

# 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	<b>54.8%</b> (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	<b>36.8%</b> (165)	32.8% (147)	20.1% (90)	8.5% (38)	1.8% (8)	3.94	448
3. Study space for students is adequate	<b>42.7%</b> (192)	42.4% (191)	7.3% (33)	6.0% (27)	1.6% (7)	4.19	450
4. Courses are academically demanding	44.0% (197)	<b>48.7%</b> (218)	3.1% (14)	2.9% (13)	1.3% (6)	4.31	448
5. There is good rapport between faculty and students	<b>47.0%</b> (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	<b>46.3%</b> (206)	41.8% (186)	7.2% (32)	3.1% (14)	1.6% (7)	4.28	445
7. CVCC is friendly and supportive of students	<b>49.0%</b> (220)	43.7% (196)	1.8% (8)	3.8% (17)	1.8% (8)	4.34	449
8. Students receive recognition for their accomplishments	<b>38.9%</b> (173)	33.9% (151)	21.6% (96)	4.7% (21)	0.9% (4)	4.05	445
9. Computer Labs are adequate for assigned tasks	<b>45.2%</b> (203)	38.8% (174)	11.6% (52)	3.6% (16)	0.9% (4)	4.24	449
10. Science Labs are adequate for assigned tasks	<b>36.1%</b> (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)	<b>47.2%</b> (208)	3.4% (15)	3.9% (17)	0.5% (2)	4.33	441
12. The upkeep/maintenance of the College is adequate	<b>45.0%</b> (202)	44.3% (199)	4.0% (18)	5.6% (25)	1.1% (5)	4.27	449
13. The appearance of the campus is pleasing	<b>48.5%</b> (216)	47.4% (211)	1.8% (8)	1.6% (7)	0.7% (3)	4.42	445
14. Academic Support Labs are adequate (writing, math)	<b>36.5%</b> (163)	30.3% (135)	30.5% (136)	1.8% (8)	0.9% (4)	4.00	446

15. Copy Machine availability is adequate	<b>32.1%</b> (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)	<b>48.1%</b> (214)	2.5% (11)	1.6% (7)	3.70	445
17. Athletics is an important part of CVCC	31.9% (142)	27.9% (124)	<b>34.8%</b> (155)	4.3% (19)	1.1% (5)	3.85	445
18. The campus is a safe place	44.5% (197)	<b>46.0%</b> (204)	6.1% (27)	2.5% (11)	0.9% (4)	4.31	443
19. Variety of courses offered is adequate	39.7% (176)	<b>46.5%</b> (206)	5.0% (22)	6.8% (30)	2.0% (9)	4.15	443
20. Class size is appropriate	45.3% (203)	<b>50.9%</b> (228)	1.3% (6)	1.8% (8)	0.7% (3)	4.38	448
21. Advisors are available during posted hours	<b>43.2%</b> (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)	<b>43.8%</b> (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)	<b>49.3%</b> (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	<b>34.0%</b> (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)	<b>32.7%</b> (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)	<b>35.9%</b> (161)	5.4% (24)	2.5% (11)	3.74	448
27. Scholarship opportunities the College provides are satisfactory	<b>33.9%</b> (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)	<b>36.0%</b> (160)	1.8% (8)	1.8% (8)	3.83	445
29. I am aware of the student complaint/grievance process	31.9% (143)	<b>37.7%</b> (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)	<b>39.1%</b> <b>(173)</b>	26.2% (116)	4.1% (18)	0.7% (3)	3.94	443
31. Instructors vary in class teaching styles and methods	44.9% (201)	<b>49.1%</b> <b>(220)</b>	4.2% (19)	1.3% (6)	0.4% (2)	4.37	448
32. The College is effective in its marketing efforts	29.6% (131)	<b>39.4%</b> <b>(174)</b>	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)	<b>33.9%</b> <b>(151)</b>	9.9% (44)	8.5% (38)	3.46	446
34. Aware of the availability of evening academic advising and counseling services	30.0% (134)	<b>32.5%</b> <b>(145)</b>	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)	<b>34.4%</b> <b>(154)</b>	29.0% (130)	4.2% (19)	2.7% (12)	3.84	448
36. Services provided by the LRC are satisfactory	32.7% (147)	<b>37.2%</b> <b>(167)</b>	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)	<b>33.7%</b> <b>(151)</b>	29.5% (132)	2.5% (11)	2.5% (11)	3.90	448
38. The orientation class was beneficial (ORI 101 & ORI 105)	<b>36.8%</b> <b>(165)</b>	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	<b>37.3%</b> <b>(166)</b>	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)	<b>45.7%</b> <b>(204)</b>	4.3% (19)	2.2% (10)	3.65	446
41. Times offered for tutoring services meet my needs	31.1% (138)	<b>31.8%</b> <b>(141)</b>	30.9% (137)	4.3% (19)	2.0% (9)	3.86	444
42. My instructors are responsive	<b>48.6%</b> <b>(216)</b>	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)	<b>40.7%</b> <b>(182)</b>	16.1% (72)	1.8% (8)	1.8% (8)	4.15	447
44. Help is available to improve my study habits and skills	<b>40.1%</b> <b>(179)</b>	38.8% (173)	17.0% (76)	2.9% (13)	1.1% (5)	4.14	446
45. Help is available to research my career goals	<b>36.9%</b> <b>(164)</b>	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)	<b>31.8%</b> <b>(142)</b>	29.6% (132)	4.9% (22)	2.2% (10)	3.85	446
47. The variety of student activities is satisfactory	28.6% (127)	<b>31.3%</b> <b>(139)</b>	29.5% (131)	7.7% (34)	2.9% (13)	3.75	444
48. Tutoring services are helpful	<b>33.9%</b> <b>(151)</b>	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)	<b>33.4%</b> <b>(148)</b>	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	<b>39.7%</b> <b>(177)</b>	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	<b>27.8%</b> <b>(124)</b>	24.9% (111)	17.3% (77)	17.5% (78)	12.6% (56)	3.38	446
52. Accomplishing my educational goals at CVCC	<b>47.9%</b> <b>(214)</b>	43.6% (195)	5.8% (26)	1.8% (8)	0.9% (4)	4.36	447
53. Recommend CVCC to others	<b>49.3%</b> <b>(220)</b>	39.2% (175)	6.5% (29)	2.7% (12)	2.2% (10)	4.31	446
<b>answered question</b>							<b>454</b>
<b>skipped question</b>							<b>0</b>

