



2021-2022

Student Feedback Survey



Office of Institutional Research

Southwestern Community College

2021-2022

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KEY FINDINGS

- The response rate for the 2022 Southwestern Community College Student Feedback Survey was the second highest on record at 16.6% (n = 2,762). This is second only to the 2018 Student Feedback Survey which had a response rate of 17.7% (n = 3,377). More than 80% of survey respondents reported taking most of their classes at one of SWC's locations (Chula Vista, National City, San Ysidro, Otay Mesa, or Crown Cove) and 19% reported taking most of their classes online.
- The services that respondents were most familiar with were the Bookstore, Counseling Services, and Financial Aid.
- The services with the most reported usage were the Bookstore, followed by Counseling Services, and both Admissions & Records and Financial Aid.
- The services with the highest overall satisfaction were Personal Wellness Services, Extended Opportunities Programs and Services (EOPS/CARE), the Library/Learning Resource Center (LRC), Disability Support Services (DSS), and Counseling Services.
- Thirty-nine percent (39.2%) of participants reported being a first-generation college student, and 29.1% reported that their primary language is something other than English.
- Of our respondents, 54.3% reported paying a monthly rent or mortgage, and 58.3% reported living with parent(s)/guardian(s).
- More than two-thirds of respondents were female (68.9%), 61.3% were Hispanic, and 57.6% were 24 years of age or younger.

INTRODUCTION

PURPOSE

The *2022 Student Feedback Survey* was intended to measure student perceptions and opinions regarding student services and institutional support services. State educational code requires post-secondary institutions to maintain processes capable of generating evidence-based data for accreditation, institution-wide assessment, and student learning outcome evaluations. The *SWC Student Feedback Survey* should be viewed as integral to meeting these needs and providing a comprehensive examination of campus programs and services within the institutional and learning environment and functions as an important means for generating Program Review assessment data.

The survey is administered every other Spring term, except for a pause in Spring 2020 due to the onset of the COVID-19 pandemic.

SURVEY REVISIONS

The following describe revisions to the survey administration process or survey material between the 2018 Student Feedback Survey and the 2022 Student Feedback Survey:

1. The survey was administered later in the term, April 18th through May 16th, compared to April 3rd through April 30th in 2018.
 2. The following services/programs were added to the 2022 survey in some capacity: Office of Student Equity Programs and Services, SWC Cares/Basic Needs Office.
 3. Questions within the following services/programs were altered or added: Assessment Center, Bookstore, Counseling Services, Learning Resource Center (LRC)/Library, Health Services, Veterans Resource Center, Supplemental Information [Transportation]
 4. The following changes were made to the demographic section: a more inclusive gender identity question replaced the previous gender question and a question on sexual orientation was added.
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SURVEY ADMINISTRATION PROCESS

The survey was administered to students who were either currently enrolled in the Spring 2022 term as of April 11, 2022 or who had dropped or withdrawn by that date; 16,590 students were included in this list. An email inviting students to participate in the Student Feedback Survey was sent to these students on April 18, 2022. Incentives for survey participation included a chance to win one of two \$100 Amazon gift cards or six \$50 Amazon gift cards.

Five reminders were sent while the survey was open to students. One during the week of April 25th, one during the week of May 2nd, two during the week of May 9th, and the final reminder on the last day of the survey: May 16, 2022.

Figure 1 displays the distribution of student responses from the start through the close of the 2022 Student Feedback Survey. Each crest corresponds to a reminder day.

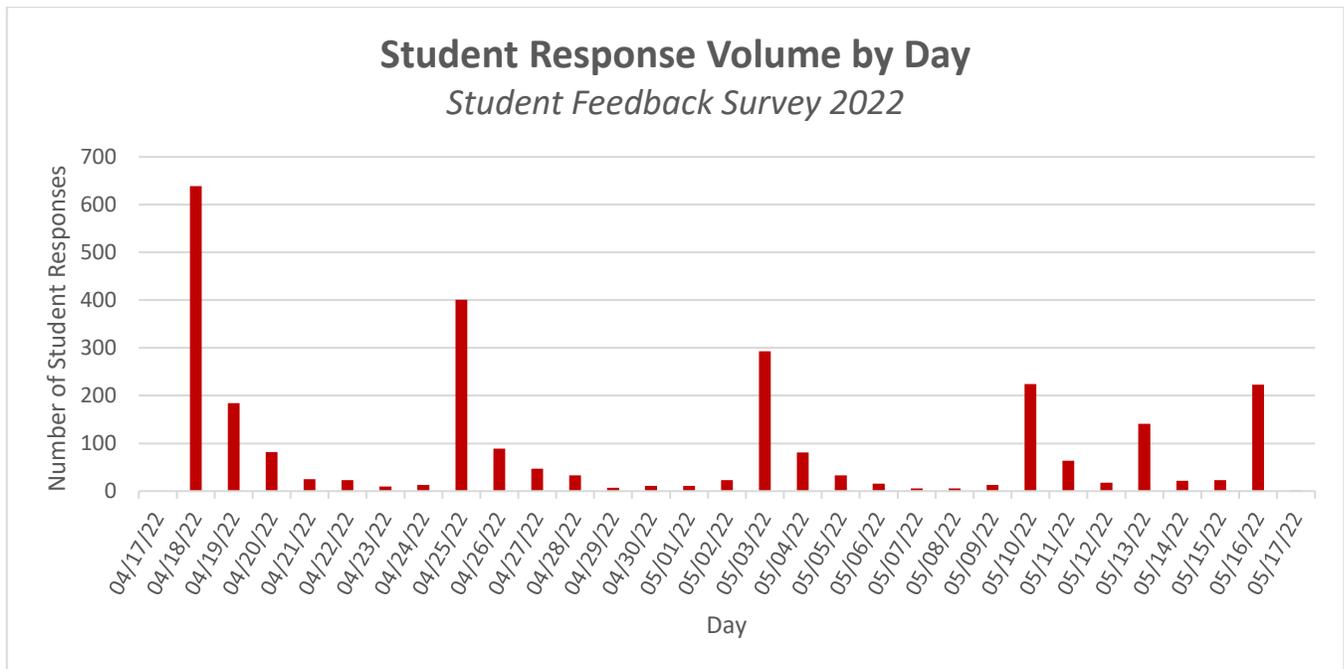


Figure 1: Response volume of 2022 SFS by day of live survey.

SURVEY REPRESENTATION

To determine if survey respondents were representative of SWC students, we compared the demographic profile of our respondents ($n = 2,762$) to the demographic profile of our survey population ($N = 16,590$).

Due to missing auxiliary information among non-complete survey respondents, we limited response bias analysis to only complete survey responses for which gender, race/ethnicity, and age were submitted, leaving 2,329 respondents. Table 1 compares the proportions of gender, race/ethnicity, and age between the survey population and the completed respondents. The largest differences between the two are an overrepresentation of female students and students ages 20 to 24 among the completed respondents, as well as an underrepresentation of Hispanic students. These differences could introduce non-responses bias into the results, and ideally, the data would be weighted to account for these potential biases (Peytcheva & Grooves, 2009). To weight the data, the demographic profile of the completed respondents would be weighted to the demographic profile of the survey population. That said, the gender question in the survey was revised in 2022 to provide more inclusive answer options (see Table 1 for the full list of options). This extended list of categories is not currently available in population data and therefore the data were not weighted. The gender question could be revisited in the future to balance the need for inclusivity with bias reduction.

Campus location is another important characteristic, as Southwestern College has five separate sites. Students were asked at the beginning of the survey to select the campus where they were taking 50% or more of their classes in Spring 2022. More than two-thirds of survey respondents (67%) reported

Table 1: Response Rate by Student Demographic Characteristics of Gender, Race/Ethnicity, and Age				
	Survey Population		Complete Respondents	
	N	%	n	%
Total	16,590	100%	2,329	100%
Gender				
Female	9,399	56.7%	1604	68.9%
Male	6,999	42.2%	630	27.1%
Transgender female	--	--	<10	*
Transgender male	--	--	<10	*
Gender variant/Non-conforming/Non-binary	--	--	29	1.3%
Other	--	--	<10	*
Unknown/Unreported	192	1.2%	48	2.1%
Race/Ethnicity				
African-American	750	4.5%	81	3.5%
American Indian / Alaskan Native	38	0.2%	<10	*
Asian	382	2.3%	84	3.6%
Filipino	1,431	8.6%	246	10.6%
Hispanic	11,577	69.8%	1,427	61.3%
Pacific Islander/ Native Hawaiian	63	0.4%	<20	*
Two or More Races	703	4.2%	100	4.3%
White	1,397	8.4%	197	8.5%
Other	--	--	58	2.5%
Unknown/Unreported	249	1.5%	109	4.7%
Age				
19 or Less	3,115	18.8%	574	24.6%
20- 24	6,975	42.0%	769	33.0%
25 - 29	2,363	14.2%	304	13.1%
30 - 34	1,438	8.7%	199	8.5%
35 - 39	847	5.1%	143	6.1%
40 - 49	1,031	6.2%	187	8.0%
50 +	820	4.9%	108	4.6%
Unknown/Unreported	1	0.0%	45	1.9%

Table 1: Response proportions based on student demographics. In the first column of results, we have the proportion of students by gender, race/ethnicity, and age that were surveyed. In the second column of results, we have the proportion of students by gender, race/ethnicity, and age that completed the survey. Summed percentages may not add to 100% due to rounding.

taking most of their classes on the Chula Vista campus, followed by HEC National City (6%), HEC Otay Mesa (5%), HEC San Ysidro (2%), and the Crown Cove Aquatic Center (0.1%). Another 19% reported they were online students, and 1% told us they took their classes elsewhere (such as an extension site or high school). Although face-to-face courses were offered in Spring 2022, most students still had online enrollments, so respondents likely overrepresent Chula Vista campus students.

ANALYSES

Analyses will focus on the three following measurements of student and institutional support services: *familiarity*, *usage*, and *overall satisfaction*. For familiarity and satisfaction, ratings will be compared between the 2018 and 2022 *Student Feedback Survey* to determine if significant changes have occurred between these two surveys and if any significant differences are meaningful. Individual reports are also provided for each service/program that had a dedicated section within the 2022 *Student Feedback Survey*. The individual reports provide only graphical representations of data; detailed response information for all survey questions can be found in the Appendix.

Important to note is that SWC transitioned to fully remote operations in mid-Spring 2020 due to the onset of the COVID-19 pandemic. Remote operations continued through the 2020-21 academic year. A phased return to campus began in 2021-22, with 30% of classes offered in-person in Fall 2021 and 50% offered in-person by Spring 2022. While services were available to students remotely throughout the pandemic, delivery was not typical as in 2018.

FAMILIARITY

Students began the survey by indicating their familiarity with campus services and programs. Answer options were as follows: “Not at all familiar”, “Slightly familiar”, “Moderately familiar”, and “Very familiar”. Each service/program then received a rating average from 1.0 – 4.0, in which a higher score indicates greater familiarity. Familiarity ratings are intended to be a measure of student awareness of available campus services and programs. Figure 2 provides the distribution of responses for each service/program; percents listed on the left side of the graph, along with the bars that are shades of red, capture the percent of students that were “Not at all familiar” or “Slightly familiar” with the service/program, and the percents listed on the right side of the graph, along with the bars that are shades of green, capture the percent of students that were “Moderately familiar” or “Very familiar” with the service/program. Services and programs appear in order from highest to lowest overall familiarity.

Results are as expected, with more ubiquitous services, such as the Bookstore, Counseling Services, the Financial Aid Office, the Admissions & Records Office, and Food Services garnering higher levels of familiarity – 50% or more respondents were at least moderately familiar with these services. At the other end of the spectrum, more specialized programs such as Workability III – which served approximately 60¹ students in Spring 2022 – demonstrated lower levels of familiarity.

Table 2 draws comparisons between the 2018 and 2022 Student Feedback Surveys to assess whether awareness of specific services or programs have shifted since the last iteration of this survey. First, through significance testing, we determined if the rating averages between the two surveys were significantly different, and then, through measuring effect sizes of these differences, determined if

¹ Prior to COVID-19, Workability III typically served 75 to 80 students per term.

any significant differences were *meaningfully* significant (Cohen's *d*). For example, we found that the familiarity rating average for the Admissions & Records Office in 2022 (2.65) was significantly lower than the familiarity rating average in 2018 (2.99), and the size of this difference is meaningful.

Most services and programs have seen significant and meaningful decreases in familiarity between 2018 and 2022. Indeed, students have become significantly less familiar with 21 of the 31 services we asked about (see orange highlights in Table 2). Further, those decreases were all meaningful (see gold highlights in Table 2). Even services for which familiarity was highest overall – the Bookstore, Counseling Services, the Financial Aid Office, and the Admissions/Records Office – familiarity declined significantly. This decrease may be due to the impact of the COVID-19 pandemic on service delivery. In 2018, programs and services were offered on-campus during regular operations. Following the beginning of the pandemic in Spring 2020, all operations shifted online and remained online until a phased re-opening began in Fall 2021. Campus was not entirely back to typical operations by Spring 2022 when the survey was conducted, though the phased re-opening continued to expand. This interruption of regular service delivery likely contributed to the observed declines.

On the other hand, students became *more* familiar with three services between 2018 and 2022: CalWORKS, the Guardian Scholars Program, and Personal Wellness Services (see green highlights in Table 2). Further, familiarity remained *unchanged* for the following five programs/services (see white cells in Table 2): First Year Experience, Food Services, High Tech Center, Service Learning Program, and Workability III Program. The remaining two services we asked about, Office of Student Equity Programs and Services (Student Equity, Dreamer Center, Learning Community Hub) and SWC Cares/Basic Needs, were added to the survey in 2022 and therefore comparisons with 2018 were not applicable.

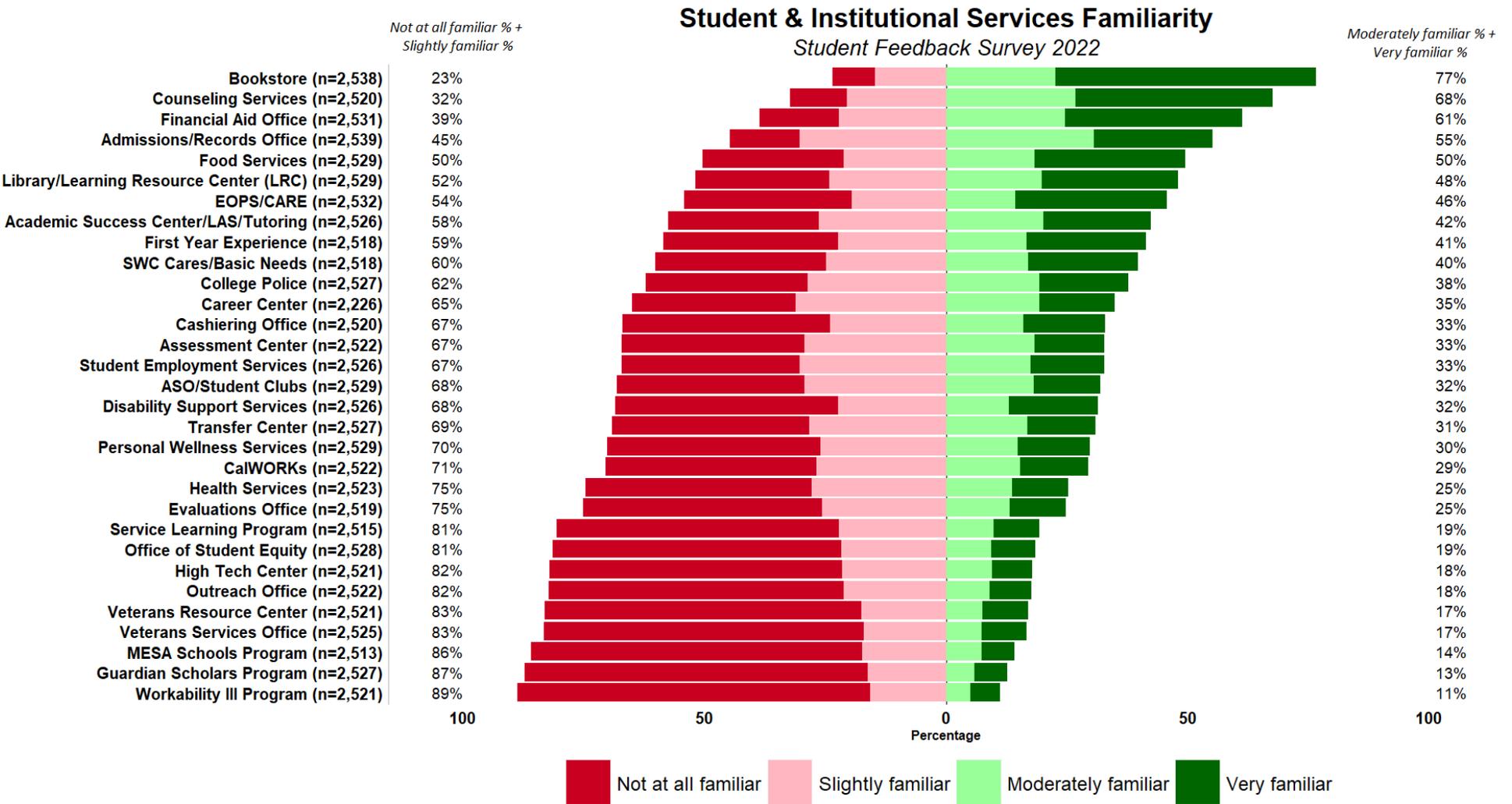


Figure 2: Graph of familiarity with services/programs on campus. Percents listed on the left side of the graph, along with the bars that are shades of red, reflect the percent of students that were “Not at all familiar” or “Slightly familiar” with the service/program, and the percents listed on the right side of the graph, along with the bars that are shades of green, reflect the percent of students that were “Moderately familiar” or “Very familiar” with the service/program.

Table 2. Familiarity: 2018 and 2022 Comparison

Service or Program	2018 Familiarity Average	2022 Familiarity Average	Difference in Means	Significant Increase/Decrease	Cohen's d
Bookstore	3.45	3.22	-0.23	<0.001	0.919
Counseling Services	3.20	2.97	-0.23	<0.001	1.011
Financial Aid Office	3.09	2.82	-0.27	<0.001	1.085
Admissions & Records Office	2.99	2.65	-0.34	<0.001	0.969
Food Services	2.50	2.51	0.01	0.705	NA
Library/Learning Resource Center (LRC)	2.97	2.49	-0.48	<0.001	1.142
EOPS/CARE	2.49	2.43	-0.06	0.050	1.262
Academic Success Center/LAS/Tutoring	2.74	2.33	-0.41	<0.001	1.155
First Year Experience	2.31	2.30	-0.01	0.668	NA
SWC Cares/Basic Needs	NA	2.27	NA	NA	NA
College Police	2.55	2.23	-0.32	<0.001	1.117
Career Center	2.38	2.16	-0.22	<0.001	1.096
Student Employment Services	2.17	2.11	-0.06	<0.050	1.107
Assessment Center	2.77	2.10	-0.67	<0.001	1.049
Cashiering Office	2.65	2.07	-0.58	<0.001	1.147
Associated Student Organization (ASO) & Student Clubs	2.34	2.07	-0.27	<0.001	1.088
Disability Support Services (DSS)	2.12	2.04	-0.08	<0.010	1.165
Transfer Center	2.35	2.04	-0.31	<0.001	1.108
CalWORKs	1.86	2.00	0.14	<0.001	1.058
Personal Wellness Services	1.85	2.00	0.15	<0.001	1.071
Health Services	2.07	1.90	-0.17	<0.001	1.072
Evaluations Office	2.05	1.87	-0.18	<0.001	1.073
Service Learning Program	1.71	1.71	0.00	0.965	NA
Guardian Scholars Program (Foster Youth)	1.42	1.48	0.06	<0.010	0.852
Office of Student Equity Programs and Services	NA	1.68	NA	NA	NA
High Tech Center	1.68	1.66	-0.02	0.309	NA
Outreach Office	1.72	1.65	-0.07	<0.010	0.994
Veterans' Resource Center	1.80	1.61	-0.19	<0.001	1.032
Veterans' Services Office	1.80	1.60	-0.20	<0.001	1.038
MESA Schools Program	1.67	1.52	-0.15	<0.001	0.955
Workability III Program	1.47	1.44	-0.03	0.202	NA

Table 2: Range = 1 – 4 (1 = Not at all familiar, 2 = Slightly familiar, 3 = Moderately familiar, 4 = Very familiar), n = 2,762. Under “Significant Increase/Decrease”, green highlights indicate significant increases, and the orange highlights indicate significant decreases. All significant increases/decreases are large and are therefore highlighted in gold in the Cohen’s d column. (Cohen’s d scale: < 0.2 = negligible; 0.2 to 0.49 = small; 0.50 to 0.79 = medium; 0.8 + = large)

USAGE

For services with a dedicated independent section, students were first asked how often they had contact with the specific service or program within the last year. For example, the first section students were presented with was the Admissions & Records Office. Students were asked “Within the last year, how often have you used the Admissions & Records Office?” The students could select one of the following three options: “Never”, “Sometimes”, or “Often”. If the student selected “Never”, the student was not presented with the additional questions related to Admissions & Records. However, if the student selected “Sometimes” or “Often” the student was then asked to complete additional questions related to Admissions & Records. Each service/program then received a rating average from 1.0 – 3.0, in which a higher score indicates greater usage.

Figure 3 displays the distribution of responses for usage of the services/programs. The percent listed on the left, along with the orange bar, reflect the percent of students that reported no use of the service or program, and the percent listed on the right, along with the blue bars, reflect the percent of students that report at least some use of the service or program.

Reported usage is highest for the Bookstore, with 79% of our respondents indicating they have used its services “Often” (23%) or “Sometimes” (56%) in the last year. Counseling Services comes in second, with 69% using the services, though these encounters are more frequent, as nearly one-third (31%) report using Counseling Services “Often” and 39% report using it “Sometimes”. The Financial Aid Office and Admissions & Records both come in third, with 59% of students using each of the services. That said, frequency of use is higher for Financial Aid, with 18% using the service “Often” and 41% using it “Sometimes” compared to 8% of students who report using Admissions and Records “Often” and 52% who use it “Sometimes.”

Fewer than 10% of respondents report using five services. Health Services and the Outreach Office have each been utilized by 7% within the last year. The Veterans Services Office and Veterans Resource Center, who serve specialized populations, have each been used by 6% respondents within the last year. Encounters with College Police are infrequent, as 6% of respondents report any contact with campus law enforcement.

Similar to the Familiarity section, Table 3 below draws comparisons between the 2018 and 2022 surveys to assess whether self-reported usage of specific services or programs have shifted in that time. Services/programs are ordered from greatest to least average usage.

Reported usage for most programs or services decreased significantly compared to 2018, with 15 of 22 programs/services experiencing significant and meaningful declines (see orange and purple highlights in Table 3). As mentioned above, service delivery during the COVID-19 pandemic was atypical compared to 2018, which may explain some of these differences. For example, remote/online interaction may have limited student use compared to typical on-campus operations in 2018.

At the same time, there were significant and meaningful increases in self-reported usage for CalWORKS, Disability Support Services (DSS), and Personal Wellness Services. Each of these increases is small to medium in magnitude. Usage remained consistent between 2018 and 2022 for the following four services: EOPS/CARE, Outreach, the Veterans Resource Center and the Veteran's Services Office between 2018 and 2022.

