

# City College Student Satisfaction Survey



## College Briefing

Prepared by:  
SDCCD Office of Institutional Research and Planning  
June 5, 2009

# Introduction



# Overview & Purpose



- Spring 2009 Accreditation Self-Study Process
  - All 3 SDCCCD colleges
  - Continuing Education
  
- Information from the surveys will be used for:
  - Planning action items
  - Support other planning decisions
  
- Student Perceptions and Opinions
  - Institutional effectiveness
  - Programs
  - Services
  - Instruction
  - Facilities
  - Overall Satisfaction
  
- 2009 Student Satisfaction Survey vs. Previous Student Accreditation Survey

# Instrumentation



- The Survey Contained :
  - 92 forced choice items
  - 7 profile items
  - 3 open-ended items
  
- Face and Content Validity Criteria:
  - Accreditation standards
  - Student perceptions and opinions
  - Perceptually-based
  - Complex processes or systems
  - District Accreditation Coordinating Committee
  
- Reliability
  - Pilot tested

# Methodology



- In-Class Survey Administration
  - Paper and pencil format
  - One class period
  
- Online Survey Administration
  
- Pre-Notifications to Faculty
  - Fall semester
  - Spring semester
  
- Opting Out Option

# Implementation



- District Accreditation Coordinating Committee
  - Survey design
  - Survey instrument
  - Final report and recommendations
  
- Pre-notification Emails/Letters
  - Individual institutions
  - Survey information
  
- Survey Administration
  - Fifth through seventh weeks (Spring 2009 semester)
  - 30 minutes to complete

# Response Rates



City Response Rates			
Total Surveys Distributed	Target Sample Size	Response Total	Percent To Target Goal
1,085	755	622	82%

# Respondent Profile



- Gender
  - Male (59%)
  - Female (41%)
  
- Age
  - 18-24 years old (49%)
  
- Ethnicity
  - African American/Black Non-Hispanic (15%)
  - American Indian/Alaskan Native (2%)
  - Asian/Pacific Islander (7%)
  - Filipino (7%)
  - Hispanic/Latino (34%)
  - White Non-Hispanic (29%)
  - Other Non-White (6%)



# Respondent Profile

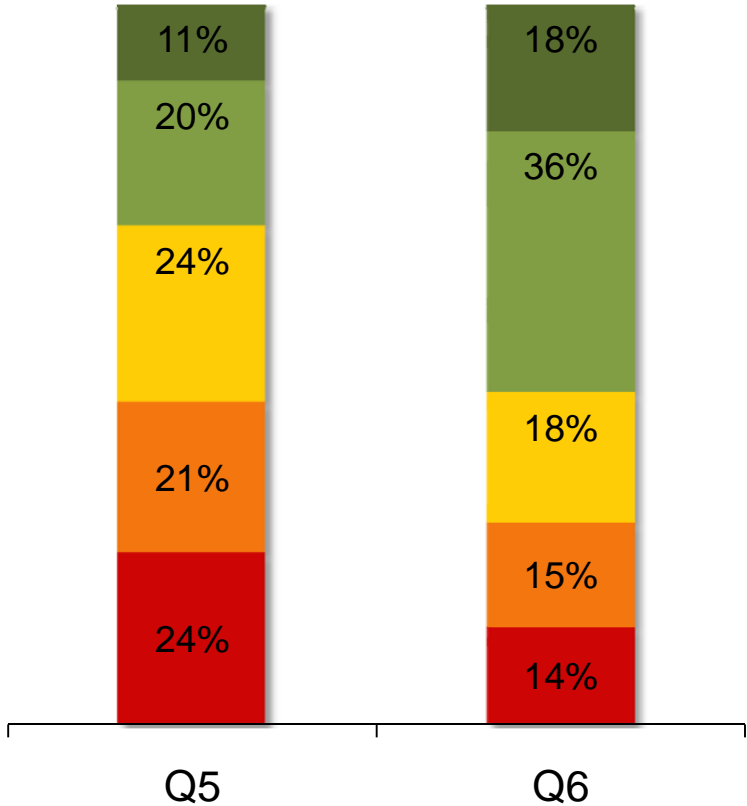


- Primary Institution
  - City (92%)
  
- Number of Semesters
  - 2 to 6 Semesters (58%)
  
- Number of Units
  - 10 or more than 12 units (54%)
  
- Modality
  - On Campus (79%)
  
- Day/Evening Split
  - Day (57%)
  - Evening (43%)

