2023-2024

Student Feedback Survey

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KEY FINDINGS

- The response rate for the 2024 Southwestern Community College Student Feedback Survey was 9.5% (n = 1,769). Three-quarters (75%) of survey respondents reported taking most of their classes on the Chula Vista campus, followed by 7% at HEC National City, 4% at HEC Otay Mesa, 2% at HEC San Ysidro (2%), and less than 1% reporting they took most of their classes at the Crown Cove Aquatic Center (0.1%). Another 12% reported they were online students, and 1% told us they took their classes at an extension site or high school.

- The services that respondents were most **familiar** with were the Bookstore, Counseling Services, Admissions & Records, and Financial Aid, all of which serve the general student population.

- The services with the most reported **usage** were the Bookstore, followed by Counseling Services, Admissions & Records, and Financial Aid.

- The services with the highest overall **satisfaction** were SWC Cares/Basic Needs, Extended Opportunities Programs and Services (EOPS/CARE), Disability Support Services (DSS), Personal Wellness Services, the Library/Learning Resource Center (LRC), and Bookstore.

- Forty-two percent (53%) of respondents reported being a first-generation college student, and half (50%) reported that their primary language is something other than English.

- More than two-thirds of respondents were female (69%), 63% were Hispanic, and 53% were 24 years of age or younger.

INTRODUCTION

PURPOSE

The *2024 Student Feedback Survey* is 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.

SURVEY REVISIONS

The following describe revisions to the survey administration process or survey material between the 2022 Student Feedback Survey and the 2024 Student Feedback Survey:

1. The survey was administered a week earlier in the term, April 10th through May 6th, compared to April 18th through May 16th in 2024.
2. Questions within the following services/programs were altered or added: ASO / Student Clubs, Career & Transfer Connections (formerly the Career Center, Transfer Center, and Student Employment Services), Cashiering Office, Counseling Services, Disability Support Services, SWC Cares/Basic Needs, and the SWC Catalog.

SURVEY ADMINISTRATION PROCESS

The survey was administered to students who were currently enrolled in the Spring 2024 term as of April 8, 2024; 18,666 students were included in this list. An email inviting students to participate in the Student Feedback Survey was sent to these students on April 10, 2024. Incentives for survey participation included a chance to win one of six $50 Amazon gift cards.

Five reminders were sent while the survey was open to students. One during the week of April 15th, one during the week of April 22nd, one during the week of April 29th, and two reminders the week of May 6th with the final reminder on the last day of the survey, May 8th, 2024.

Figure 1 displays the distribution of student responses from the start through the close of the 2024 Student Feedback Survey. Each crest corresponds to a reminder day.

Student Response Volume by Day
Student Feedback Survey 2024
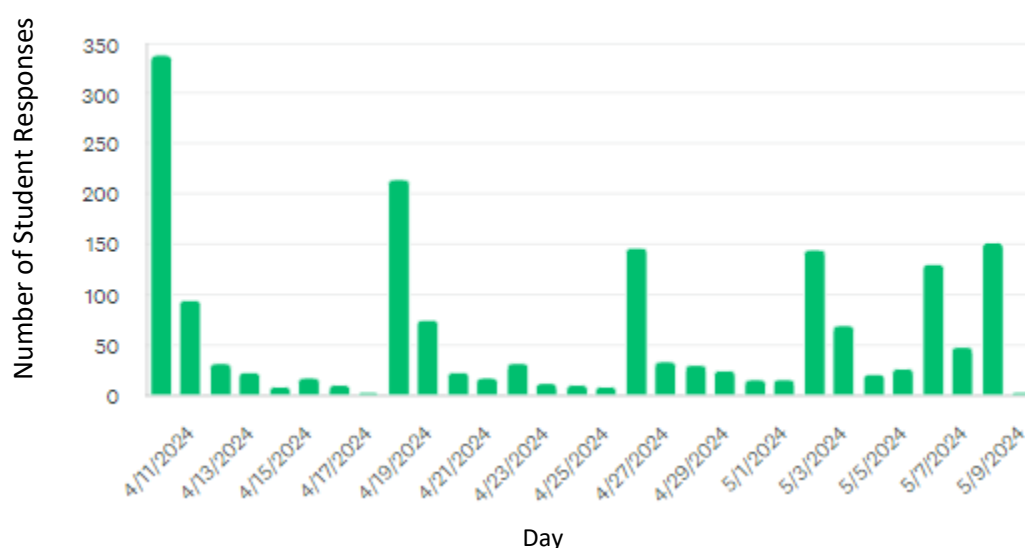
Figure 1: Response volume of 2024 SFS by day of live survey.

SURVEY REPRESENTATION

To determine if survey respondents were representative of SWC students, we compared the demographic profile of our respondents (n = 1,769) to the demographic profile of our survey population (N = 18,666).

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 1,418 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 among the completed respondents, as well as a slight underrepresentation of Hispanic students. Without investigation and/or correction, these differences could introduce non-response bias into the results. In order to proceed and draw conclusions from the results, survey weights must be implemented if these demographic variables are related to student responses (Peytcheva & Grooves, 2009). For example, if female students, who are overrepresented among the survey respondents, respond with more favorable satisfaction ratings on average compared to male students, then unadjusted survey results may reflect higher satisfaction ratings than would be true if all SWC students had completed the survey.

To determine if gender, race/ethnicity, or age are related to responses, average familiarity, usage, and overall satisfaction ratings were calculated for each individual participant and differences in these ratings between genders, race/ethnicity groups, and age groups were tested. There was not a significant difference in familiarity, usage, or overall satisfaction ratings between females and males, or any notable differences between race/ethnicity and age subgroups. Given these results, survey weighting for non-response were not used in the analyses.

Table 1: Response Rate by Student Demographic Characteristics of Gender, Race/Ethnicity, and Age				
	Survey Population		Complete Respondents	
	N	%	n	%
Total	18,666	*100%*	1,418	100%
Gender				
Female	9,882	52.9%	975	68.8%
Male	8,268	44.3%	373	26.3%
Transgender female	--	--	<10	*
Transgender male	--	--	<10	*
Gender variant/Non-conforming/Non-binary	141	0.8%	26	1.8%
Other	--	--	<10	*
Unknown/Unreported	375	2.0%	33	2.3%
Race/Ethnicity				
African-American	822	4.4%	70	4.9%
American Indian / Alaskan Native	52	0.3%	<10	*
Asian	414	2.2%	41	2.9%
Filipino	1461	7.8%	130	9.2%
Hispanic	12527	67.1%	890	62.8%
Pacific Islander/ Native Hawaiian	63	0.3%	<10	*
Two or More Races	682	3.7%	53	3.7%
White	2153	11.5%	113	8.0%
Other	--	--	44	3.1%
Unknown/Unreported	492	2.6%	63	4.4%
Age				
19 or younger	5,542	29.7%	332	23.4%
20 - 24	5,993	32.1%	423	29.8%
25 - 29	2,055	11.0%	155	10.9%
30 - 34	1,363	7.3%	134	9.4%
35 - 39	1,101	5.9%	110	7.8%
40 - 49	1,272	6.8%	124	8.7%
50 +	1,336	7.2%	109	7.7%
Unknown/Unreported	4	0.0%	31	2.2%

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

In addition to demographic traits, 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 2024. Three-quarters (75%) of survey respondents reported taking most of their classes on the Chula Vista campus, followed by 7% at HEC National City, 4% at HEC Otay Mesa, 2% at HEC San Ysidro (2%), and less than 1% reporting they took most of their classes at the Crown Cove Aquatic Center (0.1%). Another 12% reported they were online students, and 1% told us they took their classes at an extension site or high school.

Analyses 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 *2022* and *2024 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 *2024 Student Feedback Survey*. The individual reports provide graphical representations of data; detailed response information for all survey questions can be found in the Appendix.

FAMILIARITY

Students began the survey by indicating their familiarity with campus services and programs. Answer options were as follows: "Not at all familiar", "Slightly familiar", "Moderately familiar", and "Very familiar". Each service/program then received a rating average 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 Admissions & Records Office, the Financial Aid Office, Food Services, and the Library/Learning Resource Center garnering higher levels of familiarity – 60% or more respondents were at least moderately familiar with these services. At the other end of the spectrum, more specialized programs that serve smaller segments of the student population, such as Workability III (dedicated to students with disabilities) and the Guardian Scholars Program (dedicated to foster youth and former foster youth students), demonstrated lower levels of familiarity.

Table 2 draws comparisons between the 2022 and 2024 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 any significant differences were *meaningfully* significant (Cohen's d). For example, we found that the familiarity rating average for the Bookstore in 2024 (3.33) was significantly higher than the familiarity rating average in 2022 (3.22), and the size of this difference is meaningful.

Most services and programs have seen significant and meaningful increases in familiarity between 2022 and 2024. Indeed, students have become significantly more familiar with 27 of the 28 services we asked about (see green highlights in Table 2). Further, those increases 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 increased significantly. This increase is likely due to the full return to regular services by 2024 following the COVID-19 pandemic; in Spring 2022 a phased re-opening was underway, but services were not entirely back to typical operations by the time the 2022 survey was conducted.

Student & Institutional Services Familiarity
Student Feedback Survey 2024

Service/Program	Not at all + Slightly familiar %	Moderately + Very familiar %
Bookstore (n=1,582)	19%	81%
Counseling Services (n=1,572)	25%	75%
Admissions/Records Office (n=1,586)	32%	68%
Financial Aid Office (n=1,571)	33%	67%
Food Services (n=1,580)	38%	62%
Library/Learning Resource Center (LRC) (n=1,577)	38%	62%
EOPS/CARE (n=1,577)	44%	56%
SWC Cares/Basic Needs (n=1,574)	47%	53%
Academic Success Center/LAS/Tutoring (n=1,573)	48%	52%
First/Second Year Experience (n=1,575)	53%	47%
Career/Transfer Connections (n=1,578)	54%	46%
Cashiering Office (n=1,580)	55%	45%
Assessment Center (n=1,584)	59%	41%
College Police (n=1,580)	59%	41%
ASO/Student Clubs (n=1,582)	60%	40%
CalWORKs (n=1,552)	64%	36%
Disability Support Services (DSS) (n=1,573)	64%	36%
Personal Wellness Services (n=1,572)	65%	35%
Evaluations Office (n=1,572)	68%	32%
Health Services (n=1,575)	73%	27%
Outreach Office (n=1,574)	74%	26%
Office of Student Equity (n=1,575)	74%	26%
Service Learning Program (n=1,567)	75%	25%
High Tech Center (n=1,566)	77%	23%
Veterans Resource Center (n=1,570)	78%	22%
Veterans Services Office (n=1,576)	79%	21%
MESA Schools Program (n=1,563)	81%	19%
Guardian Scholars Program (n=1,579)	85%	15%
Workability III Program (n=1,576)	85%	15%

Percentage

Legend: Not at all familiar | Slightly familiar | Moderately familiar | Very familiar

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: 2022 and 2024 Comparison					
Service or Program	2022 Familiarity Average	2024 Familiarity Average	Difference in Means	Significant Increase/ Decrease	Cohen's d
Bookstore	3.22	3.33	0.11	<0.001	0.97
Counseling Services	2.97	3.17	0.20	<0.001	1.03
Financial Aid Office	2.82	2.98	0.16	<0.001	1.10
Admissions & Records Office	2.65	2.94	0.29	<0.001	0.99
Food Services	2.51	2.83	0.32	<0.001	1.20
Library/Learning Resource Center (LRC)	2.49	2.82	0.33	<0.001	1.17
EOPS/CARE	2.43	2.73	0.30	<0.001	1.24
SWC Cares/Basic Needs	2.27	2.58	0.31	<0.001	1.18
Academic Success Center/LAS/ Tutoring	2.33	2.56	0.23	<0.001	1.14
First Year/Second Year Experience	2.30	2.45	0.15	<0.001	1.21
Cashiering Office	2.07	2.39	0.32	<0.001	1.15
College Police	2.23	2.32	0.09	<0.05	1.12
Assessment Center	2.10	2.30	0.20	<0.001	1.07
Associated Student Organization (ASO) & Student Clubs	2.07	2.29	0.22	<0.001	1.07
CalWORKs	2.00	2.19	0.19	<0.001	1.10
Disability Support Services (DSS)	2.04	2.19	0.15	<0.001	1.17
Personal Wellness Services	2.00	2.13	0.13	<0.001	1.11
Evaluations Office	1.87	2.06	0.19	<0.001	1.06
Health Services	1.90	1.95	0.05	0.185	
Office of Student Equity Programs and Services	1.68	1.86	0.18	<0.001	1.02
Outreach Office	1.65	1.85	0.20	<0.001	1.01
Service Learning Program	1.71	1.82	0.11	<0.001	1.02
High Tech Center	1.66	1.79	0.13	<0.001	0.99
Veterans' Resource Center	1.61	1.74	0.13	<0.001	1.01
Veterans' Services Office	1.60	1.73	0.13	<0.001	1.01
MESA Schools Program	1.52	1.68	0.16	<0.001	0.95
Guardian Scholars Program (Foster Youth)	1.48	1.56	0.08	<0.01	0.90
Workability III Program	1.44	1.54	0.10	<0.001	0.88

Table 2: Range = 1 – 4 (1 = Not at all familiar, 2 = Slightly familiar, 3 = Moderately familiar, 4 = Very familiar), n = 1,769. 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[1], 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 reported at least some use of the service or program.

Reported usage is highest for the Bookstore, with 85% of our respondents indicating they have used its services "Often" (30%) or "Sometimes" (55%) in the last year. Counseling Services comes in second, with 74% using the services, though these encounters are slightly more frequent, as more than one-third (35%) report using Counseling Services "Often" and 40% report using it "Sometimes". Admissions & Records comes in third, with 70% of students using this service, with 12% saying they use it "Often" and 58% saying they use it "Sometimes".

Fewer than 10% of respondents report using four services. Health Services were utilized by 9% within the last year, followed by the Learning Community Hub and Veteran's Resource Center at 6% each, and the Dreamer Center at 3%. The latter three services are specialized and serve smaller segments of population by design, and while Health Services is a broader service, it experienced a slight increase in reported usage between 2022 and 2024 (see analysis below).

Similar to the Familiarity section, Table 3 below draws comparisons between the 2022 and 2024 surveys to assess whether self-reported usage of specific services or programs have shifted in

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[1]For five offices (College Police, Counseling, Office of Student Equity Dreamer Center and Learning Community Hub, SWC Cares/Basic Needs), the question was asked in a slightly altered manner; the answer options were "Never", "1-2 times, "3-4 times", and "5 or more times." Additionally, for Veterans' Resource Center, the following answer options were provided: "Never", 1-3 times", 4-10 times", and "More than 10 times". In these cases, "Never" = 1, "1-2", "1-3" =2, "3-4" & "5 or more times", "4-10" & "More than 10 times" =3.

that time. Services/programs are ordered from greatest to least average usage, and include services with data in both years for those that have observations.

Reported usage for most programs or services increased significantly compared to 2022, with 15 of 19 programs/services experiencing significant and meaningful increases (see orange, purple, and blue highlights in Table 3). As mentioned above, a return to regular service delivery was still underway in Spring 2022 following the COVID-19 pandemic. By Spring 2024, regular service delivery had returned, which may explain the increases in usage.

No offices experienced a decrease in usage between Spring 2022 and Spring 2024.

Student & Institutional Services Usage
Student Feedback Survey 2024

	Never %		Sometimes % + Often %
Bookstore (n=1,520)	15%		85%
Counseling Services (n=1,493)	26%		74%
Admissions/Records Office (n=1,582)	30%		70%
Financial Aid Office (n=1,477)	37%		63%
Food Services (n=1,476)	46%		54%
Library/Learning Resource Center (LRC) (n=1,467)	49%		51%
SWC Cares/Basic Needs (n=1,454)	62%		38%
EOPS (n=1,477)	63%		37%
Cashiering Office (n=1,502)	63%		37%
Academic Success Center/LAS/Tutoring (n=1,471)	65%		35%
Assessment Center (n=1,562)	68%		32%
Career and Transfer Connections (n=1,505)	69%		31%
CalWORKS (n=1,570)	82%		18%
Personal Wellness Services (n=1,459)	85%		15%
Evaluations Office (n=1,480)	85%		15%
Disability Support Services (n=1,484)	86%		14%
College Police (n=1,498)	89%		11%
Outreach Office (n=1,459)	90%		10%
Health Services (n=1,473)	91%		9%
Veterans Services Office (n=1,450)	94%		6%
Learning Community Hub (n=1,451)	94%		6%
Veterans Resource Center (n=1,451)	94%		6%
Dreamer Center (n=1,443)	97%		3%

Legend: Never, Sometimes, Often
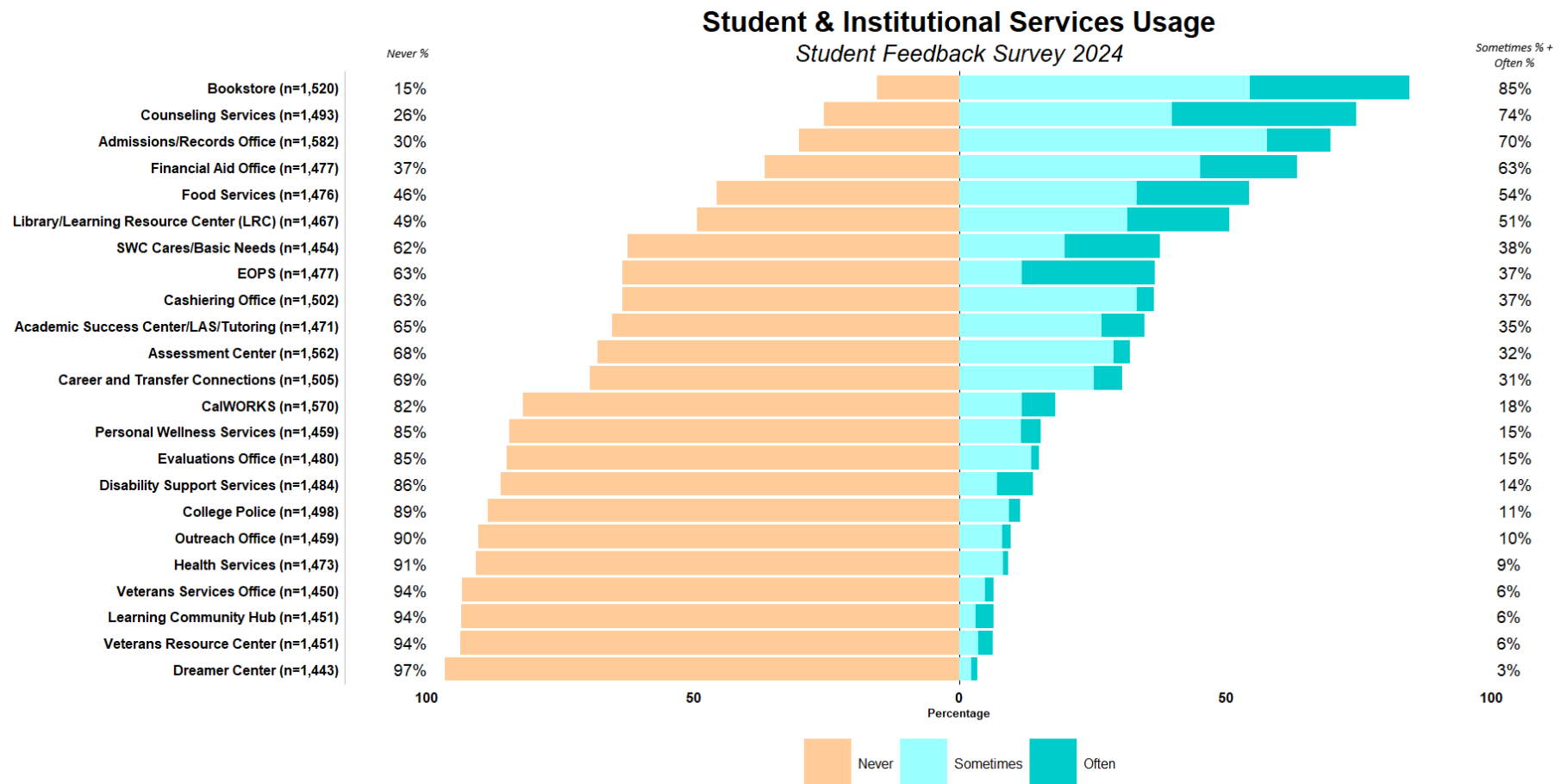
Figure 3: Graph of services/programs usage. Percent listed on the left, along with the orange bar, reflect the percent of students that reported no use of the service/program, and the percent listed on the right, along with the blue bars, reflect the percent of students that report at least some use of the service/program. Number of respondents per question can be found in Table 3.