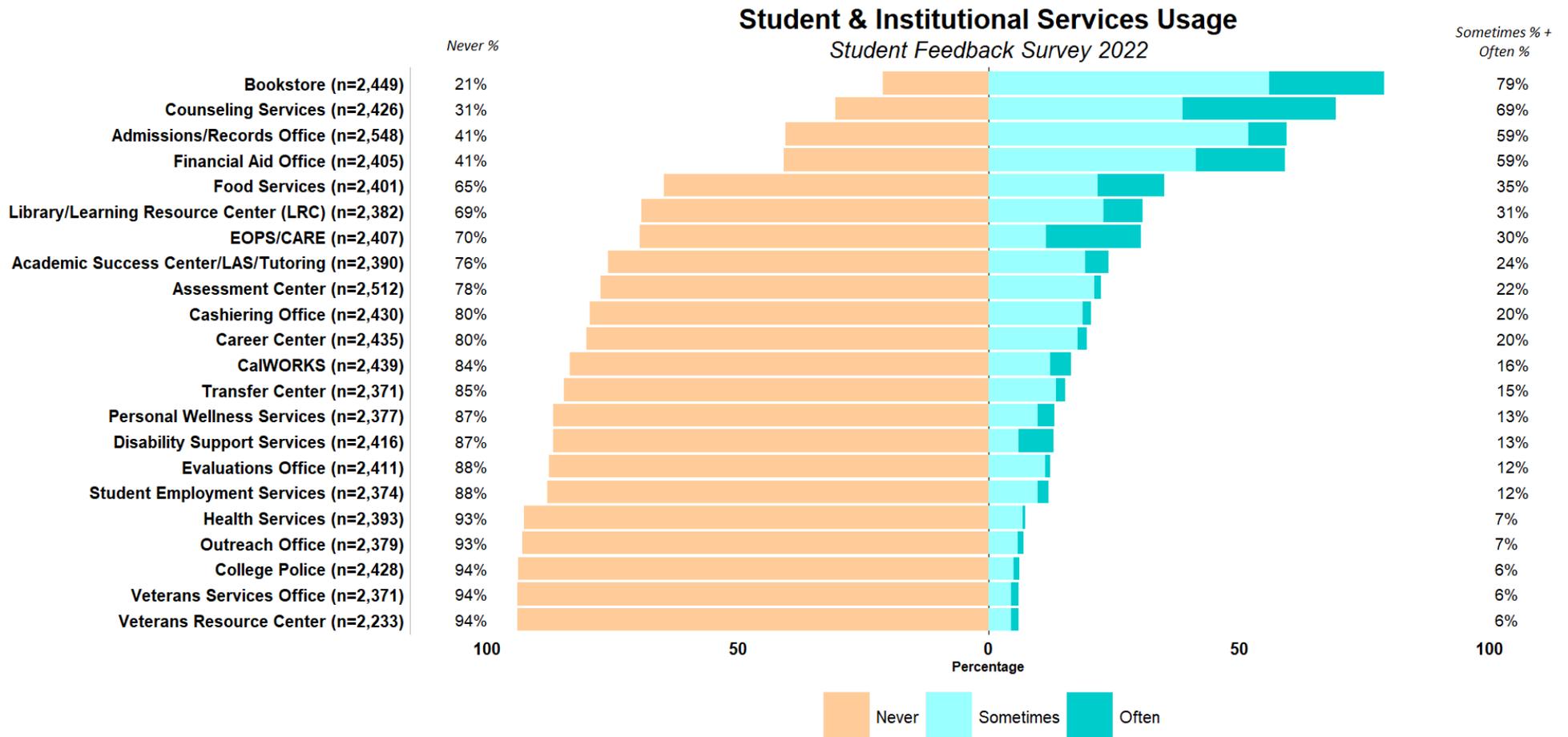


Figure 3: Graph of services/programs usage. Percent listed on the left, along with the orange bar, reflect the percent of students that reported no use of the service/program, and the percent listed on the right, along with the blue bars, reflect the percent of students that report at least some use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

Table 3. Service & Program Usage: 2018 and 2022 Comparison					
Service/Program	2018 Usage Average	2022 Usage Average	Difference in Means	Significant Increase/Decrease	Cohen's d
Bookstore	2.31	2.02	-0.29	< 0.001	.6519
Counseling Services	2.08	2.00	-0.08	<0 .001	.7677
Financial Aid Office	1.81	1.77	-0.04	0.049	.7386
Admissions & Records Office	1.86	1.67	-0.19	<0 .001	.6072
EOPS	1.48	1.49	0.01	0.602	NA
Food Services	1.55	1.48	-0.07	0.002	.7180
Library/ Learning Resource Center (LRC)	1.86	1.39	-0.47	<0.001	.7203
Learning Assistance Services (Academic Success Center / Tutoring)	1.54	1.29	-0.25	<0.001	.6436
Assessment Center	1.50	1.24	-0.26	< 0.001	.5334
Cashiering Office	1.55	1.22	-0.33	<0.001	.5478
Career Center	1.31	1.22	-0.09	<0.001	.5037
CalWORKs	1.14	1.20	0.06	< 0.001	.4625
Disability Support Services (DSS)	1.16	1.20	0.04	0.012	.5198
Transfer Center	1.25	1.17	-0.08	<0.001	.4727
Personal Wellness Services	1.12	1.16	0.04	<0.001	.4193
Student Employment Services	1.20	1.14	-0.06	< 0.001	.4526
Evaluations Office	1.19	1.13	-0.06	< 0.001	.4004
Outreach Office	1.09	1.08	-0.01	0.136	NA
Health Services	1.16	1.08	-0.08	< 0.001	.3524
Veterans' Resource Center	1.09	1.08	-0.01	0.151	NA
Veterans' Services Office	1.09	1.07	-0.02	0.078	NA
College Police	1.22	1.07	-0.15	< 0.001	.4077

Table 3: Range = 1 -3 (1 = Never, 2 = Sometimes, 3 = Often). Respondent n's can be found in individual Appendix tables. In the "Significant Increase/Decrease" column, green highlights indicate significant increases, and orange highlights indicate significant decreases. In the "Cohen's d" column, grey highlights indicate negligible differences (< 0.2), blue highlights indicate small differences (0.2 to 0.49), purple highlights indicate medium differences (0.50 to 0.79), and gold highlights indicate large differences (0.8+).

Usage for ASO and ASO Services was asked differently than for the other services. For ASO, students were asked, "Within the last year, have you attended an event hosted by the Associated Student Organization (ASO), whether online or in-person (College Hour, Welcome Week, Stress Relief Week)? The answer options were, "Yes", "No", and "I'm not sure".

The results are presented below in Table 3a². In the 2022 survey, 11% of respondents attended an ASO event within the last year, 77% did not attend an event, and 12% were not sure whether they had attended an ASO event. The proportion of respondents who have attended an event is significantly lower than in 2018 when one-in-five students did so. The atypical campus operations following the pandemic again may have played a role.

ASO	Yes		No		I'm not sure	
	2018	2022	2018	2022	2018	2022
Within the last year, have you attended an event hosted by the Associated Student Organization (ASO), whether online or in-person (College Hour, Welcome Week, Stress Relief Week)?	19.9%	11.1%	70.4%	76.9%	9.7%	11.9%

For ASO Services, students were asked whether they have used any of the following within the last year: Discounts on Trolley/Bus passes, Discounts at college locations (Campus Bookstore, Health Services, Cafeteria, etc.), Textbook or Calculator Rental Program, ASO Computer Lab, or ASO Scholarships. Students were again given the option to answer “Yes”, “No” or “I’m not sure”. The results are presented below in Table 3b.

In 2022, students used discounts at SWC locations more often than the other services, at 30%, which is consistent with 2018. Also consistent with four years ago is the use of the Textbook or Calculator Rental Program at 17%. Use of ASO Scholarships was significantly higher in 2022 at 10%. At the same time, use of discounts on trolley/bus passes and the ASO Computer Lab – both of which are in-person services -- were significantly lower.

ASO Service	Yes		No		I'm not sure	
	2018	2022	2018	2022	2018	2022
Discounts on Trolley/Bus Passes	12.7%	7.1%	82.6%	87.3%	4.7%	5.6%
Discounts at SWC locations (Campus Bookstore, Health Services, Cafeteria, etc.)	29.5%	29.5%	64.5%	62.6%	6.1%	7.9%
Textbook or Calculator Rental Program	16.7%	16.9%	80.3%	77.9%	3.0%	5.2%
ASO Computer Lab	24.5%	8.9%	70.1%	84.8%	5.4%	6.3%
ASO Scholarships	8.5%	10.3%	86.1%	77.9%	5.4%	11.8%

² The same statistical tests used in Table 3 were used in the analysis of usage for ASO and ASO Services. Results are presented differently in these tables due to the different response options. All significant differences were small to moderate (Cohen’s d).

OVERALL SATISFACTION

Students who have used each service were asked how satisfied they were with their experience, whether, “Very Satisfied”, “Satisfied,” “Neutral”, “Dissatisfied”, or “Very Dissatisfied.” Figure 4 displays the distribution of responses for each service/program. The percent listed on the left side of the graph, along with the bars that are shades of red, reflect the percent of students that were “Very Dissatisfied” or “Dissatisfied” with the service/program, and the percent listed on the right side of the graph, along with the bars that are shades of blue, reflect the percent of students that were “Satisfied” or “Very Satisfied” with the service/program. The percent listed in the middle of the graph in gray reflect the percent of students that were “Neutral” about their experience. Services/programs appear in order of highest to lowest combined satisfaction.

Overall, students are overwhelmingly satisfied with the programs/services they have received. More than half are satisfied with 26 of the 27 programs/services we asked about. Personal Wellness Services takes the top spot, with 86% who are very satisfied (45%) or satisfied (41%). EOPS/CARE is a close second with 85% of respondents satisfied with their experiences. That said, their intensity is greater for EOPS/CARE, with 59% who were very satisfied and 25% who were satisfied. This gives the program the highest average satisfaction rating of 4.36 (see Table 4). Further, more students have used EOPS/CARE (n=731), so satisfaction is also more widespread. The Library/Learning Resource Center (LRC), Disability Support Services, and Counseling Services round out the top five with more than 80% of respondents who are satisfied with their services.

Only ASO Services receives less than 50% satisfaction (16% were very satisfied and 25% were satisfied for a total of 41%), but this does not mean students are dissatisfied. Rather, most students (52%) who have used ASO Services are neutral about their experience, and only 6% are dissatisfied (3% very dissatisfied, 3% dissatisfied). Similarly, for other services whose satisfaction is at the lower end of the spectrum, a substantial proportion of students are neutral about their experiences, not negative. Indeed, overall dissatisfaction with services is very low, as negative sentiment does not reach double digits for any of the programs/services.

Table 4 displays the average satisfaction rating for each program/service, ranging from 1 (Very Dissatisfied) to 5 (Very Satisfied). Services/programs are ordered from greatest to least average rating. As discussed above, EOPS/CARE has the highest satisfaction average of 4.36. ASO Services has the lowest satisfaction rating of 2.25. Keep in mind (as noted above) that more than half of the students who received these services were neutral, not negative, and those neutral ratings lower the overall average.

Table 4 also draws comparisons between the 2018 and 2022 to assess whether satisfaction with specific services or programs has shifted during that time. First, through significance testing, we determined if the rating averages between the two surveys were significantly different, and then, through measuring effect sizes of these differences, determined if any significant

differences were *meaningfully* significant (Cohen's *d*). For example, we found that average satisfaction for EOPS/CARE in 2022 (4.36) was significantly lower than the average satisfaction in 2018 (4.45), and the size of this difference was found to be large and meaningful (0.888). Despite this decrease, however, overall satisfaction remains high for EOPS/CARE; 4.36 on a 5.0 is considered very respectable and leads all other programs/services.

The following offices also experienced significant and meaningful decreases in satisfaction between 2018 and 2022: the Library/Learning Resource Center (LRC), Transfer Center, Assessment Center, Career Center, Associated Student Organization (ASO), and Associated Student Organization Services. That said, students are not dissatisfied with these services; more than 60% are happy with each of them. Instead, respondents are not quite as enthusiastic as they were four years ago. Further, four of five of these services experienced significant decreases in usage compared to 2018³, yet satisfaction remains positive.

Satisfaction with seven of the remaining programs/services improved significantly and meaningfully. These include: Grounds Services, Custodial Services, Food Services, Facilities Services, the Financial Aid Office, Maintenance Services and College Police. Improvement in satisfaction for Food Services, the Financial Aid Office, and College Police were observed despite significant and meaningful decreases in usage for all three compared to 2018⁴.

The remaining 15 programs/services did not experience any significant change in satisfaction between 2018 and 2022.

³ Usage for two of five ASO services decreased, one increased, and two remained stable. See Table 3b.

⁴ Usage for Grounds, Facilities, Custodial, and Maintenance Services was not measured in the survey.

Student & Institutional Services Satisfaction

Student Feedback Survey 2022

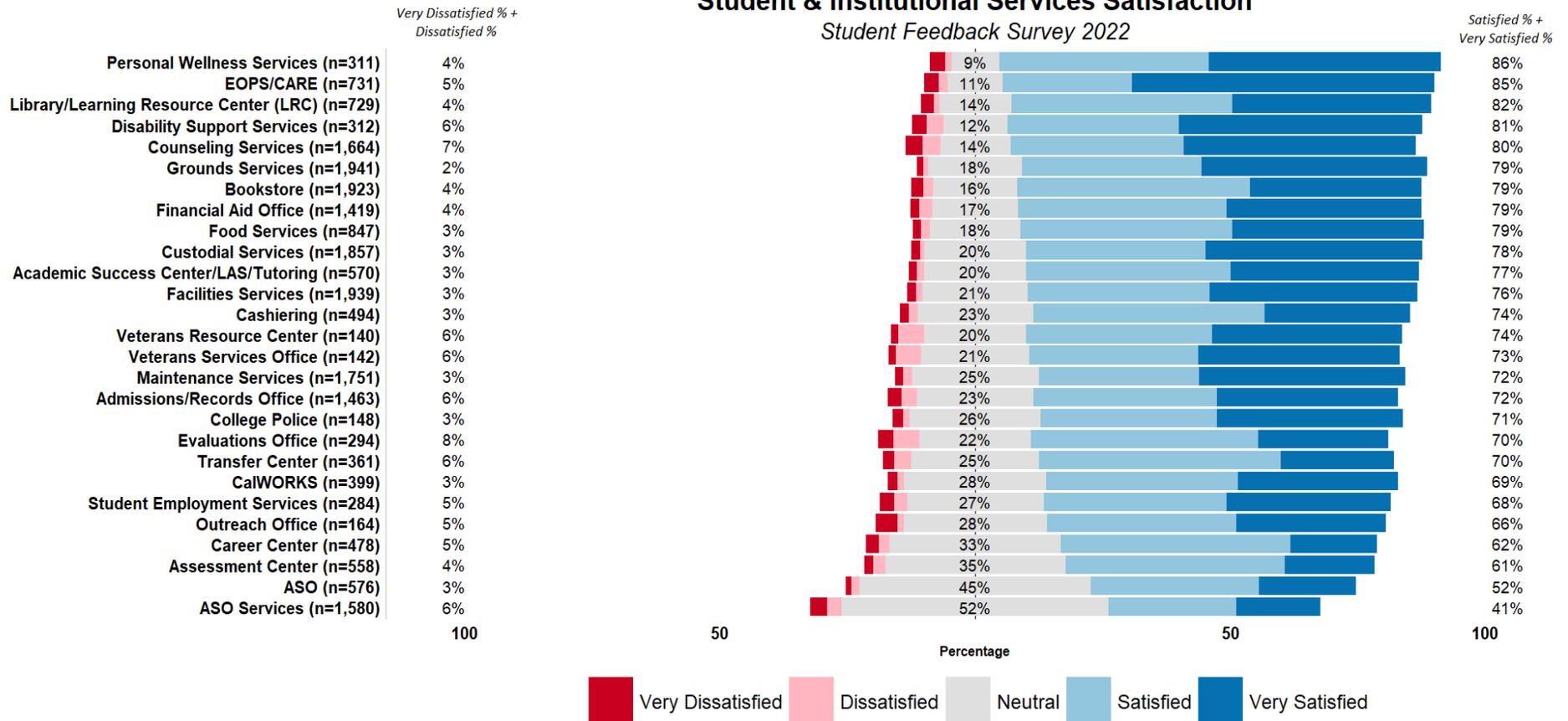


Figure 4: Graph of satisfaction with services/programs that were used by students. Percents listed on the left side of the graph, along with the bars that are shades of red, reflect the percent of students that were “Very Dissatisfied” or “Dissatisfied” with the service/program they received, and the percents listed on the right side of the graph, along with the bars that are shades of green, reflect the percent of students that were “Satisfied” or “Very Satisfied” with the service/program they received. Percents listed in the middle of the graph that are highlighted in gray reflect the percent of students that were “Neutral” about the service/program they received.

Table 4. Overall Satisfaction: 2018 & 2022 Comparison

Service or Program	2018 Average Satisfaction	2022 Average Satisfaction	Difference in means	Significant Increase/Decrease	Cohen's d
EOPS/ CARE	4.45	4.36	-0.09	0.045	0.888
Personal Wellness Services	4.19	4.25	0.06	0.401	NA
Disability Support Services (DSS)	4.28	4.20	-0.08	0.329	NA
Grounds Services	4.13	4.20	0.07	0.003	0.854
Custodial Services	3.80	4.16	0.36	<0.001	0.958
Learning Resource Center (LRC)/ Library	4.28	4.15	-0.13	<0.001	0.848
Counseling Services	4.18	4.12	-0.06	0.270	NA
Food Services	3.96	4.12	0.16	<0.001	0.893
Facilities Services	3.90	4.12	0.02	<0.001	0.916
Financial Aid Office	4.02	4.11	0.09	0.008	0.944
Academic Success Center/LAS/Tutoring	4.05	4.09	0.04	0.292	NA
Maintenance Services	3.87	4.07	0.20	<0.001	0.950
Bookstore	4.05	4.06	0.01	0.744	NA
Veterans' Services Office	4.16	4.04	-0.12	0.254	NA
Health Services	4.06	4.03	-0.03	0.075	NA
Veterans' Resource Center	4.12	4.03	-0.09	0.429	NA
College Police	3.80	4.02	0.22	0.016	1.064
Cashiering Office	4.04	3.97	-0.07	0.161	NA
CalWORKs	3.97	3.95	-0.02	0.753	NA
Student Clubs	3.87	3.94	0.07	0.239	NA
Student Employment Services	3.80	3.92	0.12	0.120	NA
Admissions & Records Office	3.99	3.91	-0.08	0.295	NA
Outreach Office	3.88	3.86	-0.02	0.805	NA
Evaluations Office	3.74	3.84	0.10	0.157	NA
Transfer Center	4.06	3.84	-0.22	<0.001	0.874
Assessment Center	3.87	3.72	-0.15	<0.001	0.850
Career Center	3.89	3.72	-0.17	<0.001	0.822
Associated Student Organization (ASO)	3.86	3.67	-0.19	<0.001	0.857
Associated Student Organization Services	2.63	2.25	-0.38	<0.001	1.797

Overall satisfaction ratings, range 1 – 5 (1 = Very Dissatisfied, 2 = Dissatisfied, 3 = Neutral, 4 = Satisfied, 5 = Very Satisfied). Respondent n’s can be found in individual Appendix tables. In the “Significant Increase/Decrease” column, green highlights indicate significant increases, and the orange highlights indicate significant decreases. All significant increases/decreases are large (0.8+) and are therefore highlighted in gold in the Cohen’s d column.

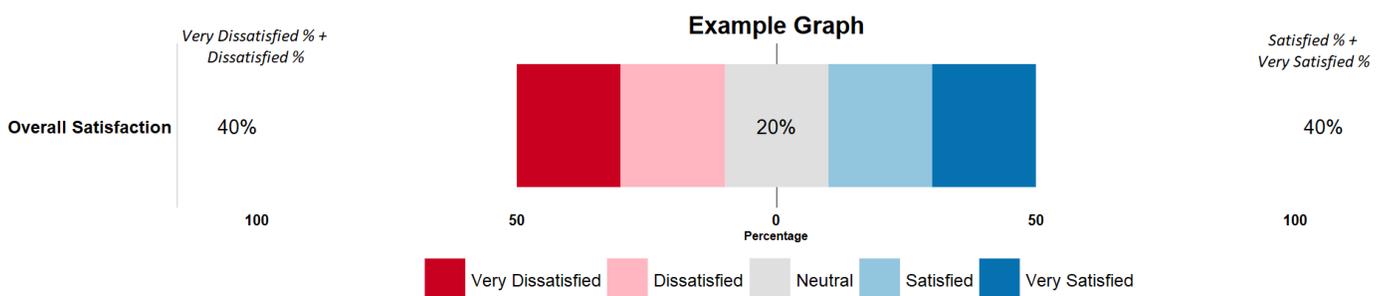
Individual Reports

The following section provides additional information related to each service or program that had a dedicated section within the 2022 Student Feedback Survey.

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

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

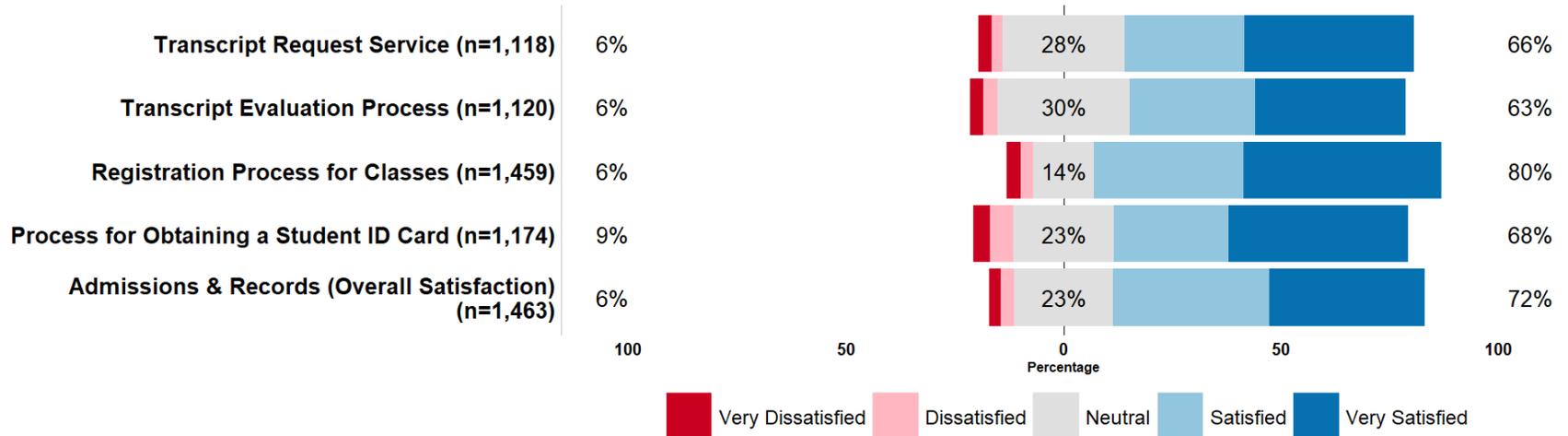
More detailed data values can be found within the Appendix. Examples of open-ended question that fit within coded categories are also provided in the final section of the Appendix; full versions of the redacted open-ended questions are provided in a supplemental document.



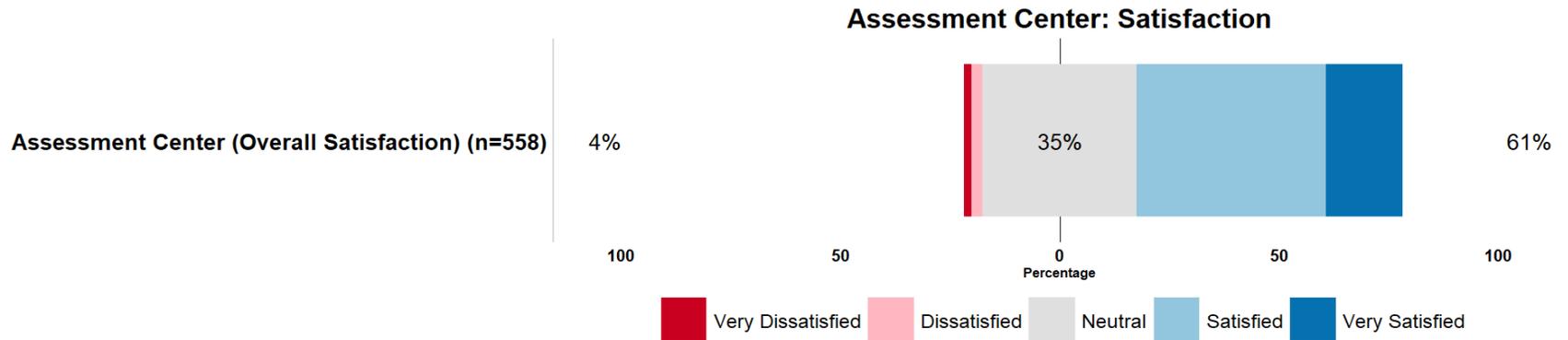
WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED THE ADMISSIONS & RECORDS OFFICE? (n=2,548)



Admissions & Records: Satisfaction

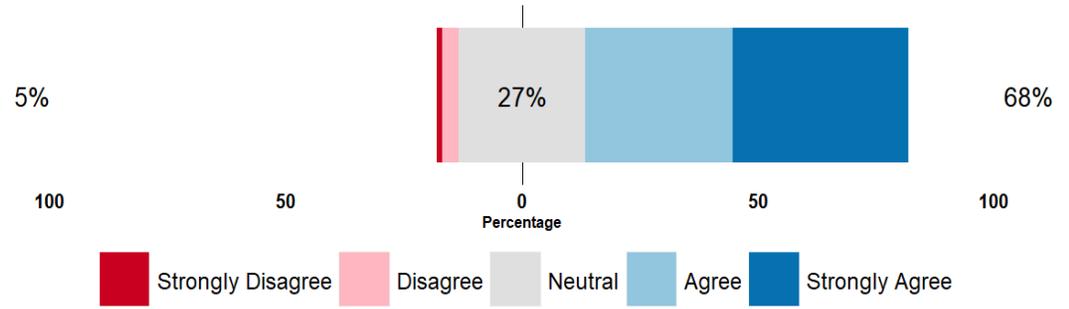


WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED THE ASSESSMENT CENTER? (n=2,512)



The Assessment Center staff helped me to understand how to pick my courses based on my placement results (n=533)

Assessment Center: Agreement

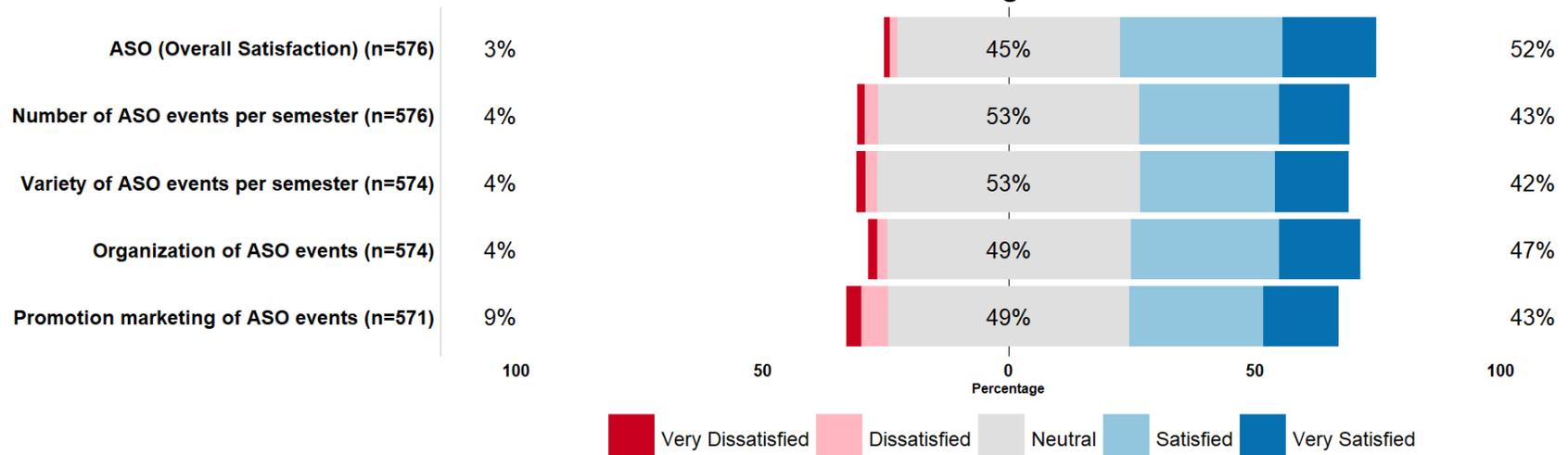


ASSOCIATED STUDENT ORGANIZATION (ASO)