# The Findings

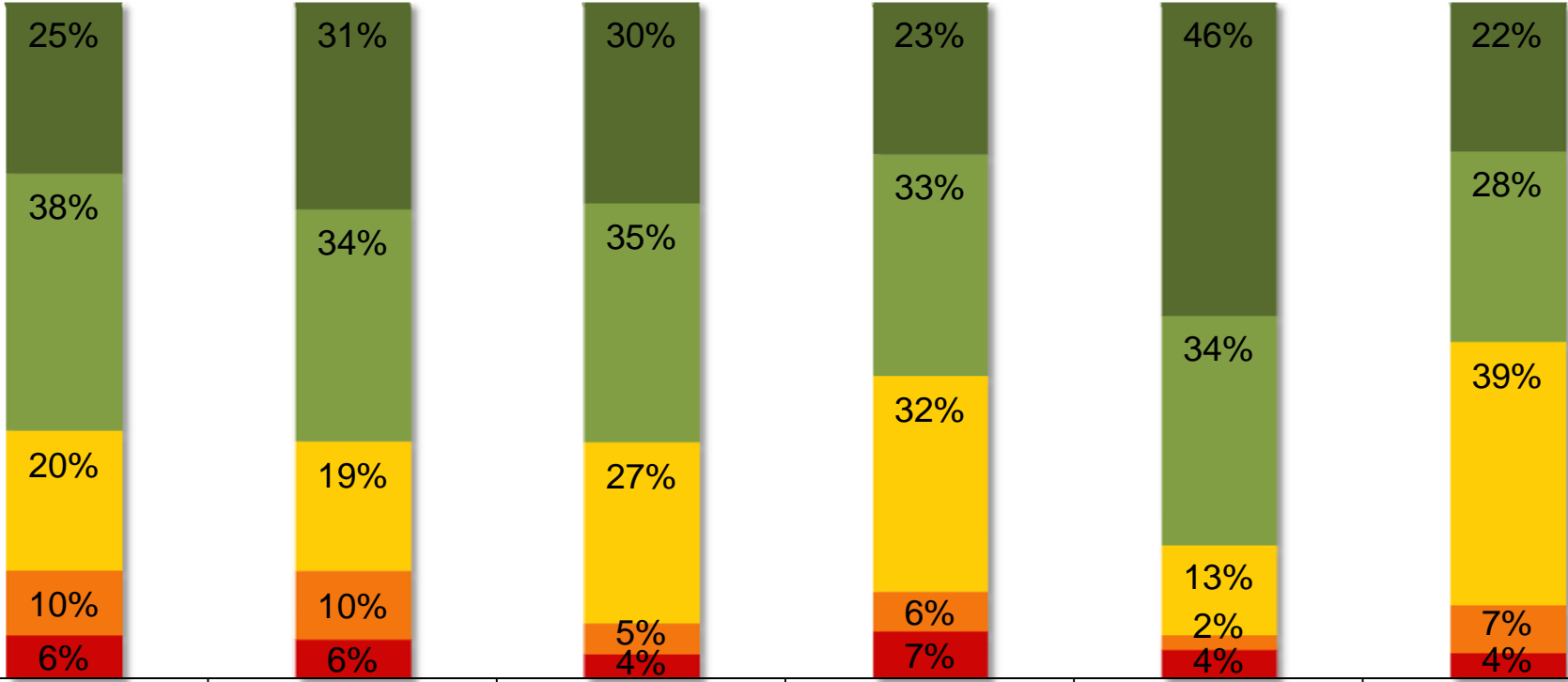


# Mission and Policies



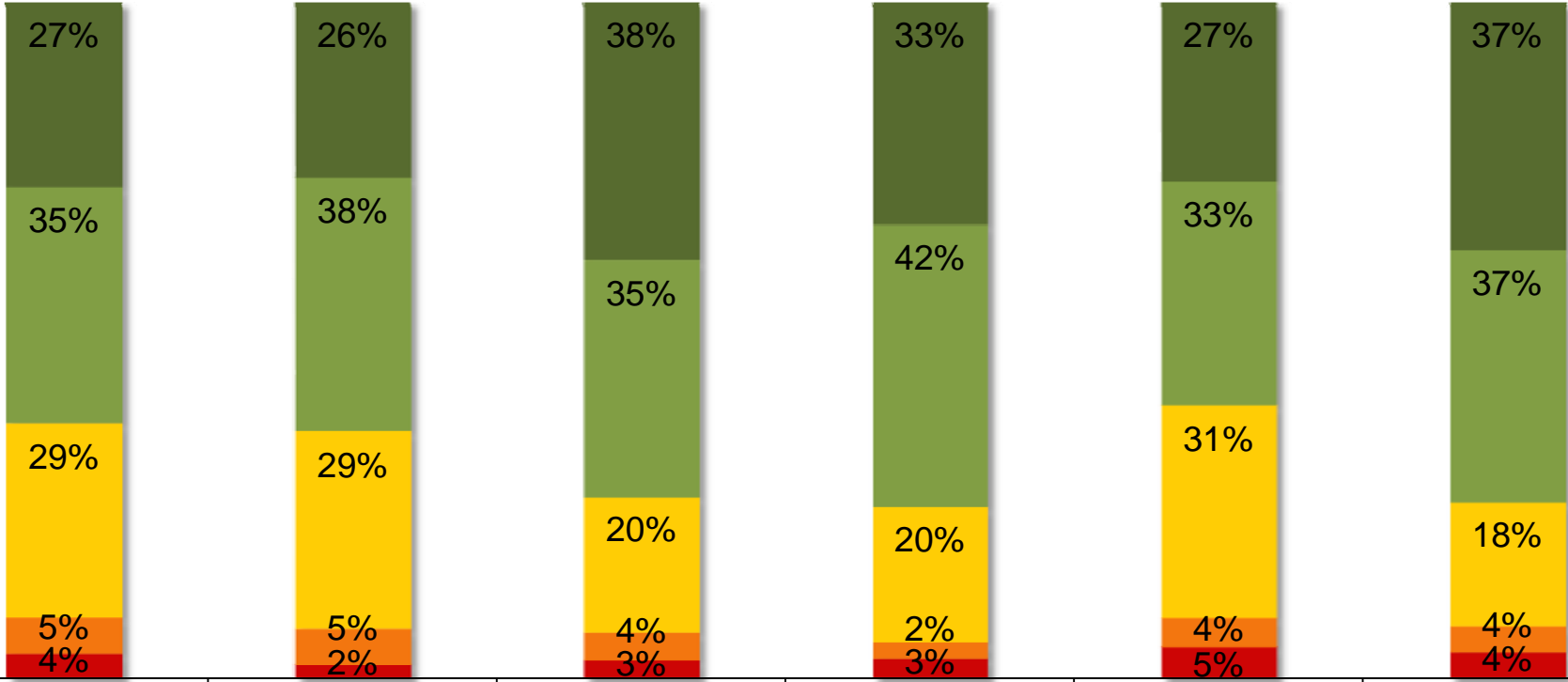
■ Strongly Agree   ■ Agree   ■ Neither Agree nor Disagree   ■ Disagree   ■ Strongly Disagree

# Student Support Services



■ Very Satisfied   
 ■ Satisfied   
 ■ Neither Satisfied nor Dissatisfied   
 ■ Dissatisfied   
 ■ Very Dissatisfied

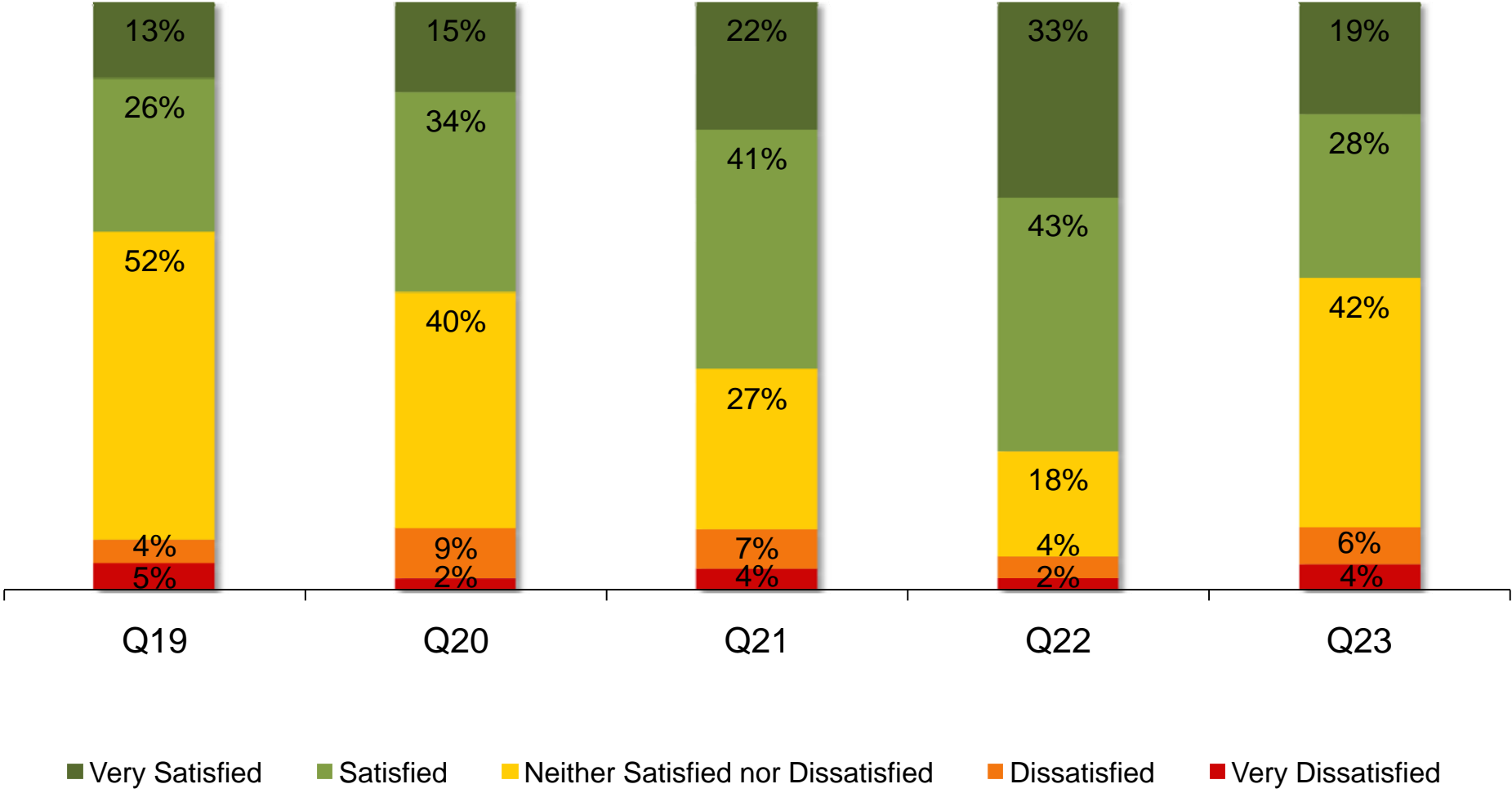
# Student Support Services



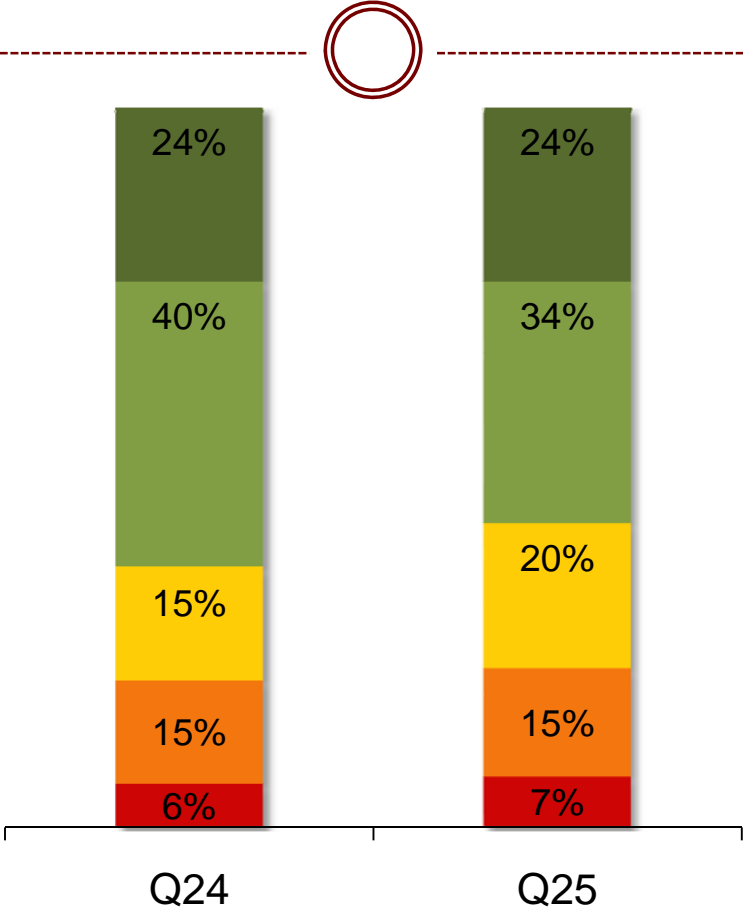
Q13                      Q14                      Q15                      Q16                      Q17                      Q18

■ Very Satisfied   
 ■ Satisfied   
 ■ Neither Satisfied nor Dissatisfied   
 ■ Dissatisfied   
 ■ Very Dissatisfied