Table 3. Service & Program Usage: 2022 and 2024 Comparison					
Service/Program	2022 Usage Average	2024 Usage Average	Difference in Means	Significant Increase/ Decrease	Cohen's d
Counseling Services	2.10	2.20	0.10	<0.001	0.95
Bookstore	2.02	2.15	0.13	<0.001	0.66
Admissions & Records Office	1.67	1.82	0.15	<0.001	0.62
Financial Aid Office	1.77	1.82	0.05	<0.05	0.72
Food Services	1.48	1.76	0.28	<0.001	0.74
Library/Learning Resource Center (LRC)	1.39	1.70	0.31	<0.001	0.69
EOPS/CARE	1.49	1.62	0.13	<0.001	0.82
SWC Cares/Basic Needs	NA	1.55	NA		
LAS/ Tutoring/Academic Success Center	1.29	1.43	0.14	<0.001	0.58
Cashiering Office	1.22	1.40	0.18	<0.001	0.49
Career and Transfer Connections	NA	1.36	NA		
Assessment Center	1.24	1.35	0.11	<0.001	0.49
CalWORKs	1.20	1.24	0.04	<0.05	0.52
Disability Support Services (DSS)	1.20	1.21	0.01	0.71	
Personal Wellness Services	1.16	1.19	0.03	0.07	
Evaluations Office	1.13	1.16	0.03	<0.05	0.38
College Police	1.07	1.13	0.06	<0.001	0.36
Outreach Office	1.08	1.11	0.03	<0.01	0.33
Health Services	1.08	1.10	0.02	<0.05	0.30
Learning Community Hub	NA	1.10	NA		
Veterans' Resource Center	1.08	1.10	0.02	0.32	
Veterans' Services Office	1.07	1.08	0.01	0.53	
Dreamer Center	NA	1.06	NA		

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 3a[2]. In the 2024 survey, 20% of respondents attended an ASO event within the last year, 66% did not attend an event, and 14% were not sure whether they had attended an ASO event. The proportion of respondents who have attended an event is significantly higher than in 2022 when just more than one-in-ten students did so. The return to regular campus operations by Spring 2024 following the pandemic likely played a role.

Table 3a. ASO Usage						
ASO	**Yes**		**No**		**I'm not sure**	
	2022	**2024**	**2022**	**2024**	**2022**	**2024**
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)?	11%	20%	77%	66%	12%	14%

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.), Calculator Rental Program[3], 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 2024, students used discounts at SWC locations more often than the other services, at 26%, though this is a decrease compared to 2022. Twelve percent of respondents reported using discounts on trolley/bus passes, up from 7% in 2022. Use of ASO scholarships remained steady at approximately 10% across both years.

Table 3b. ASO Services Usage						
ASO Service	**Yes**		**No**		**I'm not sure**	
	2022	**2024**	**2022**	**2024**	**2022**	**2024**
Discounts on Trolley/Bus Passes	7%	12%	87%	82%	6%	6%
Discounts at SWC locations (Campus Bookstore, Health Services, Cafeteria, etc.)	30%	26%	63%	67%	8%	8%
ASO Scholarships	10%	10%	78%	80%	12%	10%

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[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 medium to large (Cohen's d).
[3] Year-over-year comparisons for the Calculator Rental Program are not included, as this service was previously the Textbook or Calculator Rental Program in 2022. See ASO report for full 2024 results.

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 used. More than half are satisfied with 30 of the 31 programs/services we asked about. Keep in mind this coincides with significant increases in reported usage across 15 of the 19 services we asked about. SWC Cares/Basic Needs takes the top spot, with 88% who are very satisfied (59%) or satisfied (29%). EOPS/CARE is a close second with 85% of respondents satisfied with their experiences. The positive intensity is greatest for EOPS/CARE, with 64% saying they were very satisfied and 22% who were satisfied. This gives the program the highest average satisfaction rating of 4.44 (see Table 4). Disability Support Services, Personal Wellness Services, the Library/Learning Resource Center (LRC), and the Bookstore round out the top six with 84% of respondents who are satisfied with their services.

Only ASO Services receives less than 50% satisfaction (17% were very satisfied and 27% were satisfied for a total of 44%), but this does not mean students are dissatisfied. Rather, most students (51%) who have used ASO Services are neutral about their experience, and only 5% are dissatisfied (3% very dissatisfied, 2% 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.

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 4.44. ASO Services has the lowest satisfaction rating of 2.42. Keep in mind (as noted above) that more than half of the students who received ASO services were neutral, not negative, and those neutral ratings lower the overall average.

Table 4 also draws comparisons between the 2022 and 2024 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 Disability Support Services in 2024 (4.38) was significantly higher than the average satisfaction in 2022 (4.20), and the size of this difference was found to be large and meaningful (0.94).

The Bookstore and Associated Student Organization (ASO) also experienced significant and meaningful increases in satisfaction between 2022 and 2024.

The following offices experienced significant and meaningful decreases in satisfaction between 2022 and 2024: Food Services, Maintenance Services, and Custodial Services. That said, students are not dissatisfied with these services; 70% or more are happy with each of them. For more context on what may be impacting overall satisfaction, individual sections for these areas also include satisfaction ratings for specific items within each area.

The remaining 20 programs/services that had data for both years did not experience any significant change in satisfaction between 2022 and 2024. Four offices did not yet have year-to-year data to compare.

Student & Institutional Services Satisfaction
Student Feedback Survey 2024

Very Dissatisfied % + Dissatisfied % (left column) | *Satisfied % + Very Satisfied %* (right column)

Service/Program	Very Dissatisfied % + Dissatisfied %	Neutral %	Satisfied % + Very Satisfied %
SWC Cares/Basic Needs (n=548)	3%	9%	88%
EOPS/CARE (n=543)	3%	11%	85%
Disability Support Services (n=204)	4%	12%	84%
Personal Wellness Services (n=225)	3%	13%	84%
Library/LRC (n=743)	3%	13%	84%
Bookstore (n=1,273)	3%	14%	84%
Learning Community Hub (n=95)	5%	13%	82%
Dreamer Center (n=61)	3%	15%	82%
Health Services (n=133)	5%	15%	80%
Veterans Services Office (n=94)	4%	16%	80%
Counseling Services (n=1,060)	8%	13%	79%
Financial Aid Office (n=937)	6%	16%	78%
Grounds Services (n=1,280)	2%	20%	78%
College Police (n=167)	5%	18%	77%
Veterans Resource Center (n=92)	7%	16%	77%
Academic Success Center/LAS/Tutoring (n=509)	4%	19%	77%
Cashiering (n=552)	3%	22%	76%
Facilities (n=1,287)	4%	21%	76%
Admissions/Records Office (n=1,067)	6%	19%	75%
Food Services (n=805)	7%	20%	74%
Outreach Office (n=142)	4%	23%	73%
CalWORKS (n=274)	4%	23%	72%
Career and Transfer Connections (n=463)	4%	25%	71%
Maintenance Services (n=1,184)	5%	25%	70%
Custodial Services (n=1,246)	6%	24%	70%
SWC Online Catalog (n=991)	4%	27%	69%
Student Clubs (n=311)	5%	26%	69%
Assessment Center (n=500)	4%	34%	63%
ASO (n=531)	2%	35%	63%
Evaluations Office (n=221)	12%	25%	62%
ASO Services (n=1,046)	5%	51%	44%

Legend: Very Dissatisfied | Dissatisfied | Neutral | Satisfied | Very Satisfied

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: 2022 & 2024 Comparison					
Service or Program	**2022 Average Satisfaction**	**2024 Average Satisfaction**	**Difference in means**	**Significant Increase/ Decrease**	**Cohen's d**
EOPS/CARE	4.36	4.44	0.08	0.17	
SWC Cares/Basic Needs	NA	4.41	NA	NA	
Disability Support Services (DSS)	4.20	4.38	0.18	< 0.05	0.94
Library/Learning Resource Center (LRC)	4.15	4.22	0.07	0.14	
Personal Wellness Services	4.25	4.20	-0.05	0.57	
Grounds Services	4.20	4.16	-0.04	0.24	
Bookstore	4.06	4.15	0.09	< 0.01	0.86
Veterans' Services Office	4.04	4.15	0.11	0.39	
Counseling Services	4.15	4.14	-0.01	0.48	
College Police	4.02	4.11	0.09	0.38	
Financial Aid Office	4.11	4.10	-0.01	0.80	
Veterans' Resource Center	4.03	4.10	0.07	0.60	
Health Services	4.03	4.09	0.06	0.56	
Facilities Services	4.12	4.08	-0.04	0.21	
Academic Success Center/LAS/ Tutoring	4.09	4.08	-0.01	0.76	
CalWORKs	3.95	4.06	0.11	0.14	
Cashiering Office	3.97	4.04	0.07	0.22	
Admissions & Records Office	3.99	4.03	0.04	0.35	
Maintenance Services	4.07	3.99	-0.08	< 0.05	0.95
Outreach Office	3.86	3.98	0.12	0.28	
Learning Community Hub	NA	3.97	NA	NA	
Custodial Services	4.16	3.96	-0.20	< 0.01	0.92
Food Services	4.12	3.95	-0.17	< 0.001	0.91
Career & Transfer Connections	NA	3.93	NA	NA	
SWC Online Catalog	NA	3.90	NA	NA	
Student Clubs	3.94	3.89	-0.05	0.53	
Dreamer Center	NA	3.87	NA	NA	
Associated Student Organization (ASO)	3.67	3.83	0.16	< 0.01	0.84
Assessment Center	3.72	3.75	0.03	0.54	
Evaluations Office	3.84	3.69	-0.15	0.10	
Associated Student Organization Services	3.48	3.53	0.05	0.74	

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 2024 Student Feedback Survey.
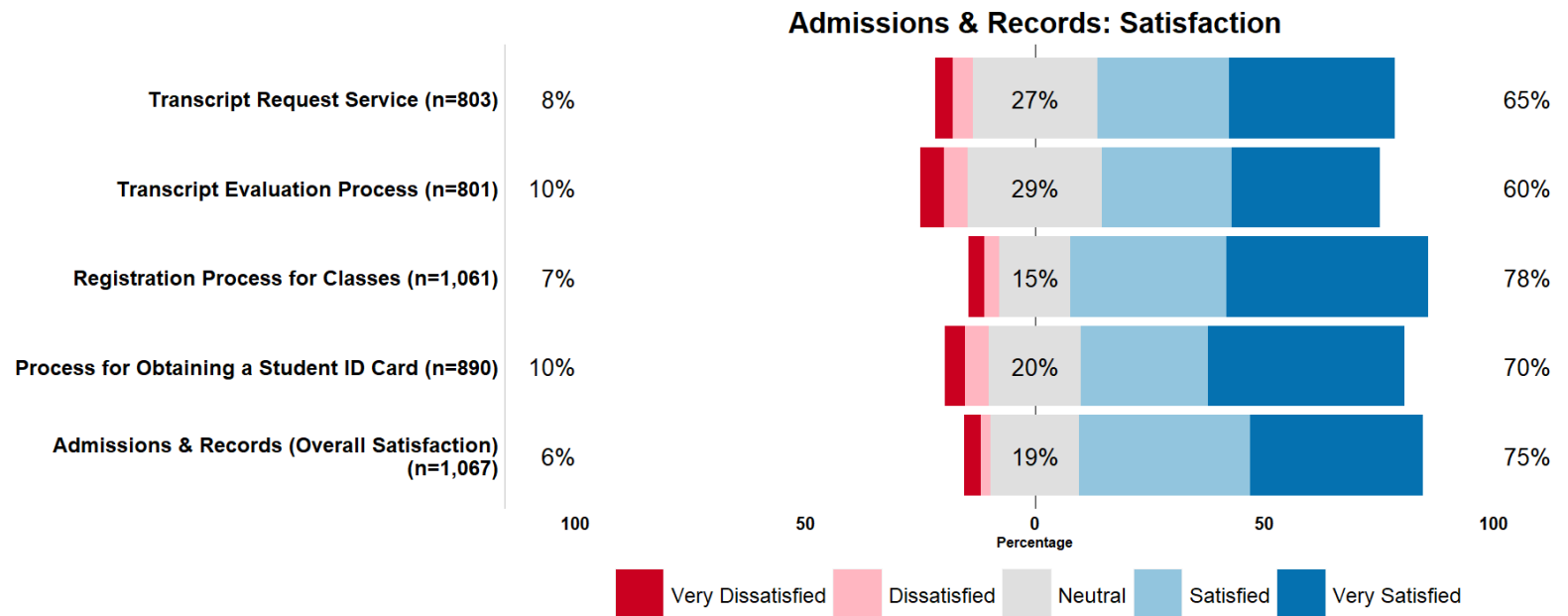
For satisfaction graphs, the percent listed on the left, along with bars shaded in red, represent the proportion of students that indicated dissatisfaction with the service or program; the percent listed on the right, along with bars shaded in blue, indicate the proportions of students that indicated 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.
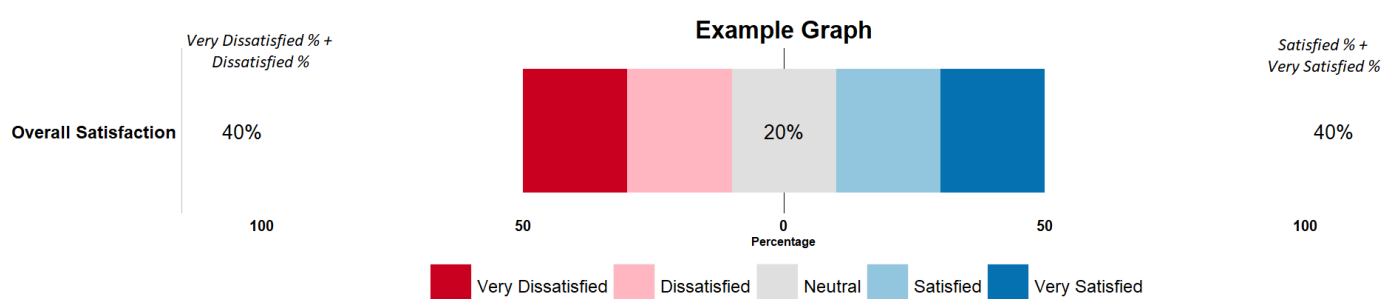
WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED THE ADMISSIONS & RECORDS OFFICE? (n=1,582)
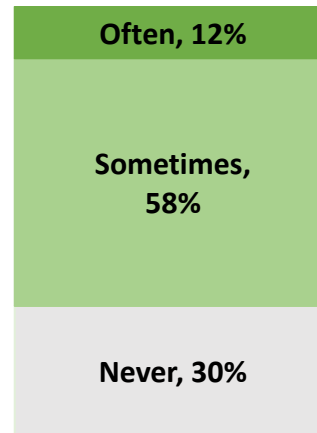
Often, 12%

Sometimes, 58%

Never, 30%

Admissions & Records: Satisfaction

	Dissatisfied	Neutral	Satisfied
Transcript Request Service (n=803)	8%	27%	65%
Transcript Evaluation Process (n=801)	10%	29%	60%
Registration Process for Classes (n=1,061)	7%	15%	78%
Process for Obtaining a Student ID Card (n=890)	10%	20%	70%
Admissions & Records (Overall Satisfaction) (n=1,067)	6%	19%	75%

100 50 0 50 100

Percentage

■ Very Dissatisfied ■ Dissatisfied ■ Neutral ■ Satisfied ■ Very Satisfied

WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED THE ASSESSMENT CENTER (PLACEMENTS / PREREQUISITES)? (n=1,562)

Often, 3%

Sometimes, 29%

Never, 68%
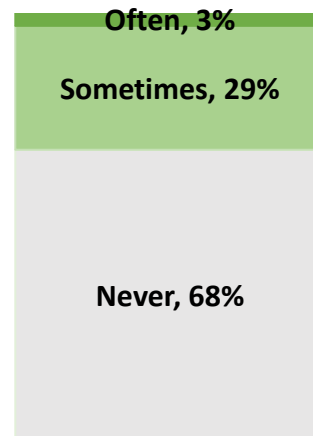
Assessment Center (Placements / Prerequisites): Satisfaction

Assessment Center (Placements / Prerequisites) (Overall Satisfaction) (n=500)

4%

34%

63%

100   50   0   50   100

Percentage

Very Dissatisfied   Dissatisfied   Neutral   Satisfied   Very Satisfied

Assessment Center (Placements / Prerequisites): Agreement
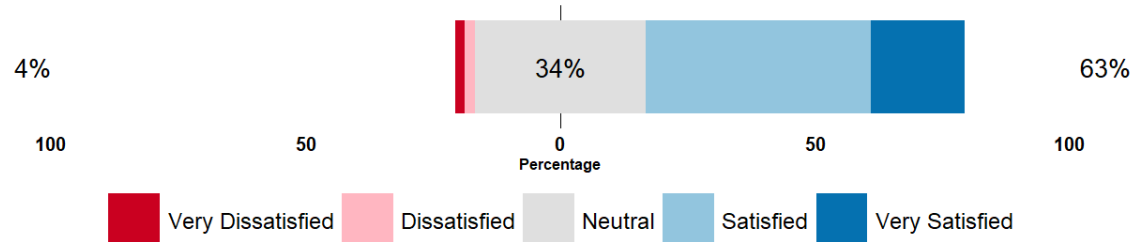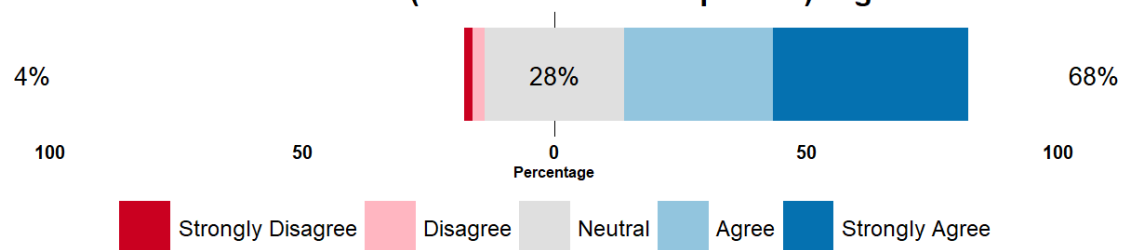
The Assessment Center (Placements / Prerequisites) staff helped me to understand how to use my placement to enroll in Math English and/or ESL courses (n=464)