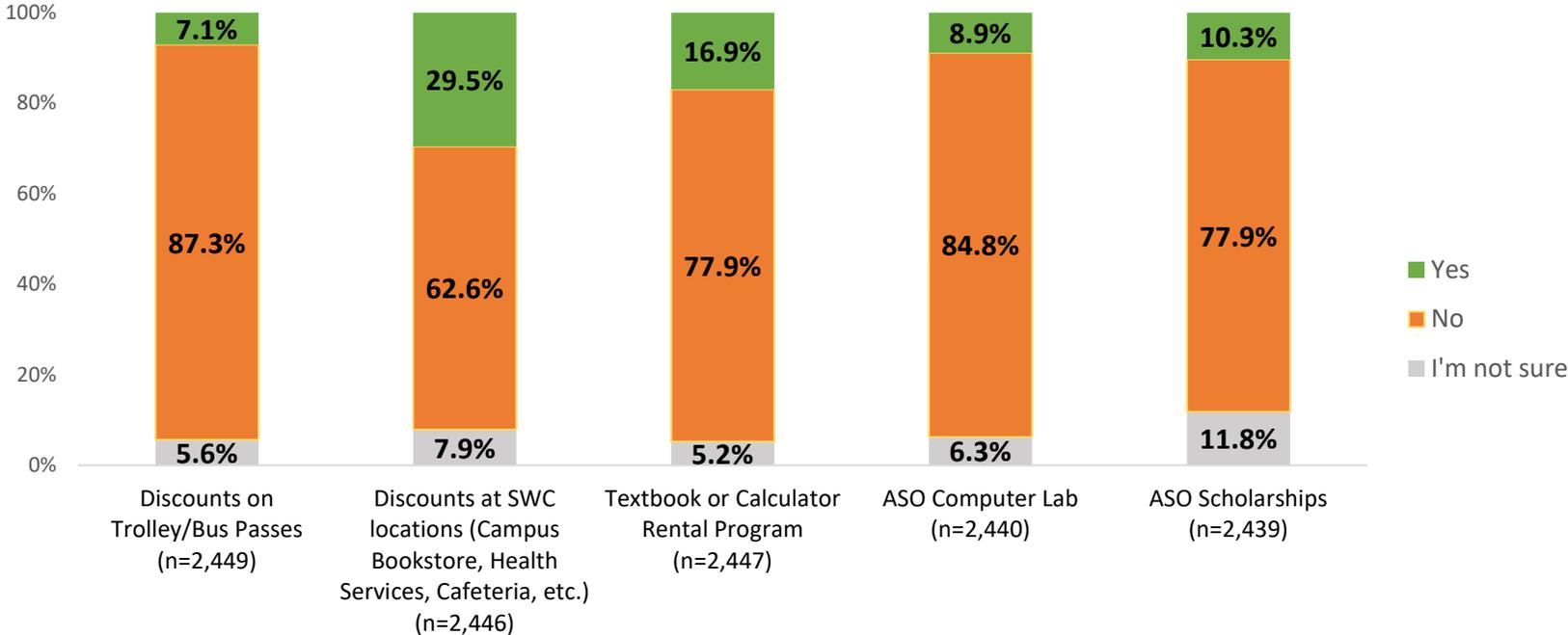
WITHIN THE LAST YEAR, HAVE YOU ATTENDED AN EVENT HOSTED BY THE ASSOCIATED STUDENT ORGANIZATION (ASO)(COLLEGE HOUR, WELCOME WEEK, STRESS RELIEF WEEK)? (n=2,497)



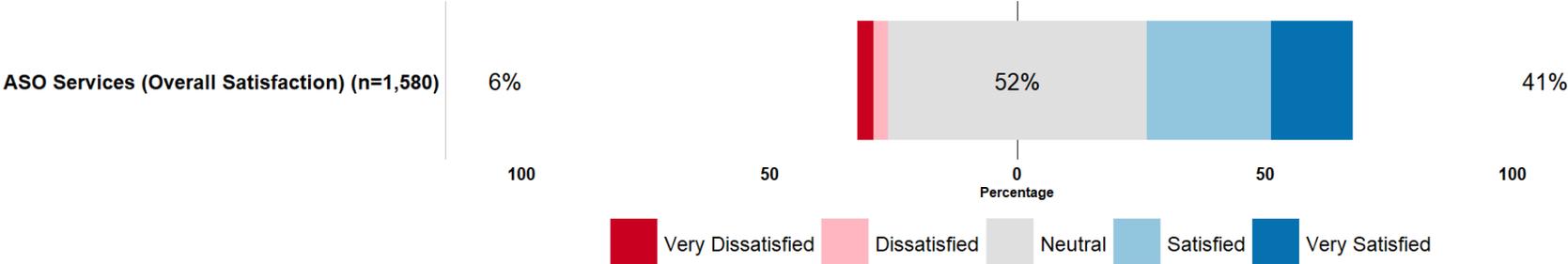
Associated Student Organization: Satisfaction



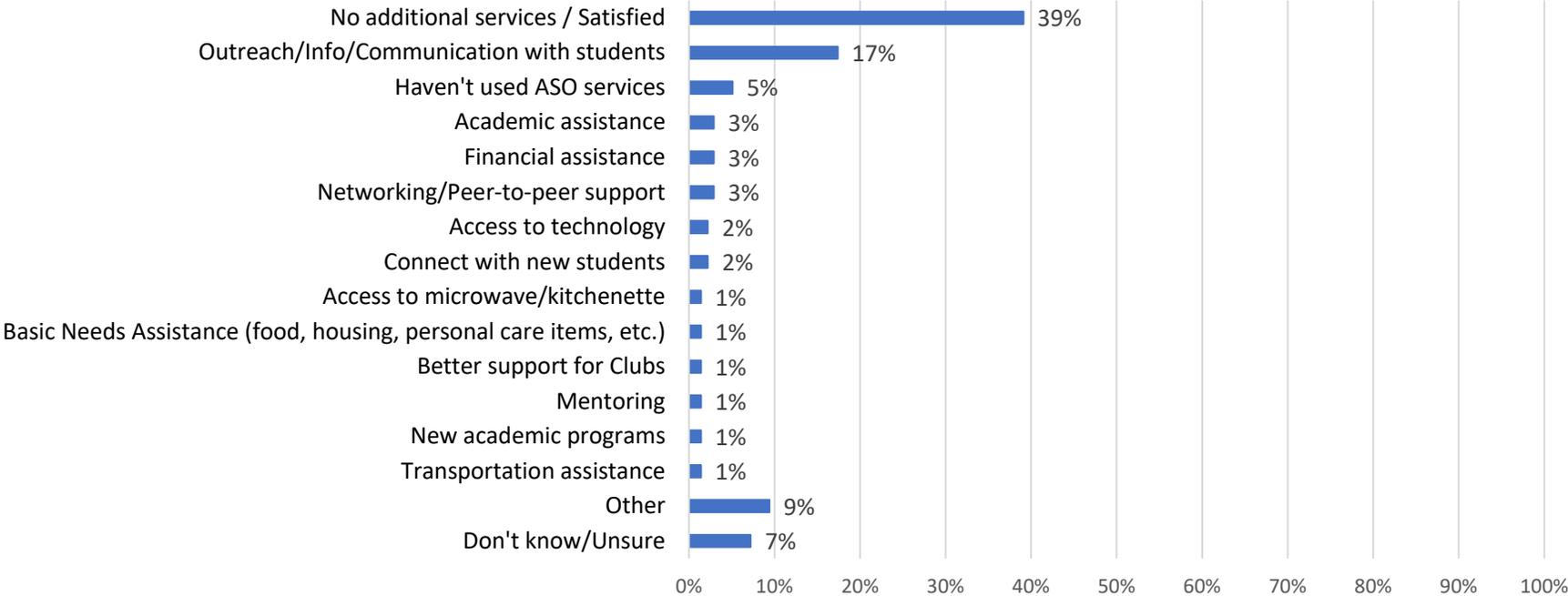
Within the last year, have you utilized any of the following services provided by ASO?



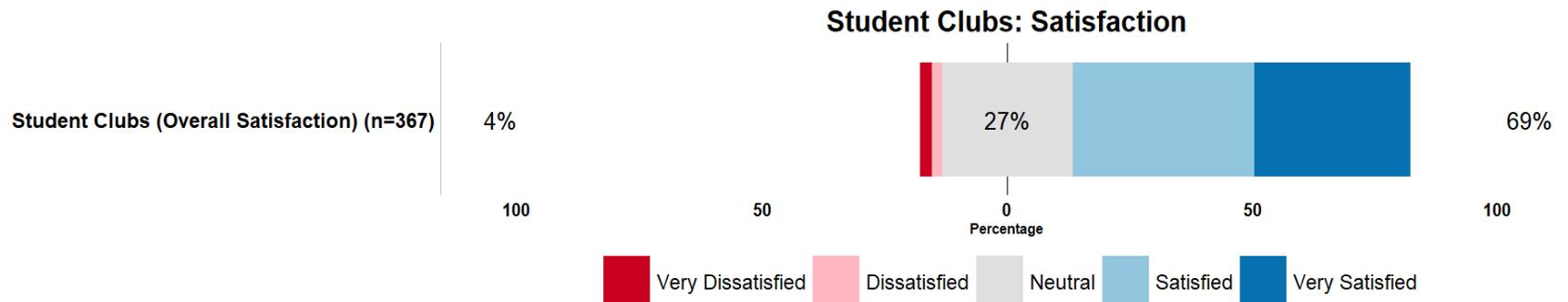
Associated Student Organization Services: Satisfaction



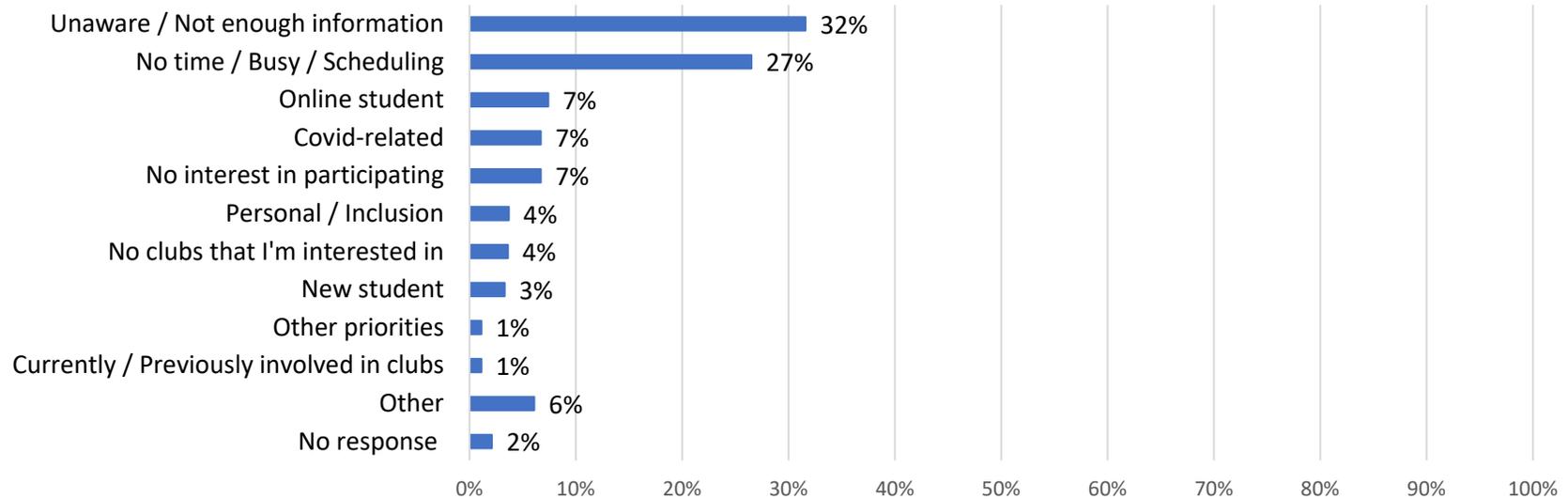
IS THERE ANOTHER SERVICE THE ASSOCIATED STUDENT ORGANIZATION (ASO) COULD PROVIDE? (n=138)



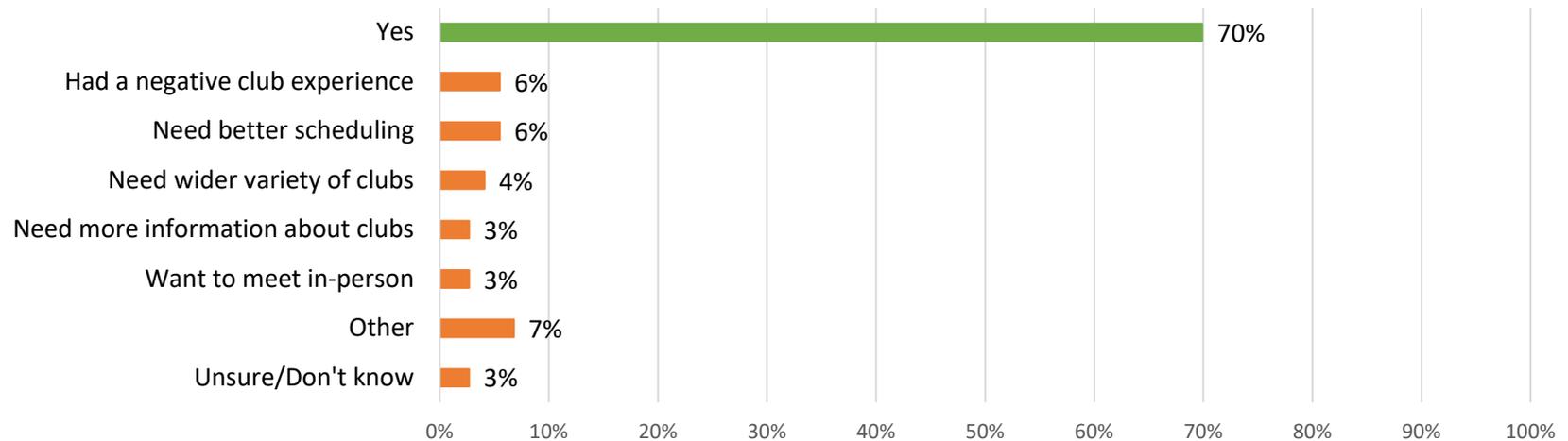
WITHIN THE LAST YEAR, HAVE YOU BEEN A MEMBER OF A STUDENT CLUB? (n=2,454)



IF YOU HAVE NEVER BEEN INVOLVED IN STUDENT CLUBS, PLEASE TELL US WHY: (n=891)

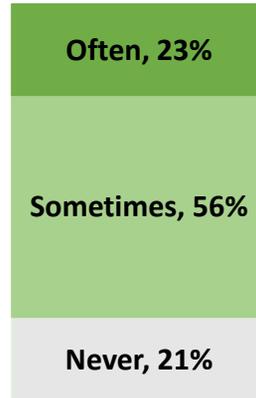


DO THE STUDENT CLUBS MEET YOUR NEEDS? PLEASE EXPLAIN WHY OR WHY NOT: (n=73)

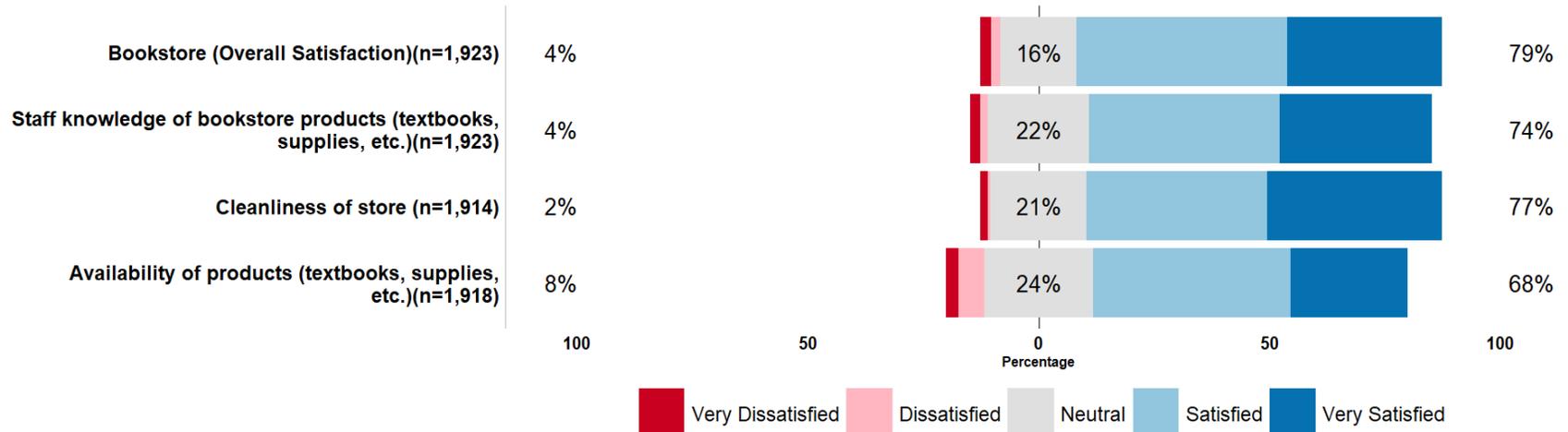


BOOKSTORE

WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED THE BOOKSTORE? (n=2,449)



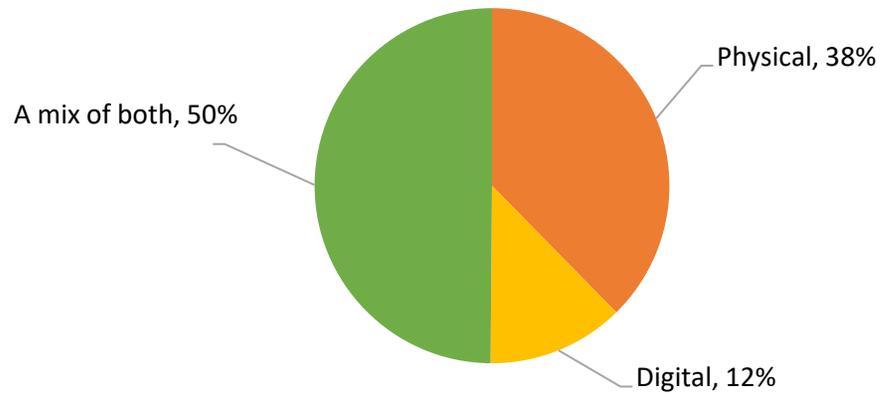
Bookstore: Satisfaction



WITHIN THE LAST YEAR, WHERE DID YOU TYPICALLY BUY YOUR TEXTBOOKS FOR SWC CLASSES? (n=1,922)



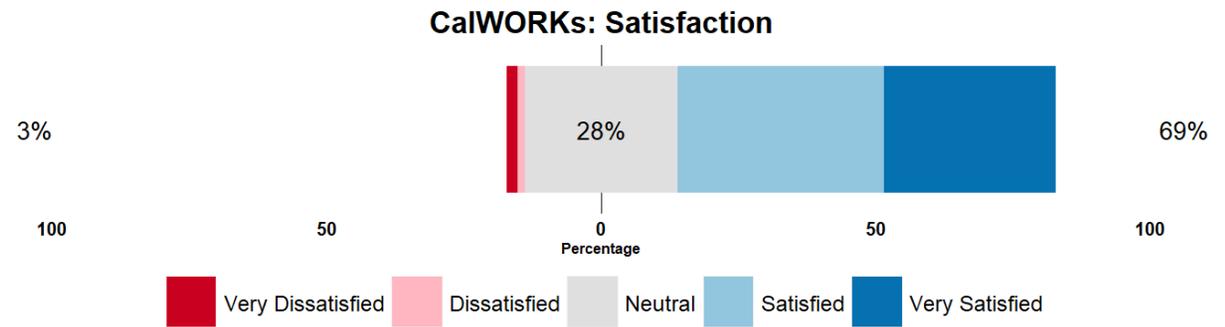
DO YOU PREFER TO USE PHYSICAL TEXTBOOKS OR DIGITAL TEXTBOOKS FOR YOUR CLASSES? (n=1,921)



WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED CALWORKS? (n=2,439)



CalWORKs (Overall Satisfaction)(n=399)

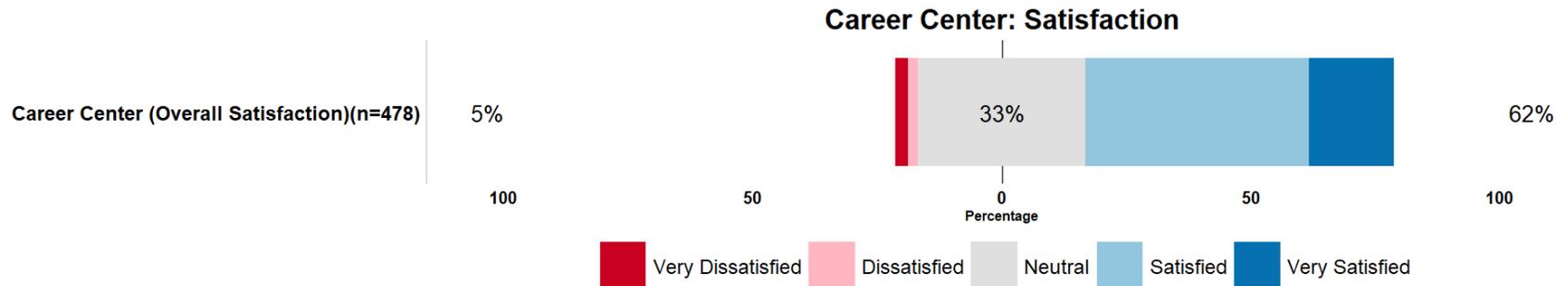
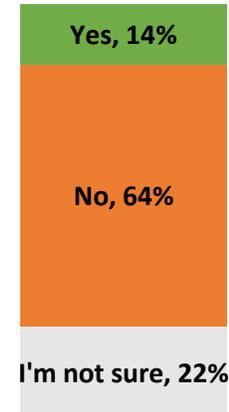


CAREER CENTER

WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED THE CAREER CENTER? (n=2,435)



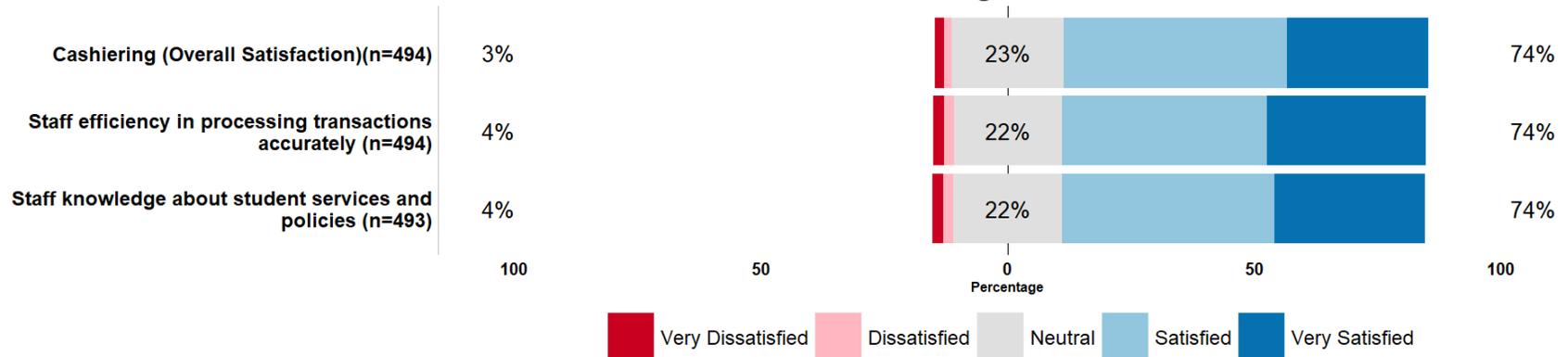
DID YOU PARTICIPATE IN ANY OF THE CAREER ASSESSMENTS (CHOICES, MBTI, CAREER CRUISING)? (n=478)



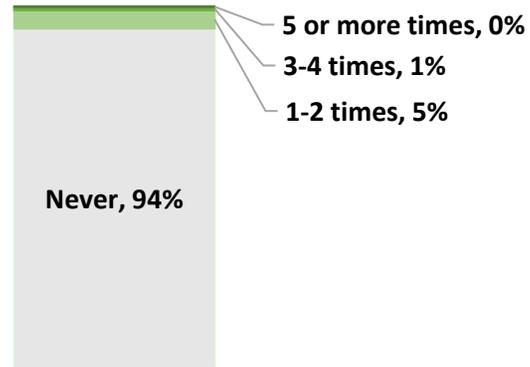
WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED THE CASHIERING OFFICE? (n=2,430)



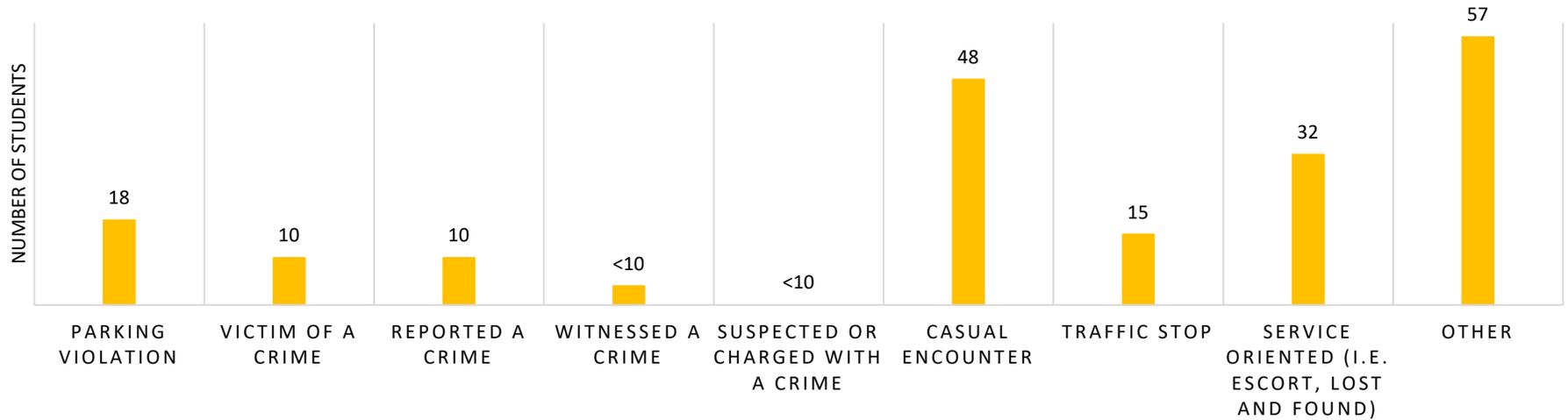
Cashiering: Satisfaction

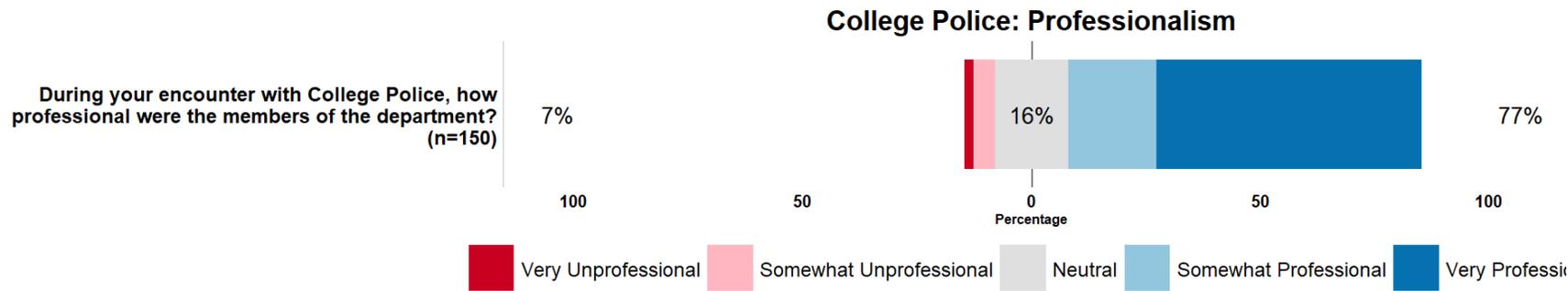


WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU HAD CONTACT WITH OR USED SERVICES PROVIDED BY THE COLLEGE POLICE? (n=2,428)