# Student Support Services

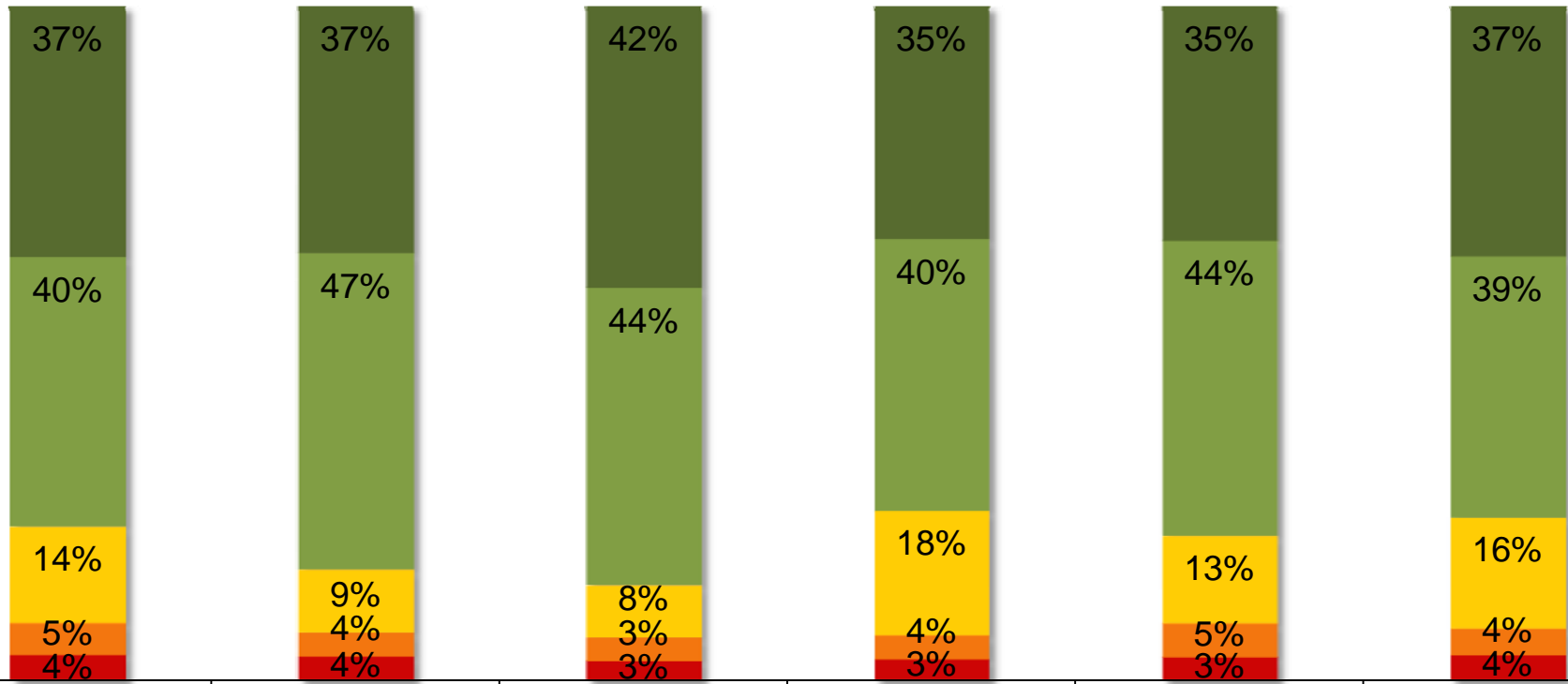


# Course Availability



■ Strongly Agree   ■ Agree   ■ Neither Agree nor Disagree   ■ Disagree   ■ Strongly Disagree