4%

28%

68%

100   50   0   50   100
Percentage

■ Strongly Disagree   ■ Disagree   ■ Neutral   ■ Agree   ■ Strongly Agree

WITHIN THE LAST YEAR, HAVE YOU ATTENDED AN EVENT HOSTED BY THE ASSOCIATED STUDENT ORGANIZATION (ASO)(COLLEGE HOUR, WELCOME WEEK, STRESS RELIEF WEEK)? (n=1,553)

Yes, 20%

No, 66%

I'm not sure, 14%
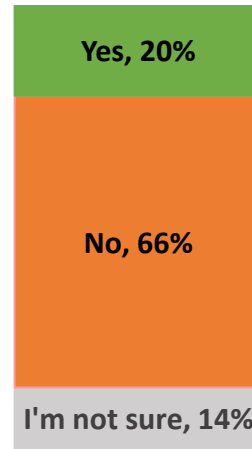
Associated Student Organization: Satisfaction

	Very Dissatisfied/Dissatisfied	Neutral	Satisfied/Very Satisfied
ASO (Overall Satisfaction) (n=531)	2%	35%	63%
Number of ASO events per semester (n=527)	4%	42%	54%
Variety of ASO events per semester (n=527)	3%	39%	58%
Organization of ASO events (n=527)	3%	37%	60%
Promotion marketing of ASO events (n=529)	6%	40%	55%

100   50   0   50   100
Percentage

Very Dissatisfied   Dissatisfied   Neutral   Satisfied   Very Satisfied
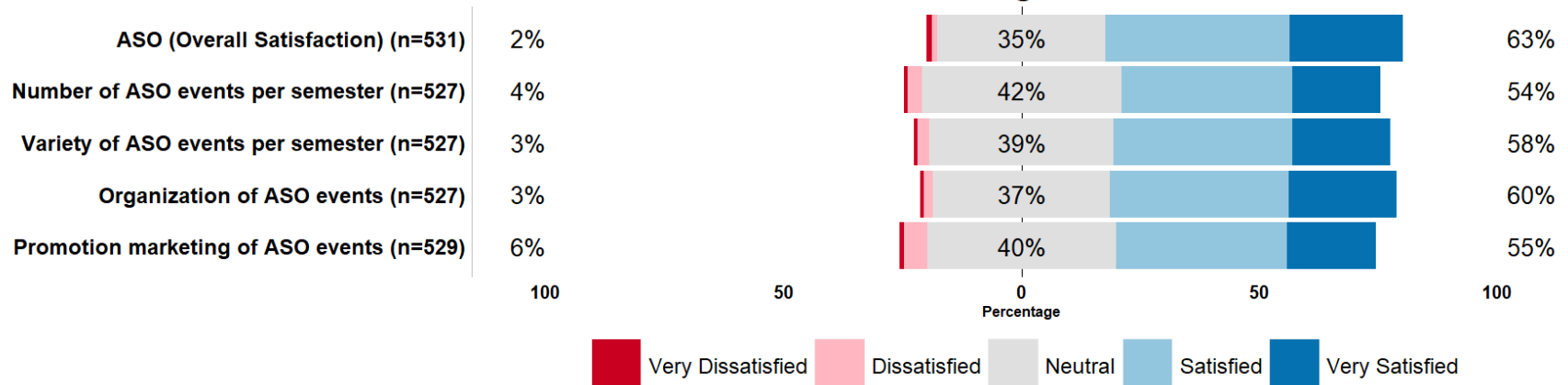
Within the last year, have you utilized any of the following services provided by ASO?
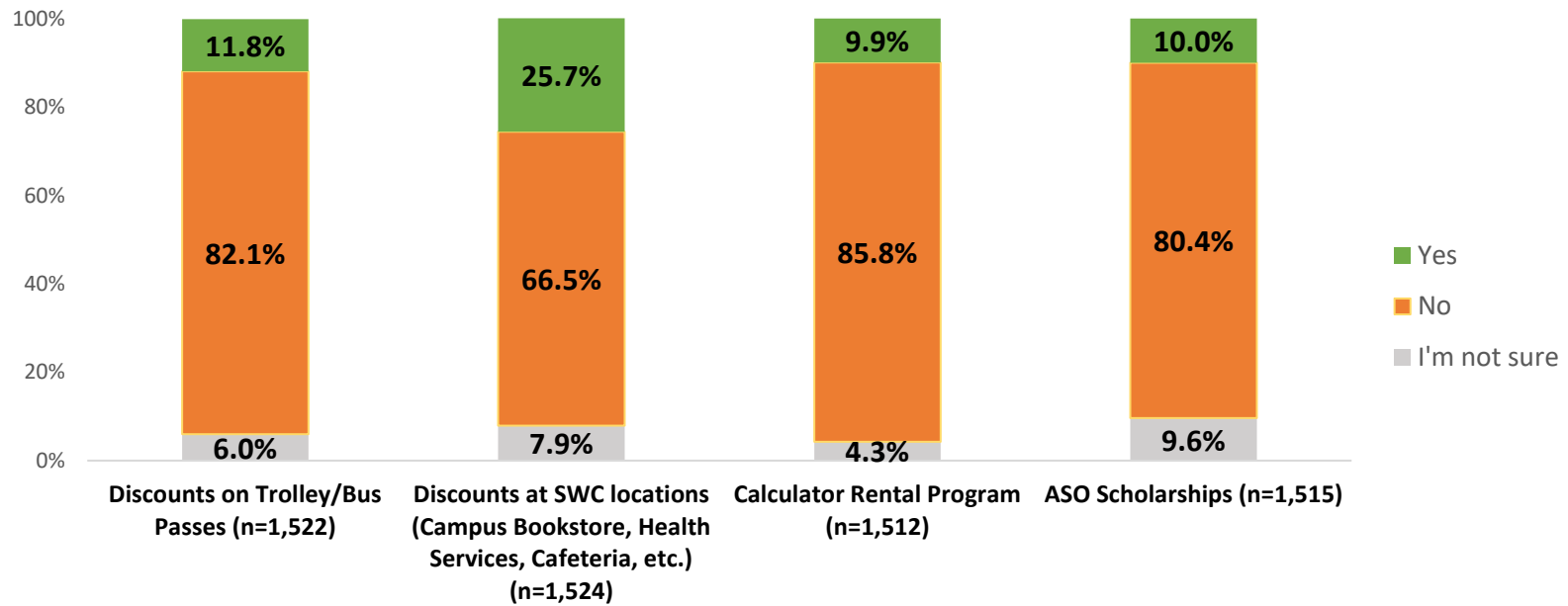
Associated Student Organization Services: Satisfaction

IS THERE ANOTHER SERVICE THE ASSOCIATED STUDENT ORGANIZATION (ASO) COULD PROVIDE?[1] (n=103)

Category	Percentage
No additional services / Satisfied	32%
Don't know much about ASO	11%
Textbook assistance	4%
Transportation assistance	4%
Professional development	4%
Would like more ASO info	4%
Food discounts / Vouchers	3%
More club support	2%
Financial support / literacy	2%
Faster response time	2%
Free meals / Coffee	2%
Academic assistance	2%
More HEC support	2%
Gas card	2%
More ASO events	2%
Better event advertising	2%
Midterm/Finals food and stress relief	2%
Improve scheduling of events	2%
Other	15%
Don't know/Unsure	3%

1. Students were asked to provide their open-ended responses to the above question. The open-ended responses were then coded based on common themes.

WITHIN THE LAST YEAR, HAVE YOU BEEN A MEMBER OF A STUDENT CLUB? (n=1,530)

Yes, 20%

No, 80%

Student Clubs: Satisfaction

Student Clubs (Overall Satisfaction) (n=311)   5%   26%   69%

100   50   0   50   100
                    Percentage

Very Dissatisfied   Dissatisfied   Neutral   Satisfied   Very Satisfied

IF YOU HAVE NEVER BEEN INVOLVED IN STUDENT CLUBS, PLEASE TELL US WHY[2]: (n=525)

Category	Percent
No time / Busy / Scheduling	37%
Unaware / Not enough information	23%
Other priorities	6%
None suit my interests	5%
Online student	5%
Not interested	5%
Haven't looked into it	2%
Social anxiety	2%
New student	2%
Part-time Student	2%
Don't feel welcome	1%
Don't know of any clubs at the HECs	1%
Don't travel to campus	1%
Tried to join but no response	1%
Currently / Previously in clubs	0%
Not sure how to join	0%
Other	4%
Unsure / Don't know	1%
N/A	3%

■ Percent

2. Students were asked to provide their open-ended responses to the above question. The open-ended responses were then coded based on common themes.

DO THE STUDENT CLUBS MEET YOUR NEEDS? PLEASE EXPLAIN WHY OR WHY NOT[3]:
(n=52)

Category	Percentage
Yes	62%
Negative club experience	6%
Scheduling conflicts w/ classes & clubs	4%
Don't feel like I belong	4%
I've aged out of clubs	2%
Low attendance made the club less fun	2%
More hybrid events	2%
Need smoother administrative process	2%
Prefer in-person instead of online meetings	2%
The clubs need more funding	2%
Would like more tech clubs	2%
Would like more club visibility	2%
Mixed club experiences	4%
Other	4%
N/A	2%

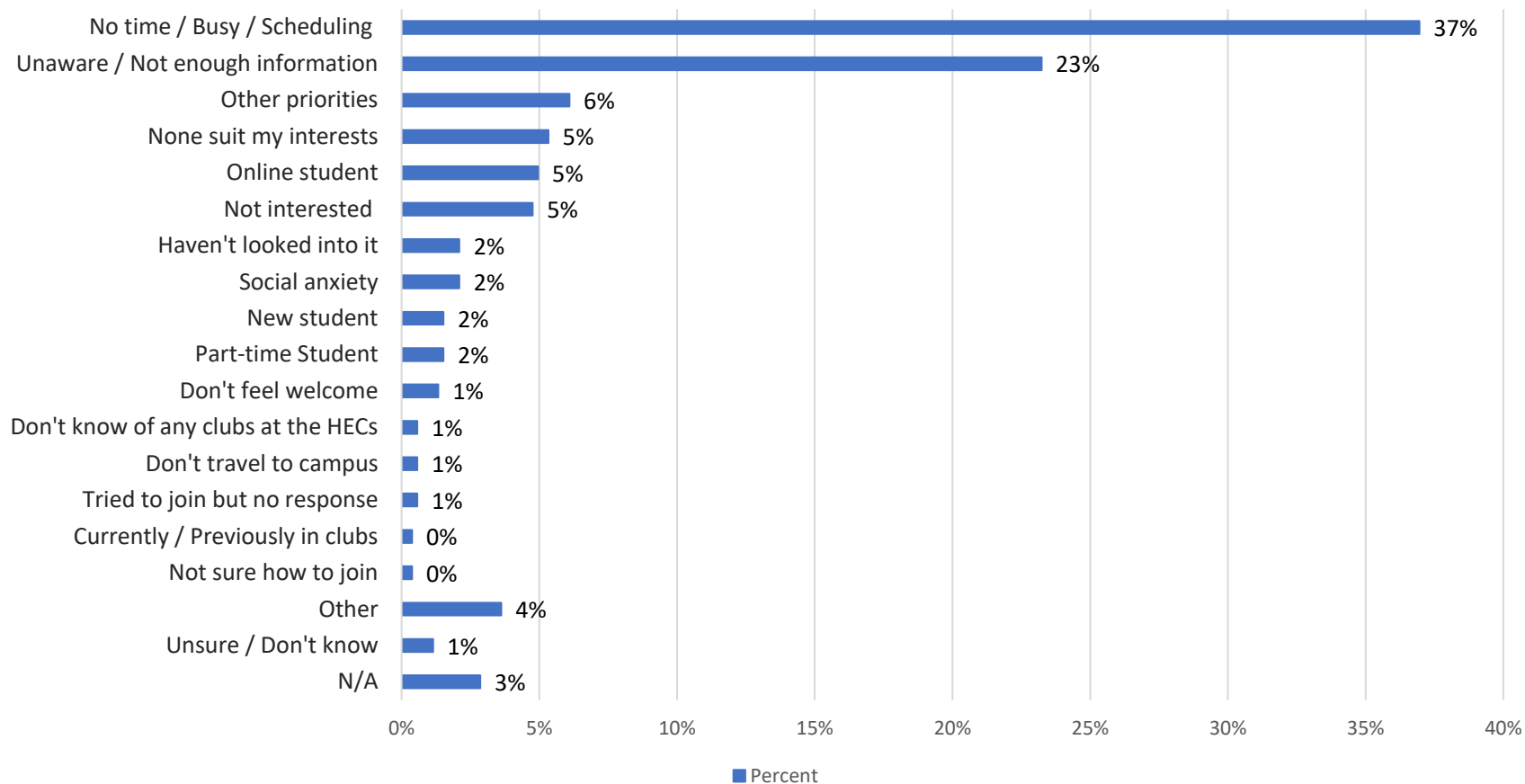3. Students were asked to provide their open-ended responses to the above question. The open-ended responses were then coded based on common themes.

WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED THE BOOKSTORE? (n=1,520)

Often, 30%

Sometimes, 55%

Never, 16%

Bookstore: Satisfaction

Bookstore (Overall Satisfaction)(n=1,273)	3%	14%	84%
Staff knowledge of bookstore products (textbooks, supplies, etc.)(n=1,274)	3%	18%	80%
Cleanliness of store (n=1,270)	2%	12%	86%
Availability of products (textbooks, supplies, etc.)(n=1,273)	7%	21%	72%

100   50   0   50   100
Percentage

Very Dissatisfied Dissatisfied Neutral Satisfied Very Satisfied

WITHIN THE LAST YEAR, WHERE DID YOU TYPICALLY BUY YOUR TEXTBOOKS FOR SWC CLASSES? (n=1,274)

Category	Percentage
Campus bookstore (in-person or online)	67%
Online retailer (Amazon, Barnes & Noble, etc.)	18%
I did not buy my textbooks (I found them for free, borrowed from the library, used zero cost textbooks etc.)	8%
In-person at another bookstore	4%
I did not use any textbooks	3%

DO YOU PREFER TO USE PHYSICAL TEXTBOOKS OR DIGITAL TEXTBOOKS FOR YOUR CLASSES? (n=1,271)
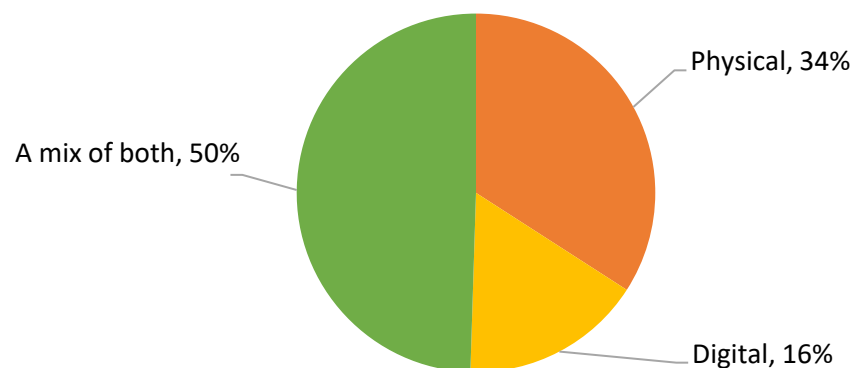
Category	Percentage
A mix of both	50%
Physical	34%
Digital	16%

WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED CALWORKS? (n=1,507)

Often, 6%

Sometimes, 12%

Never, 82%

CalWORKs: Satisfaction

CalWORKs (Overall Satisfaction)(n=274)   4%   23%   72%

100   50   0   50   100
Percentage

Very Dissatisfied   Dissatisfied   Neutral   Satisfied   Very Satisfied
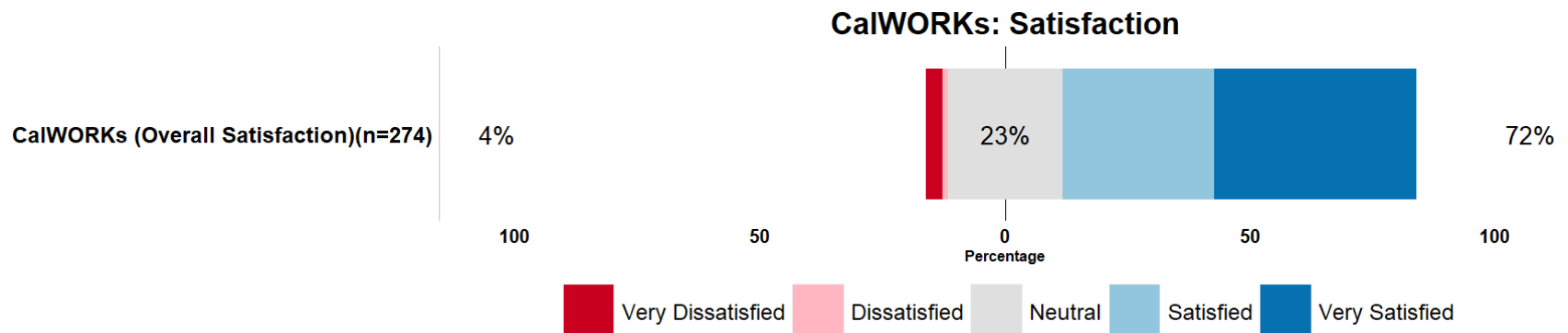
WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED CAREER & TRANSFER CONNECTIONS (CAREER/TRANSFER, STUDENT EMPLOYMENT SERVICES)? (n=1,505)

Often, 5%

Sometimes, 25%

Never, 69%

Career & Transfer Connections: Overall Satisfaction

Career & Transfer Connections (Career/Transfer Center, Student Employment Services)(Overall Satisfaction)(n=468)

