

Student Satisfaction Survey Spring 2013



1. Indicate the level of satisfaction using the following scale:

	Strongly Agree	Agree	Don't Know	Disagree	Strongly Disagree	Rating Average	Rating Count
1. Classroom space is adequate	54.8% (249)	40.3% (183)	1.3% (6)	3.1% (14)	0.4% (2)	4.46	454
2. Space for clubs, activities, leisure, lounges, etc. is adequate	36.8% (165)	32.8% (147)	20.1% (90)	8.5% (38)	1.8% (8)	3.94	448
3. Study space for students is adequate	42.7% (192)	42.4% (191)	7.3% (33)	6.0% (27)	1.6% (7)	4.19	450
4. Courses are academically demanding	44.0% (197)	48.7% (218)	3.1% (14)	2.9% (13)	1.3% (6)	4.31	448
5. There is good rapport between faculty and students	47.0% (210)	41.8% (187)	7.6% (34)	1.8% (8)	1.8% (8)	4.30	447
6. There is good rapport between staff and students	46.3% (206)	41.8% (186)	7.2% (32)	3.1% (14)	1.6% (7)	4.28	445
7. CVCC is friendly and supportive of students	49.0% (220)	43.7% (196)	1.8% (8)	3.8% (17)	1.8% (8)	4.34	449
8. Students receive recognition for their accomplishments	38.9% (173)	33.9% (151)	21.6% (96)	4.7% (21)	0.9% (4)	4.05	445
9. Computer Labs are adequate for assigned tasks	45.2% (203)	38.8% (174)	11.6% (52)	3.6% (16)	0.9% (4)	4.24	449
10. Science Labs are adequate for assigned tasks	36.1% (161)	29.4% (131)	29.8% (133)	4.3% (19)	0.4% (2)	3.96	446
11. Classroom facilities of the College are adequate	45.1% (199)	47.2% (208)	3.4% (15)	3.9% (17)	0.5% (2)	4.33	441
12. The upkeep/maintenance of the College is adequate	45.0% (202)	44.3% (199)	4.0% (18)	5.6% (25)	1.1% (5)	4.27	449
13. The appearance of the campus is pleasing	48.5% (216)	47.4% (211)	1.8% (8)	1.6% (7)	0.7% (3)	4.42	445
14. Academic Support Labs are adequate (writing, math)	36.5% (163)	30.3% (135)	30.5% (136)	1.8% (8)	0.9% (4)	4.00	446

15. Copy Machine availability is adequate	32.1% (142)	29.6% (131)	31.4% (139)	5.6% (25)	1.4% (6)	3.85	443
16. Athletic Facilities are adequate	27.9% (124)	20.0% (89)	48.1% (214)	2.5% (11)	1.6% (7)	3.70	445
17. Athletics is an important part of CVCC	31.9% (142)	27.9% (124)	34.8% (155)	4.3% (19)	1.1% (5)	3.85	445
18. The campus is a safe place	44.5% (197)	46.0% (204)	6.1% (27)	2.5% (11)	0.9% (4)	4.31	443
19. Variety of courses offered is adequate	39.7% (176)	46.5% (206)	5.0% (22)	6.8% (30)	2.0% (9)	4.15	443
20. Class size is appropriate	45.3% (203)	50.9% (228)	1.3% (6)	1.8% (8)	0.7% (3)	4.38	448
21. Advisors are available during posted hours	43.2% (193)	41.2% (184)	9.2% (41)	4.7% (21)	1.8% (8)	4.19	447
22. Quality of the academic advising is satisfactory	43.0% (192)	43.8% (196)	4.7% (21)	6.7% (30)	1.8% (8)	4.19	447
23. Educational opportunities offered by the College are satisfactory	40.0% (179)	49.3% (221)	7.4% (33)	2.9% (13)	0.4% (2)	4.25	448
24. Career assessment/preference tests offered through the Counseling Office are helpful	34.0% (152)	30.2% (135)	33.1% (148)	1.8% (8)	0.9% (4)	3.95	447
25. Counseling on college transfer opportunities is satisfactory	31.2% (139)	32.7% (146)	31.2% (139)	3.8% (17)	1.1% (5)	3.89	446
26. Aware of information on local employment provided by the Career Resource Center in the advising Center	27.7% (124)	28.6% (128)	35.9% (161)	5.4% (24)	2.5% (11)	3.74	448
27. Scholarship opportunities the College provides are satisfactory	33.9% (151)	33.4% (149)	24.4% (109)	7.4% (33)	0.9% (4)	3.92	446
28. There are opportunities for student employment through workstudy program	28.1% (125)	32.4% (144)	36.0% (160)	1.8% (8)	1.8% (8)	3.83	445
29. I am aware of the student complaint/grievance process	31.9% (143)	37.7% (169)	18.5% (83)	8.7% (39)	3.1% (14)	3.87	448