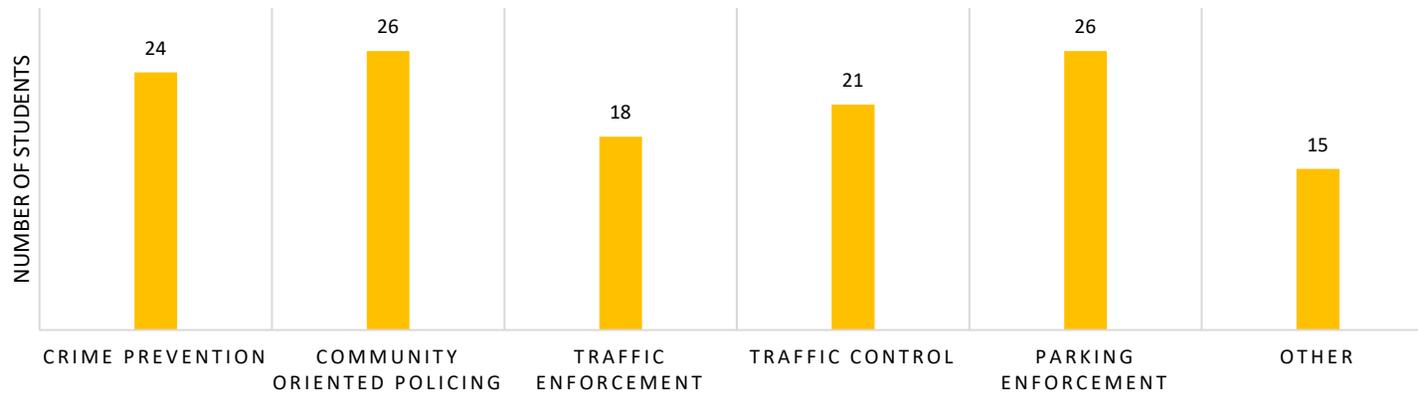


PLEASE SELECT THE WAYS IN WHICH YOU HAVE HAD CONTACT WITH COLLEGE POLICE



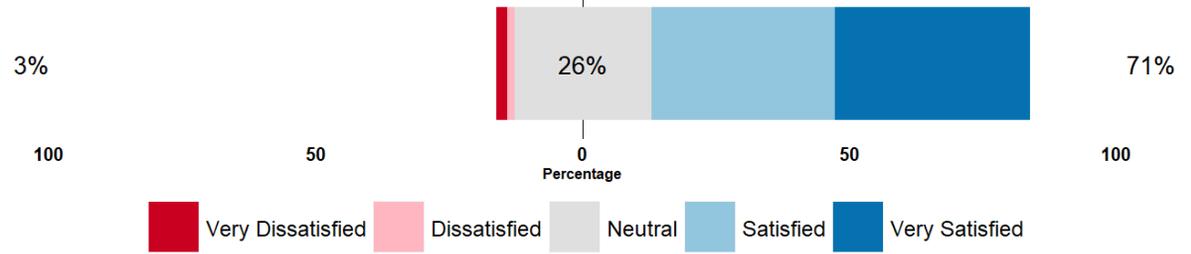


WHERE COULD THE COLLEGE POLICE IMPROVE SERVICES?



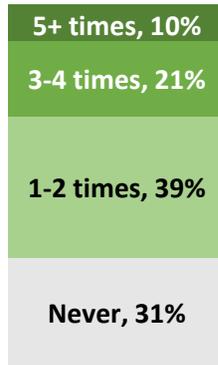
College Police: Satisfaction

College Police (Overall Satisfaction)(n=148)

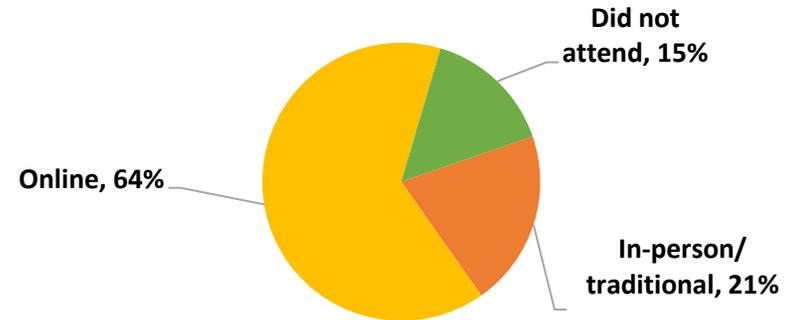


COUNSELING SERVICES

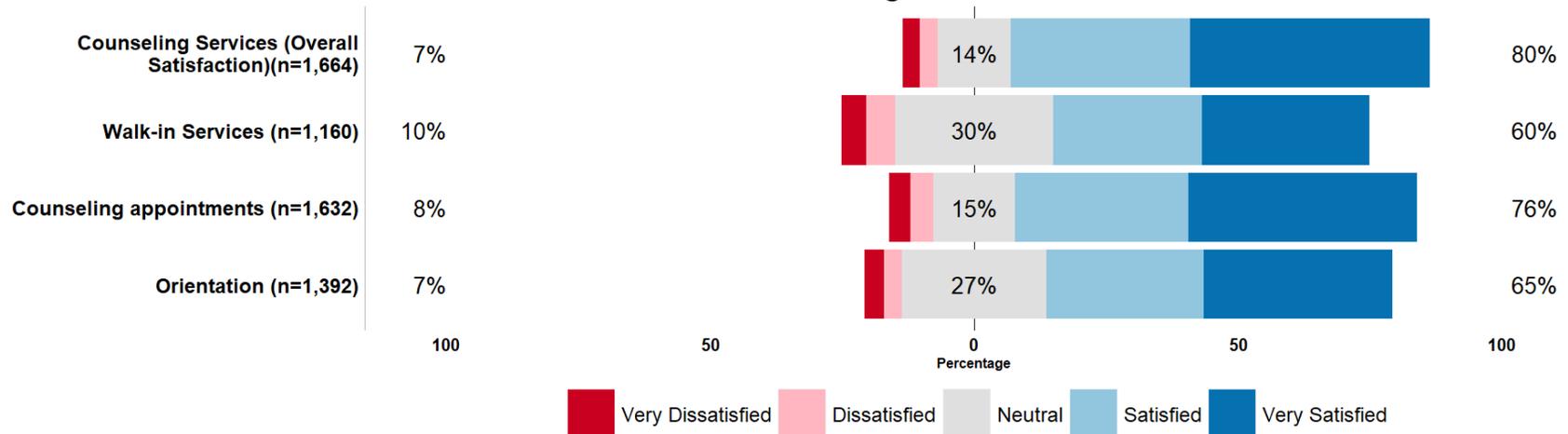
WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED COUNSELING SERVICES? (n=2,426)



WHAT TYPE OF ORIENTATION DID YOU ATTEND WHEN REGISTERING AT SOUTHWESTERN COLLEGE? (n=1,677)

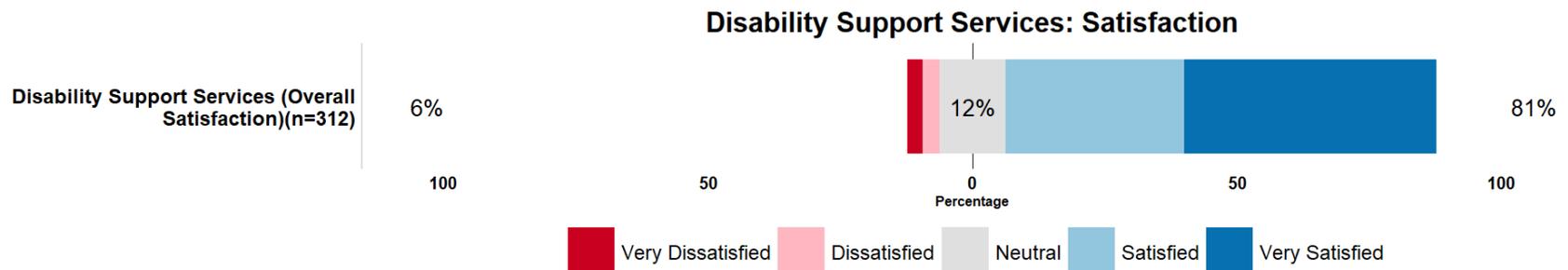


Counseling Services: Satisfaction



DISABILITY SUPPORT SERVICES (DSS)

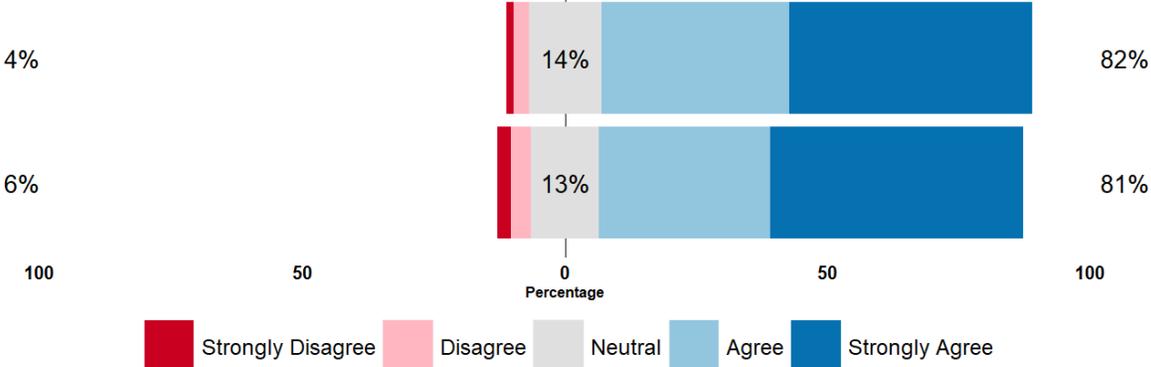
WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED DISABILITY SUPPORT SERVICES (DSS)? (n=2,416)



Disability Support Services: Agreement

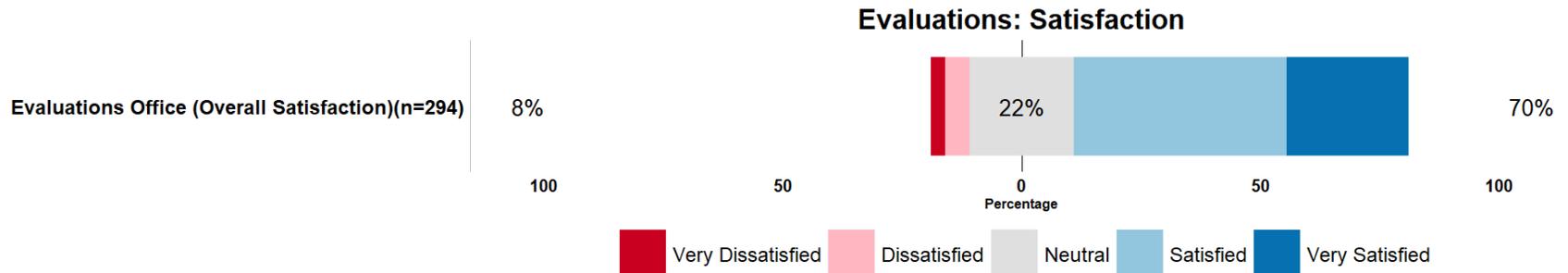
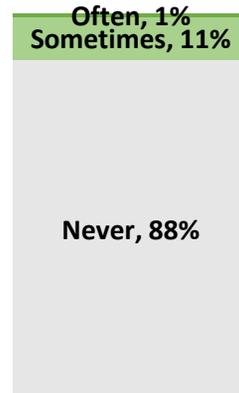
DSS provided me with all of the information I needed to know as a DSS student (n=311)

DSS information was readily available when I needed it (n=310)



EVALUATIONS

WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED THE EVALUATIONS OFFICE? (n=2,411)

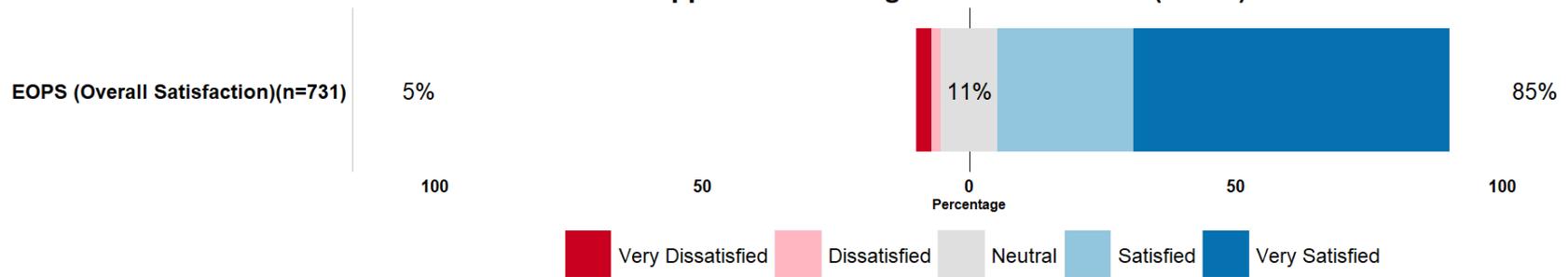


EXTENDED OPPORTUNITIES PROGRAMS AND SERVICES (EOPS)

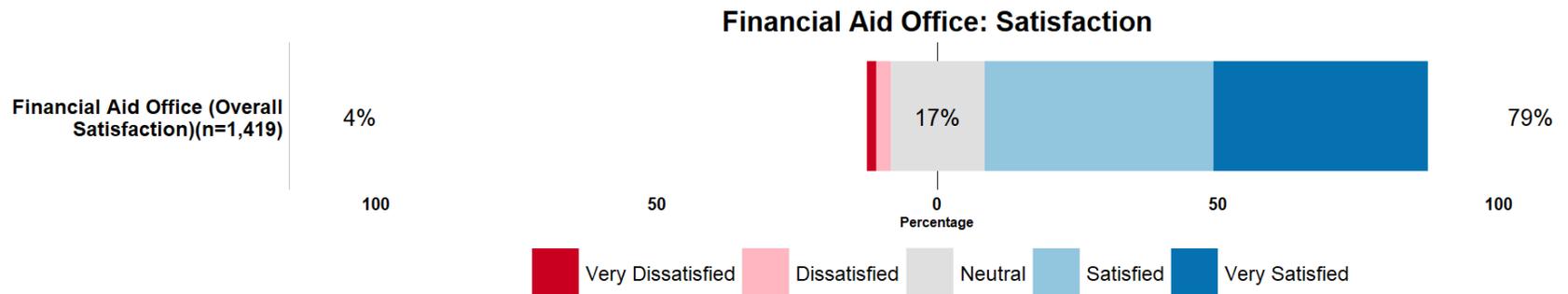
WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED EXTENDED OPPORTUNITIES PROGRAMS AND SERVICES (EOPS)? (n=2,407)



Extended Opportunities Programs and Services (EOPS): Satisfaction

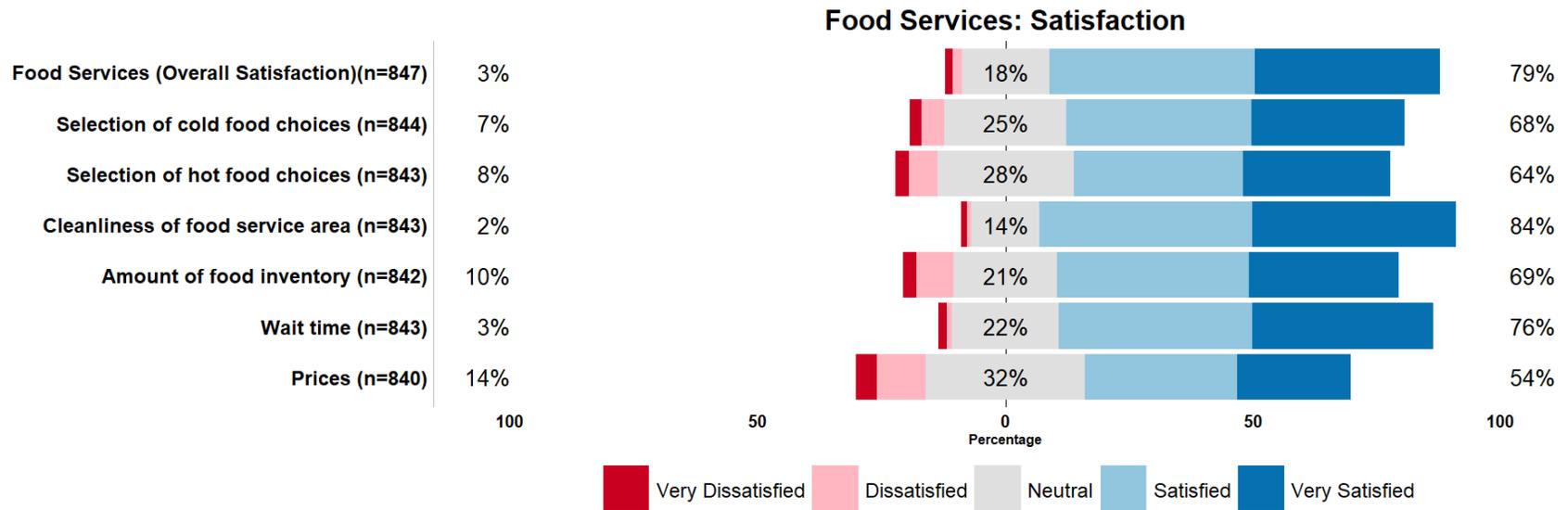


WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED THE FINANCIAL AID OFFICE? (n=2,405)

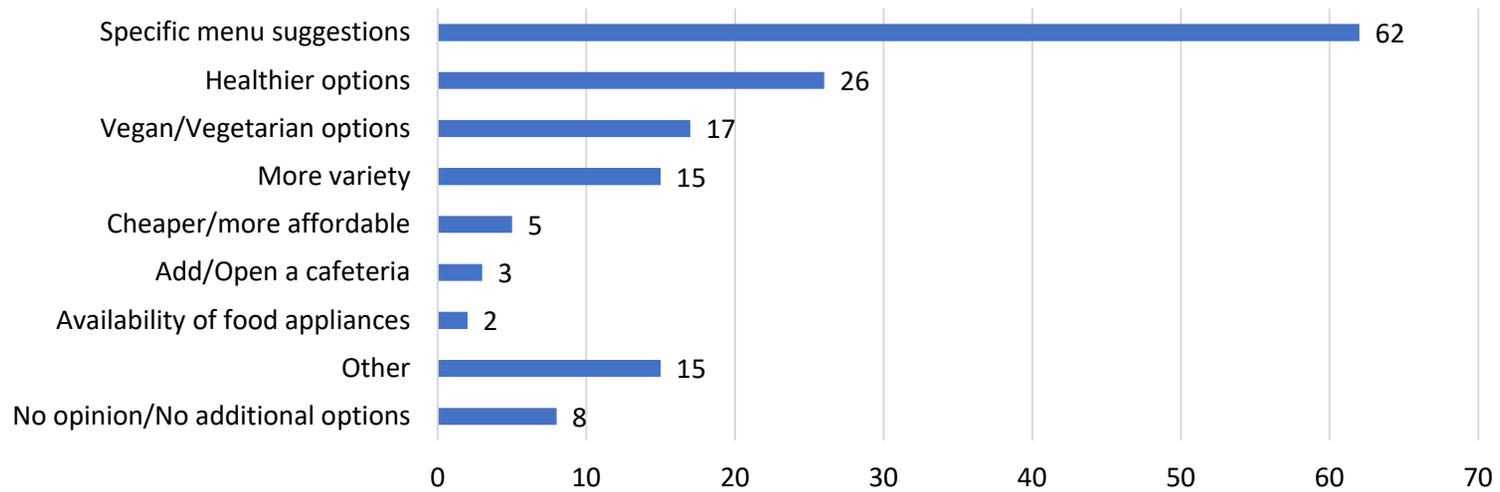


FOOD SERVICES

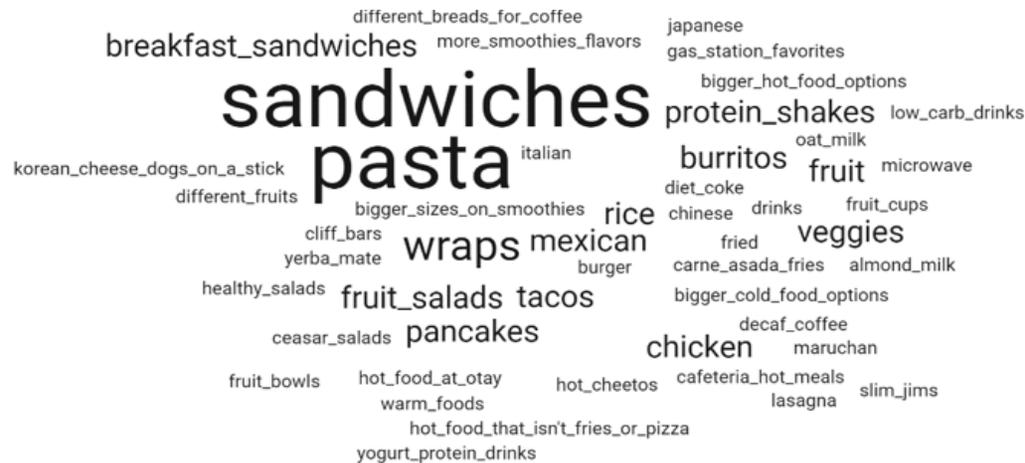
WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED FOOD SERVICES (TIME OUT CAFE, TRADEWINDS)? (n=2,401)



WHAT OTHER FOOD CHOICES OR OFFERINGS WOULD YOU LIKE TO BE MADE AVAILABLE TO YOU? (n=153)

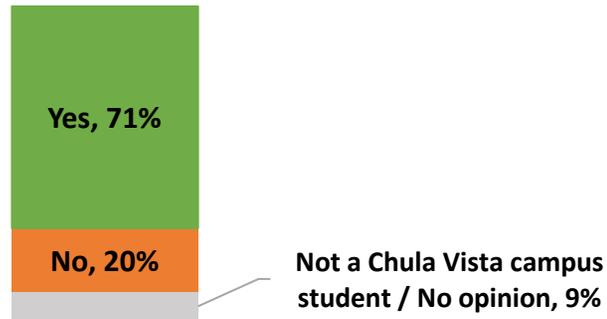


SPECIFIC MENU SUGGESTIONS¹ (n=62)

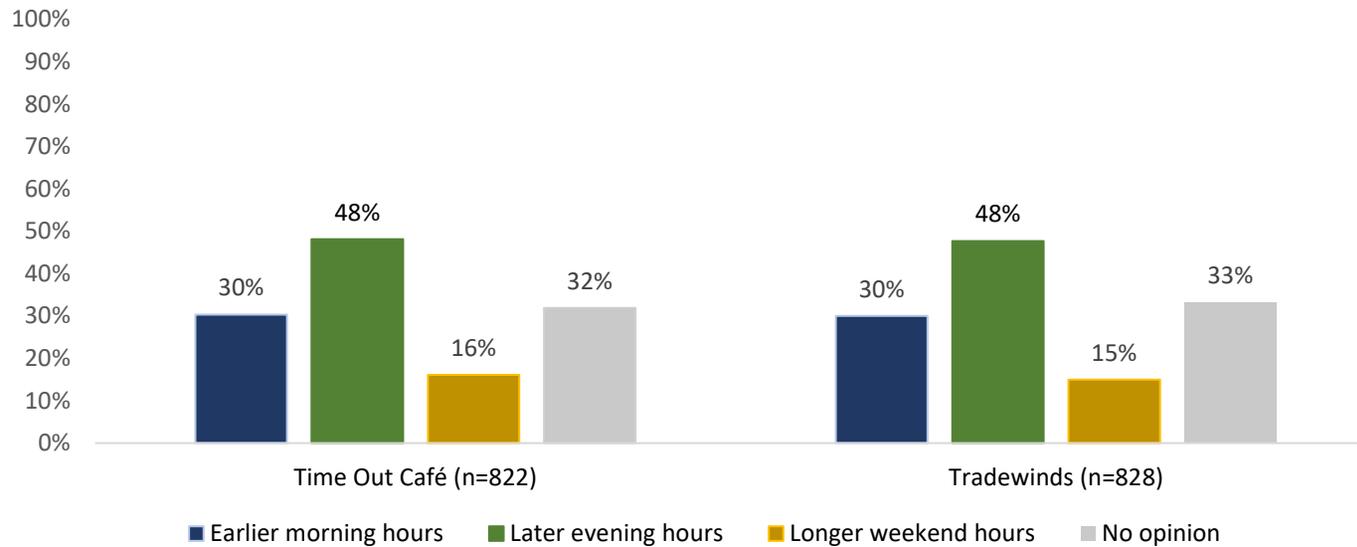


¹ The above word cloud contains words or phrases from the open-ended question about the food choices or offerings students would like to be made available. The size of the words correspond to the frequency of mentions, with more frequently mentioned words shown in larger print and less frequently mentioned words shown in smaller print.