# Instruction



Q26

Q27

Q28

Q29

Q30

Q31

■ Strongly Agree

■ Agree

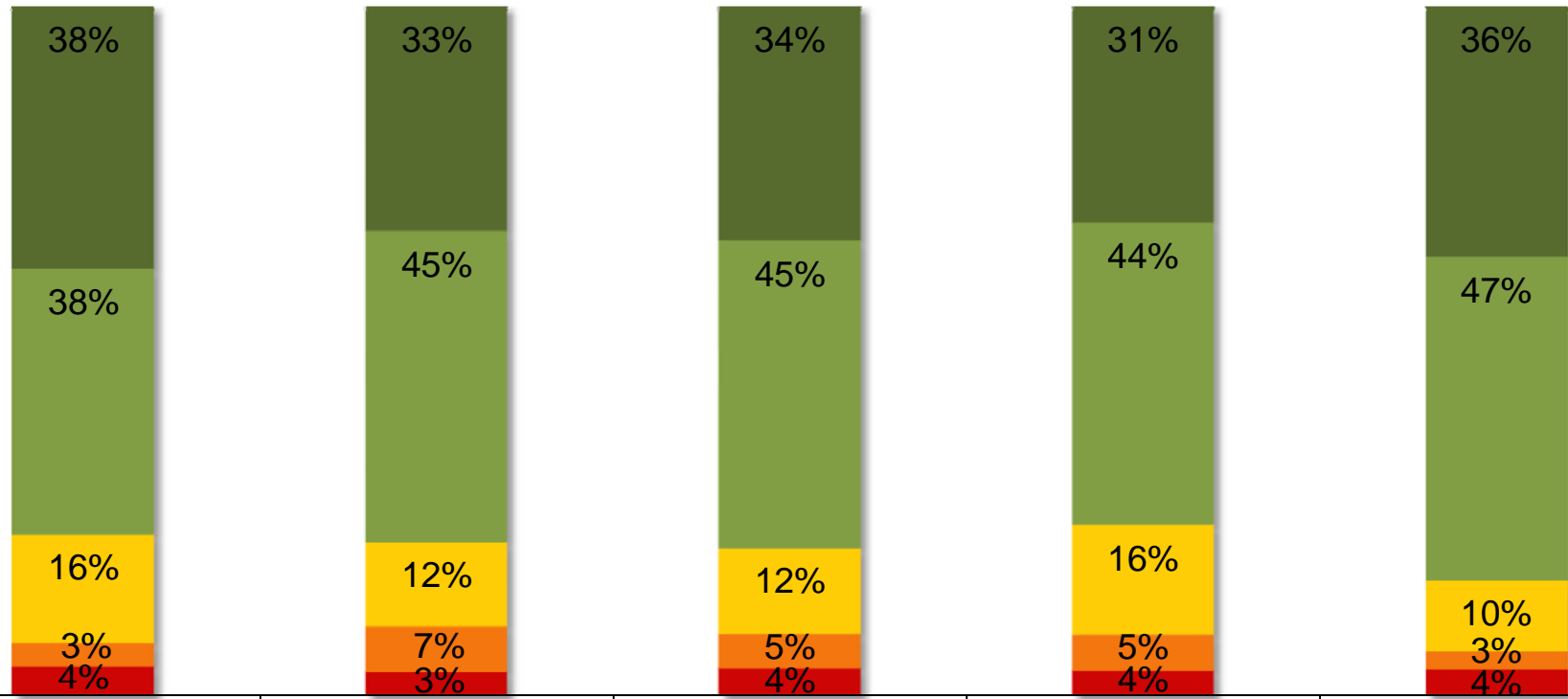
■ Neither Agree nor Disagree

■ Disagree

■ Strongly Disagree



# Instruction



Q32

Q33

Q34

Q35

Q36

■ Strongly Agree

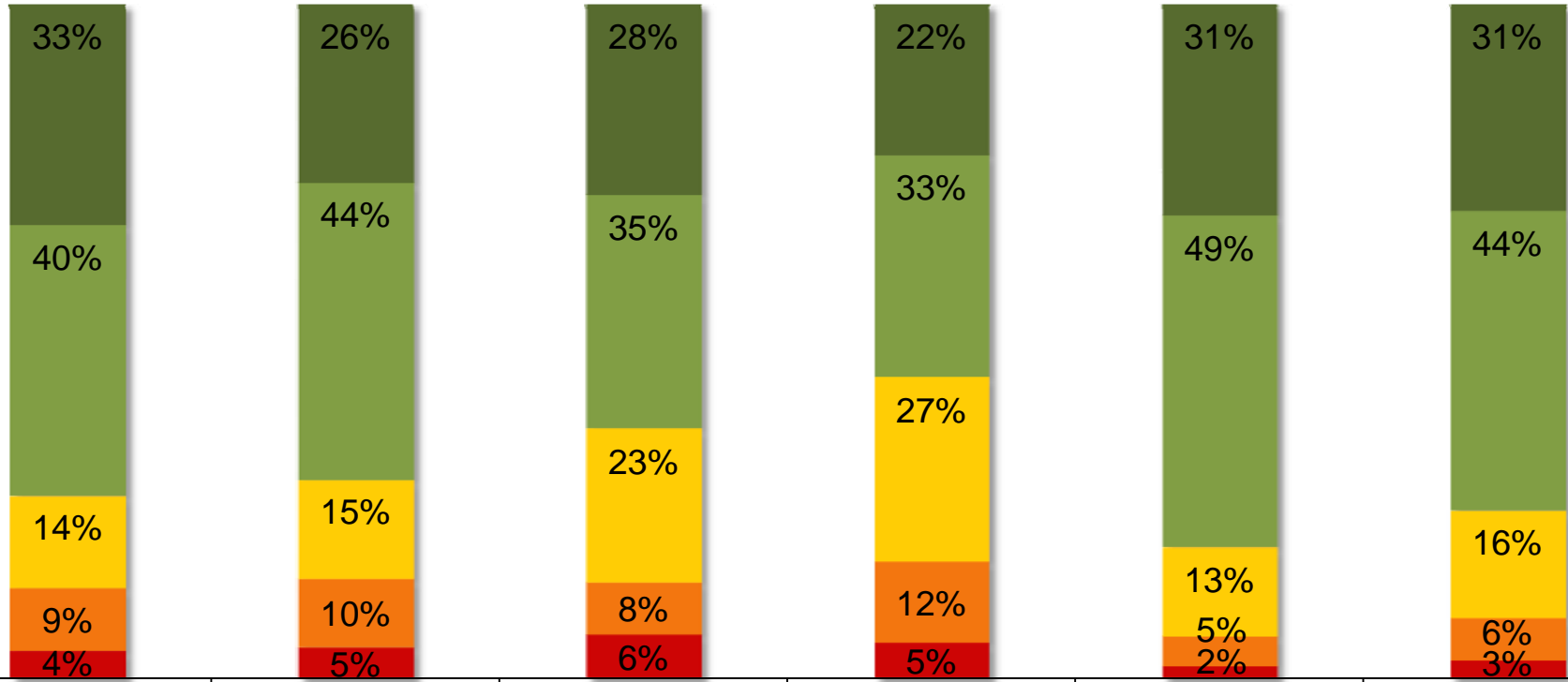
■ Agree

■ Neither Agree nor Disagree

■ Disagree

■ Strongly Disagree

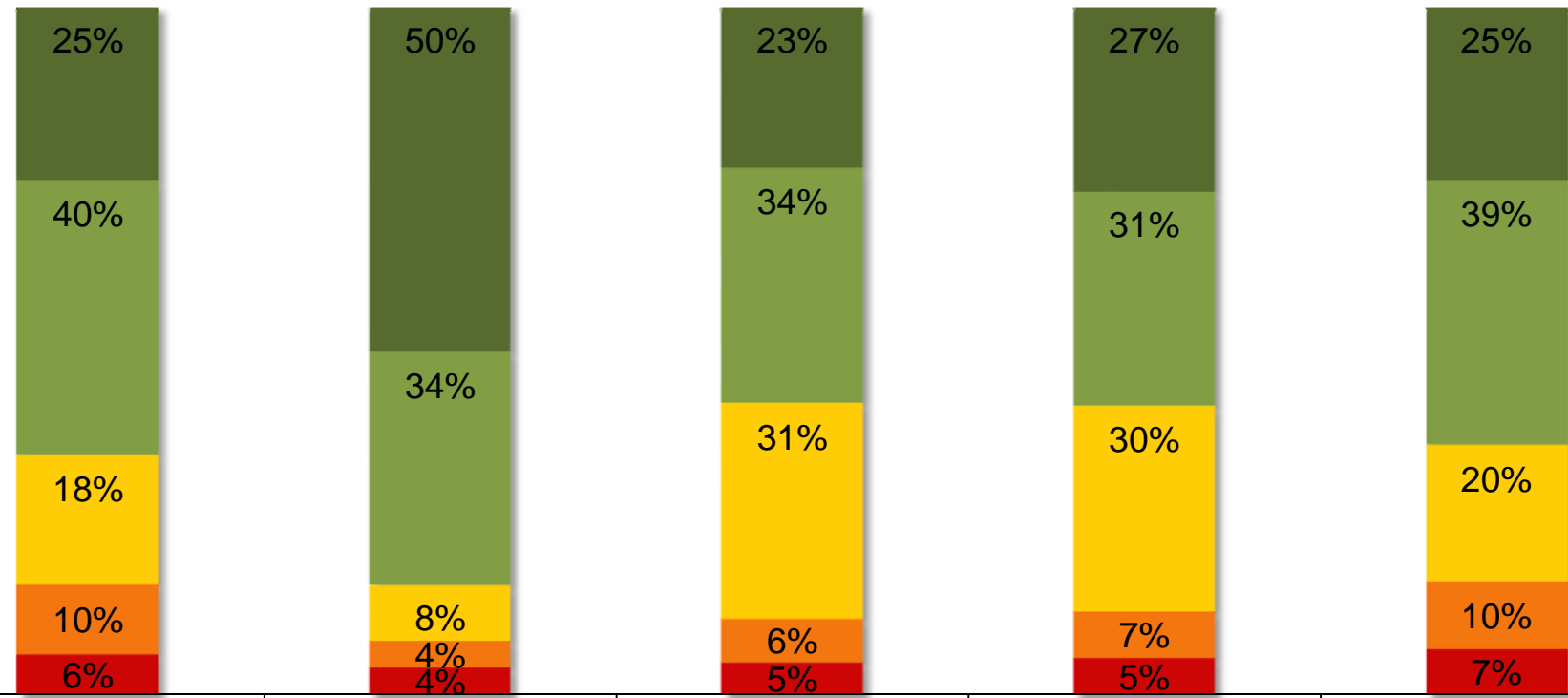
# Course Scheduling



Q37                      Q38                      Q39                      Q40                      Q41                      Q42

■ Strongly Agree    ■ Agree    ■ Neither Agree nor Disagree    ■ Disagree    ■ Strongly Disagree

# Admission & Course Registration (Matriculation)



Q43

Q44

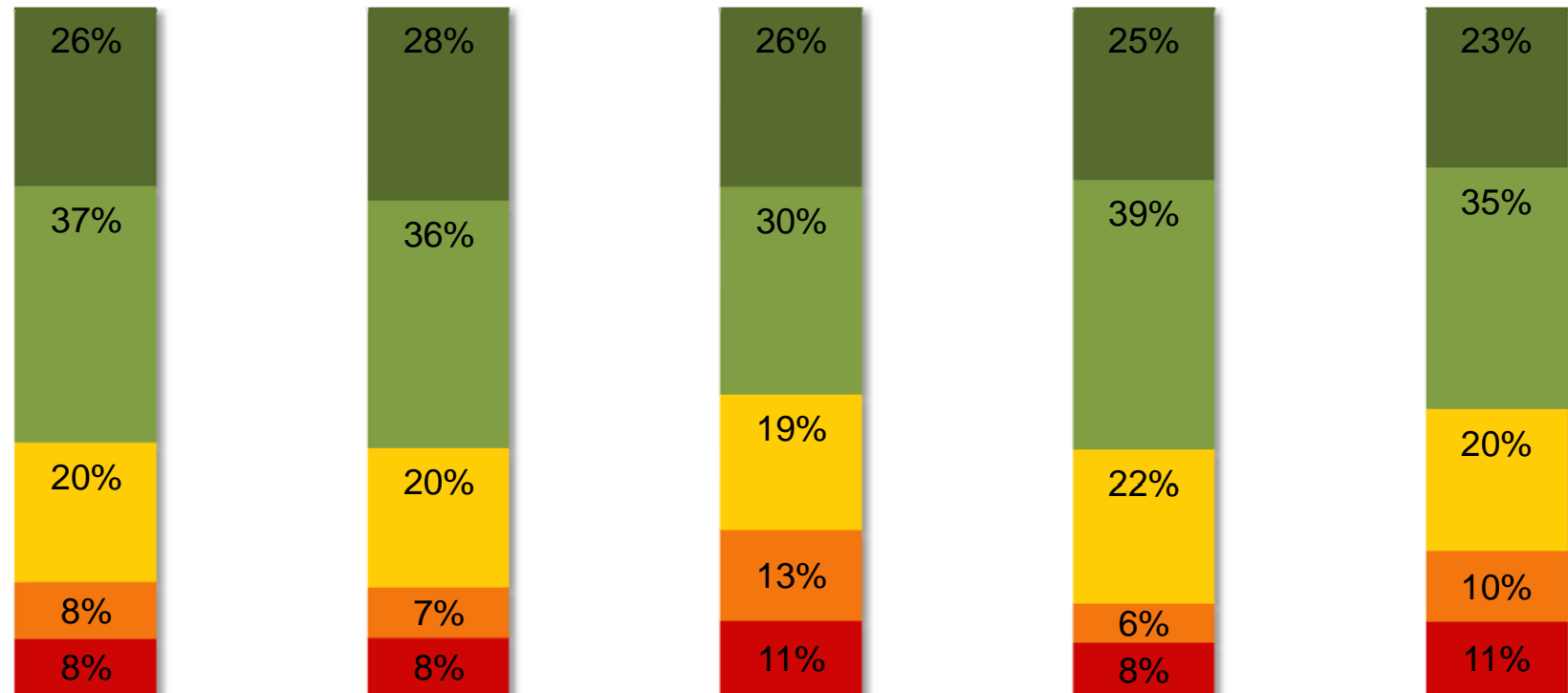
Q45

Q46

Q47

■ Strongly Agree   ■ Agree   ■ Neither Agree nor Disagree   ■ Disagree   ■ Strongly Disagree