4%

25%

71%

100   50   0   50   100

Percentage

Very Dissatisfied   Dissatisfied   Neutral   Satisfied   Very Satisfied
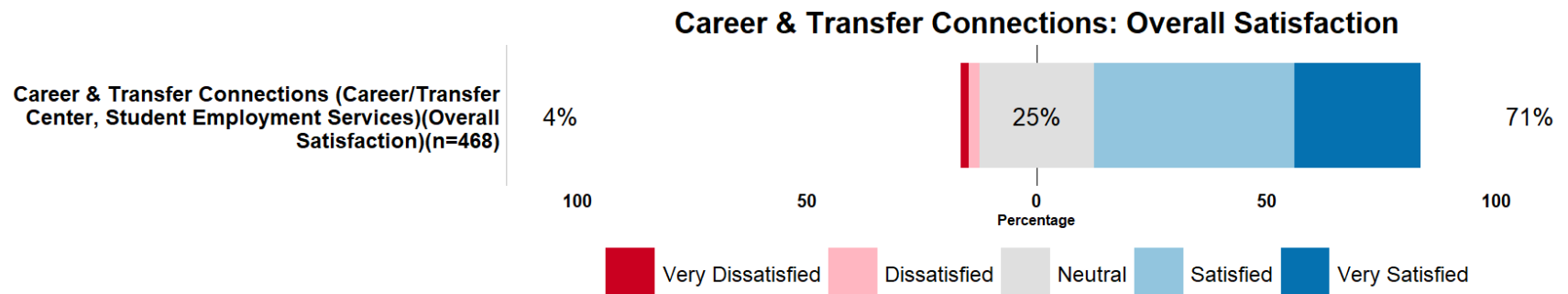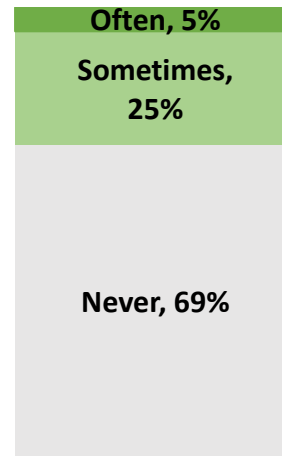
Career and Transfer Connections: Agreement

Through the Student Employment Services Office, I feel more prepared to find employment (full-time, part-time, or internships) that align with my future career (n=393) 6% 30% 64%

Career Counselors helped me align my values, skills, and interests with my major (n=405) 7% 25% 68%

Career Connections helped me explore how my major aligns with potential career choices (n=401) 6% 27% 67%

After utilizing Transfer Connection services (counseling, workshops, transfer fairs) I feel more informed about how to transfer to a 4-year college or university (n=393) 7% 24% 69%

100   50   0   50   100
Percentage

■ Strongly Disagree ■ Disagree ■ Neutral ■ Agree ■ Strongly Agree

WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED THE CASHIERING OFFICE? (n=1,502)

Often, 3%

Sometimes, 33%

Never, 63%

Cashiering: Satisfaction

Cashiering (Overall Satisfaction)(n=552)	3%	22%	76%
Staff efficiency in processing transactions accurately (n=550)	4%	19%	77%
Staff knowledge about enrollment fees and policies (n=550)	4%	24%	72%

100   50   0   50   100
Percentage

■ Very Dissatisfied   ■ Dissatisfied   ■ Neutral   ■ Satisfied   ■ Very Satisfied
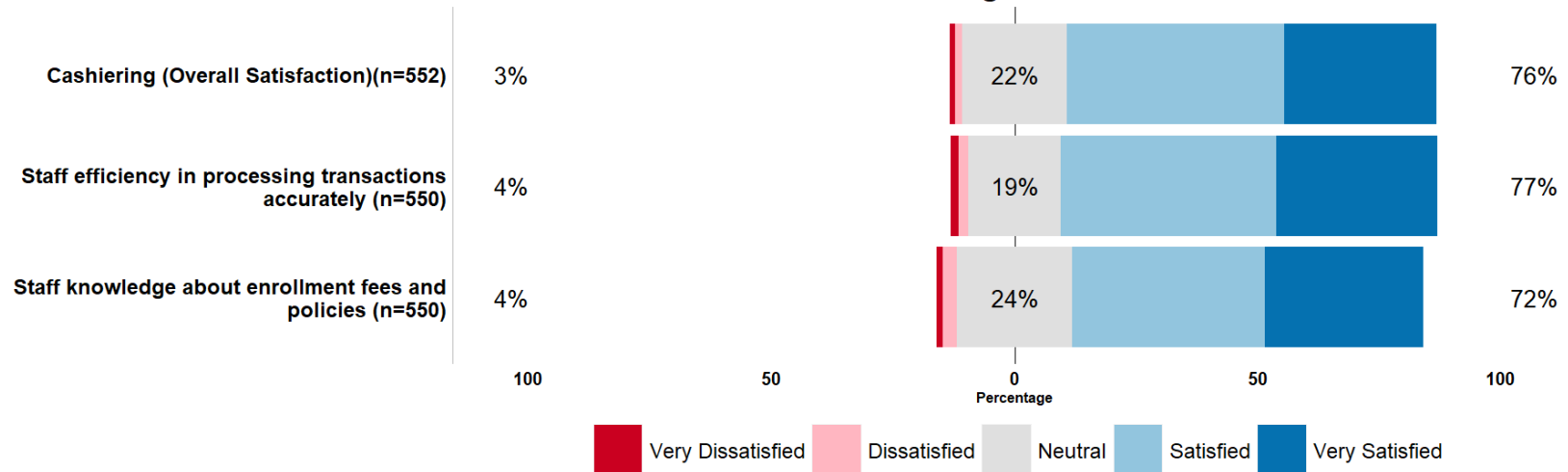
WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU HAD CONTACT WITH OR USED SERVICES PROVIDED BY THE COLLEGE POLICE? (n=1,498)

5 or more times, 0%

3-4 times, 2%

1-2 times, 9%

Never, 89%
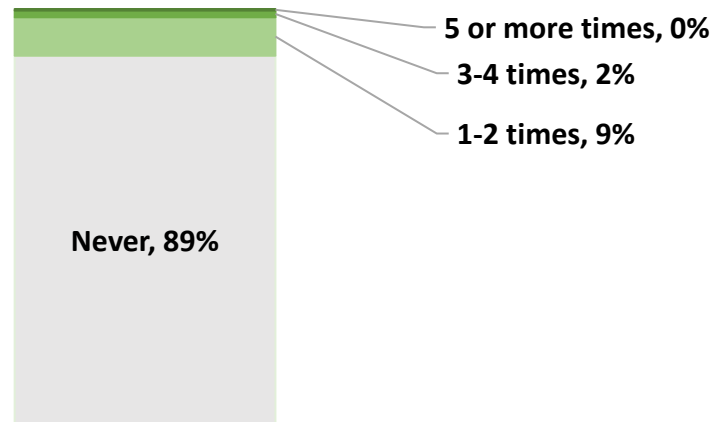
PLEASE SELECT THE WAYS IN WHICH YOU HAVE HAD CONTACT WITH THE POLICE

NUMBER OF STUDENTS

PARKING VIOLATION	VICTIM OF A CRIME	REPORTED A CRIME	WITNESSED A CRIME	SUSPECTED OR CHARGED WITH A CRIME	CASUAL ENCOUNTER	TRAFFIC STOP	SERVICE ORIENTED (I.E. ESCORT, LOST AND FOUND)	OTHER
38	<10	18	<10	<10	33	<10	49	64

College Police: Professionalism
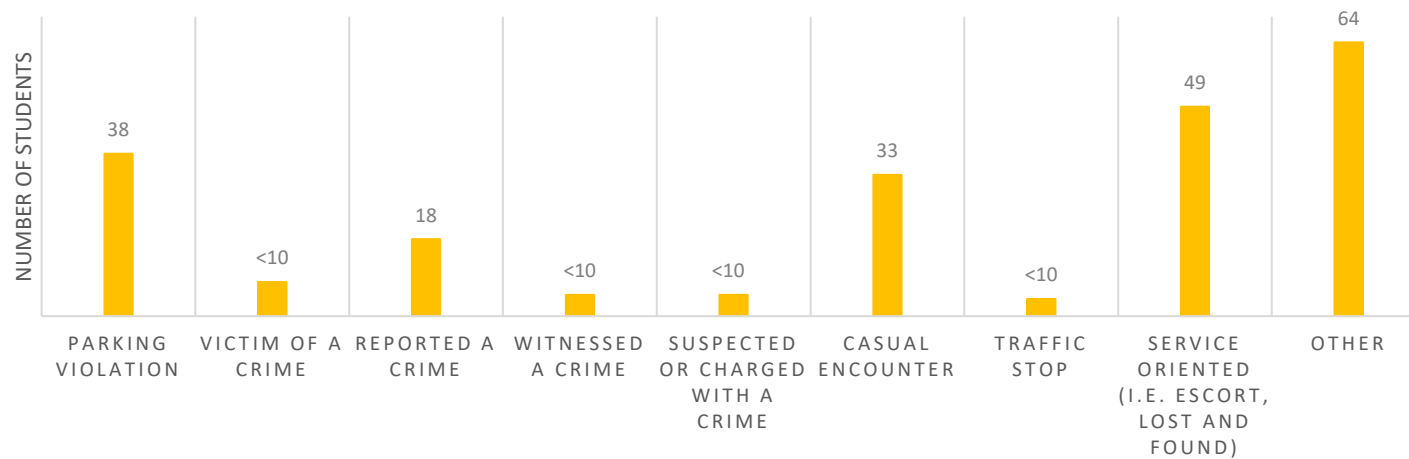
During your encounter with College Police, how professional were the members of the department? (n=169)

5%   12%   83%

100   50   0   50   100
                    Percentage

■ Very Unprofessional ■ Somewhat Unprofessional ■ Neutral ■ Somewhat Professional ■ Very Professional
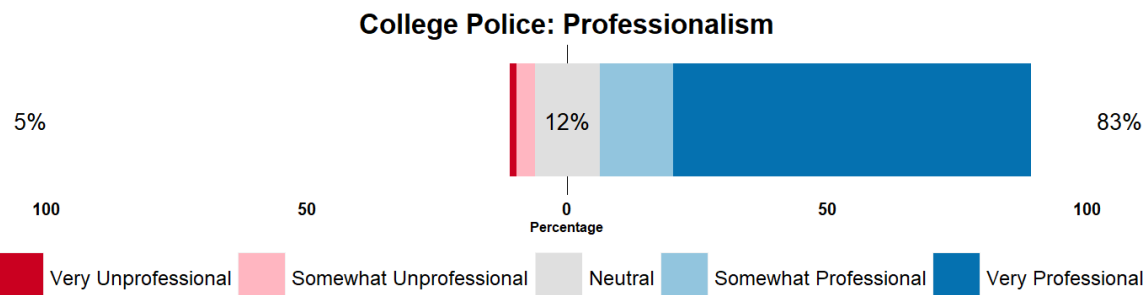
WHERE COULD THE COLLEGE POLICE IMPROVE SERVICES?
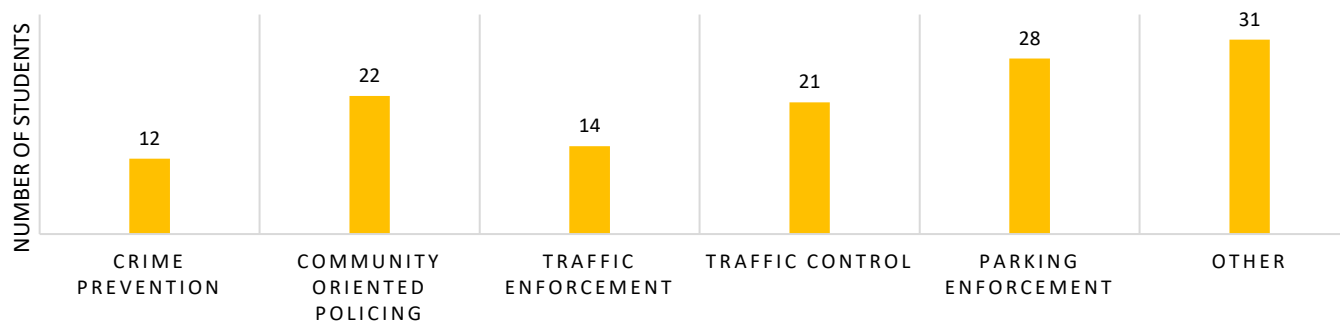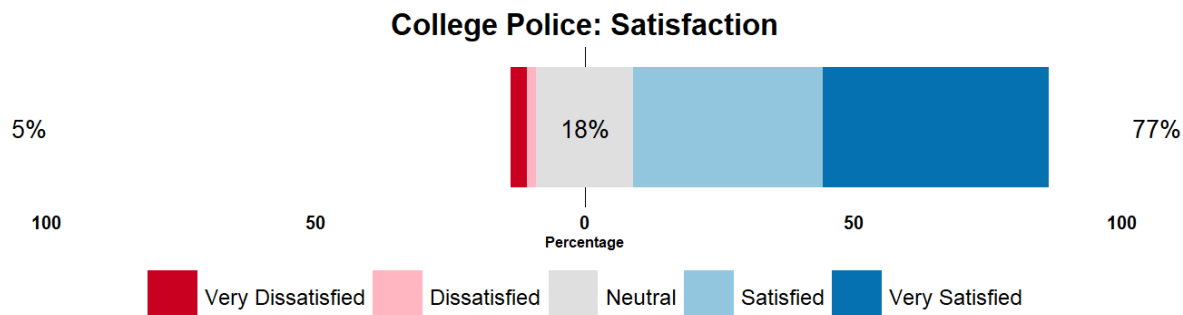
NUMBER OF STUDENTS

CRIME PREVENTION	COMMUNITY ORIENTED POLICING	TRAFFIC ENFORCEMENT	TRAFFIC CONTROL	PARKING ENFORCEMENT	OTHER
12	22	14	21	28	31

College Police: Satisfaction

College Police (Overall Satisfaction)(n=167)

5%   18%   77%

100   50   0   50   100
                    Percentage

■ Very Dissatisfied ■ Dissatisfied ■ Neutral ■ Satisfied ■ Very Satisfied

WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED COUNSELING SERVICES? (n=1,493)

5 or more times, 11%

3-4 times, 24%

1-2 times, 40%

Never, 26%
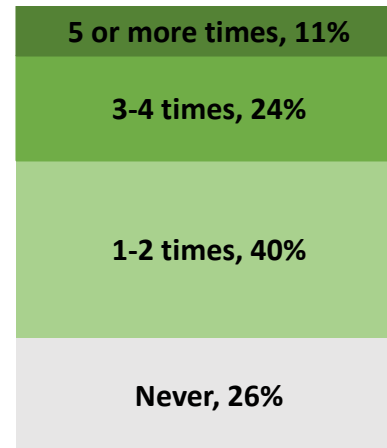
WHAT TYPE OF COUNSELING SERVICES DID YOU RECEIVE? (n=1,106)

RESPONDENTS COULD SELECT MORE THAN ONE SERVICE

Service	Percentage
1-hour counseling appointment (n=936)	86%
Walk-in counseling (n=586)	55%
Orientation workshop (n=363)	35%
Probation workshop (n=144)	8%
Career workshop (n=243)	24%
Transfer workshop (n=262)	25%
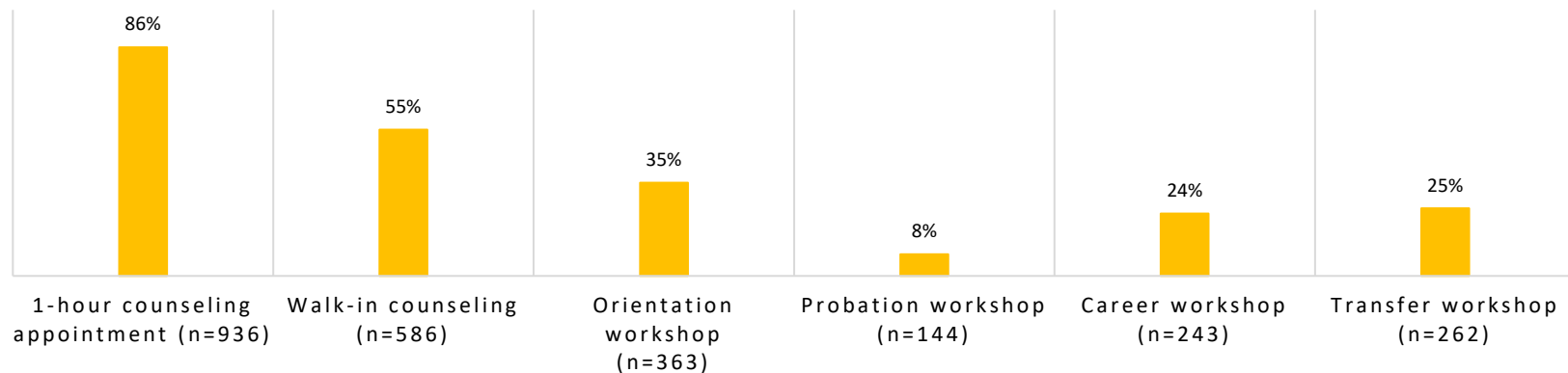
Counseling Services: Satisfaction
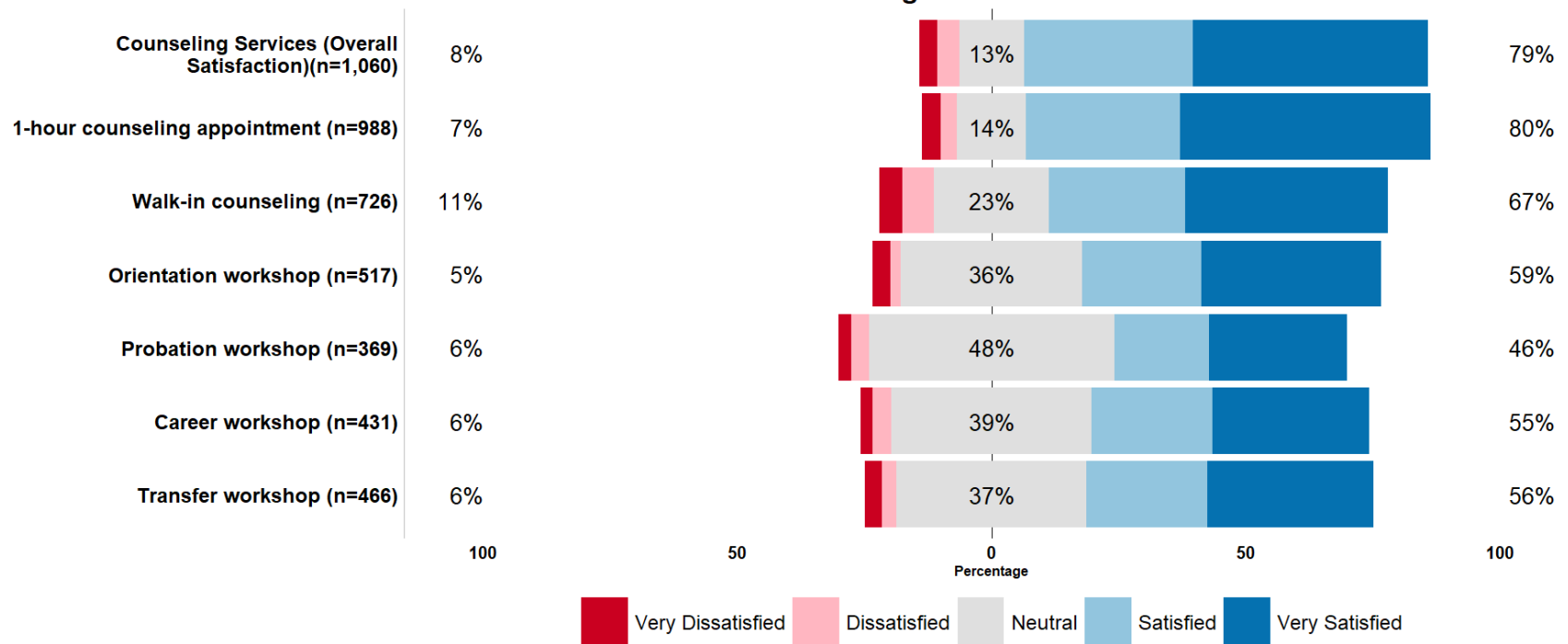
Counseling Services (Overall Satisfaction)(n=1,060)	8%	13%	79%
1-hour counseling appointment (n=988)	7%	14%	80%
Walk-in counseling (n=726)	11%	23%	67%
Orientation workshop (n=517)	5%	36%	59%
Probation workshop (n=369)	6%	48%	46%
Career workshop (n=431)	6%	39%	55%
Transfer workshop (n=466)	6%	37%	56%

Legend: Very Dissatisfied, Dissatisfied, Neutral, Satisfied, Very Satisfied

Percentage axis: 100, 50, 0, 50, 100

WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED DISABILITY SUPPORT SERVICES (DSS)? (n=1,484)

Often, 7%

Sometimes, 7%

Never, 86%

Disability Support Services: Satisfaction

Disability Support Services (Overall Satisfaction)(n=204)

4%

12%

84%

100   50   0   50   100

Percentage

Very Dissatisfied   Dissatisfied   Neutral   Satisfied   Very Satisfied
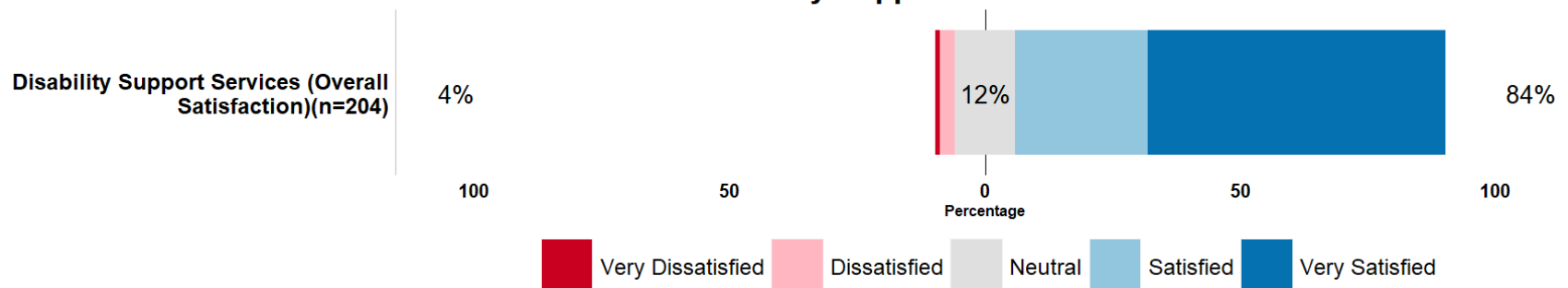
Disability Support Services: Agreement

My instructors supported me with implementing my accommodations (n=202) — 6% ... 19% ... 75%

DSS is supportive with coordinating my accommodations (n=204) — 4% ... 12% ... 83%
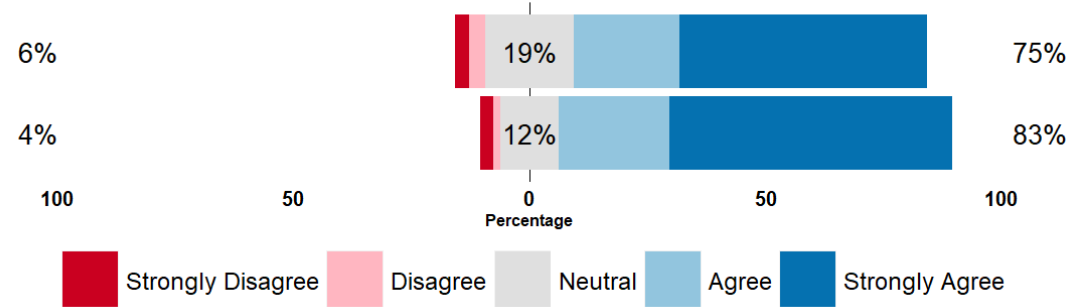
Percentage

Strongly Disagree   Disagree   Neutral   Agree   Strongly Agree

WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED THE EVALUATIONS OFFICE? (n=1,480)

Often, 1%
Sometimes, 14%

Never, 85%

Evaluations: Satisfaction

Evaluations Office (Overall Satisfaction)(n=221)   12%   25%   62%

100   50   0   50   100
Percentage

Very Dissatisfied   Dissatisfied   Neutral   Satisfied   Very Satisfied

WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED EXTENDED OPPORTUNITIES PROGRAMS AND SERVICES (EOPS)? (n=1,477)

Often, 25%

Sometimes, 12%

Never, 63%
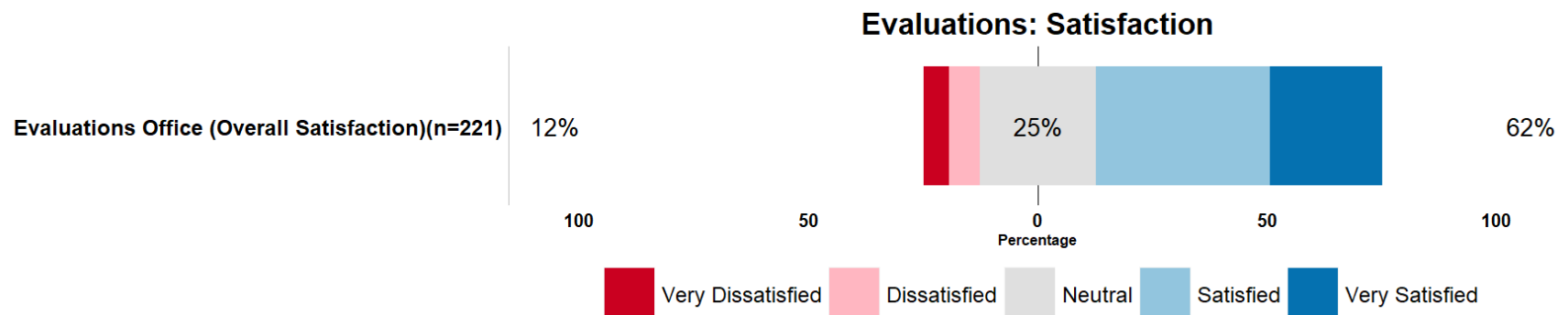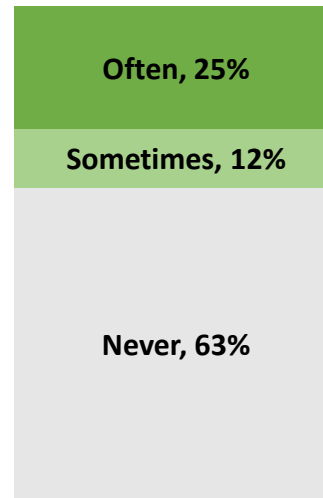
Extended Opportunities Programs and Services (EOPS): Satisfaction

EOPS (Overall Satisfaction)(n=543)   3%   11%   85%

100   50   0   50   100

Percentage

Very Dissatisfied   Dissatisfied   Neutral   Satisfied   Very Satisfied

WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED THE FINANCIAL AID OFFICE? (n=1,477)

Often, 18%

Sometimes, 45%

Never, 37%

Financial Aid Office: Satisfaction

Financial Aid Office (Overall Satisfaction)(n=937)

6%

16%

78%

100   50   0   50   100

Percentage

Very Dissatisfied   Dissatisfied   Neutral   Satisfied   Very Satisfied

WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED FOOD SERVICES (TIME OUT CAFE, TRADEWINDS)? (n=1,476)

Often, 21%

Sometimes, 33%

Never, 46%

Food Services: Satisfaction

	Dissatisfied	Neutral	Satisfied
Food Services (Overall Satisfaction)(n=805)	7%	20%	74%
Selection of cold food choices (n=803)	10%	27%	63%
Selection of hot food choices (n=802)	11%	27%	62%
Cleanliness of food service area (n=803)	5%	17%	78%
Amount of food inventory (n=801)	9%	25%	65%
Wait time (n=800)	8%	27%	64%
Prices (n=798)	28%	32%	40%

Percentage

■ Very Dissatisfied ■ Dissatisfied ■ Neutral ■ Satisfied ■ Very Satisfied

WHAT OTHER FOOD CHOICES OR OFFERINGS WOULD YOU LIKE TO BE MADE AVAILABLE TO YOU? (n=183)

Category	Percentage
Specific menu suggestions	43%
Healthier options	15%
Cheaper / more affordable	8%
More variety	6%
Vegan/Vegetarian Options	4%
Existing options are good	3%
No opinion/No additional options	3%
Fresh foods	2%
Labelling (prices and nutrition)	2%
Need food appliances	2%
Specialized diets	2%
Accept food stamps/EBT	1%
Improve quality	1%
Other	9%

SPECIFIC MENU SUGGESTIONS WORD CLOUD[1]

1 The 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.
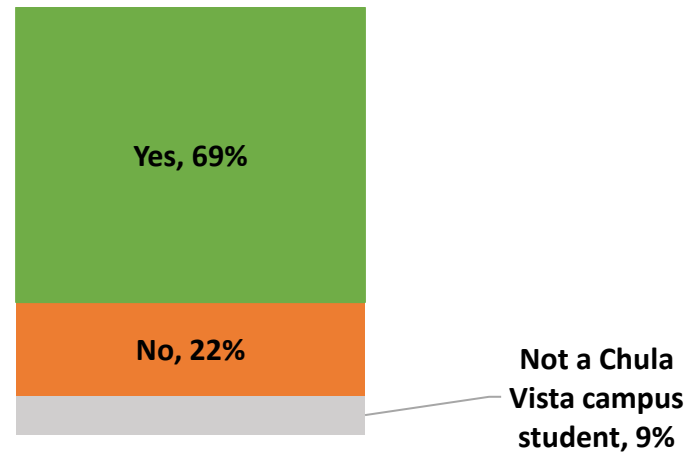
WOULD YOU LIKE TIME OUT CAFE OR TRADEWINDS TO BE OPEN MORE HOURS? (n=798)

Yes, 69%

No, 22%

Not a Chula Vista campus student, 9%

Please indicate the additional times you would like the following food services to be open:

	Tradewinds (n=793)	Time Out Café (n=795)
Earlier morning hours	29%	28%
Later evening hours	47%	49%
Longer weekend hours	14%	15%
No opinion	36%	34%

WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU
USED HEALTH SERVICES? (n=1,473)

Often, 1%
Sometimes, 8%

Never, 91%

Health Services: Satisfaction

Health Services (Overall Satisfaction)(n=133)

5%

15%

80%

100   50   0   50   100

Percentage

■ Very Dissatisfied   ■ Dissatisfied   ■ Neutral   ■ Satisfied   ■ Very Satisfied

Health Services: Agreement

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=133)

6%

20%

74%

100	50

0
Percentage

50 100

■ Strongly Disagree ■ Disagree ■ Neutral ■ Agree ■ Strongly Agree

HAVE YOU RECEIVED ANY INFORMATION FROM HEALTH SERVICES THAT RAISED YOUR AWARENESS ABOUT DISEASE PREVENTION, HEALTH AWARENESS, AND/OR ENCOURAGED A HEALTHY LIFESTYLE? (n=133)

Yes, 34%

No, 66%

WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED LEARNING ASSISTANCE SERVICES (ACADEMIC SUCCESS CENTER/ TUTORING)? (n=1,471)

Often, 8%

Sometimes, 27%

Never, 65%

Learning Assistance Services: Satisfaction

LAS (Overall Satisfaction)(n=509)   4%   19%   77%

100   50   0   50   100
Percentage

■ Very Dissatisfied   ■ Dissatisfied   ■ Neutral   ■ Satisfied   ■ Very Satisfied
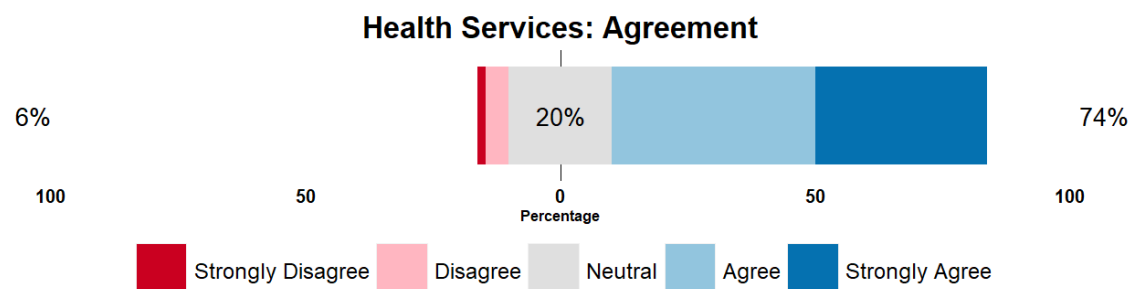
WHICH OF THE FOLLOWING LAS SERVICES HAVE YOU UTILIZED? (n=509)
(Students may select more than one service)

Service	Number of Students
Online e-tutoring	151
Appointment-based tutoring (e.g. ASC, DSS, EOPS)	180
Online Writing Lab (OWL)	113
Writing Center	160
Open Lab Tutoring	135
Workshops	68
Other tutoring services	97
Power Study Program	109
Test Reviews	24
Proctored Exams	33

NUMBER OF STUDENTS

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

Statement	Strongly Disagree / Disagree	Neutral	Agree / Strongly Agree
Maintain or improve my grades in those courses for which I received tutoring (n=489)	11%	20%	69%
Complete the course(s) for which I received tutoring (n=471)	11%	19%	69%
Take more advanced or challenging coursework (n=460)	14%	31%	55%
Strengthen my academic skills (n=486)	10%	19%	71%
Feel self-confident in my ability to succeed in the course (n=489)	10%	20%	69%
Apply study strategies to my course (n=479)	10%	22%	67%
Take greater responsibility for my own success (n=480)	8%	19%	73%

Percentage

Legend: Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree

WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED THE LEARNING RESOURCE CENTER (LRC) / LIBRARY? (n=1,467)

Often, 19%

Sometimes, 32%

Never, 49%

Learning Resource Center (LRC)/Library: Satisfaction

LRC/Library (Overall Satisfaction)(n=729)   3%   13%   84%

100   50   0   50   100
Percentage

Very Dissatisfied   Dissatisfied   Neutral   Satisfied   Very Satisfied

LRC Remote Services: Satisfaction

The LRC Library online resources and services (n=644)

3%

21%

76%

100   50   0   50   100

Percentage

■ Very dissatisfied   ■ Dissatisfied   ■ Neutral   ■ Satisfied   ■ Very satisfied

Dreamer Center

WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED THE DREAMER CENTER? (n=1,456)

5 or more times, 1%

3-4 times, 1%

1-2 times, 2%

Never, 96%
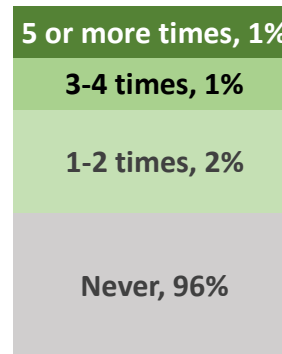
Dreamer Center: Satisfaction

Category	Very Dissatisfied / Dissatisfied	Neutral	Satisfied / Very Satisfied
Dreamer Center Workshops/Events/Guest speakers (n=50)	2%	12%	86%
Dreamer Center Resource referral (n=51)	4%	16%	80%
Dreamer Center Legal Immigration Services (n=41)	2%	17%	80%
Dreamer Center Financial Aid application assistance (n=54)	2%	17%	81%
Dreamer Center Admissions application assistance (n=50)	2%	12%	86%
Dreamer Center (Overall Satisfaction)(n=61)	3%	15%	82%

Percentage

Legend: Very Dissatisfied | Dissatisfied | Neutral | Satisfied | Very Satisfied

Dreamer Center: Agreement

	Strongly Disagree / Disagree	Neutral	Agree / Strongly Agree
Provides adequate support to navigate my education plan (n=61)	2%	16%	82%
Makes me feel supported to continue my education (n=60)	2%	13%	85%
Provides useful resources (n=60)	2%	20%	78%

Legend: Strongly Disagree · Disagree · Neutral · Agree · Strongly Agree

Learning Community Hub

WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED THE LEARNING COMMUNITY HUB? (n=1,451)

- 5 or more times, 2%
- 3-4 times, 1%
- 1-2 times, 3%
- Never, 94%

Learning Community Hub: Satisfaction

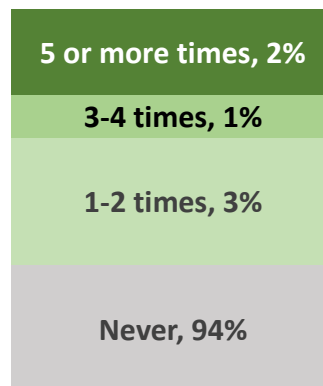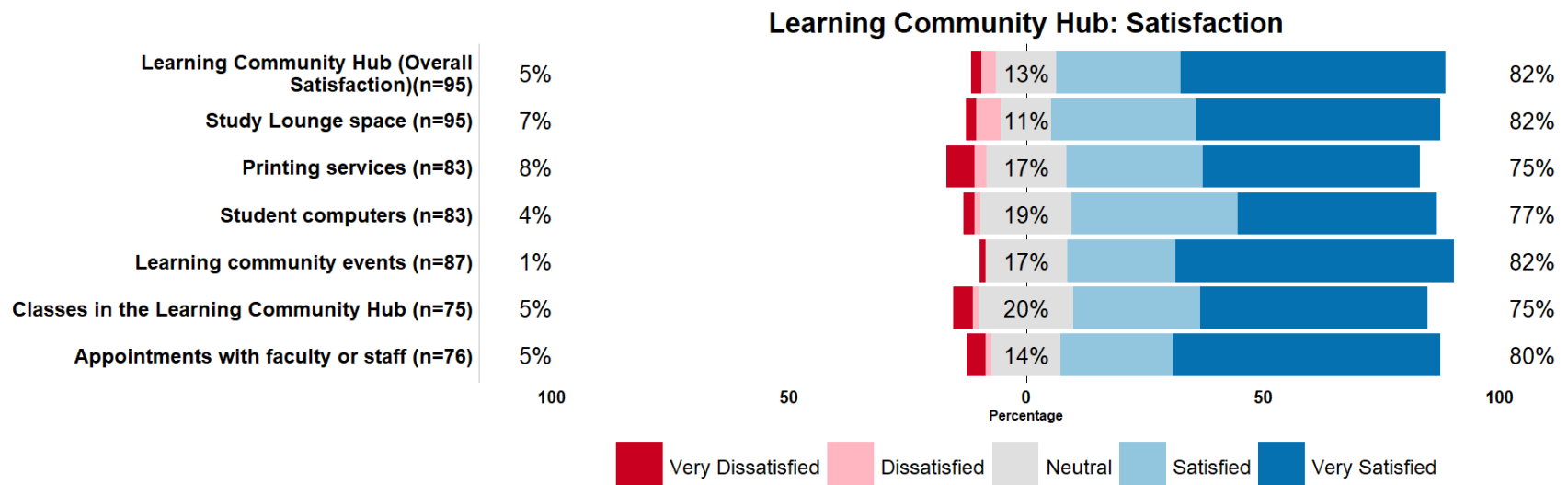|	Very Dissatisfied / Dissatisfied	Neutral	Satisfied / Very Satisfied
Learning Community Hub (Overall Satisfaction)(n=95)	5%	13%	82%
Study Lounge space (n=95)	7%	11%	82%
Printing services (n=83)	8%	17%	75%
Student computers (n=83)	4%	19%	77%
Learning community events (n=87)	1%	17%	82%
Classes in the Learning Community Hub (n=75)	5%	20%	75%
Appointments with faculty or staff (n=76)	5%	14%	80%