WOULD YOU LIKE TIME OUT CAFE OR TRADEWINDS TO BE OPEN MORE HOURS? (n=831)



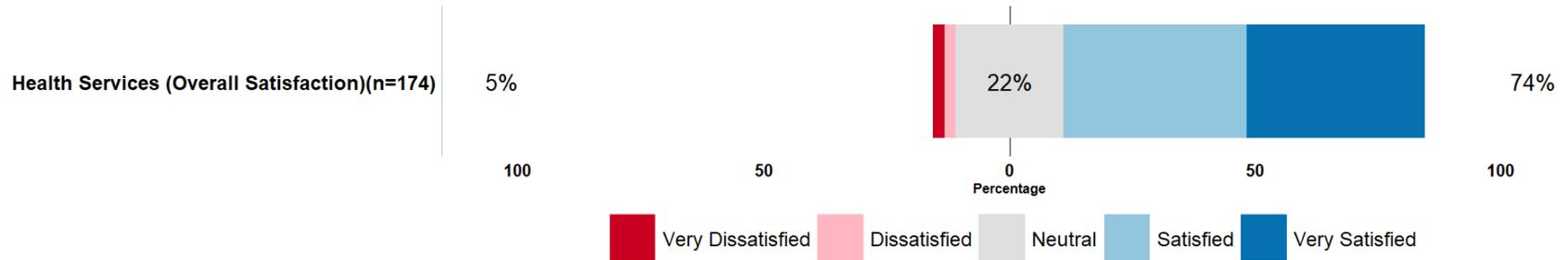
PLEASE INDICATE THE ADDITIONAL TIMES YOU WOULD LIKE THE FOLLOWING FOOD SERVICES TO BE OPEN



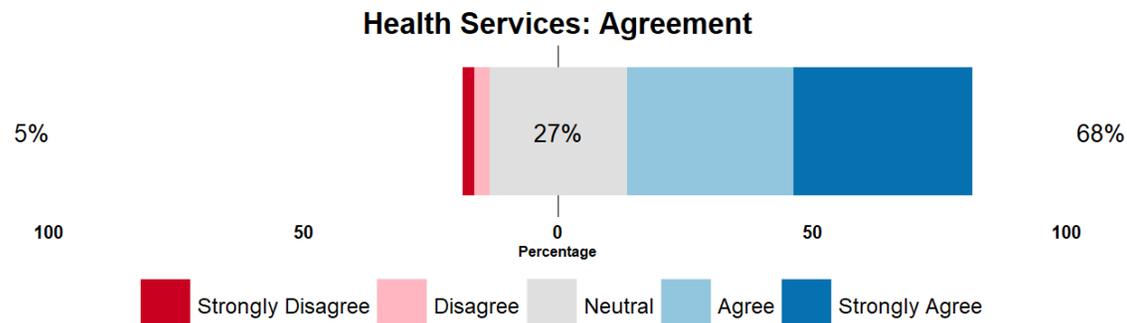
WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED HEALTH SERVICES? (n=2,393)



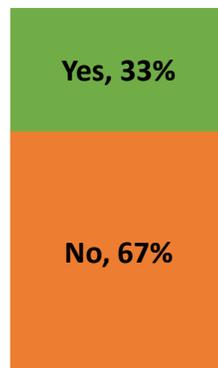
Health Services: Satisfaction



I was provided with the information I needed about health services either in person or through its various other platforms such as Cranium Café phone and or e nurse email (n=174)



HAVE YOU RECEIVED ANY INFORMATION FROM HEALTH SERVICES THAT RAISED YOUR AWARENESS ABOUT DISEASE PREVENTION, HEALTH AWARENESS, AND/OR ENCOURAGED A HEALTHY LIFESTYLE? (n=174)

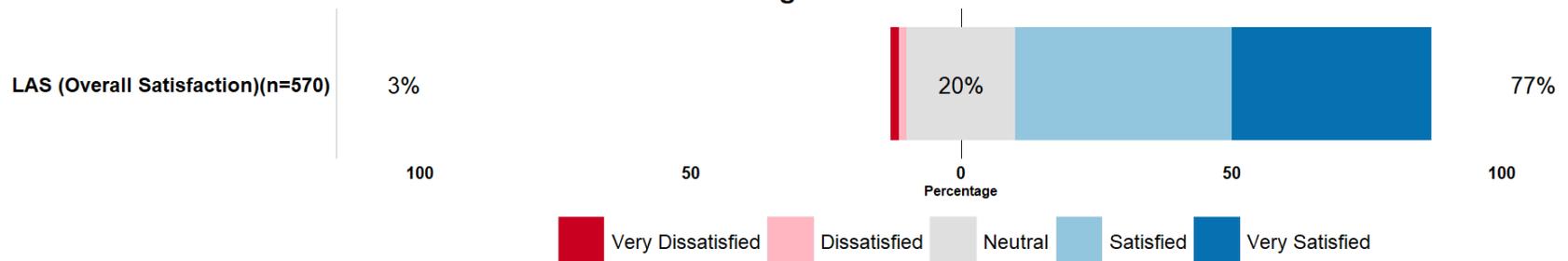


LEARNING ASSISTANCE SERVICES (ACADEMIC SUCCESS CENTER/TUTORING)

WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED LEARNING ASSISTANCE SERVICES (ACADEMIC SUCCESS CENTER/ TUTORING)? (n=2,390)

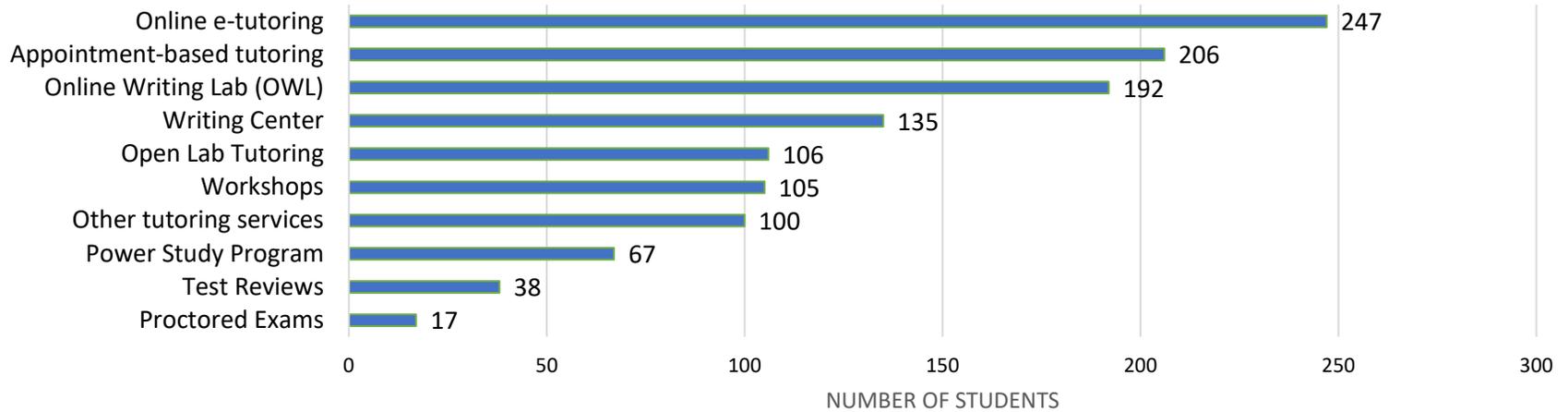


Learning Assistance Services: Satisfaction

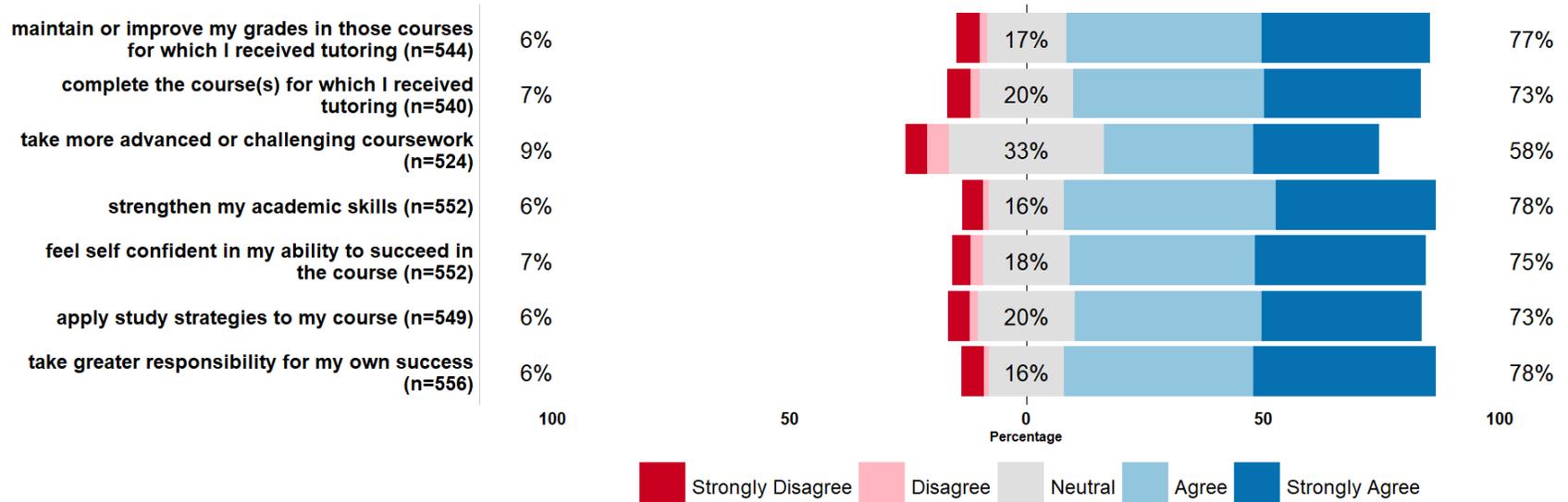


WHICH OF THE FOLLOWING LAS SERVICES HAVE YOU UTILIZED? (n=570)

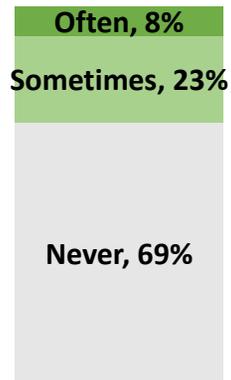
(Students may select more than one service)



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

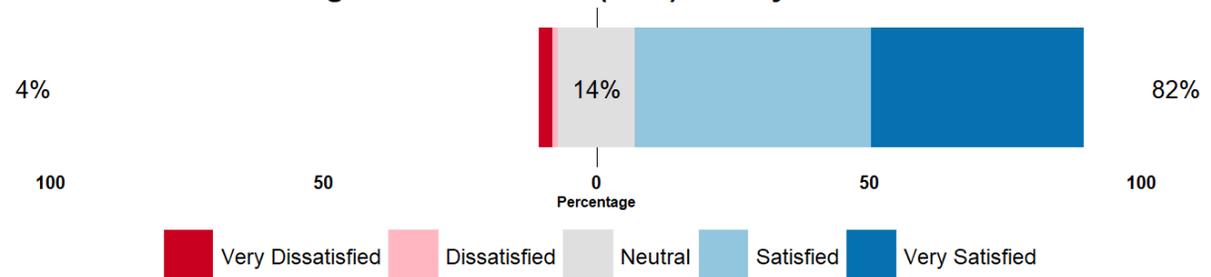


**WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED
THE LEARNING RESOURCE CENTER (LRC) / LIBRARY? (n=2,382)**



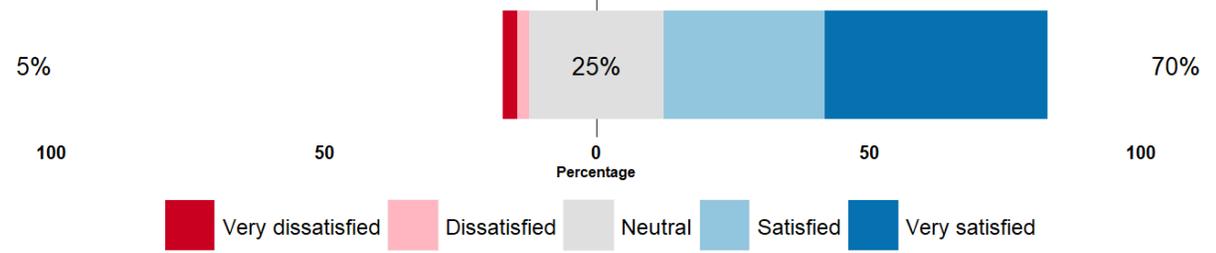
Learning Resource Center (LRC)/Library: Satisfaction

LRC/Library (Overall Satisfaction)(n=729)

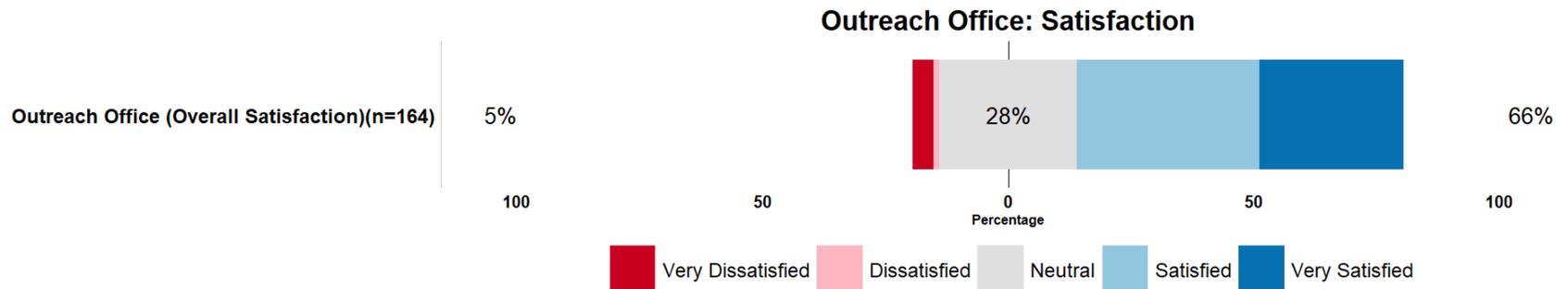
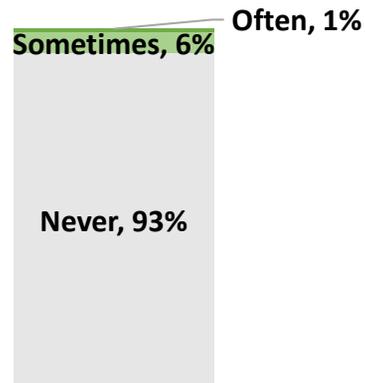


LRC Remote Services: Satisfaction

The LRC Library remote services (n=597)

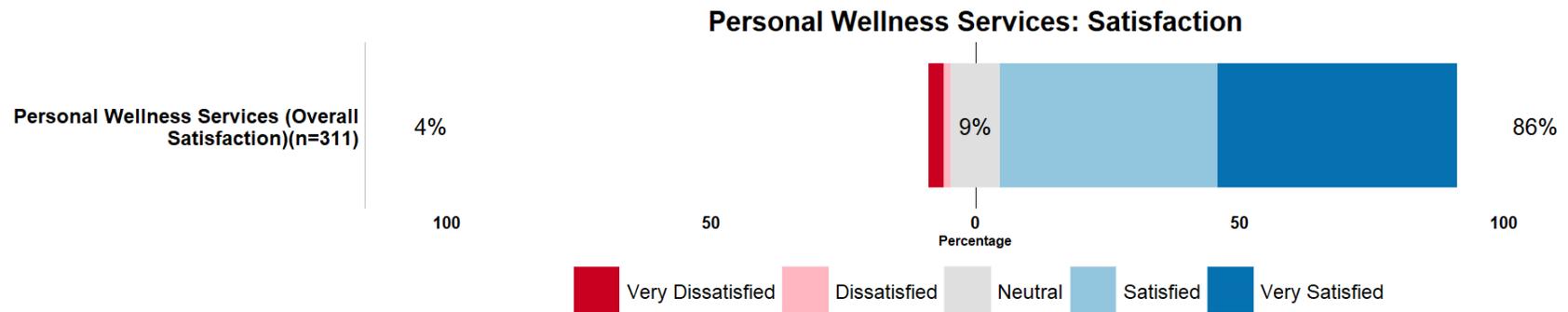
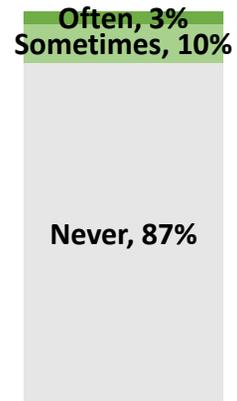


WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED THE OUTREACH OFFICE? (2,379)



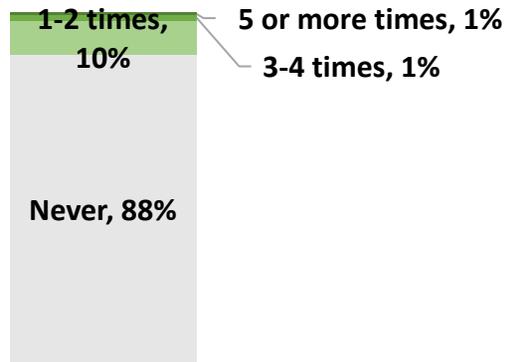
PERSONAL WELLNESS SERVICES

WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED
PERSONAL WELLNESS SERVICES? (n=2,377)

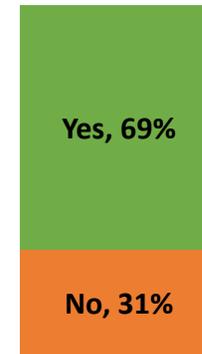


STUDENT EMPLOYMENT SERVICES

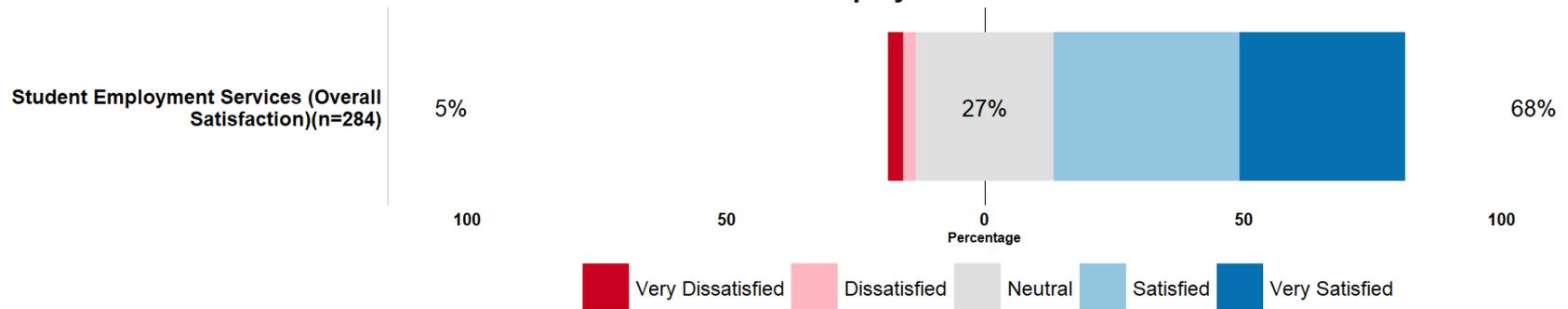
WITHIN THE LAST YEAR, HOW MANY TIMES HAVE YOU USED STUDENT EMPLOYMENT SERVICES? (n=2,374)



HAVE YOU EVER USED THE STUDENT EMPLOYMENT SERVICES WEBSITE? (n=284)



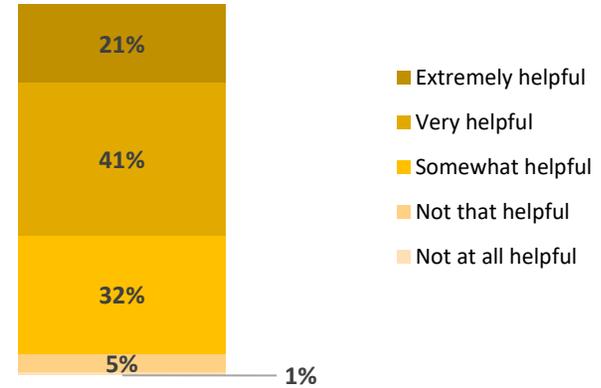
Student Employment Services: Satisfaction



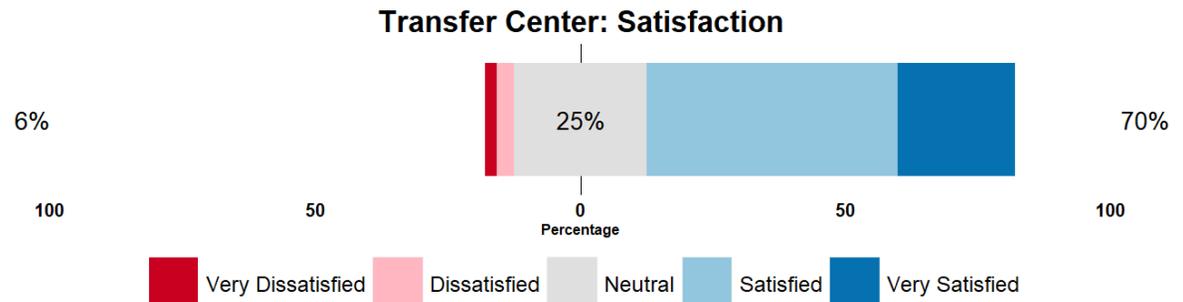
WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED THE TRANSFER CENTER? (n=2,478)



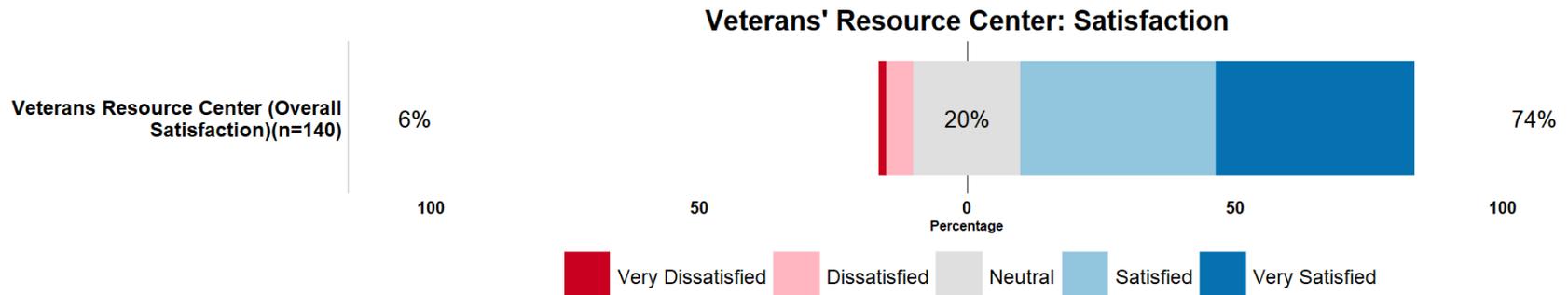
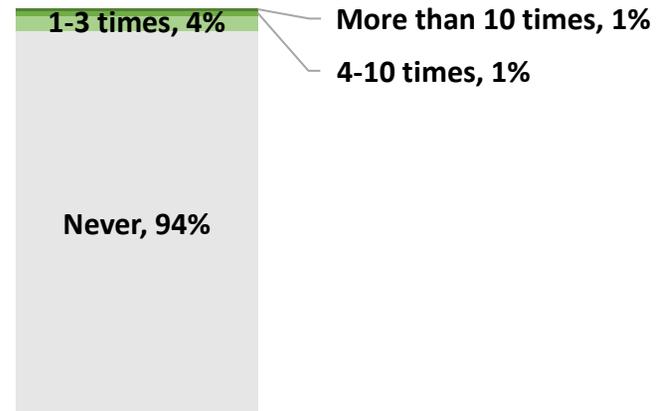
HOW HELPFUL WERE THE SERVICES YOU RECEIVED FROM THE TRANSFER CENTER WITH SUPPORTING YOU ACHIEVE YOUR EDUCATIONAL OR TRANSFER GOALS? (N=361)



Transfer Center (Overall Satisfaction)(n=361)



WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED THE VETERAN'S RESOURCE CENTER? (n=2,371)



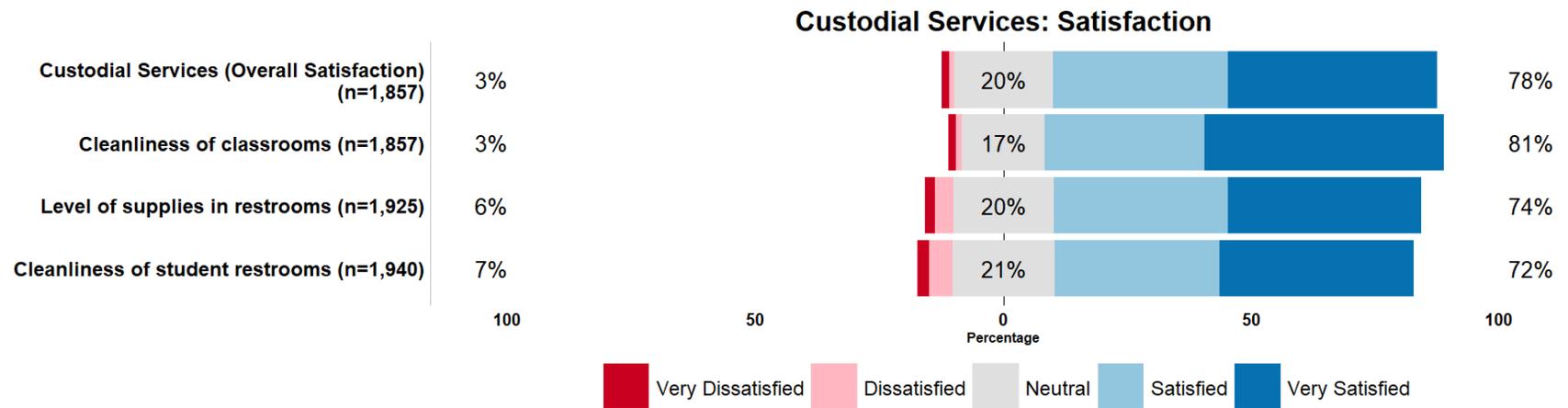
WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED THE VETERANS' SERVICE OFFICE? (n=2,371)