# Admission & Course Registration (Matriculation)



Q48

Q49

Q50

Q51

Q52

■ Strongly Agree

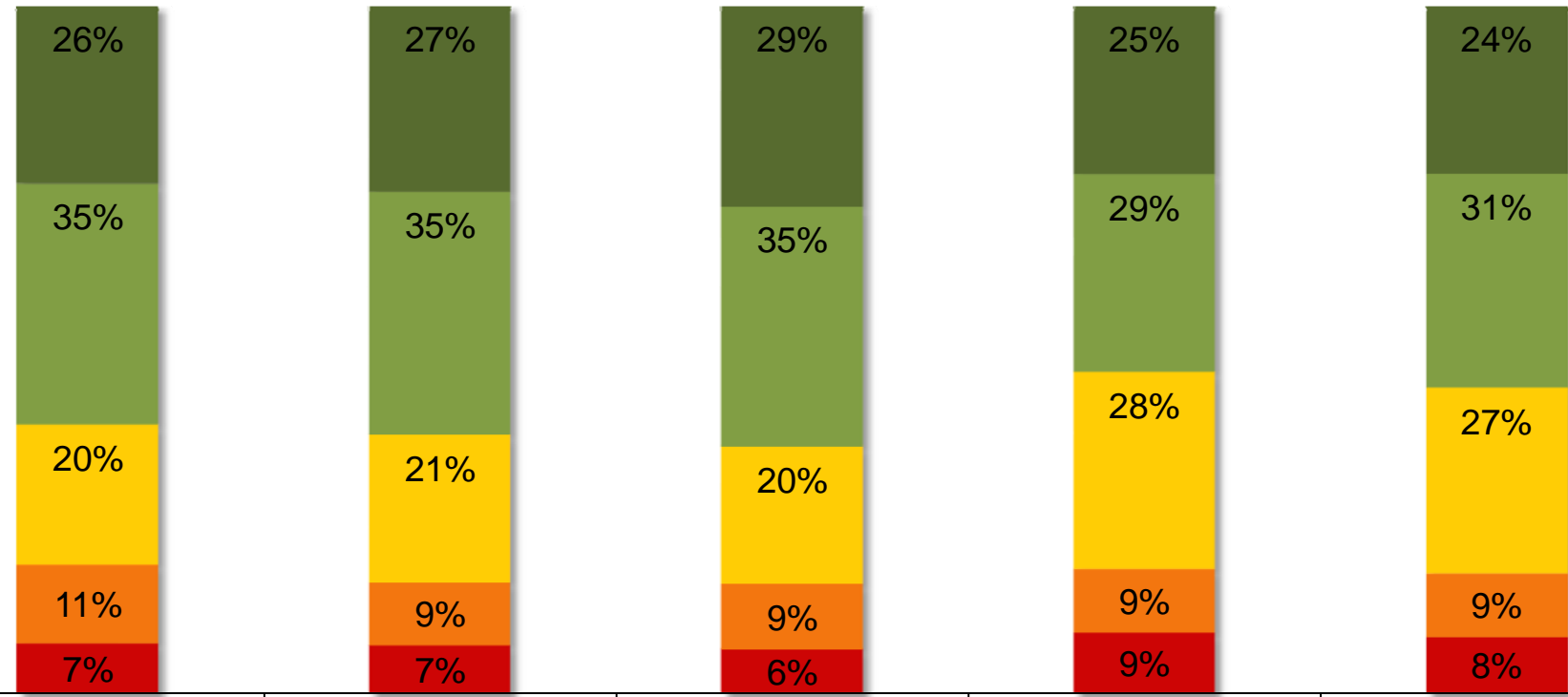
■ Agree

■ Neither Agree nor Disagree

■ Disagree

■ Strongly Disagree

# Admission & Course Registration (Matriculation)



Q53

Q54

Q55

Q56

Q57

■ Strongly Agree

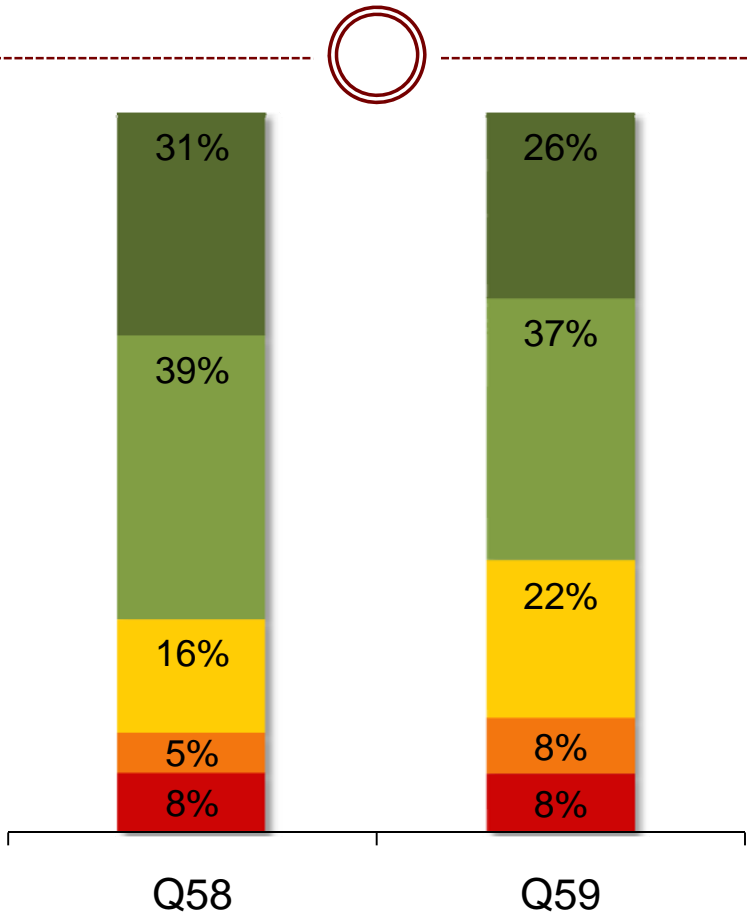
■ Agree

■ Neither Agree nor Disagree

