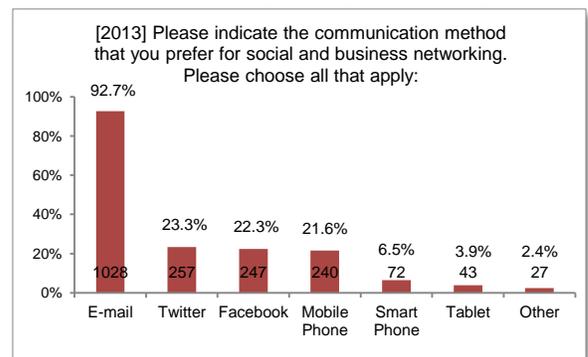
Your Preferred..., 2012 (Question 70)



Your Schedule, 2013 (Question 69)



Your Preferred..., 2013 (Question 70)



Southwestern Community College Student Satisfaction Survey, Spring 2013

FAMILIARITY WITH SERVICES

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

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

Southwestern Community College Student Satisfaction Survey, Spring 2013

8. 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="checkbox"/>				
Accuracy of information provided	<input type="checkbox"/>				
Timeliness of information	<input type="checkbox"/>				
Helpfulness of staff	<input type="checkbox"/>				
Timeliness of aid disbursements	<input type="checkbox"/>				
Ease of application process	<input type="checkbox"/>				
Overall quality of service	<input type="checkbox"/>				

STUDENT AFFAIRS

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

- | | | |
|-----------------------------------|--|--------------------------------|
| <input type="checkbox"/> Friends | <input type="checkbox"/> Family | <input type="checkbox"/> Radio |
| <input type="checkbox"/> Print Ad | <input type="checkbox"/> High School Counselor | <input type="checkbox"/> Other |

If "Other" selected, please specify:

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

- | | | |
|---|------------------------------------|--|
| <input type="checkbox"/> High School GPA | <input type="checkbox"/> Financial | <input type="checkbox"/> High School Counselor |
| <input type="checkbox"/> SWC presentation at your high school | <input type="checkbox"/> Other | |

If "Other" selected, please specify:

TRANSFER CENTER

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

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

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

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

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

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

14. Have you ever used the Transfer Center website?

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

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

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

Southwestern Community College Student Satisfaction Survey, Spring 2013

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

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

EOPS/CARE

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

- Yes No

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

- Counseling Center Disabled Student Services Transfer Center
 None Other

If "Other" selected, please specify:

ACADEMIC SUCCESS CENTER

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

- | | | |
|---|--|---|
| <input type="checkbox"/> English Writing Center | <input type="checkbox"/> Tutoring Services | <input type="checkbox"/> Online Writing Lab (OWL) |
| <input type="checkbox"/> Test Reviews | <input type="checkbox"/> Workshops | <input type="checkbox"/> Proctored Exams |
| <input type="checkbox"/> Open Labs (Biology, Business, Child Development, CIS/CL, Language Conversation, Math/Science, Music, Nursing, Reading) | <input type="checkbox"/> Other | |

If "Other" selected, please specify:

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

20. Did you vote in the last ASO student election (May 2012)?

- Yes No

21. Did you run for an elected position during the last ASO student election (May 2012)?

- Yes No

22. Have you ever attended an ASO event?

- Yes No

Southwestern Community College Student Satisfaction Survey, Spring 2013

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

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

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

- Yes No

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

- Yes No

HEALTH SERVICES

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

- Yes No

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

- Yes No

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

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

WOMEN'S RESOURCE CENTER

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

- Yes No

Southwestern Community College Student Satisfaction Survey, Spring 2013

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="checkbox"/>				
Courteousness of staff	<input type="checkbox"/>				
Your experience overall	<input type="checkbox"/>				

CENTER FOR TECHNICAL EDUCATION AND CAREER SUCCESS (CTECS)

32. Have you used the services provided by CTECS?

Yes No

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="checkbox"/>				
Accuracy of information provided	<input type="checkbox"/>				
Timeliness of information	<input type="checkbox"/>				
Helpfulness of staff	<input type="checkbox"/>				

VETERANS SERVICES

34. Are you a veteran?

Yes No

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="checkbox"/>				
Courteousness of staff	<input type="checkbox"/>				
Your overall experience	<input type="checkbox"/>				

Southwestern Community College Student Satisfaction Survey, Spring 2013

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

- Yes No

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

- Yes No

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

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

CAREER CENTER

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

- Yes No

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

- Yes No

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

- Yes No

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

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

Southwestern Community College Student Satisfaction Survey, Spring 2013

STUDENT EMPLOYMENT SERVICES

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

- Yes No

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

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

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

- Yes No

45. Have you used the Student Employment Services website?

- Yes No

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

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

DISABILITY SUPPORT SERVICES

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

- Yes No

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

- Yes No

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

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

Southwestern Community College Student Satisfaction Survey, Spring 2013

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:

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

GROUNDS DEPARTMENT

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

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

Southwestern Community College Student Satisfaction Survey, Spring 2013

MAINTENANCE DEPARTMENT

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

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

FACILITIES DEPARTMENT

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

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

FOOD SERVICES/CAFETERIA

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

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

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Wait time	<input type="checkbox"/>				
Prices	<input type="checkbox"/>				

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="checkbox"/>				
Staff knowledge about textbook selection	<input type="checkbox"/>				
Staff knowledge about product information	<input type="checkbox"/>				
Cleanliness of store	<input type="checkbox"/>				

POLICE DEPARTMENT

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

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

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

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

Other

If "Other" selected, please specify:

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

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

COLLEGE CASHIER'S OFFICE

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

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

YOUR SCHEDULE

69. The majority of my classes are:
- | | | |
|--|--|------------------------------------|
| <input type="checkbox"/> Morning | <input type="checkbox"/> Morning/Afternoon | <input type="checkbox"/> Afternoon |
| <input type="checkbox"/> Afternoon/Evening | <input type="checkbox"/> Evening | <input type="checkbox"/> Weekend |
| <input type="checkbox"/> Online (anytime) | | |

YOUR PREFERRED COMMUNICATION METHOD

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

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

If "Other" selected, please specify: