

12/18/2012



Facilities and Services Survey

Analysis of Results



Office of Institutional Effectiveness and
Planning

Facilities and Services Survey

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Introduction

The purpose of this report is to summarize the results of the satisfaction and open ended questions in the Facilities Survey conducted as part of the 2012 update of the CVCC Facilities Master Plan. In December 2012, the Facilities Survey was conducted for the CVCC campus. The online survey was sent to all faculty and staff, and a link was available on the CVCC website. A total of 57 faculty and staff responded to the survey.

The survey asked respondent to rate their satisfaction with areas of the campus (see questionnaire) using the following four point response scale: Very Satisfied, Satisfied, Not satisfied, and No opinion/have not used. In addition, the survey asked the following open-ended questions:

1. What do you **LIKE** about the CVCC campus and grounds?
2. What **Improvements** to CVCC's campus or grounds would you like to see?

The open-ended responses were coded into common themes or categories for analytical purposes. Note that responses can be coded into more than one theme or category; hence the total number of responses is duplicated.

CVCC Campus

SATISFACTION RATING (n = 56)

The CVCC Campus had a range of 60% to 17% Very Satisfied rating (see Table A).

Only 1 area, General Appearance, ranked highest with **Very Satisfied**.¹ The top five areas with the highest ranking based on percentages who were very satisfied to satisfied:

1. General Appearance – 99%
2. Library – 97%
3. Parking – 95%
4. Athletic Fields – 95%
5. Information Technology – 95%

The area with the highest **not satisfied** rating was the Student lounges/social areas with a rating of 49% very satisfied to satisfied.

The bottom three areas with the lowest ranking of satisfied:

1. Social/lounge – 49%
2. Science Labs – 62%
3. Study areas – 73%
4. Gym/PE – 74%

Table A. Please rate your satisfaction with each of the following facilities/areas of the CVCC campus.

Answer Options	Very Satisfied	Satisfied	Not Satisfied	Rank (based on Very Satisfied)
General Appearance	60%	39%	2%	1
Classrooms	33%	58%	10%	9
Laboratory Equipment	25%	57%	18%	12
Classroom technology	30%	55%	15%	10
Study Areas	30%	43%	28%	10
Library	37%	60%	4%	7
Administrative Offices	37%	56%	8%	7
Faculty Offices	43%	45%	13%	3
Public meeting areas	38%	49%	13%	6
Student	17%	31%	52%	14

¹ Excludes No opinion/have not used

lounges/social areas				
Parking lots	35%	60%	5%	8
Computer labs	35%	48%	17%	8
Science labs	29%	33%	38%	11
Gym/PE areas	41%	33%	26%	4
Athletic fields	51%	44%	5%	2
Maintenance	37%	57%	6%	7
Information technology	40%	55%	6%	5
Bookstore	21%	62%	17%	13

Q 3. What did you like about the CVCC campus and grounds? (n56)

Majority of positive responses were about the landscaping and grounds with 26 or 76% favorable.

The top ten “Like” are described briefly as:

Beautiful Clean Cleanliness Environment Grounds
Landscaping Neat Nice Setting Trees

Q 4. What Improvements to the CVCC Campus or Grounds would like to see? (n=57)

Improvements suggested for the CVCC campus are provided in Table B below. The four most frequently cited improvements include:

Table B. What improvements to the CVCC campus or grounds would like to see?			
Improvements	Sorted number of comments	Percent of Total Responses	Rank
Student Center	10	34%	1
Bathrooms	5	17%	2
Clock tower	4	13%	3
General Updates	3	10%	4

Some specific improvements that were mentioned by the respondents included:

The clock tower needs to be repaired.

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general updates in areas refresh/update Wilson Hall

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clock tower**Student center** 1. I would love to see the clock tower renovated and functioning.
2. The student lounge in Wilson Hall needs to be updated and brightened up. This should include activities for the students including fooseball tables, hockey tables, etc., as well as student friendly furniture, music, or televisions for watching movies or news. The student area in Wilson Hall should be booming with activity and noise. It should not be a place where students should have to be quiet.

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Student center**bathrooms** BATHROOM AREAS NEED MORE ATTENTION STUDENT LOUNGE IN BAD SHAPE...FURNITURE NEEDS REPAIRING/REPLACING

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Table B. Please rate your satisfaction with each of the following services as they relate to facilities. Ex. location, accessibility, space, etc.

Answer Options	Very Satisfied	Satisfied	Not Satisfied	Rank (based on Very Satisfied)
Admissions	33%	62%	6%	1 tied
Advising	27%	53%	20%	2 tied
Cashier	33%	61%	6%	1
Counseling	27%	53%	20%	2
Campus workroom	21%	66%	13%	4
Testing	23%	74%	3%	3
Tutoring	18%	71%	11%	5

Other comments:

There is no comfortable space in Human Resources to meet, sign documents, etc.

There needs to be someone designated to answer phones during busy times such as registration.

Could use more time for tutors. Students are missing a lot because tutors aren't available for people who work full time.

Tutoring area needs attention. New furniture and better signage.

Admission transcript evaluation process makes it difficult for advisors at times because the students' transcripts aren't evaluated in a timely manner.