■ Disagree

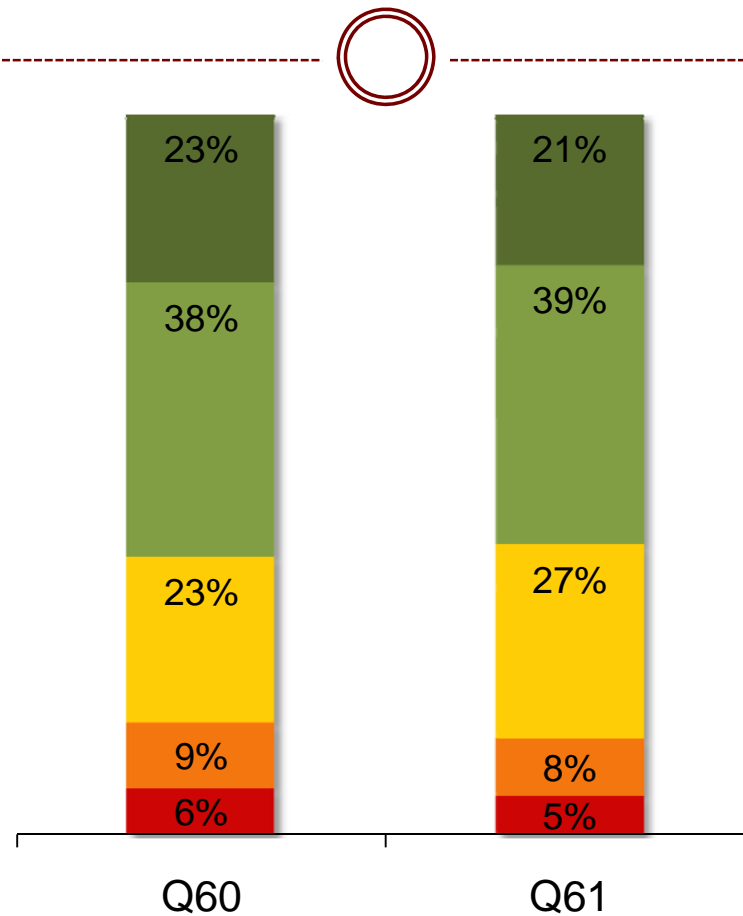
■ Strongly Disagree

# Financial Aid and Fees



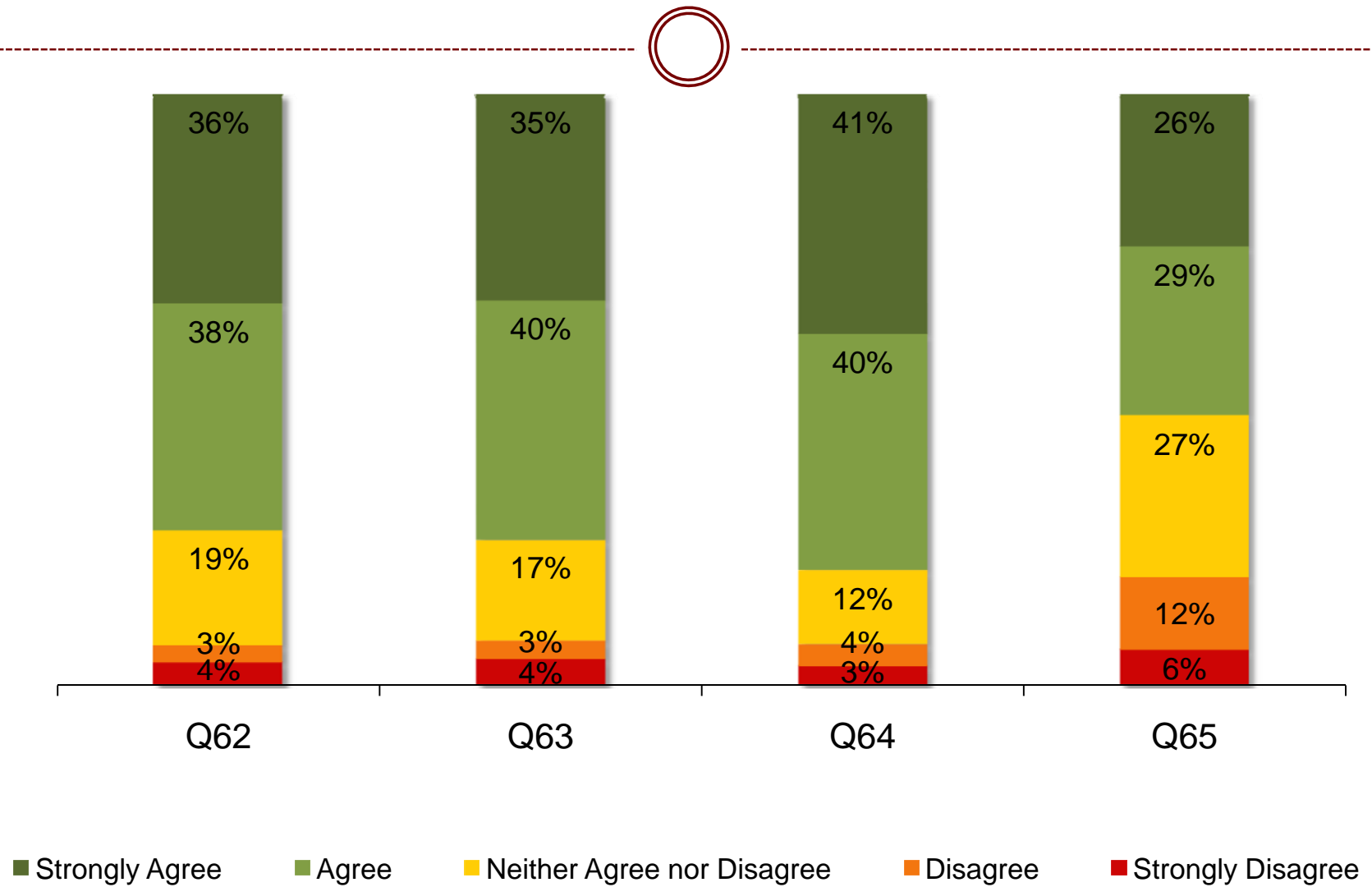
■ Strongly Agree   ■ Agree   ■ Neither Agree nor Disagree   ■ Disagree   ■ Strongly Disagree

# Follow-up of Student Academic Status



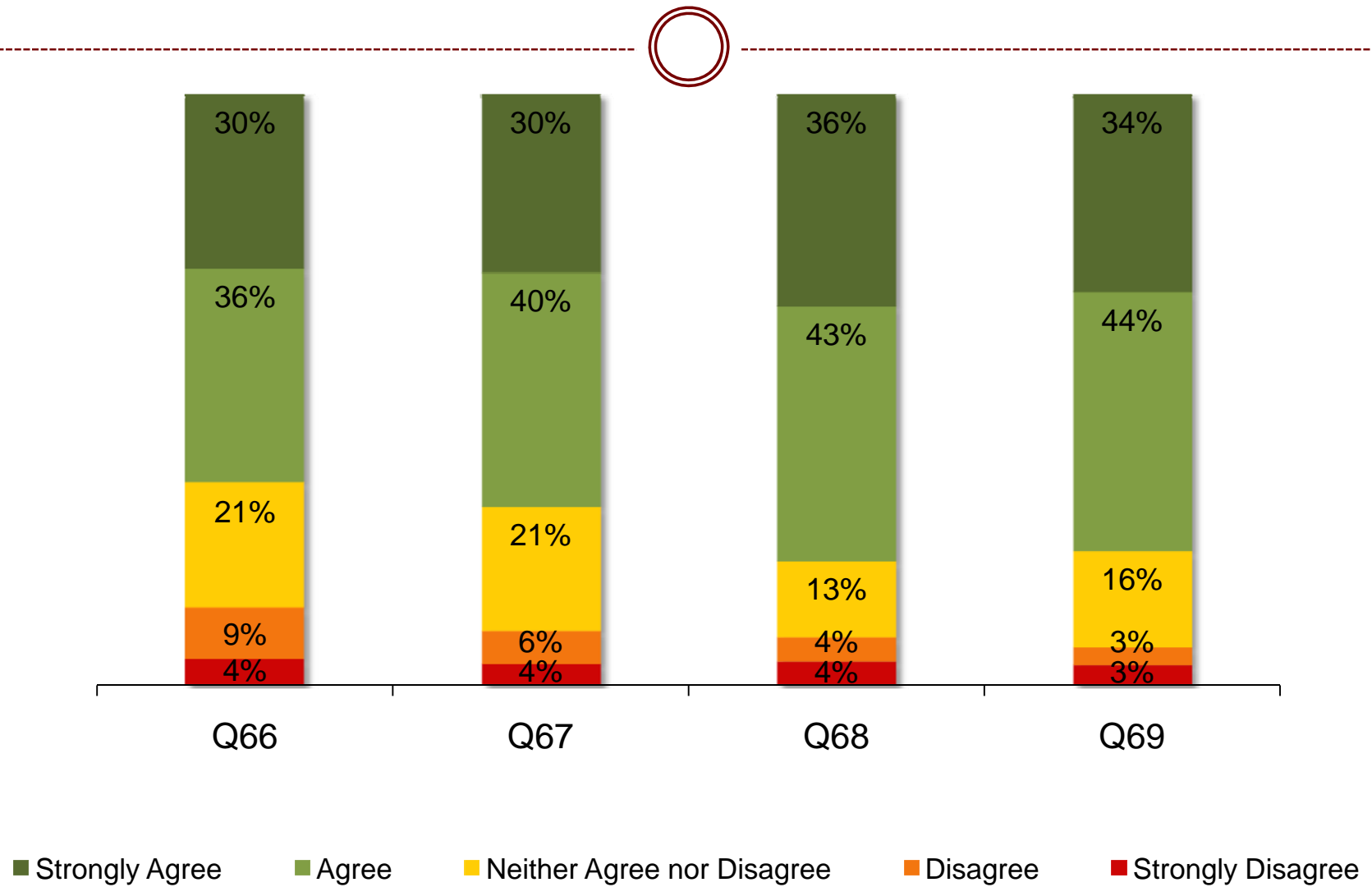
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# Personal Development