Veterans Services Office: Satisfaction

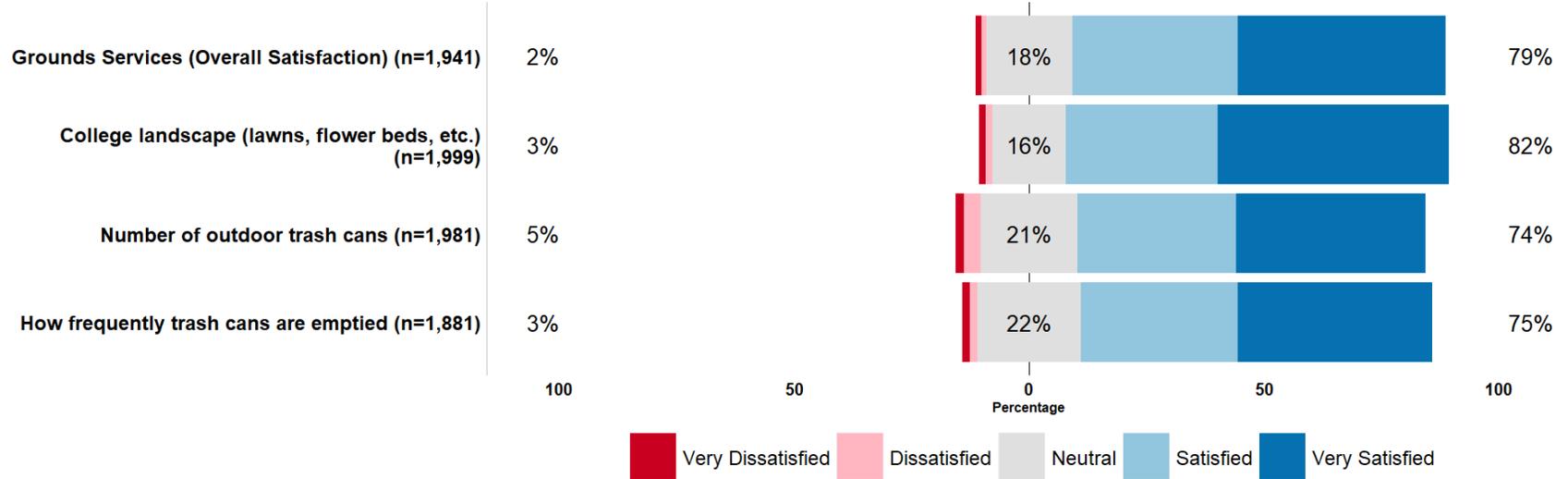


CUSTODIAL SERVICES

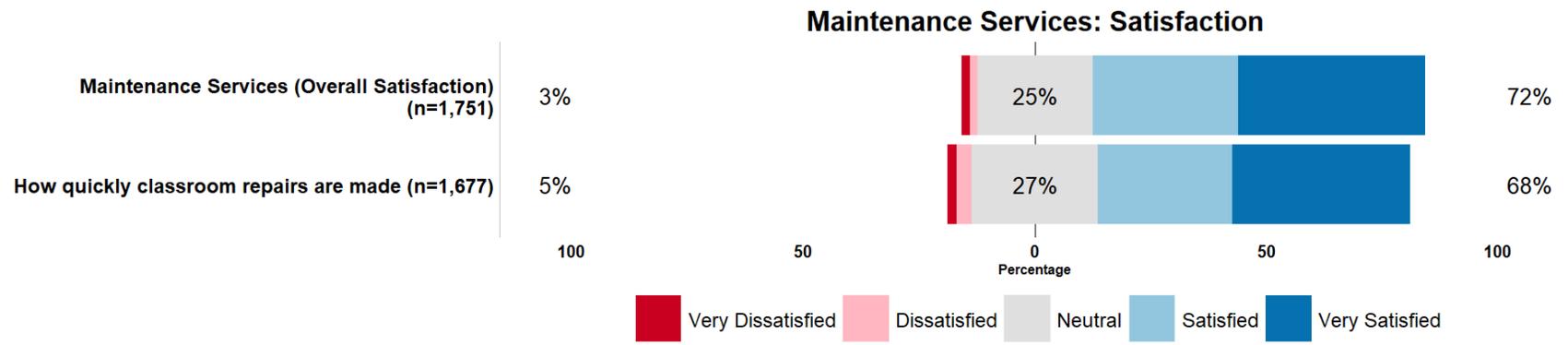


GROUNDS SERVICES

Grounds Services: Satisfaction

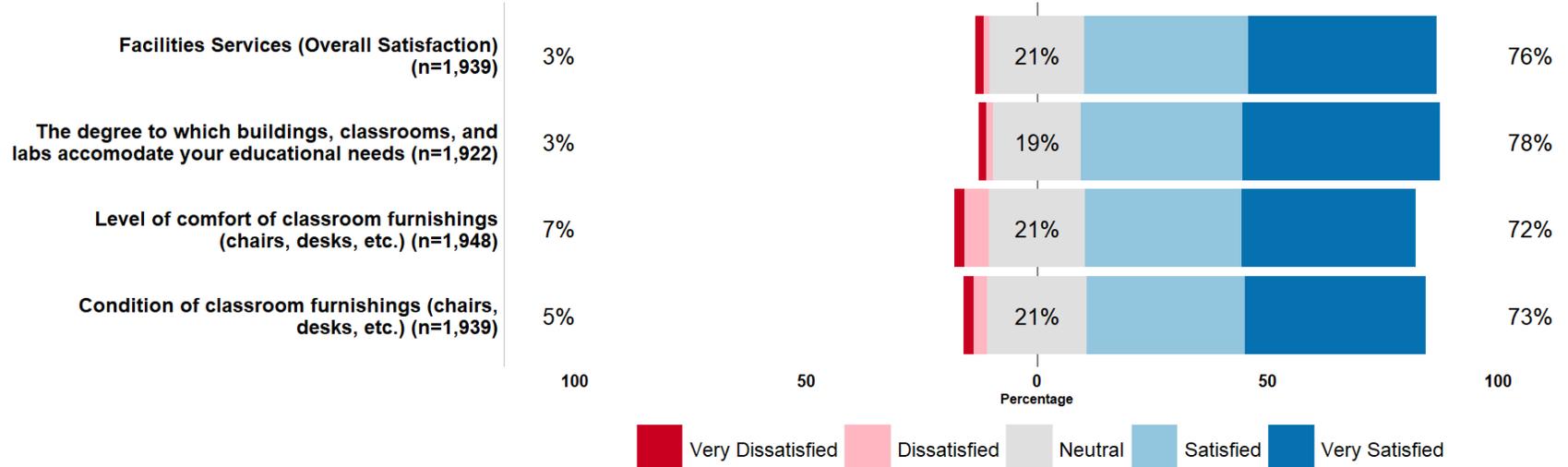


MAINTENANCE SERVICES

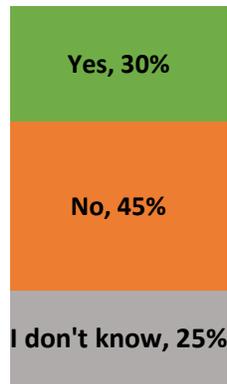


FACILITIES SERVICES

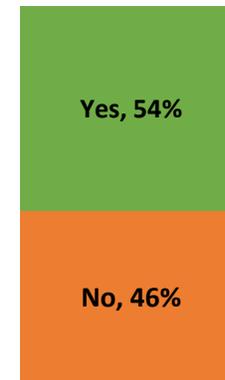
Facilities Services: Satisfaction



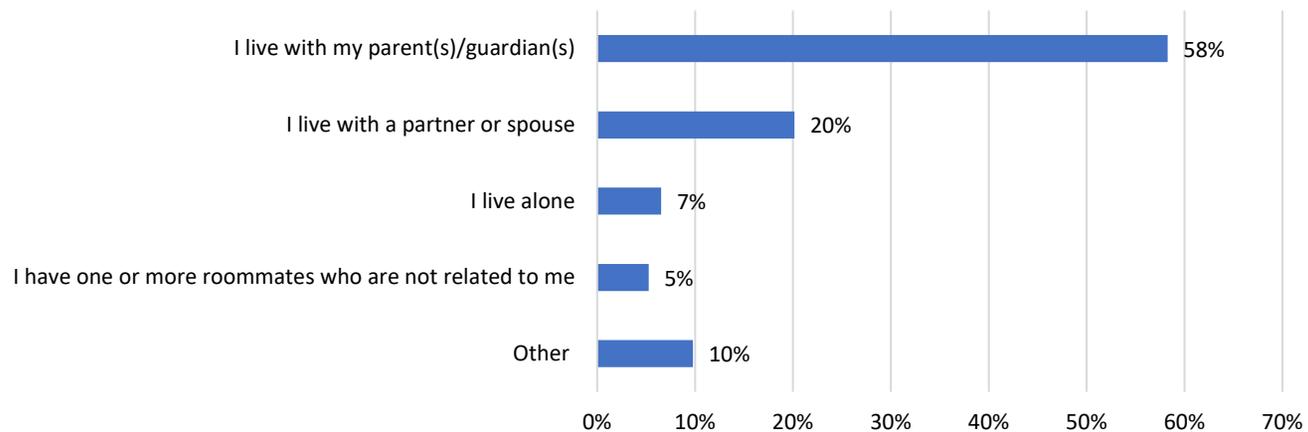
WOULD YOU BE INTERESTED IN STUDENT HOUSING OFFERED THROUGH SOUTHWESTERN COLLEGE? (n=2,342)



DO YOU CURRENTLY PAY A MONTHLY RENT OR MORTGAGE? (n=2,342)

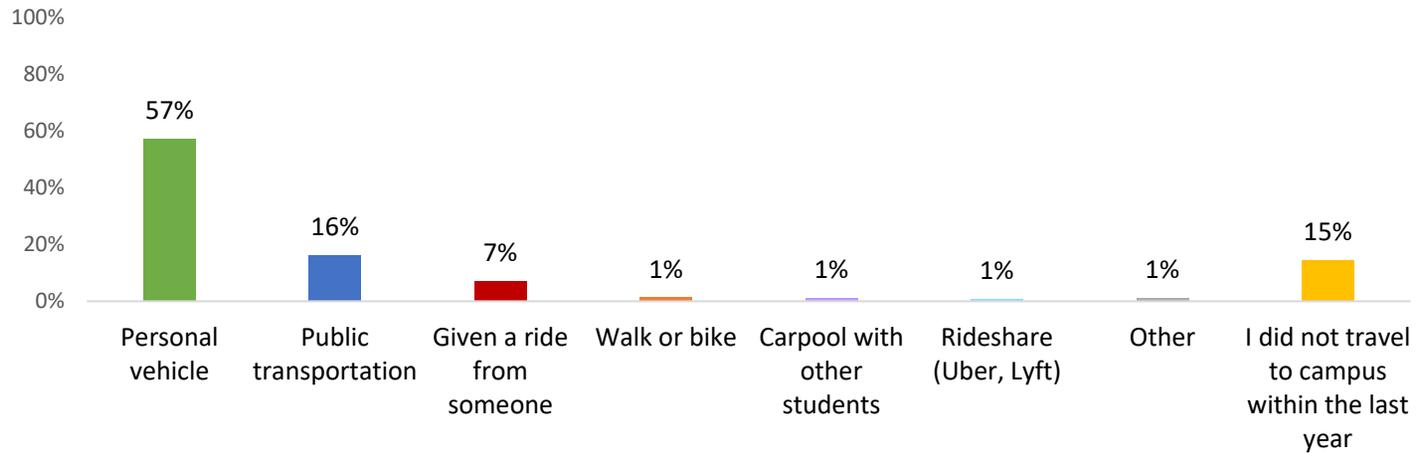


WHO DO YOU CURRENTLY LIVE WITH? (n=2,342)

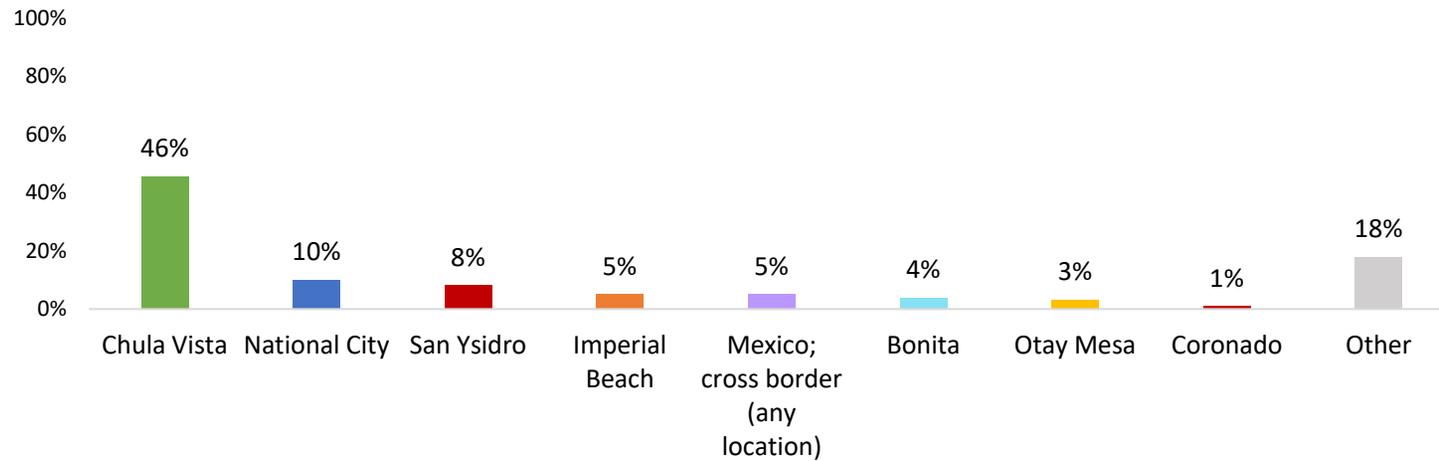


SUPPLEMENTAL QUESTIONS [TRANSPORTATION]

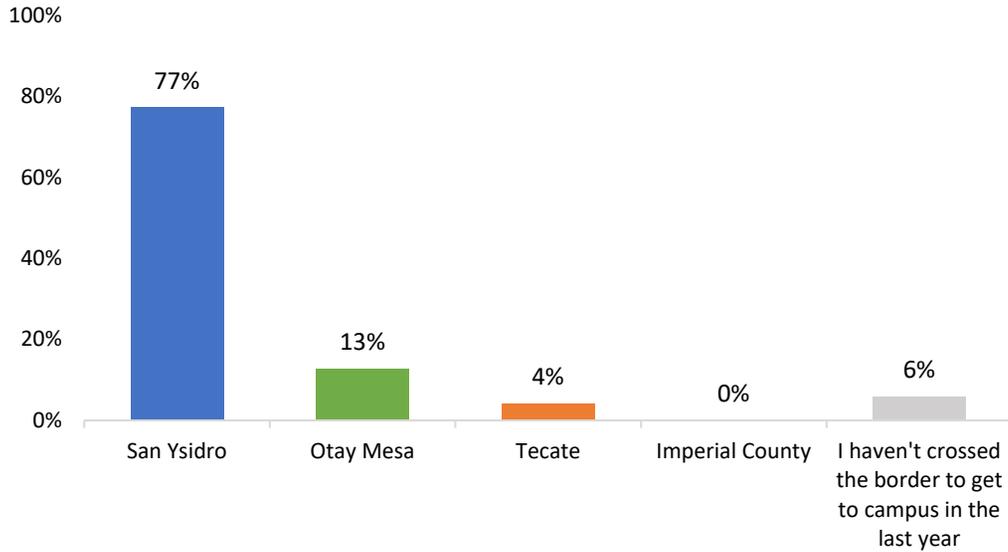
WITHIN THE LAST YEAR, WHAT TYPE OF TRANSPORTATION DID YOU USE MOST OFTEN TO GET TO CAMPUS? (n=2,336)



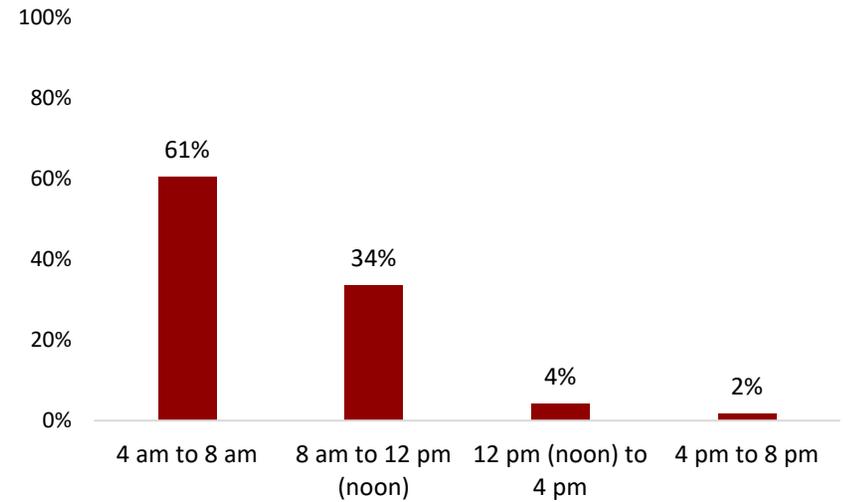
IF YOU WERE TO TRAVEL FROM HOME TO CAMPUS TODAY, WHERE WOULD YOU BE TRAVELING FROM? (n=2,336)



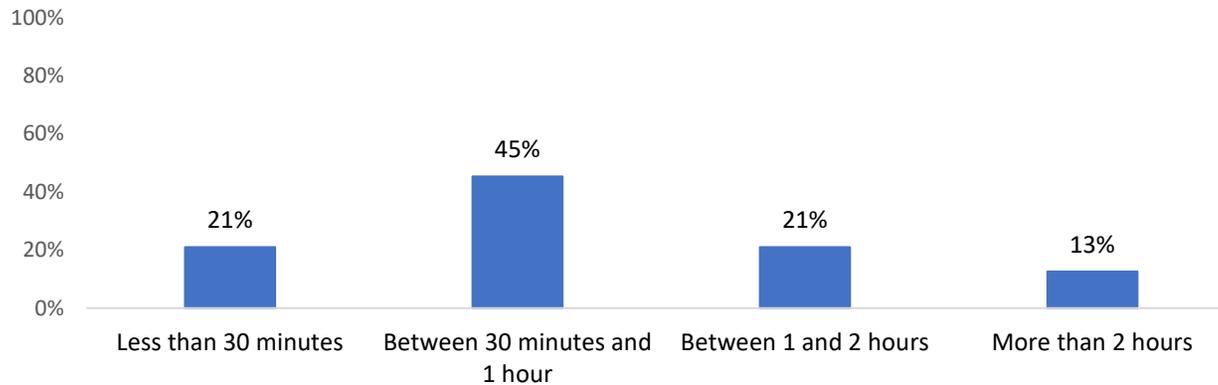
**WITHIN THE LAST YEAR, WHICH BORDER CROSSING DID YOU USE MOST OFTEN TO GET TO CAMPUS?
(n=119)**



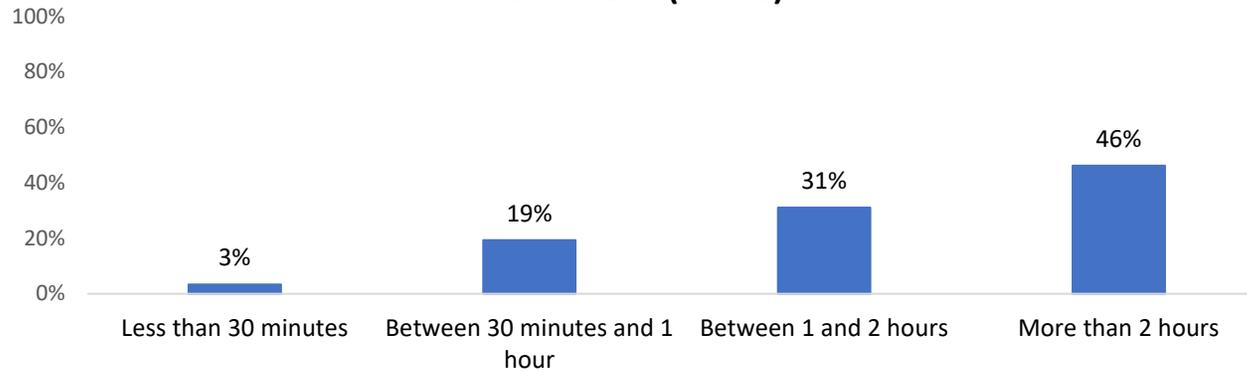
**WHAT TIME OF DAY DO YOU USUALLY CROSS THE BORDER TO GET TO CAMPUS?
(n=119)**



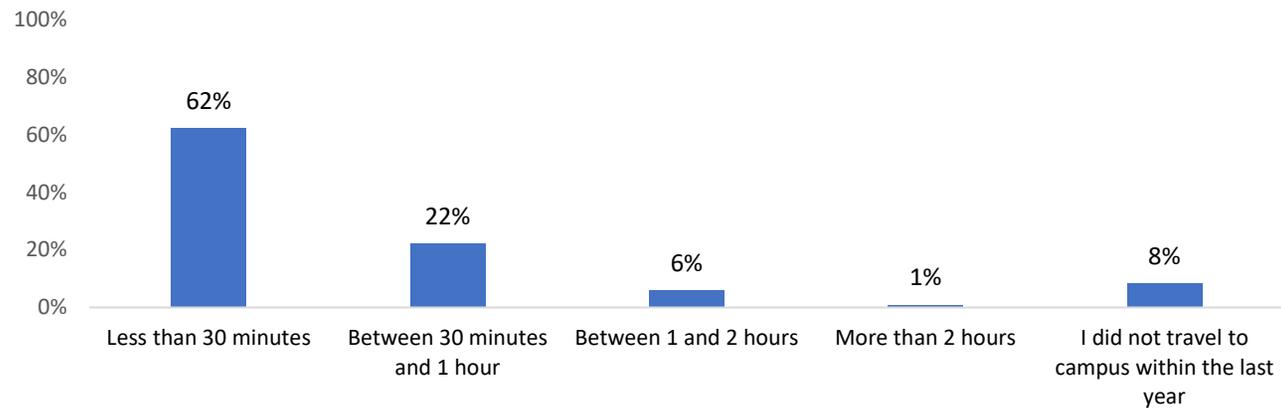
**WHEN YOU TRAVEL TO CAMPUS, HOW LONG DOES IT USUALLY TAKE FOR YOU TO GET FROM HOME TO THE BORDER?
(n=119)**



**KEEPING IN MIND THE TIME IT TAKES TO CROSS THE BORDER,
HOW LONG DOES IT USUALLY TAKE YOU TO GET FROM HOME TO
CAMPUS? (n=119)**

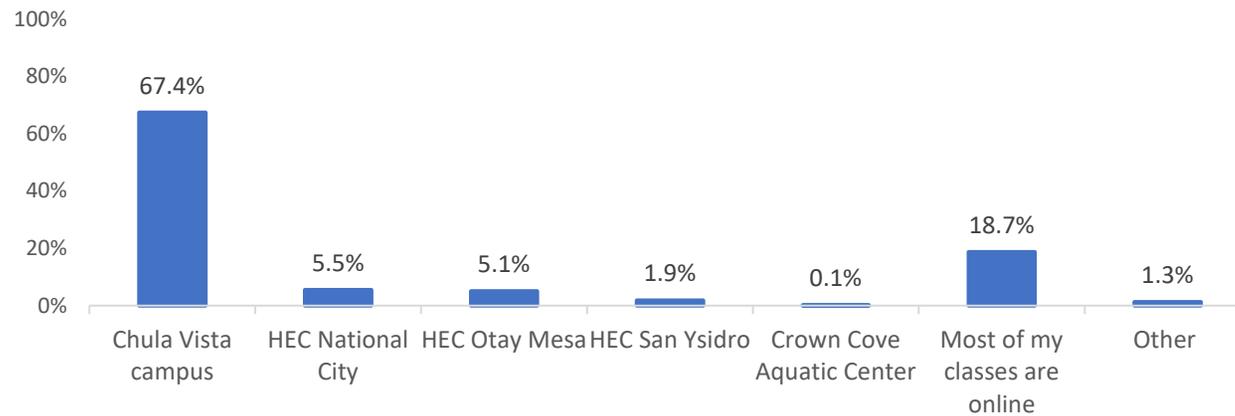


**WHAT IS THE LENGTH OF TIME IT USUALLY TAKES YOU TO GET
FROM HOME TO CAMPUS? (n=2,218)**

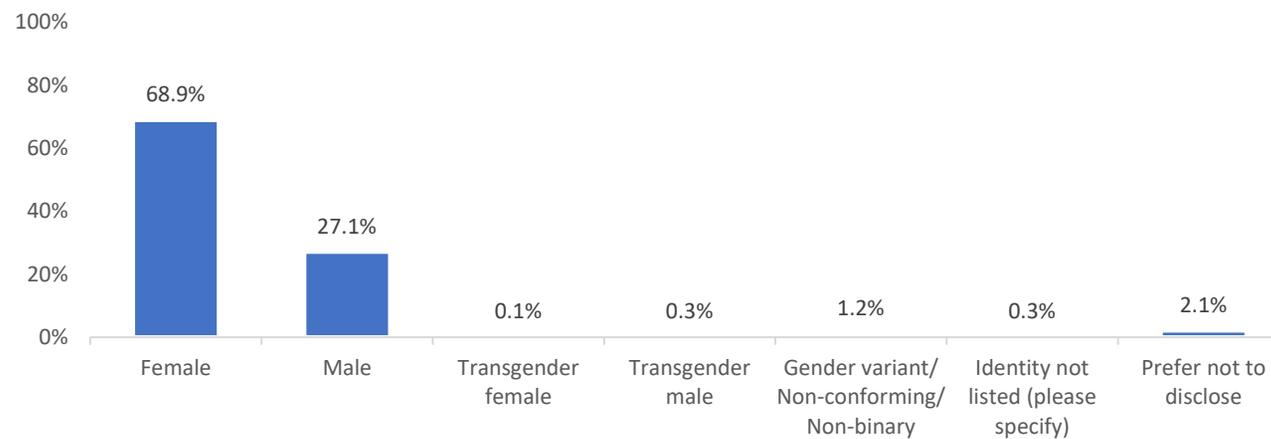


SUPPLEMENTAL QUESTIONS [DEMOGRAPHICS]