Legend: Very Dissatisfied · Dissatisfied · Neutral · Satisfied · Very Satisfied

Men of Color Speaker Series

WITHIN THE LAST YEAR, HAVE YOU ATTENDED A VIRTUAL PROGRAM SUCH AS THE MEN OF COLOR SPEAKER SERIES, WOMEN OF COLOR SPEAKER SERIES, COFFEE ON THE COUCH, SUPPLIES DRIVE, OR CULTURAL THEMES MONTH CELEBRATIONS? (n=315)
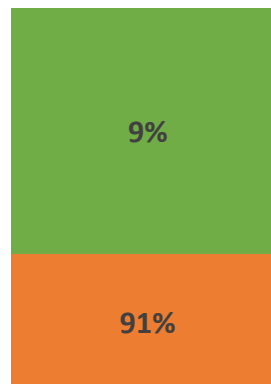
9%

91%

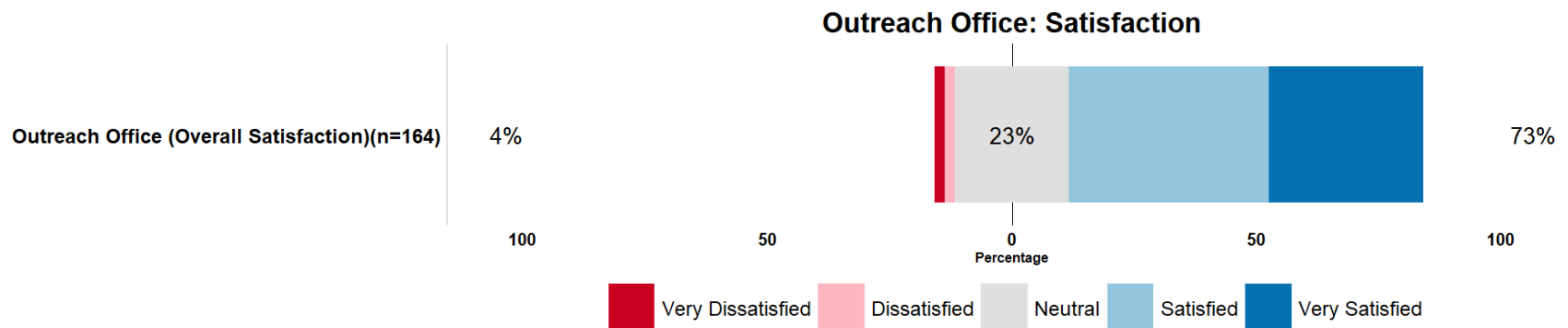**WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED THE OUTREACH OFFICE? (n=1,459)**
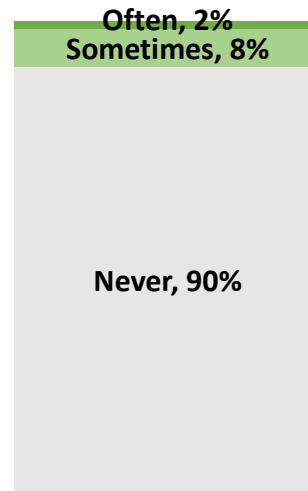
Often, 2%

Sometimes, 8%

Never, 90%

Outreach Office: Satisfaction

Outreach Office (Overall Satisfaction)(n=164)   4%   23%   73%

100   50   0   50   100

Percentage

■ Very Dissatisfied   ■ Dissatisfied   ■ Neutral   ■ Satisfied   ■ Very Satisfied

WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED PERSONAL WELLNESS SERVICES? (n=1,459)

Often, 4%
Sometimes, 12%

Never, 85%

Personal Wellness Services: Satisfaction
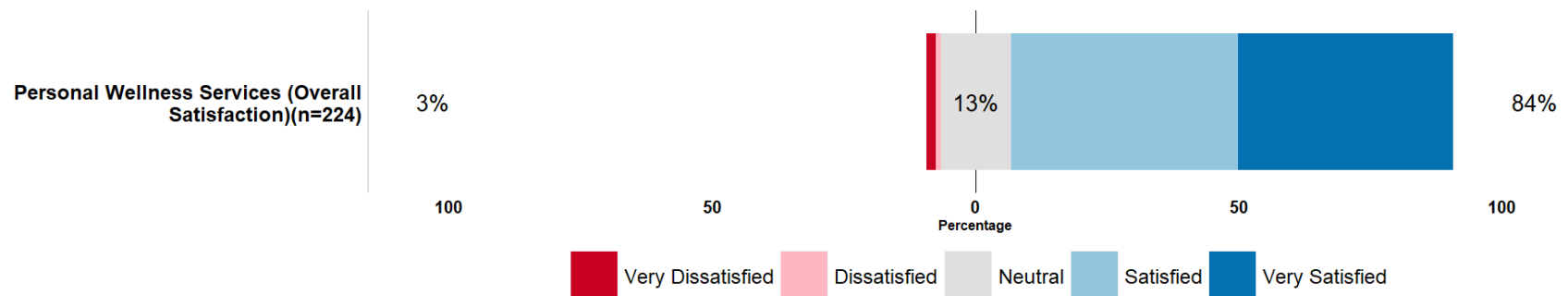
Personal Wellness Services (Overall Satisfaction)(n=224)

3%

13%

84%

100   50   0   50   100

Percentage

Very Dissatisfied   Dissatisfied   Neutral   Satisfied   Very Satisfied

WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU RECEIVED ASSISTANCE FROM THE SWC CARES/BASIC NEEDS DEPARTMENT? (n=1,454)

5 or more times, 9%

3-4 times, 9%

1-2 times, 20%

Never, 62%

SWC Cares/Basic Needs: Satisfaction

SWC Cares/Basic Needs (Overall Satisfaction)(n=211)

2%

23%

74%

100   50   0   50   100
Percentage

Very Dissatisfied   Dissatisfied   Neutral   Satisfied   Very Satisfied

WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED THE VETERAN'S RESOURCE CENTER? (n=1,451)

1-3 times, 4%

More than 10 times, 1%

4-10 times, 2%

Never, 94%

IF OFFERED IN THE VETERAN'S RESOURCE CENTER, WHICH OF THE FOLLOWING SERVICES WOULD YOU MOST LIKELY USE? (n=92)

Free tutoring, 15%

Mental health counseling, 17%

Academic counseling, 67%
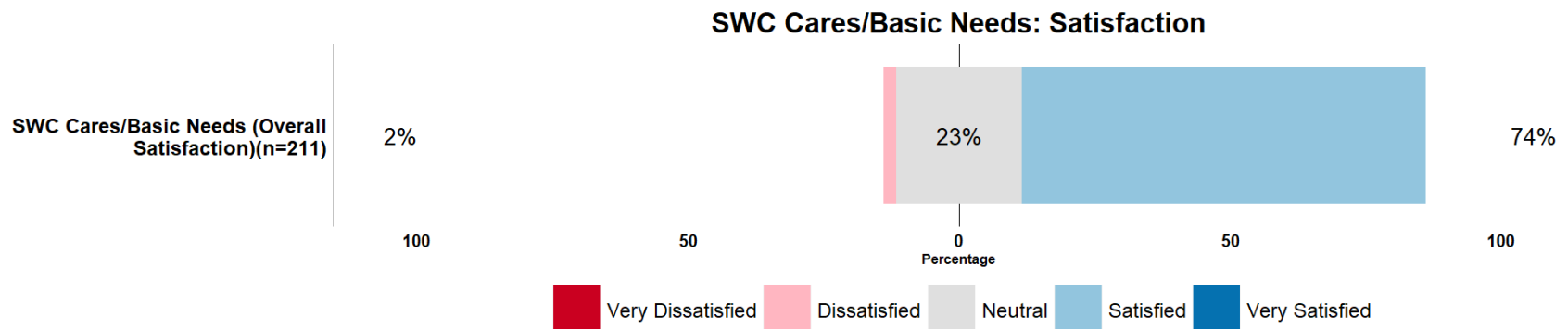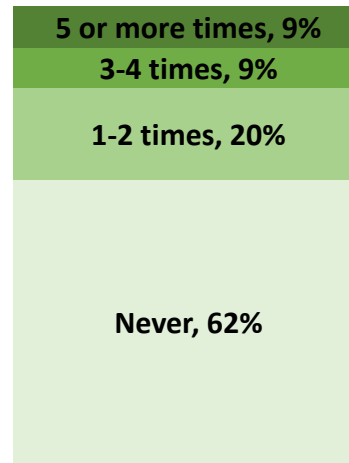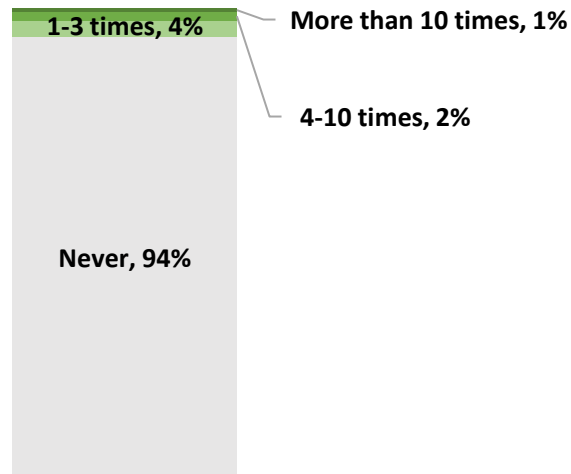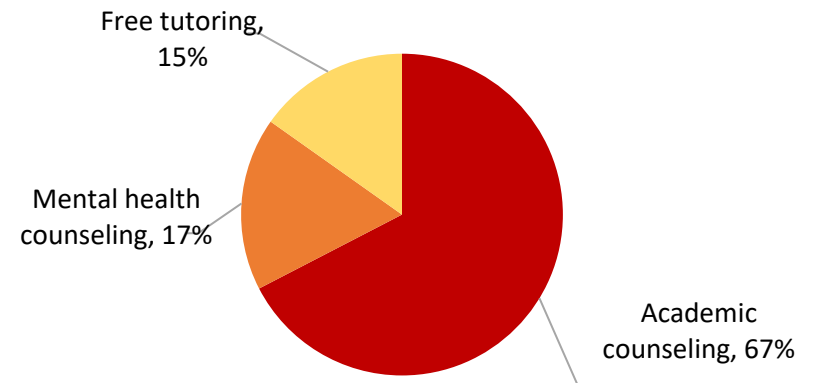
Veterans' Resource Center: Satisfaction

Veterans Resource Center (Overall Satisfaction)(n=92)

7%

16%

77%

100   50   0   50   100

Percentage

Very Dissatisfied   Dissatisfied   Neutral   Satisfied   Very Satisfied
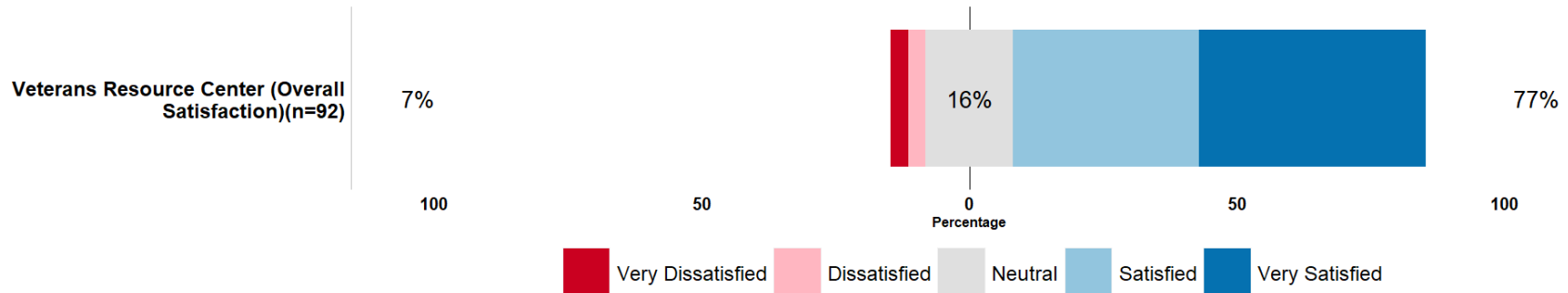
WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED THE VETERANS' SERVICE OFFICE? (n=1,450)

Often, 2%
Sometimes, 5%

Never, 94%
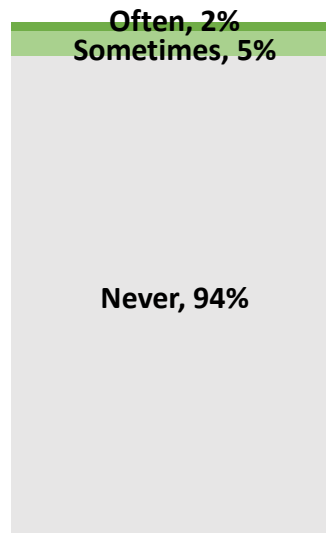
Veterans Services Office: Satisfaction
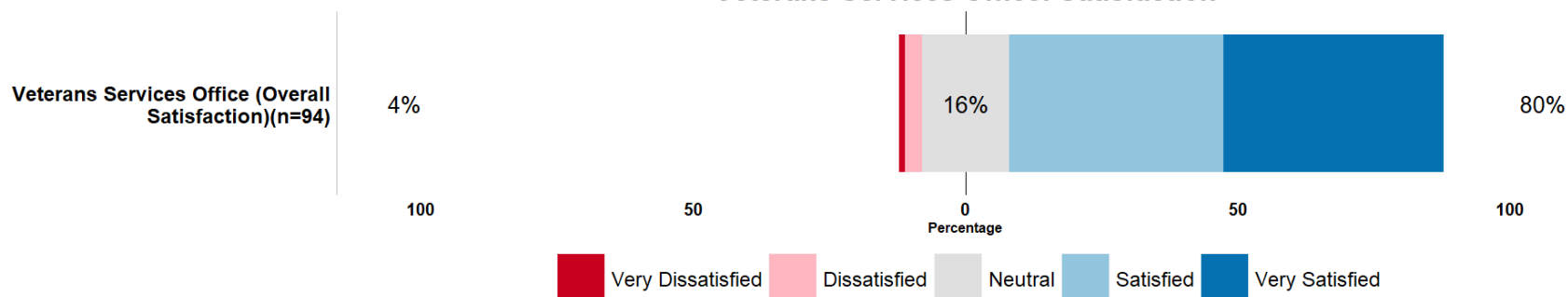
Veterans Services Office (Overall Satisfaction)(n=94)

4%

16%

80%

100   50   0   50   100

Percentage

Very Dissatisfied   Dissatisfied   Neutral   Satisfied   Very Satisfied

PLEASE INDICATE YOUR FAMILIARITY WITH SWC'S ONLINE CATALOG (n=1,445)

Very familiar, 19%

Moderately familiar, 27%

Slightly familiar, 33%

Not at all familiar, 22%
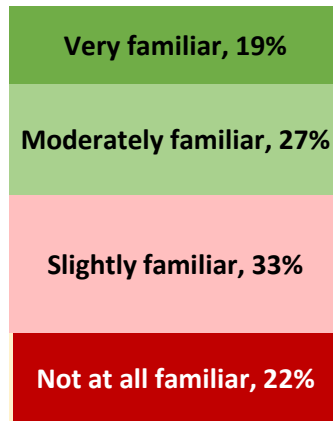
Average familiarity: 2.42

WITHIN THE LAST YEAR, HOW OFTEN HAVE YOU USED SWC'S ONLINE CATALOG? (n=1,442)

Often, 18%

Sometimes, 51%

Never, 31%
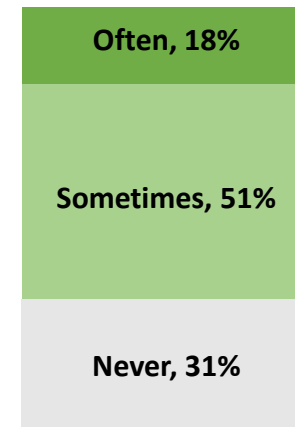
Average usage: 1.86

SWC Online Catalog: Satisfaction

SWC Online Catalog (Overall Satisfaction)(n=911)   4%   27%   69%

100   50   0   50   100

Percentage

Very Dissatisfied   Dissatisfied   Neutral   Satisfied   Very Satisfied

Custodial Services: Satisfaction

Custodial Services (Overall Satisfaction) (n=1,246)	6%	24%	70%
Cleanliness of classrooms (n=1,248)	5%	18%	77%
Level of supplies in restrooms (n=1,292)	13%	23%	64%
Cleanliness of student restrooms (n=1,296)	16%	23%	61%

Legend: Very Dissatisfied, Dissatisfied, Neutral, Satisfied, Very Satisfied

Percentage

Facilities Services: Satisfaction

Facilities Services (Overall Satisfaction) (n=1,939)	4%	76%
The degree to which buildings, classrooms, and labs accomodate your educational needs (n=1,922)	4%	77%
Level of comfort of classroom furnishings (chairs, desks, etc.) (n=1,948)	9%	67%
Condition of classroom furnishings (chairs, desks, etc.) (n=1,939)	7%	72%

Legend: Very Dissatisfied, Dissatisfied, Neutral, Satisfied, Very Satisfied

Grounds Services: Satisfaction

Grounds Services (Overall Satisfaction) (n=1,280)	2%	20%	78%
College landscape (lawns, flower beds, etc.) (n=1,290)	3%	16%	80%
Number of outdoor trash cans (n=1,305)	7%	21%	73%
How frequently trash cans are emptied (n=1,263)	4%	22%	73%

Very Dissatisfied Dissatisfied Neutral Satisfied Very Satisfied

Maintenance Services: Satisfaction

Maintenance Services (Overall Satisfaction) (n=1,184) 5% 25% 70%

How quickly classroom repairs are made (n=1,139) 8% 28% 64%

100   50   0   50   100

Percentage

Very Dissatisfied   Dissatisfied   Neutral   Satisfied   Very Satisfied

IF YOU WERE TO TRAVEL FROM HOME TO CAMPUS TODAY, WHERE WOULD YOU BE TRAVELING FROM? (n=1,422)

IN WHICH COLLEGE LOCATION DO YOU SPEND 50% OR MORE OF YOUR TIME ATTENDING CLASSES? (n=1,769)
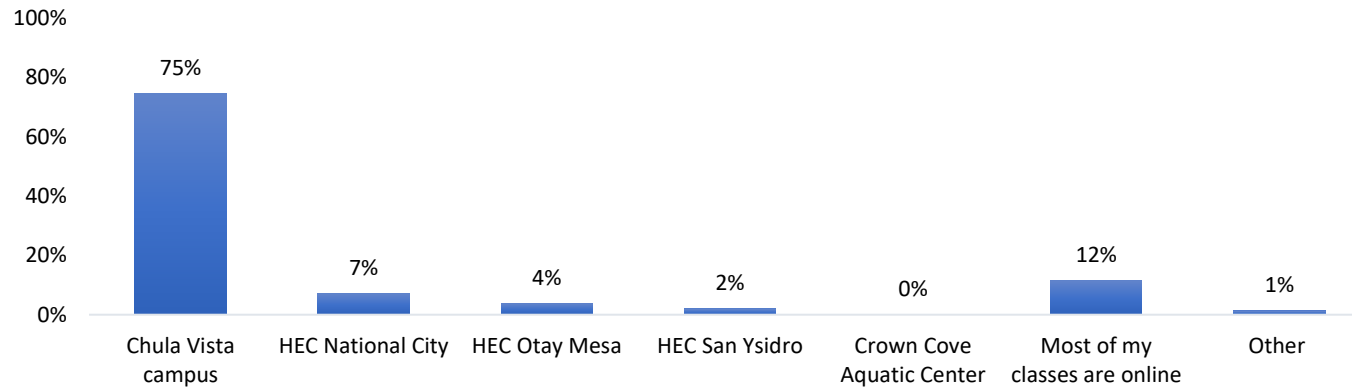
1 Location was the first question in the survey, as students were asked to respond to the rest of the survey based on where they attend most of their classes in Spring 2022. Remaining demographic questions in this section were asked at the end of the survey.