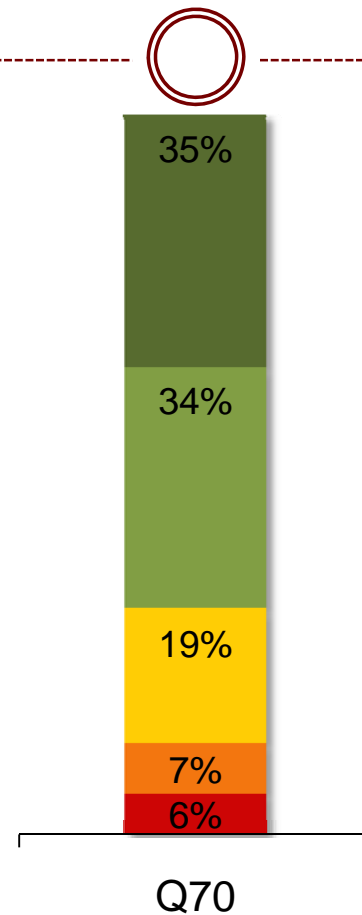




# Personal Development

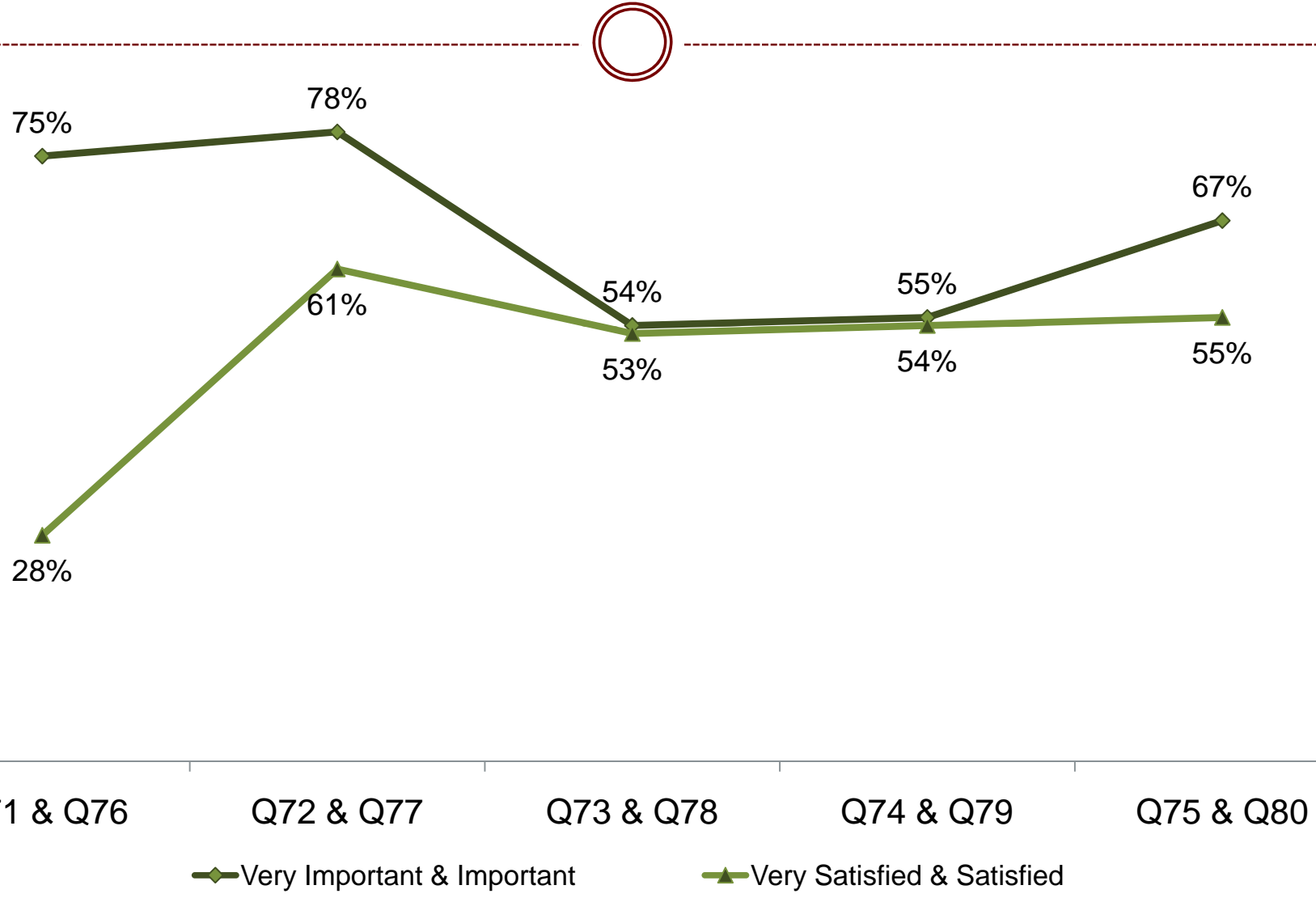


# Library and Learning Support Services

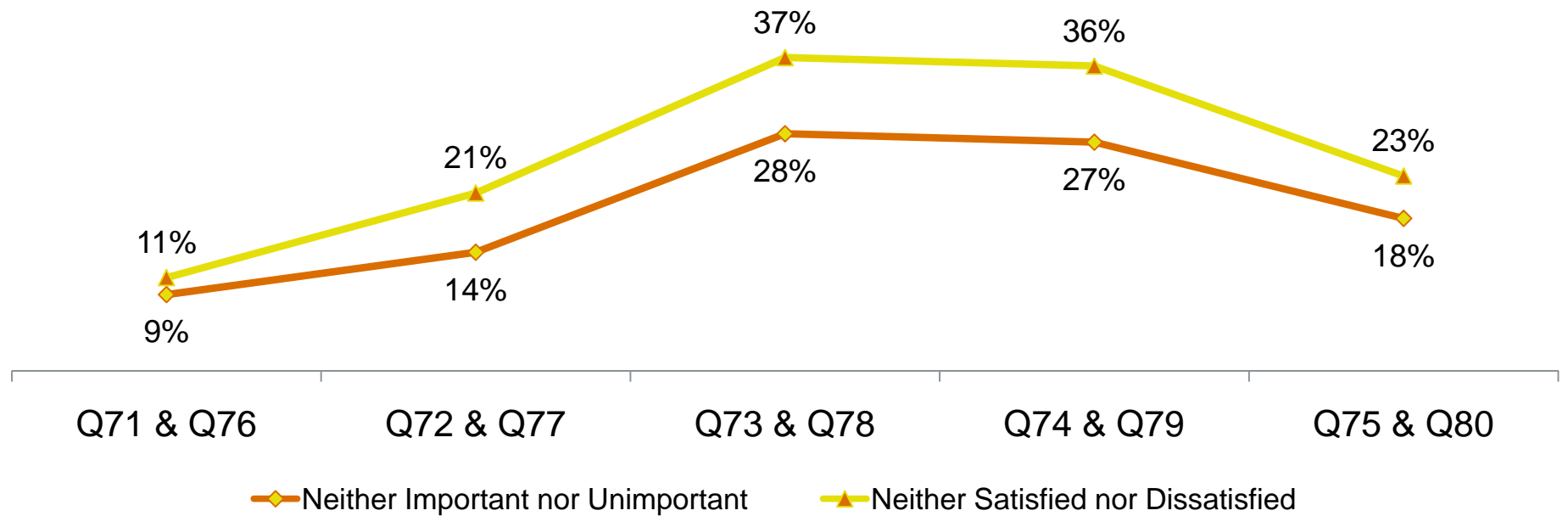


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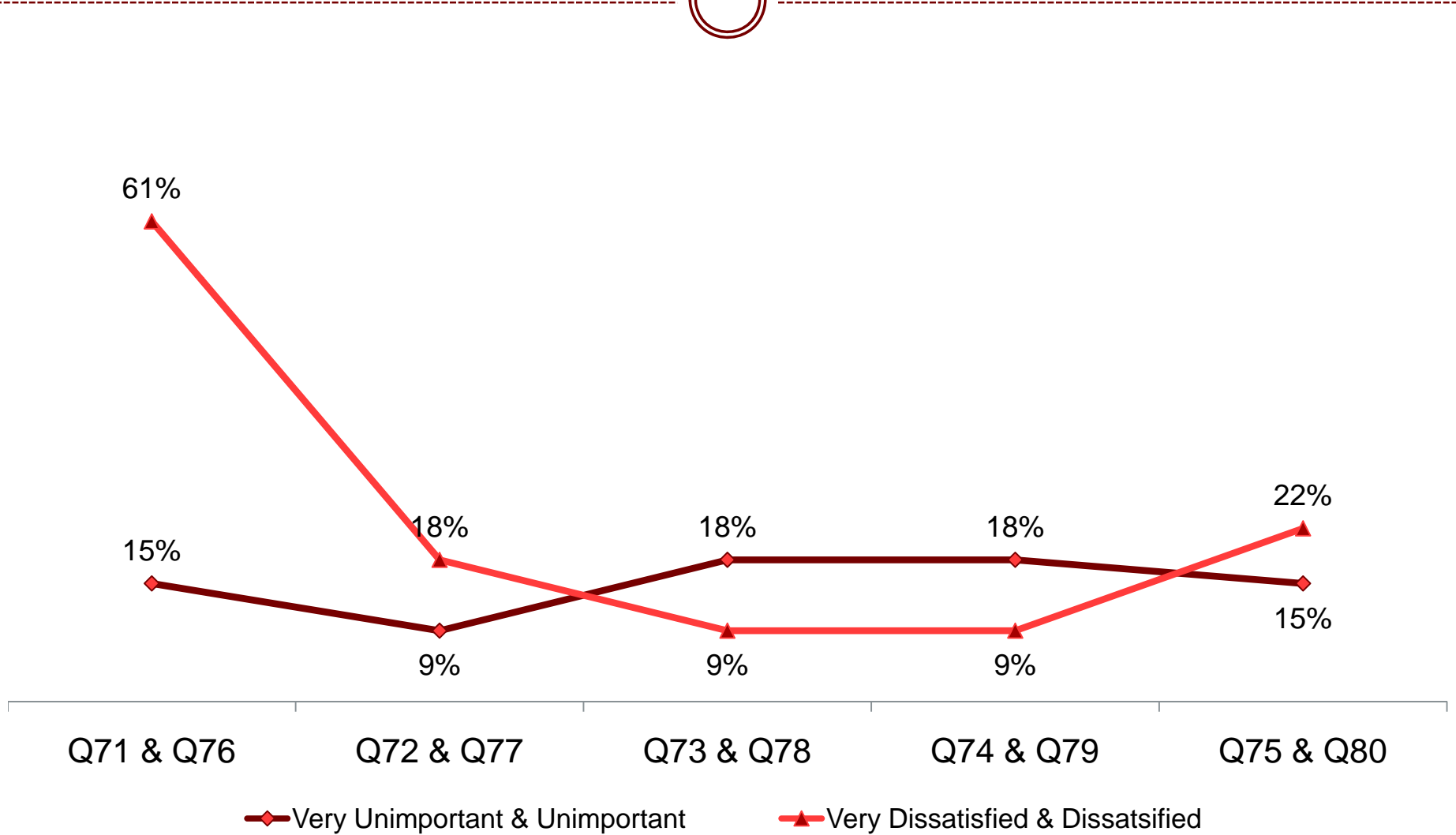
# Facilities and Organizations (Positive)