IN WHICH COLLEGE LOCATION DO YOU SPEND 50% OR MORE OF YOUR TIME ATTENDING CLASSES? (n=2,762)¹

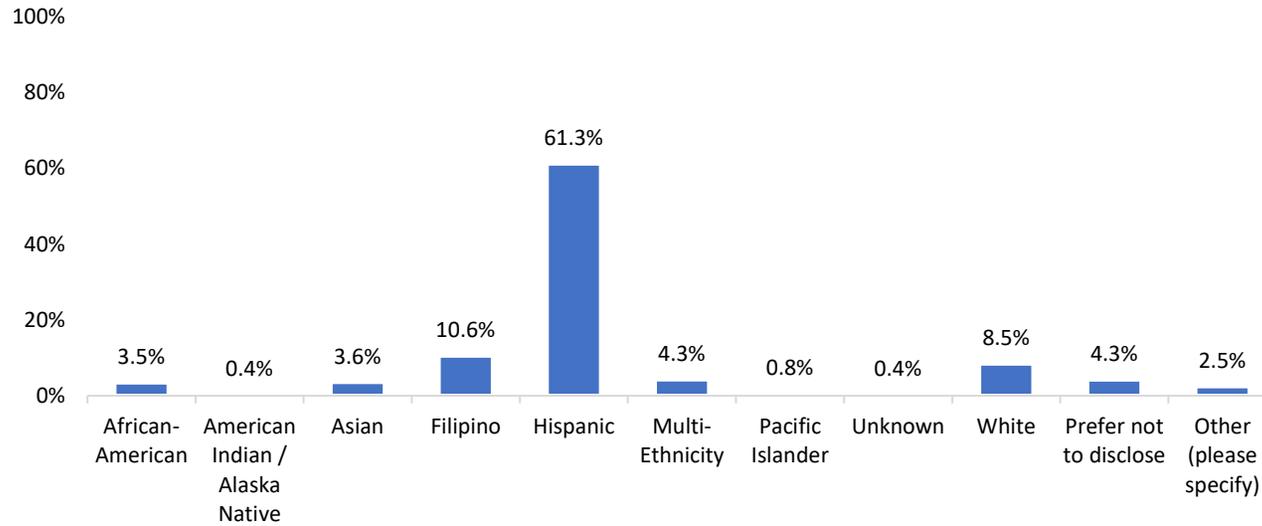


WHAT IS YOUR GENDER IDENTITY? (n=2,329)

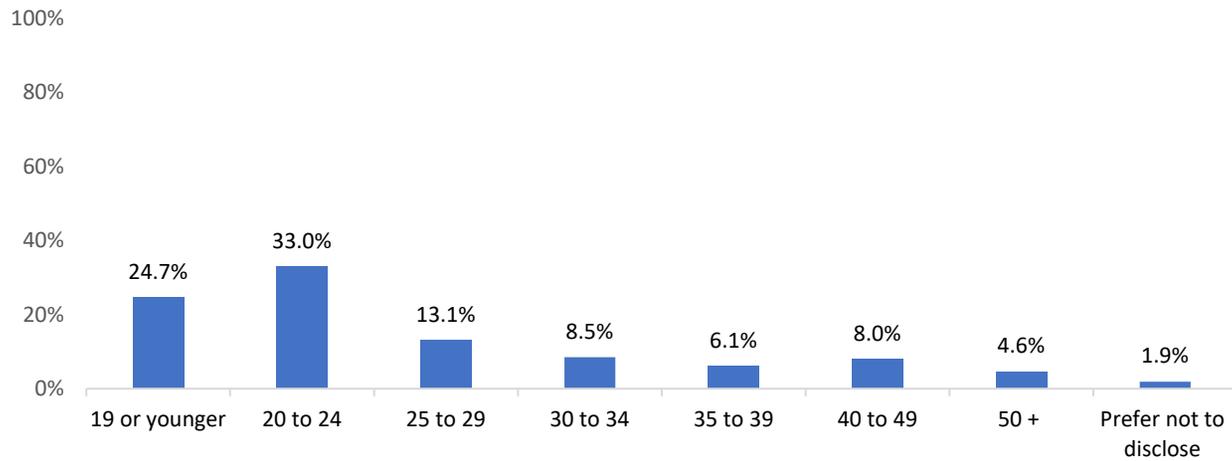


¹ Location was the first question in the survey, as students were asked to respond to the rest of the survey based on where they attend most of their classes in Spring 2022. Remaining demographic questions in this section were asked at the end of the survey.

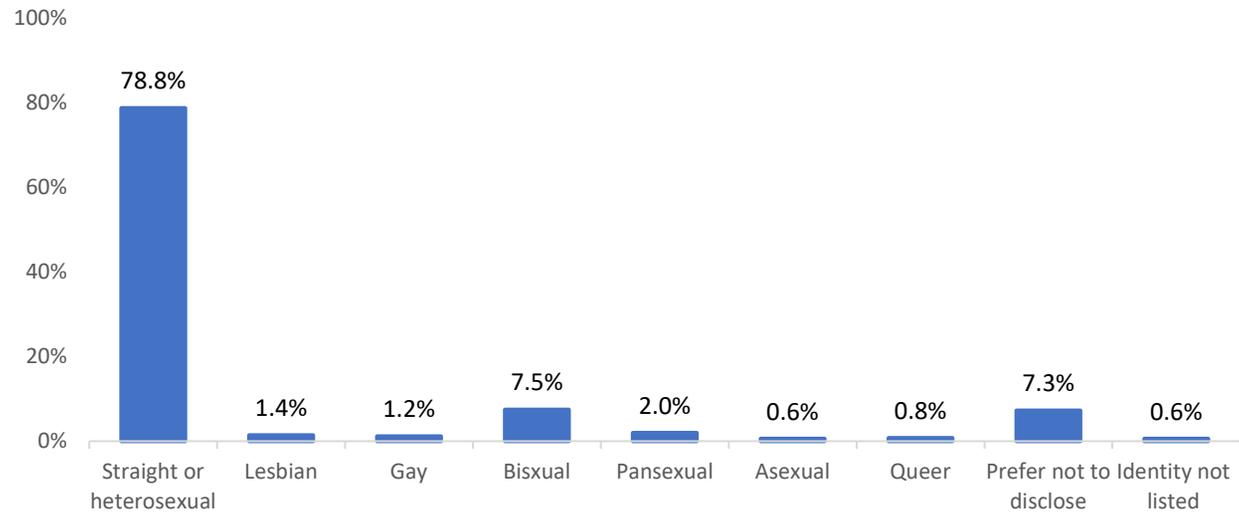
WHAT IS YOUR RACE/ETHNICITY? (n=2,329)



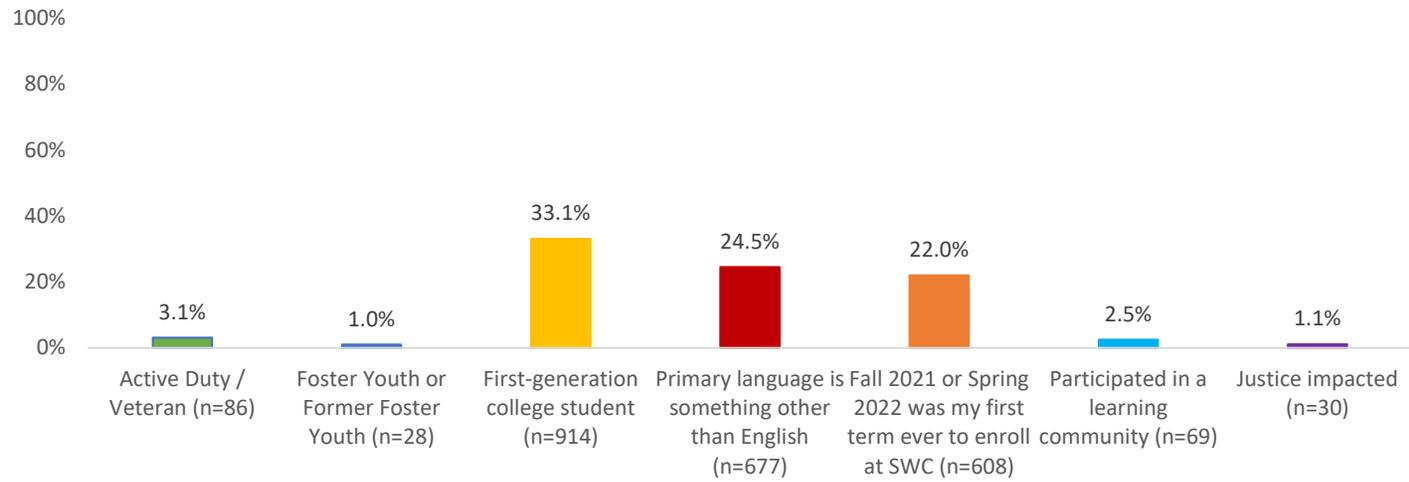
WHAT IS YOUR AGE? (n=2,329)



WHAT IS YOUR SEXUAL ORIENTATION? (n=2,329)



PLEASE CHECK ANY OF THE FOLLOWING THAT APPLY TO YOU:



APPENDIX

REFERENCES

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

TABLES OF SURVEY DATA

1: Southwestern Community College is comprised of the Chula Vista campus, three Higher Education Centers, and the Crown Cove Aquatic Center. In order to collect meaningful information in regards to the programs and services provided at each location, we ask that you respond to all survey questions **based only upon the location where you spend 50% or more of your time attending classes.**

For example, if three of the four courses that you are currently enrolled in are at the National City campus, but you have received services or taken classes at the Chula Vista campus, you will respond to all questions based on your experience and services received at the National City campus. If your time is equally split across two campuses, please choose the campus at which you have spent most of your time receiving services.

Important note about online courses: If 50% or more of the courses you are currently enrolled in are online, then please choose "Most of my courses are currently online" from the drop down below.

Please choose the campus that you will reference to answer all questions in this survey:

Answer Options	Response Percent	Response Count
Chula Vista Campus	67.41%	1862
Higher Education Center at National City	5.54%	153
Higher Education Center at Otay Mesa	5.07%	140
Higher Education Center at San Ysidro	1.85%	51
Crown Cover Aquatic Center	0.14%	4
Most of my courses are currently online	18.68%	516
Other (Extension sites, high school students, etc.)	1.30%	36
<i>Answered question:</i>	100%	2762
<i>Skipped question:</i>	0.00%	0

2: Please indicate your familiarity with each of the following services/departments offered at Southwestern College.						
Answer Options	Not at all Familiar	Slightly Familiar	Moderately Familiar	Very Familiar	Rating Average	Response Count
Admissions & Records Office	365	772	777	625	2.65	2539
Assessment Center	956	738	461	367	2.09	2522
Associated Student Organization (ASO) & Student Clubs	980	743	458	348	2.07	2529
Bookstore	222	373	576	1367	3.22	2538
CalWORKs	1104	675	388	355	2.00	2522
Career Center	857	785	489	395	2.17	2526
Cashiering Office	1085	604	403	428	2.07	2520
College Police	847	724	488	468	2.23	2527
Counseling Services	297	519	677	1027	2.97	2520
Disability Support Services (DSS)	1165	565	328	468	2.04	2526
EOPS/ CARE	880	493	362	797	2.42	2532
Evaluations Office	1246	648	333	292	1.87	2519
Financial Aid Office	417	560	624	930	2.82	2531
First Year Experience	913	563	419	623	2.30	2518
Food Services	740	537	462	790	2.51	2529
Guardian Scholars Program (Foster Youth)	1798	408	149	172	1.48	2527
Health Services	1181	704	344	294	1.90	2523
High Tech Center	1529	542	239	211	1.66	2521
Learning Assistance Services (Academic Success Center / Tutoring)	789	664	511	562	2.33	2526
Learning Resource Center (LRC)/ Library	704	610	501	714	2.48	2529
MESA Schools Program	1721	437	184	171	1.52	2513
Office of Student Equity Programs and Services	1510	550	236	232	1.68	2528
Outreach Office	1539	536	228	219	1.65	2522
Personal Wellness Services	1118	657	375	379	2.01	2529
Service Learning Program	1469	558	246	242	1.71	2515
Student Employment Services	932	766	443	385	2.11	2526
SWC Cares/Basic Needs	891	626	427	574	2.27	2518
Transfer Center	1030	717	427	353	2.04	2527
Veterans' Resource Center	1653	441	190	237	1.61	2521
Veterans' Services Office	1675	430	187	233	1.60	2525
Workability III Program	1844	396	127	154	1.44	2521
<i>Answered question:</i>						2551
<i>Skipped question:</i>						211

3: Within the last year, how often have you used the Admissions & Records Office?		
Answer Options	Response Percent	Response Count
Never	40.6%	1034
Sometimes	51.8%	1319
Often	7.7%	195
<i>Answered question:</i>	92.3%	2548
<i>Skipped question:</i>	7.7%	214

4: Please indicate your level of satisfaction with the following:								
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	N/A I haven't received this service	Rating Average	Response Count
Admissions & Record (Overall satisfaction)	39	45	332	526	521	28	3.99	1491
Registration Process for Classes	47	43	204	502	663	29	4.16	1488
Process for Obtaining a Student ID Card	46	63	270	311	484	312	3.96	1486
Transcript Request Service	33	29	313	307	436	362	3.97	1480
Transcript Evaluation Process	33	37	340	322	388	366	3.89	1486
<i>Answered question:</i>								1492
<i>Skipped question:</i>								1270

5: Within the last year, how often have you used the Assessment Center?		
Answer Options	Response Percent	Response Count
Never	77.5%	1947
Sometimes	21.1%	529
Often	1.4%	36
<i>Answered question:</i>	90.9%	2512
<i>Skipped question:</i>	9.1%	250

6: Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Assessment Center (Overall satisfaction)	10	13	197	240	98	3.72	558
<i>Answered question:</i>							558
<i>Skipped question:</i>							2204

7: Please indicate your level of agreement with the following:								
Answer Options	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A I haven't received this service	Rating Average	Response Count
The Assessment Center staff helped me to understand how to pick my courses based on my placement test results	6	19	143	166	199	25	4.00	558
<i>Answered question:</i>								558
<i>Skipped question:</i>								2204

8: Within the last year, have you attended an event hosted by the Associated Student Organization (ASO) (College Hour, Welcome Week, Stress Relief Week)?		
Answer Options	Response Percent	Response Count
No	77.0%	1922
Yes	11.1%	276
I'm not sure	12.0%	299
<i>Answered question:</i>		2497
<i>Skipped question:</i>		265

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

Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Associated Student Organization (ASO) Overall satisfaction	7	9	261	190	109	3.67	576
Number of ASO events per semester	8	16	306	163	83	3.52	576
Variety of ASO events per semester	10	14	307	157	86	3.51	574
Organization of ASO events	11	11	284	173	95	3.57	574
Promotion/marketing of ASO events	17	32	279	156	87	3.46	571
<i>Answered question:</i>							579
<i>Skipped question:</i>							2183

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

Answer Options	Yes	No	I'm not sure	% Yes	Response Count
Discounts on Trolley/Bus Passes	173	2138	138	7.1%	2449
Discounts at Southwestern College locations (Campus Bookstore, Health Services, Cafeteria, etc.)	722	1531	193	29.5%	2446
Textbook or Calculator Rental Program	414	1905	128	16.9%	2447
ASO Computer Lab	217	2070	153	8.9%	2440
ASO Scholarships	252	1899	288	10.3%	2439
<i>Answered question:</i>					2455
<i>Skipped question:</i>					307

11: Please indicate your level of agreement with the following:								
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	N/A I haven't utilized these service	Rating Average	Response Count
Associated Student Organization Services (Overall Satisfaction)	53	45	827	395	260	869	2.25	2449
<i>Answered question:</i>								2449
<i>Skipped question:</i>								313

12: (Optional) Is there another service the Associated Student Organization (ASO) could provide:		
<i>Answered question:</i>		138
<i>Skipped question:</i>		2624
<i>Coded Category (>2%)</i>	<i>Percent</i>	<i>Example Comments</i>
Outreach/Info/Communication with students	17.4%	"Provide more information for students to want to get involved"; "There's no info on them, no emails sent out. MIA"
Current ASO services are good	6.5%	"...all programs provided are good"
Haven't used ASO services	5.1%	"I have no ideal, because I never have any ASO services."
I don't know about ASO	3.6%	"I have no idea what ASO is"
Academic assistance	2.9%	"Tutoring"
Peer-to-peer support/networking	2.9%	"Peer to Peer relationships"
Financial aid assistance	2.9%	"Maybe assistance in applying for scholarships when the application period starts"
Orientation/welcome information	2.2%	"School tours"; "Maybe some sort of social events to help students get into the groove of being in college/on a college campus"
Access to technology	2.2%	"wifi router box rent for those with the lack of resource"

13: Within the last year, have you been a member of a Student Club?		
Answer Options	Response Percent	Response Count
No	85.1%	2088
Yes	14.9%	366
<i>Answered question:</i>	88.8%	2454
<i>Skipped question:</i>	11.2%	308

14: (Optional) If you have never been involved in Student Clubs, please tell us why:		
		Answered question: 891 Skipped question: 1871
Coded Category	Percent	Example Comments
Unaware / Not enough information	31.6%	<i>"Unaware where to find these clubs." "I have no knowledge about student clubs and have not heard or seen any information about them."</i>
No time / busy / scheduling	26.5%	<i>"No extra time with work and school." "Not enough time in my day."</i>
No interest in participating	6.7%	<i>"Not really interested in joining a club. I also don't really know all the clubs that are offered." "Not interested."</i>
Online student	7.4%	<i>"I'm doing all my courses online, I have not been to the school in person." "I never attended any clubs because I'm not in school in person yet."</i>
Covid-related	6.7%	<i>"Hard to find club during covid lockdown." "Have heard of some however due to Covid and being online I have not been able to attend any."</i>
Personal / Inclusion	3.7%	<i>"I'm an older college student, not my vibe." "...probably because I have anxiety socializing most of the time."</i>
New student	3.3%	<i>"I'm not aware of any clubs right now, seeing as it is my first year." "I just start this semester at SWC, I haven't received any invitation to these events, so far."</i>
No clubs that I'm interested in	3.6%	<i>"I haven't seen any clubs that I'm interested in yet." "Yet to find one I want to be part of."</i>
Currently or previously involved in clubs	1.1%	<i>"I have been involved in Student Club, just not within the last year." "...I recently joined the [REDACTED] club, but we haven't been doing much."</i>
Other priorities	1.1%	<i>"I am involved in other organizations outside of school." "I've been mostly home helping out my mom."</i>
Other	6.1%	<i>"Haven't been on campus all that much." "I never bothered looking into what clubs are available."</i>

15: Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Student Clubs (Overall satisfaction)	9	7	98	136	117	3.94	367
						Answered question:	367
						Skipped question:	2395

16: (Optional) Do the Student Clubs meet your needs? Please explain why or why not:		
		Answered question: 73
		Skipped question: 2689
Coded Category	Percent	Example Comment
Yes	69.9%	<i>"Yes, I get to meet other students and faculty with similar interests, it makes me feel involved, and I get the opportunity to contribute to the community."</i>
Better scheduling	5.5%	<i>"Wish more were catered to those of us that work during the day."</i>
Had a negative club experience	5.5%	<i>"I didn't really feel in a welcoming environment..."</i>
More clubs to meet variety of interests	4.1%	<i>"I would like to see an Investment Club."</i>
Want to meet in person	2.7%	<i>"The only thing that I wanted was to meet in person, but I understand that due to covid it was not possible."</i>
Need more information about clubs	2.7%	<i>"I'll be better if we have more information about the student clubs available."</i>
Unknown/Other	9.6%	<i>"I don't know"</i>

17: Within the last year, how often have you used the Bookstore?		
Answer Options	Response Percent	Response Count
Never	21.1%	517
Sometimes	55.9%	1369
Often	23.0%	563
<i>Answered question:</i>		88.7% 2449
<i>Skipped question:</i>		11.3% 313

18: Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Bookstore (Overall satisfaction)	46	37	317	878	645	4.06	1923
Staff knowledge of bookstore products (textbooks, supplies, etc.)	39	33	422	794	635	4.02	1923
Cleanliness of store	34	10	398	750	722	4.11	1914
Availability of products (textbook, supplies, etc.)	51	107	452	822	486	3.83	1918
						<i>Answered question:</i>	1927
						<i>Skipped question:</i>	835

19: Within the last year, where did you typically buy your textbooks for SWC classes?		
Answer Options	Response Percent	Response Count
Campus bookstore (in-person or online)	63.0%	1210
In-person at another bookstore	2.0%	38
Online retailer (Amazon, Barnes & Noble, etc.)	26.1%	501
I did not buy my textbooks (I found them for free, borrowed from the library, used zero cost textbooks etc.)	7.0%	134
I did not use any textbooks	2.0%	39
<i>Answered question:</i>	69.6%	1922
<i>Skipped question:</i>	30.4%	840

20: Within the last year, where did you typically buy your textbooks for SWC classes?		
Answer Options	Response Percent	Response Count
Physical	37.6%	723
Digital	12.5%	240
A mix of both	49.9%	958
<i>Answered question:</i>	69.6%	1921
<i>Skipped question:</i>	30.4%	841

21: Within the last year, how often have you used CalWORKS?		
Answer Options	Response Percent	Response Count
Never	83.6%	2040
Sometimes	12.3%	300
Often	4.1%	99
<i>Answered question:</i>	88.3%	2439
<i>Skipped question:</i>	11.7%	323

22: Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
CalWORKs (Overall satisfaction)	8	5	111	150	125	3.95	399
<i>Answered question:</i>							399
<i>Skipped question:</i>							2363

23: Within the last year, how often have you used the Career Center?		
Answer Options	Response Percent	Response Count
Never	80.3%	1956
Sometimes	17.8%	434
Often	1.9%	45
<i>Answered question:</i>		2435
<i>Skipped question:</i>		327

24: Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Career Center (Overall satisfaction)	12	10	160	215	81	3.72	478
<i>Answered question:</i>							478
<i>Skipped question:</i>							2284

25: Did you participate in any of the career assessments (Choices, MBTI, Career Cruising)?		
Answer Options	Response Percent	Response Count
No	14.4%	69
Yes	63.6%	304
I'm not sure	22.0%	105
<i>Answered question:</i>		478
<i>Skipped question:</i>		2284

26: Please indicate your level of agreement with the following:							
Answer Options	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Rating Average	Response Count
The Career Center helped me to identify my career /educational goals.	11	18	216	159	74	3.56	478
<i>Answered question:</i>							478
<i>Skipped question:</i>							2284

27: Within the last year, how often have you used the Cashiering Office?		
Answer Options	Response Percent	Response Count
Never	79.6%	1934
Sometimes	18.8%	456
Often	1.7%	40
<i>Answered question:</i>		2430
<i>Skipped question:</i>		332

28: Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Cashiering (Overall satisfaction)	9	8	112	224	141	3.97	494
Staff's efficiency in processing transactions accurately	11	10	108	206	159	4.00	494
Staff's knowledge about student services and policies	11	10	109	212	151	3.98	493
<i>Answered question:</i>							495
<i>Skipped question:</i>							2267

29: Within the last year, how often have you used the College Police?		
Answer Options	Response Percent	Response Count
None	93.8%	2278
1 - 2 times	5.0%	122
3 - 4 times	0.8%	20
5 or more times	0.3%	8
<i>Answered question:</i>		2428
<i>Skipped question:</i>		334

30: Please select the ways in which you have had contact with College Police? (select all that apply)		
Answer Options	Response Percent	Response Count
Parking violation	11.84%	18
Victim of a crime	6.58%	10
Reported a crime	6.58%	10
Witnessed a crime	2.63%	4
Suspected or charged with a crime	0.00%	0
Casual encounter	31.58%	48
Traffic stop	9.87%	15
Service oriented (i.e. escort, lost and found)	21.05%	32
Other (please specify):	37.50%	57
<i>Answered question:</i>		5.5%
<i>Skipped question:</i>		94.5%
		152
		2610

30b: Other (please specify):			
Coded Category (>5%)	Response Percent	Example Comment	Response Count
Picked up supplies/keys/other	31.6%	<i>"Picked up supplies from professor left during quarantine."</i>	18
Needed help/Reported suspicious behavior	10.5%	<i>"Reporting suspicious behavior of another student."</i>	6
Assisted with a non-emergency	8.8%	<i>"Walking to parking."</i>	5
Answered parking questions	7.0%	<i>"Question about parking."</i>	4
Lost and found	5.3%	<i>"Lost and found."</i>	3
Jump started my car	5.3%	<i>"Jumpstart car battery."</i>	3
<i>Answered question:</i>			57
<i>Skipped question:</i>			2705

31: During your encounter(s) with College Police, how professional were the members of the department?							
Answer Options	Very Unprofessional	Somewhat Unprofessional	Neutral	Somewhat Professional	Very Professional	Rating Average	Response Count
College Police (Overall)	3	7	24	29	87	4.27	150
<i>Answered question:</i>							150
<i>Skipped question:</i>							2612

32: Please select the area(s) where the College Policy could improve services:		
Answer Options	Response Percent	Response Count
Crime Prevention	28.9%	24
Community-Oriented Policing	31.3%	26
Traffic Enforcement	21.7%	18
Traffic Control	25.3%	21
Parking Enforcement	31.3%	26
Other (please describe)	18.1%	15
	<i>Answered question:</i>	3.0%
	<i>Skipped question:</i>	97.0%
		83
		2679

33: Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
College Police (Overall satisfaction)	3	2	38	51	54	4.02	148
						<i>Answered question:</i>	148
						<i>Skipped question:</i>	2614

34: Within the last year, how often have you used Counseling Services?		
Answer Options	Response Percent	Response Count
None	30.7%	744
1 - 2 times	38.6%	937
3 - 4 times	20.7%	501
5 or more times	10.1%	244
	<i>Answered question:</i>	87.8%
	<i>Skipped question:</i>	12.2%
		2426
		336

35: Please indicate your level of satisfaction with the following:								
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	N/A I haven't received this service	Rating Average	Response Count
Counseling Services (Overall Satisfaction)	54	58	229	566	757	12	4.15	1676
Walk-in Services	53	64	348	327	368	508	3.77	1668
Counseling appointments	64	72	252	537	707	34	4.07	1666
Orientation	51	48	382	413	498	273	3.90	1665
<i>Answered question:</i>								1677
<i>Skipped question:</i>								1085