WHAT IS YOUR GENDER IDENTITY? (n=1,418)

Female	Male	Transgender female	Transgender male	Gender variant/ Non-conforming/ Non-binary	Identity not listed (please specify)	Prefer not to disclose
69%	26%	0%	1%	2%	0%	2%
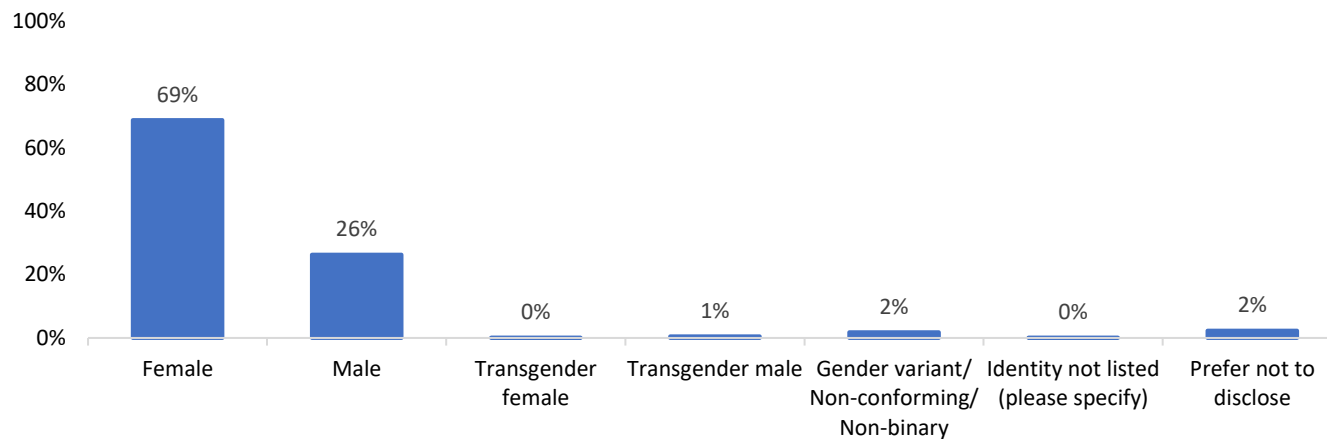
WHAT IS YOUR RACE/ETHNICITY? (n=1,418)

African-American	American Indian / Alaska Native	Asian	Filipino	Hispanic	Multi-Ethnicity	Pacific Islander	Unknown	White	Prefer not to disclose	Other (please specify)
5%	1%	3%	9%	63%	4%	0%	0%	8%	4%	3%

WHAT IS YOUR AGE? (n=1,418)

Age	Percentage
19 or younger	23%
20 to 24	30%
25 to 29	11%
30 to 34	9%
35 to 39	8%
40 to 49	9%
50 +	8%
Prefer not to disclose	2%

WHAT IS YOUR SEXUAL ORIENTATION? (n=1,418)

Category	Percentage
Straight or heterosexual	75%
Lesbian	1%
Gay	2%
Bisexual	9%
Pansexual	2%
Asexual	1%
Queer	1%
Prefer not to disclose	8%
Identity not listed	1%

PLEASE CHECK ANY OF THE FOLLOWING THAT APPLY TO YOU: (n=1,367):

Category	Percentage
Active Duty / Veteran (n=45)	3%
Foster Youth or Former Foster Youth (n=34)	2%
First-generation college student (n=744)	42%
Primary language is something other than English (n=702)	40%
Fall 2023 or Spring 2024 was my first term ever to enroll at SWC (n=474)	27%
Participated in a learning community (n=89)	5%
Justice impacted (n=76)	4%

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	74.6%	1,319
Higher Education Center at National City	7.1%	125
Higher Education Center at Otay Mesa	3.8%	68
Higher Education Center at San Ysidro	2.0%	36
Crown Cover Aquatic Center	0.1%	1
Most of my courses are currently online	11.5%	203
Other (Extension sites, high school students, etc.)	1.0%	17
Answered question:	100%	1,769
Skipped question:	0.00%	0

Answer Options	Not at all Familiar	Slightly Familiar	Moderately Familiar	Very Familiar	Rating Average	Response Count
2: Please indicate your familiarity with each of the following services/departments offered at Southwestern College.						
Admissions & Records Office	135	375	526	550	2.94	1,586
Assessment Center (Placements/Prerequisites Center)	466	464	363	291	2.30	1,584
Associated Student Organization (ASO) & Student Clubs	487	467	313	315	2.29	1,582
Bookstore	100	206	350	926	3.33	1,582
CalWORKs	563	433	253	303	2.19	1,552
Career & Transfer Connections (Career/Transfer Center, Student Employment Services)	382	471	357	368	2.45	1,578
Cashiering Office	511	355	302	412	2.39	1,580
College Police	501	436	282	361	2.32	1,580
Counseling Services	155	232	374	811	3.17	1,572
Disability Support Services (DSS)	631	379	203	360	2.19	1,573
EOPS/ CARE	384	307	243	643	2.73	1,577
Evaluations Office	661	414	241	256	2.06	1,572
Financial Aid Office	224	292	346	709	2.98	1,571
First Year Experience / Second Year Experience	510	325	268	472	2.45	1,575
Food Services	328	279	305	668	2.83	1,580
Guardian Scholars Program (Foster Youth)	1,054	292	101	132	1.56	1,579
Health Services	738	409	203	225	1.95	1,575
High Tech Center	875	333	173	185	1.79	1,566
Learning Assistance Services (Academic Success Center / Tutoring)	398	362	353	460	2.56	1,573
Learning Resource Center (LRC)/ Library	311	296	340	630	2.82	1,577
MESA Schools Program	969	293	132	169	1.68	1,563
Office of Student Equity Programs and Services (Student Equity, Dreamer Center, Learning Community Hub)	833	339	197	206	1.86	1,575
Outreach Office	851	319	198	206	1.85	1,574
Personal Wellness Services	645	374	261	292	2.13	1,572
Service Learning Program	852	331	199	185	1.82	1,567
SWC Cares/Basic Needs	418	326	323	507	2.58	1,574
Veterans' Resource Center	940	292	138	200	1.74	1,570
Veterans' Services Office	953	285	141	197	1.73	1,576

Workability III Program	1,081	265	101	129	1.54	1,576

Answered question:	1,589
Skipped question:	180

3: Within the last year, how often have you used the Admissions & Records Office?

Answer Options	Response Percent	Response Count
Never	30.2%	478
Sometimes	57.8%	914
Often	12.0%	190
Answered question:		1,582
Skipped question:		187

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	23	205	398	402	21	4.03	1,088
Registration Process for Classes	37	34	164	361	465	23	4.11	1,084
Process for Obtaining a Student ID Card	39	46	178	246	381	190	3.99	1,080
Transcript Request Service	31	34	218	231	289	279	3.89	1,082
Transcript Evaluation Process	41	41	235	226	258	284	3.77	1,085
Answered question:								1,088
Skipped question:								681

5: Within the last year, how often have you used the Assessment Center (Placements/Prerequisites Center)?

Answer Options	Response Percent	Response Count
Never	68.0%	1,062
Sometimes	29.0%	453
Often	3.0%	47
Answered question:		1,562
Skipped question:		207

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 (Placements/ Prerequisites Center) (Overall satisfaction)	9	10	168	221	92	3.75	500
Answered question:							*500*
Skipped question:							1,269

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 (Placements / Prerequisites Center) staff helped me to understand how to pick my courses based on my placement test results	8	11	128	137	180	36	4.01	500
Answered question:								500
Skipped question:								1,269

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	65.81%	1,022
Yes	20.41%	317
I'm not sure	13.78%	214
Answered question:		1,553
Skipped question:		216

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	6	6	187	206	126	3.83	531
Number of ASO events per semester	3	16	221	189	98	3.69	527
Variety of ASO events per semester	4	13	204	198	108	3.75	527
Organization of ASO events	4	10	196	198	119	3.79	527
Promotion/marketing of ASO events	5	25	210	190	99	3.67	529
					Answered question:		532
					Skipped question:		1,237

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	180	1,250	92	11.8%	1,522
Discounts at Southwestern College locations (Campus Bookstore, Health Services, Cafeteria, etc.)	391	1,013	120	25.7%	1,524
Calculator Rental Program	149	1,298	65	9.9%	1,512
ASO Scholarships	151	1,218	146	10.0%	1,515
			Answered question:		1,529
			Skipped question:		240

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)	29	22	537	280	178	481	3.53	1,527
						Answered question:		1,527
						Skipped question:		242

12: (Optional) Is there another service the Associated Student Organization (ASO) could provide:

	Answered question:	103
	Skipped question:	1664

Coded Category (>2%)	*Percent*	Example Comments
No additional services / Satisfied	32%	*"With the services they have, they are more than enough"*
Don't know much about ASO	11%	*"I don't know what they do"*
Would like more ASO info	4%	*"I would like more information on ASO"*
Professional development	4%	*"Resume building feedback, practice interviews"*
Textbook assistance	4%	*"Book reimbursement when the campus store doesn't carry the textbook."*
Transportation assistance	4%	*"We need more help with regards transportation. Bus passes are very expensive."*
Food discounts / Vouchers	3%	*"Food vouchers for low income"*
More club support	2%	*"Workshops on how to lead a club!"*
Better event advertising	2%	*"As a student who is consistently on campus, i do not see events or informational in relation to ASO"*
More HEC support	2%	*"Branch out and have some events at the Otay Mesa campus."*
Faster response time	2%	*"Reimbursements of club/organization expenses need to be more transparent and faster."*
Financial support / literacy	2%	*"Yes help the students understand the cost of classes."*
Midterm/Finals Food and Stress relief	2%	*"Music and food for finals week, to help relieve a lil stress."*
Free meals / Coffee	2%	*"Provide free meal for students and tuition assistance"*
More ASO events	2%	*"I think I would prefer to have more events offered by ASO overall."*
Gas card	2%	*"Gas card"*
Academic assistance	2%	*"Helping students with struggles of what degree they will pursue. Given a summary from a variety of degrees and what are involve with it."*
Improve scheduling of events	2%	*"Do more events on Mondays and Tuesdays also."*
Don't know/Unsure	3%	--
Other	15%	--

13: Within the last year, have you been a member of a Student Club?		
Answer Options	Response Percent	Response Count
No	79.6%	1,218
Yes	20.4%	312
Answered question:		1,530
Skipped question:		239

14: (Optional) If you have never been involved in Student Clubs, please tell us why:		
	Answered question:	526
	Skipped question:	1243
Coded Category	Percent	Example Comments
No time / Busy / Scheduling	37%	*"Don't have free time outside of school due to work."*
Unaware / Not enough information	23%	*"Don't know any info about any clubs."*
Other priorities	6%	*"I'm involved in out of school activities like helping out my community and I'm in sports…"*
None suit my interests	5%	*"I haven't found a club that I'm interested in."*
Online student	5%	*"With my classes mostly online, I never get to know the clubs available…"*
Not interested	5%	*"Not interested in joining the clubs."*
Haven't looked into it	2%	*"I have not given time to looking for student club."*
Social anxiety	2%	*"Because I have anxiety and I struggle to sometimes be in big groups."*
New student	2%	*"I just started my studies in Southwestern College so I'm not yet familiar about any Student Clubs."*
Part-time Student	2%	*"I only take one class."*
Don't feel welcome	1%	*"There's not much community within them"*
Don't know of any clubs at the HECs	1%	*"I don't know of any clubs that meet at HEC NC."*
Don't travel to campus	1%	*"I don't travel to campus much and I haven't heard of a club that sounds interesting to me in particular. Not yet."*
Tried to join but no response	1%	*"I signed up to one, but I never heard back :("*
Currently / Previously in clubs	0%	*"I am in a club that wasn't mentioned."*
Not sure how to join	0%	*"Not sure how to be in one."*

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)	10	6	81	124	90	3.89	311
					Answered question:		311
					Skipped question:		1,458

16: (Optional) Do the Student Clubs meet your needs? Please explain why or why not:

		Answered question:	53
		Skipped question:	1716

Coded Category	Percent	Example Comment
Yes	62%	"I feel as If the club I joined was perfect for anyone to jump in or out at any point."
Negative club experience	6%	"Some officers do not create an accommodating and inclusive environment in their club…".
Scheduling conflicts w/ classes & clubs	2%	"I am part of Architecture club, but I this term the meets are at my class hours."
Don't feel like I belong	4%	"…I identify myself as a member, but I can't seem to find a place there where I play an active role in the clubs I'm in."
I've aged out of clubs	2%	"…I kind of aged out of this so my opinion is kind of biased. Overall great options for clubs."
Low attendance made the club less fun	2%	"French club was fun and informative but it wasn't enjoyable cause there wasn't many people."
More hybrid events	2%	"Most student clubs have opted to stop holding hybrid events, which affect the online student community."
Need smoother administrative process	2%	"…if there was an announcement like due date for direct payment, club officers should receive the money, not just advisors…"
Prefer in-person instead of online meetings	2%	"Investment club needs to be in person!"
The clubs need more funding	2%	"The clubs at Southwestern college need more funding!"
Would like more tech clubs	2%	"I would like more technology hands-on options…"
Would like more club visibility	2%	"Student clubs should participate more closely with their school's administration. Both parties should strive to have more visibility and a stronger presence. Students respond better when they physically see promotion tables and events."
Mixed club experiences	4%	"Some clubs are very inactive and the officers and advisor is a mess. But others are really fun and have a ton of activities…"

17: Within the last year, how often have you used the Bookstore?

Answer Options	Response Percent	Response Count
Never	15.5%	235
Sometimes	54.5%	829
Often	30.0%	456
Answered question:		1,520
Skipped question:		249

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)	22	12	176	606	457	4.15	1,273
Staff knowledge of bookstore products (textbooks, supplies, etc.)	19	17	225	552	461	4.11	1,274
Cleanliness of store	19	11	150	507	583	4.28	1,270
Availability of products (textbook, supplies, etc.)	29	55	270	532	387	3.94	1,273
					Answered question:		1,276
					Skipped question:		493

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)	67.3%	857
In-person at another bookstore	3.9%	50
Online retailer (Amazon, Barnes & Noble, etc.)	18.3%	233
I did not buy my textbooks (I found them for free, borrowed from the library, used zero cost textbooks etc.)	7.6%	97
I did not use any textbooks	2.9%	37
Answered question:		1,274
Skipped question:		495

20: Within the last year, where did you typically buy your textbooks for SWC classes?

Answer Options	Response Percent	Response Count
Physical	34.1%	433
Digital	16.4%	209
A mix of both	49.5%	629
Answered question:		1,271
Skipped question:		498

21: Within the last year, how often have you used CalWORKS?		
Answer Options	**Response Percent**	**Response Count**
Never	82.0%	1,235
Sometimes	11.7%	176
Often	6.4%	96
Answered question:		1,507
Skipped question:		262

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)	9	3	64	85	113	4.06	274
Answered question:							274
Skipped question:							1,495

23: Within the last year, how often have you used the Career & Transfer Connections (Career/Transfer Center, Student Employment Services)?		
Answer Options	**Response Percent**	**Response Count**
Never	59.0%	1044
Sometimes	21.5%	381
Often	4.5%	80
Answered question:		1,505
Skipped question:		264

24: Please indicate your level of satisfaction with the following:							
Answer Options	**Very Dissatisfied**	**Dissatisfied**	**Neutral**	**Satisfied**	**Very Satisfied**	**Rating Average**	**Response Count**
Career & Transfer Connections (Career/Transfer Center, Student Employment Services) (Overall satisfaction)	8	11	115	202	127	3.93	463
Answered question:							463
Skipped question:							1,306

25: Please indicate your level of agreement with the following:							
Answer Options	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	NA, I did not receive this service	Rating Average	Response Count
Career Connections helped me explore how my major aligns with potential career choices.	9	16	108	114	154	60	3.45	461
Career Counselors helped me align my values, skills, and interests with my major.	10	17	103	128	147	56	3.47	461
Through the Student Employment Services Office, I feel more prepared to find employment (full-time, part-time, or internships) that aligns with my future career.	9	16	118	111	139	69	3.32	462
After utilizing Transfer Connection services (counseling, workshops, transfer fairs) I feel more informed about how to transfer to a 4-year college or university.	9	17	96	119	152	65	3.42	458
Answered question:								463
Skipped question:								1,306

26: Within the last year, how often have you used the Cashiering Office?		
Answer Options	Response Percent	Response Count
Never	63.4%	952
Sometimes	33.3%	500
Often	3.3%	50
Answered question:		1,502
Skipped question:		267

27: 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)	6	8	119	246	173	4.04	552
Staff's efficiency in processing transactions accurately	9	11	104	244	182	4.05	550
Staff's knowledge about student services and policies	7	16	130	218	179	3.99	550
					Answered question:		552
					Skipped question:		1,217

28: Within the last year, how often have you used the College Police?		
Answer Options	Response Percent	Response Count
None	88.7%	1328
1 - 2 times	9.3%	140
3 - 4 times	1.6%	24
5 or more times	0.4%	6
Answered question:		1,498
Skipped question:		271

29: 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	22.49%	38
Victim of a crime	4.73%	8
Reported a crime	10.65%	18
Witnessed a crime	2.96%	5
Suspected or charged with a crime	2.96%	5
Casual encounter	19.53%	33
Traffic stop	2.37%	4
Service oriented (i.e. escort, lost and found)	28.99%	49
Other (please specify):	37.87%	64
Answered question:		169
Skipped question:		1,600

30: 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)	2	6	21	24	116	4.46	169
					Answered question:		169
					Skipped question:		1,600

31: Please select the area(s) where the College Policy could improve services:

Answer Options	Response Percent	Response Count
Crime Prevention		12
Community-Oriented Policing		22
Traffic Enforcement		14
Traffic Control		21
Parking Enforcement		28
Other (please describe)		31
Answered question:		94
Skipped question:		1,675

32: 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)	5	3	30	59	70	4.11	167
					Answered question:		167
					Skipped question:		1,602

33: Within the last year, how often have you used Counseling Services?