**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."**

	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>Did not take online courses</b>	<b>Rating Average</b>	<b>Rating Count</b>
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)	<b>42.5% (189)</b>	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)	<b>36.2% (158)</b>	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)	<b>36.2% (158)</b>	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)	<b>35.3% (154)</b>	3.40	436
<b>answered question</b>							<b>445</b>
<b>skipped question</b>							<b>9</b>

**3. Comments**

	<b>Response Count</b>
	93
<b>answered question</b>	<b>93</b>
<b>skipped question</b>	<b>361</b>

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

	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Disasatisfied</b>	<b>Very Disatisfied</b>	<b>Did Not Use Service</b>	<b>Rating Average</b>	<b>Rating Count</b>
1. Academic Advising	<b>43.9%</b> <b>(186)</b>	43.4% (184)	4.7% (20)	1.9% (8)	6.1% (26)	3.38	424
2. Admissions	<b>46.8%</b> <b>(199)</b>	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)	<b>57.2%</b> <b>(243)</b>	3.43	425
4. Bookstore	37.5% (159)	<b>45.5%</b> <b>(193)</b>	7.1% (30)	4.2% (18)	5.7% (24)	3.23	424
5. Business Office	42.7% (179)	<b>49.4%</b> <b>(207)</b>	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)	<b>44.5%</b> <b>(189)</b>	3.30	425
7. Campus Security	30.9% (131)	<b>35.8%</b> <b>(152)</b>	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)	<b>40.0%</b> <b>(170)</b>	3.44	425
9. Computer Labs	38.4% (163)	<b>41.5%</b> <b>(176)</b>	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)	<b>37.4%</b> <b>(158)</b>	3.40	423
11. Disability Services for Students	23.0% (97)	20.4% (86)	1.4% (6)	0.9% (4)	<b>54.3%</b> <b>(229)</b>	3.43	422
12. Financial Aid Services	<b>43.1%</b> <b>(183)</b>	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)	<b>56.9%</b> <b>(240)</b>	3.34	422
14. Library Services	<b>42.9%</b> <b>(181)</b>	39.8% (168)	2.1% (9)	0.9% (4)	14.2% (60)	3.45	422

15. Orientation Program	<b>35.5%</b> (150)	32.9% (139)	3.6% (15)	2.1% (9)	25.8% (109)	3.37	422
16. Parking Lots	36.6% (155)	<b>42.7%</b> (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)	<b>40.9%</b> (174)	3.39	425
18. Registration Office	43.6% (185)	<b>48.3%</b> (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)	<b>33.5%</b> (140)	3.38	418
20. Vending Services	29.3% (123)	<b>36.2%</b> (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)	<b>49.3%</b> (206)	3.40	418
22. CVCC Website	<b>49.2%</b> (206)	44.9% (188)	2.6% (11)	1.4% (6)	1.9% (8)	3.45	419
<b>answered question</b>							<b>425</b>
<b>skipped question</b>							<b>29</b>

## 5. Comments

	Response Count
	48
<b>answered question</b>	<b>48</b>
<b>skipped question</b>	<b>406</b>