30. The quality of the College's marketing efforts is adequate	30.0% (133)	39.1% (173)	26.2% (116)	4.1% (18)	0.7% (3)	3.94	443
31. Instructors vary in class teaching styles and methods	44.9% (201)	49.1% (220)	4.2% (19)	1.3% (6)	0.4% (2)	4.37	448
32. The College is effective in its marketing efforts	29.6% (131)	39.4% (174)	27.8% (123)	2.0% (9)	1.1% (5)	3.94	442
33. Aware of escort to my car after evening classes	24.9% (111)	22.9% (102)	33.9% (151)	9.9% (44)	8.5% (38)	3.46	446
34. Aware of the availability of evening academic advising and counseling services	30.0% (134)	32.5% (145)	26.2% (117)	6.7% (30)	4.5% (20)	3.77	446
35. Evening hours for student services, such as the Business Office and the Financial Aid Office are adequate	29.7% (133)	34.4% (154)	29.0% (130)	4.2% (19)	2.7% (12)	3.84	448
36. Services provided by the LRC are satisfactory	32.7% (147)	37.2% (167)	28.7% (129)	1.1% (5)	0.2% (1)	4.01	449
37. The quality of the New Student Experience session was satisfactory	31.9% (143)	33.7% (151)	29.5% (132)	2.5% (11)	2.5% (11)	3.90	448
38. The orientation class was beneficial (ORI 101 & ORI 105)	36.8% (165)	29.5% (132)	23.9% (107)	6.3% (28)	3.6% (16)	3.90	448
39. The electronic information access at the LRC is adequate	37.3% (166)	32.1% (143)	27.9% (124)	2.0% (9)	0.7% (3)	4.03	445
40. Student government association is active	25.6% (114)	22.2% (99)	45.7% (204)	4.3% (19)	2.2% (10)	3.65	446
41. Times offered for tutoring services meet my needs	31.1% (138)	31.8% (141)	30.9% (137)	4.3% (19)	2.0% (9)	3.86	444
42. My instructors are responsive	48.6% (216)	45.3% (201)	2.5% (11)	2.5% (11)	1.1% (5)	4.38	444
43. The process for adding and dropping courses is satisfactory	39.6% (177)	40.7% (182)	16.1% (72)	1.8% (8)	1.8% (8)	4.15	447
44. Help is available to improve my study habits and skills	40.1% (179)	38.8% (173)	17.0% (76)	2.9% (13)	1.1% (5)	4.14	446
45. Help is available to research my career goals	36.9% (164)	34.6% (154)	24.5% (109)	2.9% (13)	1.1% (5)	4.03	445

46. The quality of student activities is satisfactory	31.4% (140)	31.8% (142)	29.6% (132)	4.9% (22)	2.2% (10)	3.85	446
47. The variety of student activities is satisfactory	28.6% (127)	31.3% (139)	29.5% (131)	7.7% (34)	2.9% (13)	3.75	444
48. Tutoring services are helpful	33.9% (151)	32.1% (143)	31.7% (141)	0.7% (3)	1.6% (7)	3.96	445
49. The number of student activities is adequate	29.3% (130)	26.9% (119)	33.4% (148)	7.4% (33)	2.9% (13)	3.72	443
50. The emergency notification available on CVCC's Website and CVCC's Facebook meets my needs	39.7% (177)	36.3% (162)	20.4% (91)	2.5% (11)	1.1% (5)	4.11	446
51. I use the CVCC Facebook to keep me informed of the College events and activities	27.8% (124)	24.9% (111)	17.3% (77)	17.5% (78)	12.6% (56)	3.38	446
52. Accomplishing my educational goals at CVCC	47.9% (214)	43.6% (195)	5.8% (26)	1.8% (8)	0.9% (4)	4.36	447
53. Recommend CVCC to others	49.3% (220)	39.2% (175)	6.5% (29)	2.7% (12)	2.2% (10)	4.31	446
answered question							454
skipped question							0

2. Mark how satisfied you were with on-line class. If you have not taken an on-line course, indicate "Did not take on-line course."