36: What type of orientation did you attend when registering at Southwestern College?		
Answer Options	Response Percent	Response Count
I attended an in-person/traditional student orientation	20.5%	344
I completed an online student orientation	64.3%	1079
I did not attend either type of orientation	15.2%	254
<i>Answered question:</i>		60.7%
<i>Skipped question:</i>		39.3%

37: Within the last year, how often have you used Disability Support Services (DSS)?		
Answer Options	Response Percent	Response Count
Never	87.0%	2102
Sometimes	6.0%	146
Often	7.0%	168
<i>Answered question:</i>		87.5%
<i>Skipped question:</i>		12.5%

38: Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Disability Support Services (Overall satisfaction)	9	10	39	105	149	4.20	312
<i>Answered question:</i>							312
<i>Skipped question:</i>							2450

39: Please indicate your level of agreement with the following:							
Answer Options	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Rating Average	Response Count
DSS provided me with all the information I needed to know as a DSS student.	4	9	43	111	144	4.23	311
DSS information was readily available when I needed it.	8	12	40	101	149	4.20	310
<i>Answered question:</i>							312
<i>Skipped question:</i>							2450

40: Within the last year, how often have you used the Dreamer Center?		
Answer Options	Response Percent	Response Count
Never	90.1%	281
1-2 times	5.5%	17
3-4 times	2.9%	9
5 or more times	1.6%	5
<i>Answered question:</i>	11.3%	312
<i>Skipped question:</i>	88.7%	2450
<i>Note: Not all students were asked Q40 – Q42 due to an issue with the survey skip logic.</i>		

41: Please indicate your level of satisfaction with the following:								
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	N/A I did not receive this service	Rating Average	Response Count
Admissions application assistance	1	0	4	9	15	2	4.28	31
Financial Aid application assistance	0	1	4	7	16	3	4.36	31
Resource referral	0	3	3	9	14	2	4.17	31
Workshops/ events/ guest speakers	0	0	4	11	13	2	4.32	30
Legal Immigration Services	0	1	5	11	10	4	4.11	31
Other (please describe)	1	0	4	9	15	2	4.28	31
<i>Answered question:</i>								31
<i>Skipped question:</i>								2731
<i>Note: Not all students were asked Q40 – Q42 due to an issue with the survey skip logic.</i>								

42: Please indicate your level of satisfaction with the following: The SWC Dreamer Center...							
Answer Options	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Rating Average	Response Count
Provides adequate support to navigate my education plan	1	2	7	15	6	3.74	31
Makes me feel supported to continue my education	2	0	10	11	8	3.74	31
Provides useful resources	2	0	10	11	8	3.74	31
<i>Answered question:</i>							31
<i>Skipped question:</i>							2731
<i>Note: Not all students were asked Q40 – Q42 due to an issue with the survey skip logic.</i>							

43: Within the last year, how often have you used the Evaluations Office?		
Answer Options	Response Percent	Response Count
Never	87.8%	2116
Sometimes	11.2%	271
Often	1.0%	24
<i>Answered question:</i>		2411
<i>Skipped question:</i>		351

44: Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Evaluations Office (Overall satisfaction)	9	15	64	131	75	3.84	294
<i>Answered question:</i>							294
<i>Skipped question:</i>							2468

45: Within the last year, how often have you used the Evaluations Office?		
Answer Options	Response Percent	Response Count
Never	69.7%	1677
Sometimes	11.5%	276
Often	18.9%	454
<i>Answered question:</i>		2407
<i>Skipped question:</i>		355

46: Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Extended Opportunities Programs and Services (Overall satisfaction)	21	13	78	186	433	4.36	731
<i>Answered question:</i>							731
<i>Skipped question:</i>							2031

47: Within the last year, how often have you used the Financial Aid Office?		
Answer Options	Response Percent	Response Count
Never	40.91%	984
Sometimes	41.41%	996
Often	17.67%	425
<i>Answered question:</i>		87.1%
<i>Skipped question:</i>		12.9%
		2405
		357

48: Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Financial Aid Office (Overall satisfaction)	24	36	238	580	541	4.11	1419
<i>Answered question:</i>							1419
<i>Skipped question:</i>							1343

49: Within the last year, how often have you used Food Services (Time Out Cafe, Tradewinds)?		
Answer Options	Response Percent	Response Count
Never	64.9%	1558
Sometimes	21.8%	523
Often	13.3%	320
<i>Answered question:</i>		86.9%
<i>Skipped question:</i>		13.1%
		2401
		361

50: Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Food Services (Overall satisfaction)	13	15	150	351	318	4.12	847
Selection of cold food choices	20	39	209	315	261	3.90	844
Selection of hot food choices	23	48	232	289	251	3.83	843
Cleanliness of food service area	10	8	116	363	346	4.22	843
Amount of food inventory	22	64	175	327	254	3.86	842
Wait time	14	9	182	330	308	4.08	843
Prices	36	83	270	258	193	3.58	840
<i>Answered question:</i>							848
<i>Skipped question:</i>							1914

51: (Optional) What other food choices or offerings would you like to be made available to you?		
		<i>Answered question:</i>
		<i>Skipped question:</i>
Coded Category	Count	Example Comment
Specific menu suggestions	62	<i>"More sandwiches"; "Pasta"</i>
Healthier Options	26	<i>"Would be nice to have healthier options..."</i>
Vegan/Vegetarian options	17	<i>"Vegan Food Choices"; "Vegetarian options"</i>
More variety	15	<i>"Maybe add a variety of more food there is only a few selections."</i>
Cheaper/more affordable	5	<i>"I think that the products are expensive for the students."</i>
Add/Open a cafeteria	3	<i>"Open the second cafeteria."</i>
Availability of food appliances	2	<i>"Jag kitchenette like the one in National City."</i>
Other	15	<i>"An extra cash register."</i>
No opinion / No additional options	8	<i>"None."</i>

52: Chula Vista Campus Students: Would you like the Student Union Cafeteria, Tradewinds, or Time Out Café to be open more hours?		
Answer Options	Response Percent	Response Count
Yes	70.6%	587
No	20.2%	168
I'm not a student at the Chula Vista campus / No opinion	9.2%	76
<i>Answered question:</i>		30.1% 831
<i>Skipped question:</i>		69.9% 1931

53: Please indicate the additional times you would like the following Food Services to be open.					
Answer Options	Earlier Morning Hours	Later Evening Hours	Longer Weekend Hours	No Opinion	Response Count
Tradewinds	248	395	124	275	828
Time Out Café	249	395	139	262	822
<i>Answered question:</i>					836
<i>Skipped question:</i>					1926

54: Within the last year, how often have you used Health Services?		
Answer Options	Response Percent	Response Count
Never	92.7%	2219
Sometimes	6.8%	162
Often	0.5%	12
<i>Answered question:</i>		86.6% 2393
<i>Skipped question:</i>		13.4% 369

55: Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Health Services (Overall satisfaction)	4	4	38	65	63	4.03	174
<i>Answered question:</i>							174
<i>Skipped question:</i>							2588

56: I was provided with the information I needed about health services, either in-person or through its various other platforms, such as, Cranium Café, phone, and/or e-nurse (email).							
Answer Options	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Rating Average	Response Count
I was provided with the information I needed about health services.	4	5	47	57	61	3.95	174
<i>Answered question:</i>							174
<i>Skipped question:</i>							2588

57: Have you received any information from Health Services that raised your awareness about disease prevention, health awareness, and/or encouraged a healthy lifestyle?		
Answer Options	Response Percent	Response Count
Yes	66.7%	116
No	33.3%	58
<i>Answered question:</i>		174
<i>Skipped question:</i>		2588

58: Within the last year, how often have you used Learning Assistance Services (Academic Success Center/Tutoring)?		
Answer Options	Response Percent	Response Count
Never	76.0%	1817
Sometimes	19.3%	461
Often	4.7%	112
<i>Answered question:</i>		2390
<i>Skipped question:</i>		372

59: Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Learning Assistance Services (Overall satisfaction)	9	8	114	228	211	4.09	570
<i>Answered question:</i>							570
<i>Skipped question:</i>							2192

60: Which of the following services have you utilized?		
Answer Options	Response Percent	Response Count
Appointment-based tutoring (e.g. ASC, DSS, EOPS)	36.1%	206
Online e-tutoring	43.3%	247
Online Writing Lab (OWL)	33.7%	192
Open Lab Tutoring (Business, Child Development, ITC, Math/Science, Music, Nursing, etc.)	18.6%	106
Power Study Program (in-class or outside sessions)	11.8%	67
Writing Center	23.7%	135
Test Reviews	6.7%	38
Workshops	18.4%	105
Proctored Exams (including fee-based)	3.0%	17
Other tutoring services	17.5%	100
	<i>Answered question:</i>	20.6% 570
	<i>Skipped question:</i>	79.4% 2192

61: As a result of tutoring, I am/was able to...								
Answer Options	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable	Rating Average	Response Count
maintain or improve my grades in those courses for which I received tutoring.	27	8	91	224	194	25	3.83	569
complete the course(s) for which I received tutoring	27	10	107	217	179	28	3.75	568
took more advanced or challenging coursework	24	24	172	165	139	43	3.43	567
strengthen my academic skills	24	7	88	246	187	16	3.91	568
feel self confident in my ability to succeed in the course.	21	15	101	216	199	16	3.90	568
apply study strategies to my course.	25	10	112	216	186	20	3.82	569

take greater responsibility for my own success.	26	6	88	222	214	14	3.96	570
<i>Answered question:</i>								570
<i>Skipped question:</i>								2192

62: Within the last year, how often have you visited the Learning Community Hub?		
Answer Options	Response Percent	Response Count
Never	84.4%	477
1-2 times	11.3%	64
3-4 times	2.0%	11
5 or more times	2.3%	13
<i>Answered question:</i>		565
<i>Skipped question:</i>		2197
<i>Note: Not all students were asked Q62 – Q63 due to an issue with the survey skip logic.</i>		

63: Please indicate your level of satisfaction with each of the following:								
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	N/A, I did not receive this service	Rating Average	Response Count
Learning Community Hub (Overall satisfaction)	4	0	16	30	36	3	4.09	89
Study/Lounge space	4	1	15	29	36	4	4.08	89
Printing services	4	2	14	23	33	13	4.04	89
Student computers	4	0	17	21	35	12	4.08	89
Learning community events	5	1	16	23	31	13	3.97	89
Classes in the Learning Community Hub	4	0	15	22	31	17	4.06	89
Appointments with faculty or staff	4	1	18	23	34	9	4.03	89
<i>Answered question:</i>								89
<i>Skipped question:</i>								2673
<i>Note: Not all students were asked Q62 – Q63 due to an issue with the survey skip logic.</i>								

64: Within the last year, how often have you used the Learning Resource Center (LRC)/Library?		
Answer Options	Response Percent	Response Count
Never	69.3%	1651
Sometimes	22.9%	545
Often	7.8%	186
<i>Answered question:</i>		2382
<i>Skipped question:</i>		380

65: Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Learning Resource Center (Overall satisfaction)	19	7	103	316	284	4.15	729
<i>Answered question:</i>							729
<i>Skipped question:</i>							2033

66: Please indicate your level of satisfaction with the following:								
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	NA, I did not receive this service	Rating Average	Response Count
The LRC/Library's remote services	16	13	148	176	244	132	4.04	729
<i>Answered question:</i>								729
<i>Skipped question:</i>								2033

67: Within the last year, how often have you used the Outreach Office?		
Answer Options	Response Percent	Response Count
Never	93.1%	2215
Sometimes	5.8%	139
Often	1.1%	25
<i>Answered question:</i>		2379
<i>Skipped question:</i>		383

68: Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Outreach Office (Overall satisfaction)	7	2	46	61	48	3.86	164
<i>Answered question:</i>							164
<i>Skipped question:</i>							2598

69: Within the last year, how often have you used Personal Wellness Services?		
Answer Options	Response Percent	Response Count
Never	86.9%	2066
Sometimes	9.8%	234
Often	3.2%	77
<i>Answered question:</i>		2377
<i>Skipped question:</i>		385

70: Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Personal Wellness Services (Overall satisfaction)	9	4	29	128	141	4.25	4.25
<i>Answered question:</i>							311
<i>Skipped question:</i>							2451

71: Within the last year, how often have you used Student Employment Services?		
Answer Options	Response Percent	Response Count
None	88.1%	2091
1 - 2 times	9.8%	232
3 - 4 times	1.4%	34
5 or more times	0.7%	17
<i>Answered question:</i>		2374
<i>Skipped question:</i>		388

72: Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Student Employment Services (Overall satisfaction)	8	7	76	102	91	3.92	284
<i>Answered question:</i>							284
<i>Skipped question:</i>							2478

73: Have you ever used the Student Employment Services website?		
Answer Options	Response Percent	Response Count
Yes	69.4%	197
No	30.6%	87
<i>Answered question:</i>	10.3%	284
<i>Skipped question:</i>	89.7%	2478

74: Within the last year, have you attended a virtual program(s) such as Men Color Speaker Series, Women of Color Speaker Series, Coffee on the Couch, Supplies Drive or Cultural Theme Month Celebrations?		
Answer Options	Response Percent	Response Count
Yes	25.9%	73
No	74.1%	209
<i>Answered question:</i>	10.2%	282
<i>Skipped question:</i>	89.8%	2480
<i>Note: Not all students were asked Q74 due to an issue with the survey skip logic</i>		

75: Within the last year, how often have you received assistance from the SWC Cares/Basic Needs Department?		
Answer Options	Response Percent	Response Count
Never	46.6%	132
1-2 times	28.3%	80
3-4 times	10.6%	30
5 or more times	14.5%	41
<i>Answered question:</i>	10.2%	283
<i>Skipped question:</i>	89.8%	2479
<i>Note: Not all students were asked Q75 - Q77 due to an issue with the survey skip logic.</i>		

76: How helpful were the services you received from the SWC Cares/Basic Needs Department with supporting your continued enrollment at SWC?		
Answer Options	Response Percent	Response Count
Extremely helpful	62.7%	94
Very helpful	25.3%	38
Somewhat helpful	9.3%	14
Not that helpful	2.7%	4
Not at all helpful	0.0%	0
<i>Answered question:</i>	5.4%	150
<i>Skipped question:</i>	94.6%	2612
<i>Note: Not all students were asked Q75 - Q77 due to an issue with the survey skip logic.</i>		

77: Please indicate your level of satisfaction with the following:								
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	N/A, I did not receive this service	Rating Average	Response Count
SWC CONNECTS Technology Loaner Program	1	2	15	24	63	44	4.39	149
SWC Cares/Basic Needs Direct Support (textbook vouchers, food distributions, gift cards, SWC Cares Grant, etc.)	1	1	11	23	111	3	4.65	150
Connection to Community Support Resources (CalFresh, housing, legal assistance, etc.)	1	2	13	31	70	31	4.43	148
<i>Answered question:</i>								150
<i>Skipped question:</i>								2612
<i>Note: Not all students were asked Q75 - Q77 due to an issue with the survey skip logic.</i>								

78: Within the last year, how often have you used the Transfer Center?		
Answer Options	Response Percent	Response Count
Never	84.8%	2010
Sometimes	13.5%	320
Often	1.7%	41
<i>Answered question:</i>		2371
<i>Skipped question:</i>		391

79: Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Transfer Center (Overall satisfaction)	8	12	90	171	80	3.84	361
<i>Answered question:</i>							361
<i>Skipped question:</i>							2401

80: How helpful were the services you received from the Transfer Center with supporting you achieve your educational or transfer goals?		
Answer Options	Response Percent	Response Count
Extremely helpful	21.05%	76
Very helpful	41.27%	149
Somewhat helpful	31.86%	115
Not that helpful	4.99%	18
Not at all helpful	0.83%	3
<i>Answered question:</i>		361
<i>Skipped question:</i>		2401

81: Within the last year, how often have you used the Veterans' Resource Center?		
Answer Options	Response Percent	Response Count
Never	94.2%	2233
1 - 3 times	4.0%	94
4 - 10 times	1.2%	29
More than 10 times	0.6%	15
<i>Answered question:</i>		85.8%
<i>Skipped question:</i>		14.2%
		2371
		391

82: Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Veterans' Resource Center (Overall satisfaction)	2	7	28	51	52	4.03	140
<i>Answered question:</i>							140
<i>Skipped question:</i>							2622

83: If offered in the Veterans' Resource Center, which of the following services would you most likely use?		
Answer Options	Response Percent	Response Count
Academic counseling	66.4%	93
Mental health counseling	17.1%	24
Free tutoring (currently offered)	16.4%	23
<i>Answered question:</i>		5.1%
<i>Skipped question:</i>		94.9%
		140
		2622

84: Within the last year, how often have you used the Veterans' Services Office?		
Answer Options	Response Percent	Response Count
Never	94.0%	2229
Sometimes	4.5%	107
Often	1.5%	35
<i>Answered question:</i>		85.8%
<i>Skipped question:</i>		14.2%
		2371
		391

85: Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Veterans' Service Center (Overall satisfaction)	2	7	30	47	56	4.04	142
<i>Answered question:</i>							142
<i>Skipped question:</i>							2620

86: Please indicate your level of agreement with the following:								
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	N/A, I am not familiar with this service	Rating Average	Response Count
Custodial Services:								
Cleanliness of classrooms	30	22	309	599	897	492	4.24	2349
Level of supplies in restrooms	39	70	389	677	750	423	4.05	2348
Cleanliness of student restrooms	46	89	400	645	760	406	4.02	2346
Overall satisfaction of Custodial Services	30	17	369	655	786	481	4.16	2338
Grounds Services:								
College landscape (laws, flower beds, etc.)	28	29	312	647	983	351	4.26	2350
Number of outdoor trashcans	34	72	409	668	798	368	4.07	2349
How frequently trash cans are emptied	28	32	413	628	780	468	4.12	2349
Overall satisfaction of Grounds Services	24	20	355	684	858	404	4.2	2345
Maintenance Services:								
How quickly classroom repairs are made	33	57	455	486	646	674	3.99	2351
Overall satisfaction of Maintenance Services	30	28	436	550	707	595	4.07	2346

Facilities Services:								
The degree to which buildings, classrooms, and labs accommodate your educational needs	34	27	367	673	821	428	4.16	2350
Level of comfort of classroom furnishings (chairs, desks, etc.)	43	101	409	659	736	404	4.00	2352
Condition of classroom furnishings (chairs, desks, etc.)	40	59	416	665	759	411	4.05	2350
Overall satisfaction of Facilities Services	35	25	399	690	790	407	4.12	2346
<i>Answered question:</i>								2353
<i>Skipped question:</i>								409

87: Would you like to make additional comments about your experiences with an office or program?		
Answer Options	Response Percent	Response Count
Yes	6.3%	149
No	93.7%	2203
<i>Answered question:</i>		85.2%
<i>Skipped question:</i>		14.8%
		2352
		410
<i>Questions 88-89 answers within supplemental documentation</i>		

90: Do you have additional comments you would like to make about another office or program?		
Answer Options	Response Percent	Response Count
Yes	19.4%	28
No	80.6%	116
<i>Answered question:</i>		5.2%
<i>Skipped question:</i>		94.8%
		144
		2618
<i>Questions 91/92 answers within supplemental documentation</i>		

93: Do you have additional comments you would like to make about another office or program?		
Answer Options	Response Percent	Response Count
Yes	35.7%	10
No	64.3%	18
<i>Answered question:</i>		28
<i>Skipped question:</i>		2734
<i>Questions 94/95 answers within supplemental documentation</i>		

96: Do you have additional comments you would like to make about another office or program?		
Answer Options	Response Percent	Response Count
Yes	50.0%	5
No	50.0%	5
<i>Answered question:</i>		10
<i>Skipped question:</i>		2752
<i>Questions 97/98 answers within supplemental documentation</i>		

99: Do you have additional comments you would like to make about another office or program?		
Answer Options	Response Percent	Response Count
Yes	60.0%	3
No	40.0%	2
<i>Answered question:</i>		5
<i>Skipped question:</i>		2757
<i>Questions 100/101 answers within supplemental documentation</i>		

102: Would you be interested in student housing offered through Southwestern College?		
Answer Options	Response Percent (of answered)	Response Count
Yes	30.27%	709
No	44.92%	1052
I don't know	24.81%	581
<i>Answered question:</i>		2342
<i>Skipped question:</i>		420

103: Who do you currently live with?		
Answer Options	Response Percent (of answered)	Response Count
I live with my parent(s)/guardian(s)	58.3%	1365
I live with my partner or spouse	20.2%	472
I have one or more roommates who are not related to me	5.3%	123
I live alone	6.5%	153
Other	9.8%	229
	<i>Answered question:</i>	84.8%
	<i>Skipped question:</i>	15.2%
		2342
		420

104: Do you currently pay a monthly rent or mortgage?		
Answer Options	Response Percent (of answered)	Response Count
Yes	54.3%	1271
No	45.7%	1071
	<i>Answered question:</i>	84.8%
	<i>Skipped question:</i>	15.2%
		2342
		420

105: Within the last year, what type of transportation did you use most often to get to campus?		
Answer Options	Response Percent	Response Count
Public transportation	16.31%	381
Personal vehicle	57.32%	1339
Carpool with other students	1.16%	27
Given a ride from someone	7.15%	167
Walk or bike	1.41%	33
Rideshare (Uber, Lyft)	0.94%	22
Other	1.20%	28
I did not travel to campus within the last year	14.51%	339
	<i>Answered question:</i>	84.6%
	<i>Skipped question:</i>	15.4%
		2336
		426

106: If you were to travel from home to campus today, where would you be traveling from?

Answer Options	Response Percent	Response Count
Bonita	3.85%	90
Chula Vista	45.68%	1067
Coronado	0.94%	22
Imperial Beach	5.09%	119
Mexico; cross border (any location)	5.09%	119
National City	10.06%	235
Otay Mesa	3.21%	75
San Ysidro	8.18%	191
Other	17.89%	418
<i>Answered question:</i>		84.6%
<i>Skipped question:</i>		15.4%
		2336
		426

107: Within the last year, which border crossing did you use most often to get to campus?

Answer Options	Response Percent	Response Count
Otay Mesa	12.61%	15
San Ysidro	77.31%	92
Tecate	4.20%	5
Imperial County	0.00%	0
I haven't crossed the border to get to campus in the last year	5.88%	7
<i>Answered question:</i>		4.3%
<i>Skipped question:</i>		95.7%
		119
		2643

108: What time of day do you usually cross the border to get to campus?

Answer Options	Response Percent	Response Count
4 am to 8 am	60.50%	72
8 am to 12pm (noon)	33.61%	40
12 pm (noon) to 4pm	4.20%	5
4 pm to 8 pm	1.68%	2
4 am to 8 am	60.50%	72
<i>Answered question:</i>		4.3%
<i>Skipped question:</i>		95.7%
		119
		2643

109: When you travel to campus, how long does it usually take for you to get from home to the border?

Answer Options	Response Percent	Response Count
Less than 30 minutes	21.01%	25
Between 30 minutes and 1 hour	45.38%	54
Between 1 and 2 hours	21.01%	25
More than 2 hours	12.61%	15
	<i>Answered question:</i>	4.3%
	<i>Skipped question:</i>	95.7%
		119
		2643

110: Keeping in mind the time it takes to cross the border, how long does it usually take for you to get from home to campus?

Answer Options	Response Percent	Response Count
Less than 30 minutes	3.36%	4
Between 30 minutes and 1 hour	19.33%	23
Between 1 and 2 hours	31.09%	37
More than 2 hours	46.22%	55
	<i>Answered question:</i>	4.3%
	<i>Skipped question:</i>	95.7%
		119
		2643

111: What is the length of time it usually takes you to get from home to campus?

Answer Options	Response Percent	Response Count
Less than 30 minutes	62.35%	1383
Between 30 minutes and 1 hour	22.32%	495
Between 1 and 2 hours	6.04%	134
More than 2 hours	0.95%	21
I did not travel to campus within the last year	8.34%	185
	<i>Answered question:</i>	80.3%
	<i>Skipped question:</i>	19.7%
		2218
		544

112. What is your gender identity?		
Answer Options	Response Percent (of answered)	Response Count
Female	68.87%	1604
Male	27.05%	630
Transgender female	0.09%	2
Transgender male	0.34%	8
Gender variant/Non-conforming/Non-binary	1.25%	29
Prefer not to disclose	2.06%	48
Identity not listed (please specify)	0.34%	8
	<i>Answered question:</i>	84.3%
	<i>Skipped question:</i>	15.7%
		2329
		433

113. What is your ethnicity		
Answer Options	Response Percent (of answered)	Response Count
African-American	3.48%	81
American Indian/ Alaskan Native	0.39%	9
Asian	3.61%	84
Filipino	10.56%	246
Hispanic	61.27%	1427
Multi-Ethnicity	4.29%	100
Pacific Islander	0.77%	18
Unknown	0.43%	10
White	8.46%	197
Prefer not to disclose	4.25%	99
Other (please specify)	2.49%	58
	<i>Answered question:</i>	84.3%
	<i>Skipped question:</i>	15.7%
		2329
		433

114. What is your age?		
Answer Options	Response Percent (of answered)	Response Count
19 years or younger	24.65%	574
20 to 24 years	33.02%	769
25 to 29 years	13.05%	304
30 to 34 years	8.54%	199
35 to 39 years	6.14%	143
40 to 49 years	8.03%	187
50 years and over	4.64%	108
Decline to state	1.93%	45
	<i>Answered question:</i>	84.3%
	<i>Skipped question:</i>	15.7%
		2329
		433

115. What is your sexual orientation?		
Answer Options	Response Percent (of answered)	Response Count
Straight or heterosexual	78.75%	1834
Lesbian	1.42%	33
Gay	1.16%	27
Bisexual	7.47%	174
Pansexual	1.98%	46
Asexual	0.60%	14
Queer	0.77%	18
Prefer not to disclose	7.26%	169
Identity not listed (please specify)	0.60%	14
	<i>Answered question:</i>	84.3%
	<i>Skipped question:</i>	15.7%
		2329
		433

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

Answer Options	Response Percent (of answered)	Response Count
Active duty / Veteran	5.42%	86
Foster Youth or Former Foster Youth	1.76%	28
First-generation college student	57.56%	914
Primary language is something other than English	42.63%	677
Migrant worker or dependent of a migrant worker	0.00%	0
Fall 2021 or Spring 2022 was my first term ever to enroll at Southwestern College	38.29%	608
Participated in a learning community (UMOJA, BAYAN, CHEL, PUENTE, etc.)	4.35%	69
Justice impacted	1.89%	30
	<i>Answered question:</i>	57.5%
	<i>Skipped question:</i>	42.5%
		1588
		1174