Answer Options	Response Percent	Response Count
None	25.5%	381
1 - 2 times	39.9%	596
3 - 4 times	23.0%	352
5 or more times	11.0%	164
Answered question:		1,493
Skipped question:		276

34: What type of counseling services did you use or receive?			
Answer Options	I received this service	I did not receive this service	Response Count
Counseling Services (Overall Satisfaction)	936	152	1,088
1-hour counselling appointment	586	478	1,064
Walk-in appointment	363	671	1,034
Orientation workshop	144	880	1,024
Probation workshop	243	789	1,032
Career workshop	262	768	1,030
Transfer workshop	936	152	1,088
Answered question:			1,106
Skipped question:			663

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)	37	46	135	353	489	32	4.14	1092
1-hour counselling appointment	36	32	134	300	486	103	4.18	1091
Walk-in appointment	33	45	164	194	290	356	3.91	1082
Orientation workshop	18	10	185	121	183	556	3.85	1073
Probation workshop	9	13	178	69	100	702	3.65	1071
Career workshop	10	16	170	102	133	644	3.77	1075
Transfer workshop	16	13	174	111	152	609	3.79	1075
Answered question:								1,092
Skipped question:								677

36: Within the last year, how often have you used Disability Support Services (DSS)?

Answer Options	Response Percent	Response Count
Never	86.1%	1,278
Sometimes	7.1%	106
Often	6.7%	100
Answered question:		1,484
Skipped question:		285

37: 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)	2	6	24	53	119	4.38	204
					Answered question:		204
					Skipped question:		1565

38: Please indicate your level of agreement with the following:

Answer Options	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Rating Average	Response Count
DSS is supportive with coordinating my accommodations.	6	3	25	48	122	4.36	204
My instructors supported me with implementing my accommodations.	6	7	38	45	106	4.18	202
					Answered question:		204
					Skipped question:		1565

39: Within the last year, how often have you used the Evaluations Office?

Answer Options	Response Percent	Response Count
Never	85.1%	1259
Sometimes	13.6%	201
Often	1.4%	20
Answered question:		1480
Skipped question:		289

40: 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)	12	15	56	84	54	3.69	221
					Answered question:		221
					Skipped question:		1548

41: Within the last year, how often have you used Extended Opportunities Programs and Services (EOPS)?

Answer Options	Response Percent	Response Count
Never	63.3%	935
Sometimes	11.8%	174
Often	24.9%	368
Answered question:		1477
Skipped question:		292

42: 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)	10	9	60	119	345	4.44	543
Answered question:							543
Skipped question:							1226

43: Within the last year, how often have you used the Financial Aid Office?

Answer Options	Response Percent	Response Count
Never	36.63%	541
Sometimes	45.23%	668
Often	18.14%	268
Answered question:		1477
Skipped question:		292

44: 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)	18	34	153	361	371	4.10	937
Answered question:							937
Skipped question:							832

45: Within the last year, how often have you used Food Services (Time Out Cafe, Tradewinds)?

Answer Options	Response Percent	Response Count
Never	45.5%	672
Sometimes	33.3%	492
Often	21.1%	312
Answered question:		1476
Skipped question:		293

46: 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)	21	33	159	343	249	3.95	805
Selection of cold food choices	24	57	219	304	199	3.74	803
Selection of hot food choices	32	54	220	288	208	3.73	802
Cleanliness of food service area	13	24	140	358	268	4.05	803
Amount of food inventory	27	47	204	312	211	3.79	801
Wait time	23	43	218	305	211	3.8	800
Prices	76	145	258	192	127	3.19	798
Answered question:							805
Skipped question:							964

47: (Optional) What other food choices or offerings would you like to be made available to you?

| | | Answered question: | 185 |
| | | Skipped question: | 1584 |

Coded Category	Percent	
Specific menu suggestions	43%	"Smoothies."
Healthier options	15%	"Healthier options, well balanced options…"
Cheaper / more affordable	8%	"Just make the prices lower, we are broken students."
More variety	6%	"A more diverse menu would benefit all students."
Vegan/Vegetarian Options	4%	"More vegetarian and vegan options."
Existing options are good	3%	"All the food available is more than enough to be happy with."
No opinion/No additional options	3%	"N/A"
Fresh foods	2%	"I would like more fresh foods to be available."
Labelling (prices and nutrition)	2%	"It would be appreciated if the items being sold had their prices."
Need food appliances	2%	"Public microwave and ice machine."
Specialized diets	2%	"Dairy free."
Accept food stamps/EBT	1%	"You guys need to start taking EBT."
Improve quality	1%	"Honestly, the food choices available in campus are close to the worst food quality, food is processed, a lot of fast food, not many choices…"
Other	9%	--

48: 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	68.9%	550
No	21.8%	174
I'm not a student at the Chula Vista campus / No opinion	9.3%	74
Answered question:		798
Skipped question:		971

49: 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	231	373	112	285	793
Time Out Café	219	389	119	270	795
Answered question:					803
Skipped question:					966

50: Within the last year, how often have you used Health Services?

Answer Options	Response Percent	Response Count
Never	90.9%	1339
Sometimes	8.2%	120
Often	1.0%	14
Answered question:		1,473
Skipped question:		296

51: 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)	3	3	20	60	47	4.09	133
Answered question:							133
Skipped question:							1,636

52: Please indicate your level of agreement with the following:							
Answer Options	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Rating Average	Response Count
I was provided with the information I needed about health services, either in-person or through its various other platforms, such as, Cranium Café, phone, and/or e-nurse (email).	2	6	27	53	45	4	133
					Answered question:		133
					Skipped question:		1,636

53: 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	66.2%	88
No	33.8%	45
Answered question:		133
Skipped question:		1,636

54: Within the last year, how often have you used Learning Assistance Services (Academic Success Center/Tutoring)?		
Answer Options	Response Percent	Response Count
Never	65.2%	959
Sometimes	26.7%	393
Often	8.1%	119
Answered question:		1,471
Skipped question:		298

55: 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)	8	14	95	205	187	4.08	509
					Answered question:		509
					Skipped question:		1,260

56: Which of the following services have you utilized?

Answer Options	Response Percent	Response Count
Appointment-based tutoring (e.g. ASC, DSS, EOPS)	35.4%	180
Online e-tutoring	29.7%	151
Online Writing Lab (OWL)	22.2%	113
Open Lab Tutoring (Business, Child Development, ITC, Math/Science, Music, Nursing, etc.)	26.5%	135
Power Study Program (in-class or outside sessions)	21.4%	109
Writing Center	31.4%	160
Test Reviews	4.7%	24
Workshops	13.4%	68
Proctored Exams (including fee-based)	6.5%	33
Other tutoring services	19.1%	97
Answered question:		509
Skipped question:		1,260

57: 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.	40	12	98	175	164	20	3.69	509
Complete the course(s) for which I received tutoring	41	13	91	167	159	36	3.56	507
Took more advanced or	35	31	142	123	129	44	3.29	504

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Challenging coursework							
Strengthen my academic skills	37	10	92	183	164	20	3.73	506
Feel self-confident in my ability to succeed in the course.	39	12	99	170	169	17	3.73	506
Apply study strategies to my course.	37	12	107	164	159	26	3.63	505
Take greater responsibility for my own success.	35	4	90	174	177	25	3.75	505
Answered question:							509
Skipped question:							1,260

58: Within the last year, how often have you used the Learning Resource Center (LRC)/Library?

Answer Options	Response Percent	Response Count
Never	49.4%	724
Sometimes	31.6%	463
Often	19.1%	280
Answered question:		1467
Skipped question:		302

59: 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)	9	10	100	316	308	4.22	743
Answered question:							743
Skipped question:							1026

60: Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
The LRC/Library's remote services	12	8	136	185	303	99	743
Answered question:							743
Skipped question:							1,026

61: Within the last year, how often have you used the Dreamer Center?		
Answer Options	Response Percent	Response Count
Never	78.9%	1395
1-2 times	1.9%	33
3-4 times	0.8%	15
5 or more times	0.7%	13
Answered question:		1,456
Skipped question:		313

62: 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
Dreamer Center (Overall satisfaction)	2	0	9	16	34	4.31	7	61
Admissions application assistance	1	0	6	17	26	3.29	16	66
Financial Aid application assistance	1		9	16	28	3.46	13	67
Resource referral	1	1	8	16	25	3.22	16	67
Workshops/ events/ guest speakers	1	0	6	16	27	3.30	16	66
Legal Immigration Services	1	0	7	13	20	2.72	23	64

Other (please describe)							
						Answered question:	67
						Skipped question:	1702

63: 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	2	1	10	29	21	4.05	63
Makes me feel supported to continue my education	2	1	8	28	23	4.11	62
Provides useful resources	2	1	12	24	23	4.05	62
						Answered question:	63
						Skipped question:	1706
Note: Not all students were asked Q40 – Q42 due to an issue with the survey skip logic.							

64: Within the last year, how often have you visited the Learning Community Hub?		
Answer Options	**Response Percent**	**Response Count**
Never	76.7%	1357
1-2 times	2.5%	45
3-4 times	0.9%	16
5 or more times	1.9%	33
Answered question:		1451
Skipped question:		318
Note: Not all students were asked Q62 – Q63 due to an issue with the survey skip logic.		

65: 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)	2	3	12	25	53	4.31	8	103
Study/Lounge space	2	5	10	29	49	4.24	8	103
Printing services	5	2	14	24	38	4.06	20	103
Student computers	2	1	16	29	35	4.13	20	103
Learning community events	1	0	15	20	51	4.38	16	103
Classes in the Learning Community Hub	3	1	15	20	36	4.13	27	102
Appointments with faculty or staff	3	1	11	18	43	4.28	26	102
Answered question:								103
Skipped question:								1,666

66: 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	8.6%	125
No	91.4%	1329
Answered question:		1454
Skipped question:		315

67: Within the last year, how often have you used the Outreach Office?

Answer Options	Response Percent	Response Count
Never	90.3%	1,318
Sometimes	8.1%	118
Often	1.6%	23
Answered question:		1,459
Skipped question:		310

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)	3	3	33	58	45	3.98	142
Answered question:							142
Skipped question:							1,627

69: Within the last year, how often have you used Personal Wellness Services?

Answer Options	Response Percent	Response Count
Never	84.7%	1235
Sometimes	11.5%	168
Often	3.8%	56
Answered question:		1459
Skipped question:		310

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)	4	2	30	97	92	4.20	225
Answered question:							225
Skipped question:							1544

71: Within the last year, how often have you received assistance from the SWC Cares/Basic Needs Department?

Answer Options	Response Percent	Response Count
Never	62.31%	906
1-2 times	19.81%	288
3-4 times	8.73%	127
5 or more times	9.15%	133
Answered question:		1454
Skipped question:		315

Note: Not all students were asked Q75 - Q77 due to an issue with the survey skip logic.

72: Please indicate your level of satisfaction with the following:

Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
SWC Cares/Basic Needs (Overall Satisfaction)	14	5	49	157	323		548
						Answered question:	548
						Skipped question:	1,221

73: Within the last year, how often have you used the Veterans' Resource Center?

Answer Options	Response Percent	Response Count
Never	93.8%	1361
1 - 3 times	3.6%	52
4 - 10 times	1.8%	26
More than 10 times	0.8%	12
Answered question:		1,451
Skipped question:		318

74: 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)	3	3	15	32	39	4.10	92
						Answered question:	92
						Skipped question:	1,677

75: 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	67.4%	62
Mental health counseling	17.4%	16
Free tutoring (currently offered)	15.22%	14
Answered question:		92
Skipped question:		1,677

76: Within the last year, how often have you used the Veterans' Services Office?

Answer Options	Response Percent	Response Count
Never	93.5%	1356
Sometimes	4.8%	70
Often	1.7%	24
Answered question:		1,450
Skipped question:		319

77: 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)	1	3	15	37	38	4.15	94
Answered question:							94
Skipped question:							1675

78: Please indicate your familiarity with SWC's Online Catalog:

Answer Options	Response Percent	Response Count
Not at all familiar	21.8%	315
Slightly familiar	33.0%	476
Moderately familiar	26.6%	385
Very familiar	18.6%	269
Answered question:		1,445
Skipped question:		324

79: Within the last year, how often have you used SWC's Online Catalog?

Answer Options	Response Percent	Response Count
Never	31.4%	452
Sometimes	50.9%	734
Often	17.8%	256
Answered question:		1,442
Skipped question:		327

80: Please indicate your level of satisfaction with the following:

Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
SWC's Online Catalog (Overall satisfaction)	15	26	266	417	267	3.90	991
Answered question:							991
Skipped question:							778

81: 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	21	42	222	394	569	175	4.16	1,423
Level of supplies in restrooms	39	127	297	421	408	132	3.8	1,424
Cleanliness of student restrooms	72	140	294	375	415	123	3.71	1,419
Overall satisfaction of Custodial Services	27	52	300	427	440	173	3.96	1,419
Grounds Services:								
College landscape (laws, flower beds, etc.)	18	25	209	441	597	131	4.22	1,421
Number of outdoor trashcans	22	63	270	471	479	119	4.01	1,424
How frequently trash cans are emptied	19	37	279	441	487	157	4.06	1,420

Overall satisfaction of Grounds Services	13	16	257	455	539	140	4.16	1,420
Maintenance Services:								
How quickly classroom repairs are made	32	60	321	343	383	287	3.86	1,426
Overall satisfaction of Maintenance Services	26	39	291	398	430	239	3.99	1,423
Facilities Services:								
The degree to which buildings, classrooms, and labs accommodate your educational needs	15	32	247	446	515	168	4.13	1,423
Level of comfort of classroom furnishings (chairs, desks, etc.)	35	85	295	426	434	149	3.89	1,424
Condition of classroom furnishings (chairs, desks, etc.)	32	54	272	454	464	143	3.99	1,419
Overall satisfaction of Facilities Services	20	26	268	489	484	138	4.08	1,425
							Answered question:	1,427
							Skipped question:	342

82: Would you like to make additional comments about your experiences with an office or program?		
Answer Options	**Response Percent**	**Response Count**
Yes	7.3%	104
No	92.7%	1,323
Answered question:		1,427
Skipped question:		342
Questions 83-84 answers within supplemental documentation		

85: Do you have additional comments you would like to make about another office or program?

Answer Options	Response Percent	Response Count
Yes	27.2%	28
No	72.8%	75
Answered question:		103
Skipped question:		1,666
Questions 86/87 answers within supplemental documentation		

88: Do you have additional comments you would like to make about another office or program?

Answer Options	Response Percent	Response Count
Yes	50.0%	14
No	50.0%	14
Answered question:		28
Skipped question:		1,741
Questions 89/90 answers within supplemental documentation		

91: Do you have additional comments you would like to make about another office or program?

Answer Options	Response Percent	Response Count
Yes	33.3%	14
No	66.7%	14
Answered question:		28
Skipped question:		1,741
Questions 92/93 answers within supplemental documentation		

94: 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
Answered question:		5
Skipped question:		1,764
Questions 95/96 answers within supplemental documentation		

97: 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	21.5%	305
Personal vehicle	60.8%	864
Carpool with other students	1.2%	17
Given a ride from someone	7.2%	103
Walk or bike	1.6%	22
Rideshare (Uber, Lyft)	1.3%	18
Other	0.8%	11
I did not travel to campus within the last year	5.8%	82
Answered question:		1,422
Skipped question:		347

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

Answer Options	Response Percent	Response Count
Bonita	5.0%	**71**
Chula Vista	44.7%	**636**
Coronado	0.3%	**4**
Imperial Beach	6.4%	**91**
Mexico; cross border (any location)	7.7%	110
National City	8.7%	124
Otay Mesa	3.1%	44
San Ysidro	8.6%	122
Other	15.5%	220
Answered question:		1,422
Skipped question:		347

99. What is your gender identity?

Answer Options	Response Percent (of answered)	Response Count
Female	0.1%	2
Male	68.8%	975
Transgender female	26.3%	373
Transgender male	0.1%	2
Gender variant/Non-conforming/Non-binary	0.5%	7
Prefer not to disclose	1.8%	26
Identity not listed (please specify)	2.3%	33
Answered question:		1,418
Skipped question:		351

100. What is your ethnicity?		
Answer Options	Response Percent (of answered)	Response Count
African-American	4.9%	70
American Indian/ Alaskan Native	0.6%	9
Asian	2.9%	41
Filipino	9.2%	130
Hispanic	62.8%	890
Multi-Ethnicity	3.7%	53
Pacific Islander	0.4%	5
Unknown	0.2%	3
White	8.0%	113
Prefer not to disclose	4.2%	60
Other (please specify)	3.1%	44
Answered question:		1,418
Skipped question:		351

101. What is your age?		
Answer Options	Response Percent (of answered)	Response Count
19 years or younger	23.4%	332
20 to 24 years	29.8%	423
25 to 29 years	10.9%	155
30 to 34 years	9.4%	134
35 to 39 years	7.8%	110
40 to 49 years	8.7%	124
50 years and over	7.7%	109
Decline to state	2.2%	31
Answered question:		1,418
Skipped question:		351

102. What is your sexual orientation?

Answer Options	Response Percent (of answered)	Response Count
Straight or heterosexual	75.4%	1069
Lesbian	1.2%	17
Gay	1.6%	23
Bisexual	8.5%	120
Pansexual	2.4%	34
Asexual	0.8%	12
Queer	0.8%	11
Prefer not to disclose	8.3%	117
Identity not listed (please specify)	1.1%	15
Answered question:		1418
Skipped question:		351

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

Answer Options	Response Percent (of answered)	Response Count
Active duty / Veteran	3.2%	45
Foster Youth or Former Foster Youth	2.4%	34
First-generation college student	52.5%	744
Primary language is something other than English	49.5%	702
Fall 2023 or Spring 2024 was my first term ever to enroll at Southwestern College	33.4%	474
Participated in a learning community (UMOJA, BAYAN, CHEL, PUENTE, etc.)	6.3%	89
Justice impacted	5.4%	76
Answered question:		1,367
Skipped question:		402