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Did not take online courses	Rating Average	Rating Count
1. The availability of online courses needed to make academic progress toward my degree was adequate	24.3% (108)	26.7% (119)	5.2% (23)	1.3% (6)	42.5% (189)	3.29	445
2. The instructor informed me about my progress in the class	29.3% (128)	26.8% (117)	5.3% (23)	2.5% (11)	36.2% (158)	3.30	437
3. The instructor was available for consultation during office hours, by appointment, email, etc.	30.7% (134)	28.8% (126)	3.0% (13)	1.4% (6)	36.2% (158)	3.39	437
4. The instructor provided clear and accurate information regarding course objectives, requirements, and grading procedures	32.3% (141)	27.3% (119)	3.4% (15)	1.6% (7)	35.3% (154)	3.40	436
answered question							445
skipped question							9

3. Comments

	Response Count
	93
answered question	93
skipped question	361

4. Mark the level of satisfaction with the following services. If you did not use the services, indicate "Did not use service."

	Very Satisfied	Satisfied	Disasatisfied	Very Disatisfied	Did Not Use Service	Rating Average	Rating Count
1. Academic Advising	43.9% (186)	43.4% (184)	4.7% (20)	1.9% (8)	6.1% (26)	3.38	424
2. Admissions	46.8% (199)	46.1% (196)	4.2% (18)	0.9% (4)	1.9% (8)	3.41	425
3. Athletics	21.2% (90)	19.5% (83)	1.4% (6)	0.7% (3)	57.2% (243)	3.43	425
4. Bookstore	37.5% (159)	45.5% (193)	7.1% (30)	4.2% (18)	5.7% (24)	3.23	424
5. Business Office	42.7% (179)	49.4% (207)	1.9% (8)	2.1% (9)	3.8% (16)	3.38	419
6. Campus Activities (Concerts & Cultural Programs)	25.4% (108)	22.6% (96)	6.1% (26)	1.4% (6)	44.5% (189)	3.30	425
7. Campus Security	30.9% (131)	35.8% (152)	4.5% (19)	2.8% (12)	25.9% (110)	3.28	424
8. Career Resource Center	30.6% (130)	25.9% (110)	3.1% (13)	0.5% (2)	40.0% (170)	3.44	425
9. Computer Labs	38.4% (163)	41.5% (176)	2.4% (10)	0.5% (2)	17.2% (73)	3.42	424
10. Counseling Services	30.3% (128)	28.6% (121)	2.4% (10)	1.4% (6)	37.4% (158)	3.40	423
11. Disability Services for Students	23.0% (97)	20.4% (86)	1.4% (6)	0.9% (4)	54.3% (229)	3.43	422
12. Financial Aid Services	43.1% (183)	35.8% (152)	5.2% (22)	4.9% (21)	11.1% (47)	3.31	425
13. Job Placement/Employment	20.1% (85)	18.5% (78)	3.3% (14)	1.2% (5)	56.9% (240)	3.34	422
14. Library Services	42.9% (181)	39.8% (168)	2.1% (9)	0.9% (4)	14.2% (60)	3.45	422

15. Orientation Program	35.5% (150)	32.9% (139)	3.6% (15)	2.1% (9)	25.8% (109)	3.37	422
16. Parking Lots	36.6% (155)	42.7% (181)	8.3% (35)	8.5% (36)	4.0% (17)	3.12	424
17. Tutoring Services	27.8% (118)	27.3% (116)	3.3% (14)	0.7% (3)	40.9% (174)	3.39	425
18. Registration Office	43.6% (185)	48.3% (205)	2.8% (12)	0.5% (2)	4.7% (20)	3.42	424
19. Transfer Advising/Counseling	32.1% (134)	29.2% (122)	3.6% (15)	1.7% (7)	33.5% (140)	3.38	418
20. Vending Services	29.3% (123)	36.2% (152)	7.9% (33)	6.9% (29)	19.8% (83)	3.09	420
21. Veteran's Services	24.9% (104)	22.2% (93)	2.6% (11)	1.0% (4)	49.3% (206)	3.40	418
22. CVCC Website	49.2% (206)	44.9% (188)	2.6% (11)	1.4% (6)	1.9% (8)	3.45	419
answered question							425
skipped question							29

5. Comments

	Response Count
	48
answered question	48
skipped question	406