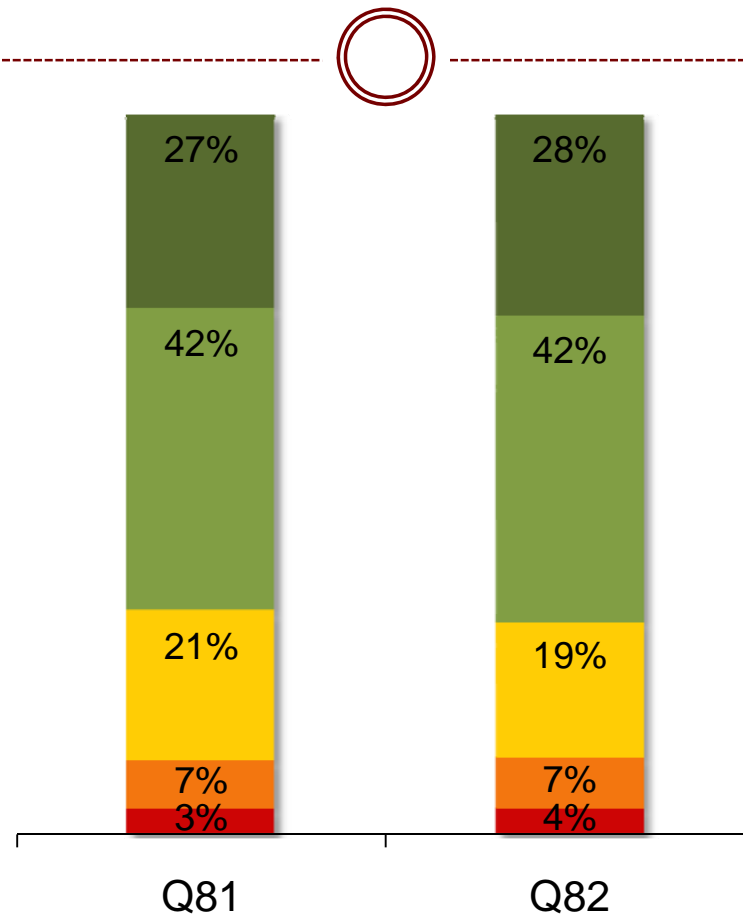
# Facilities and Organizations (Neutral)



# Facilities and Organizations (Negative)

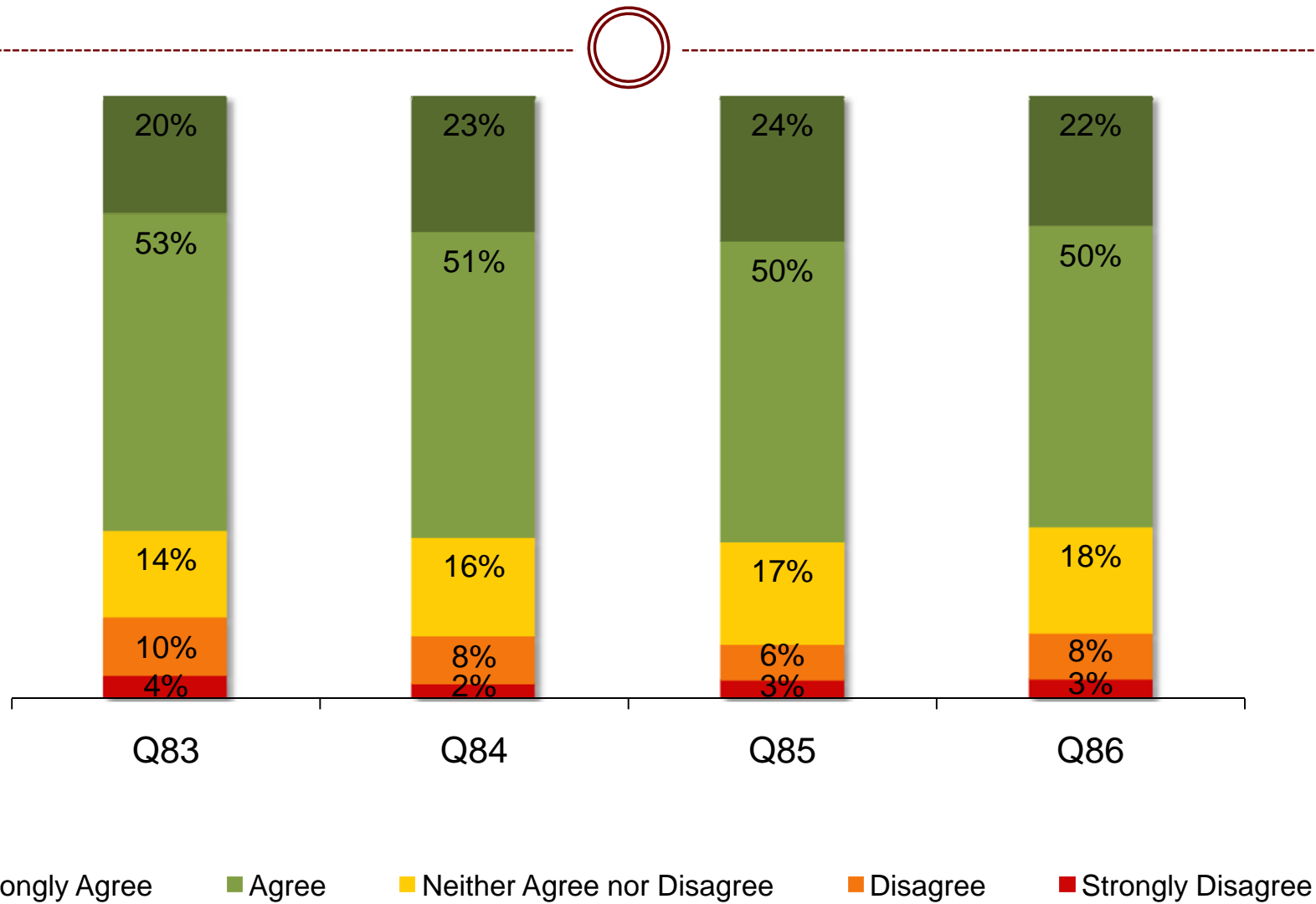


# Technology Resources

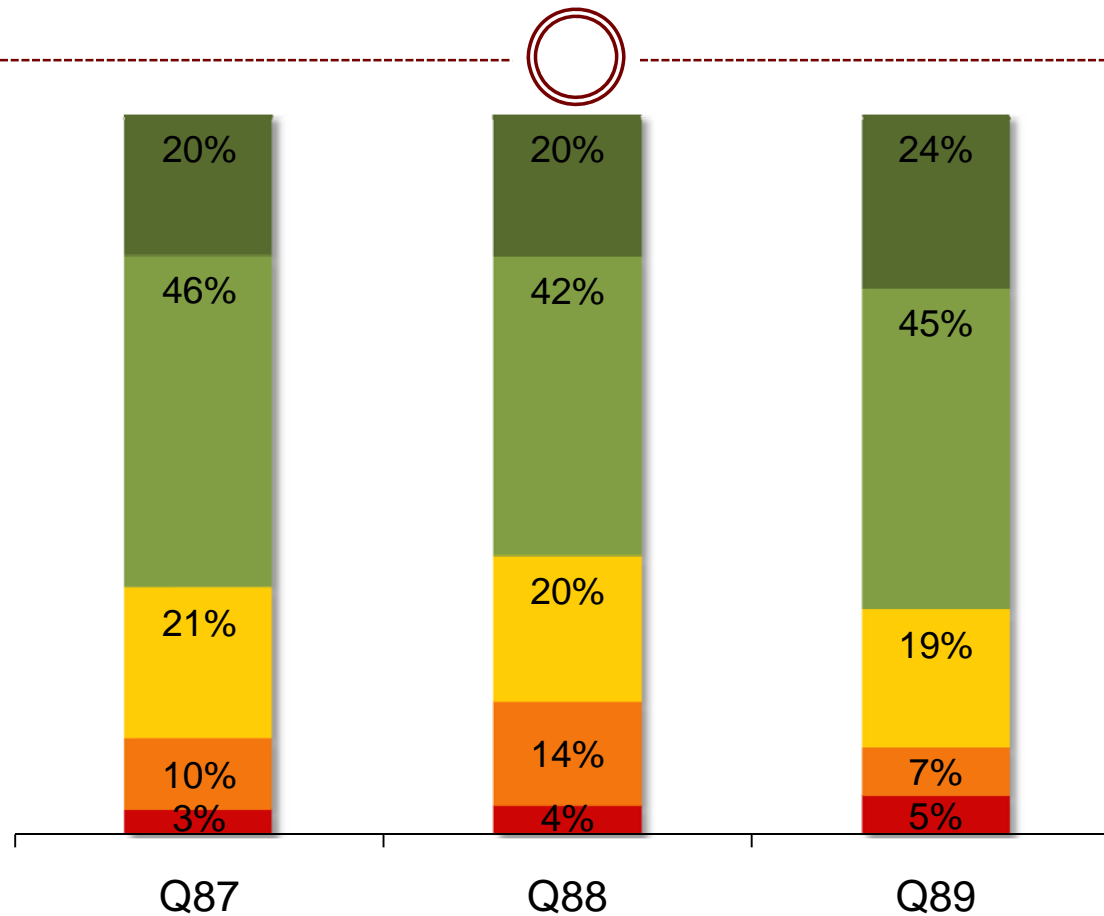


■ Strongly Agree   ■ Agree   ■ Neither Agree nor Disagree   ■ Disagree   ■ Strongly Disagree

# Physical Resources



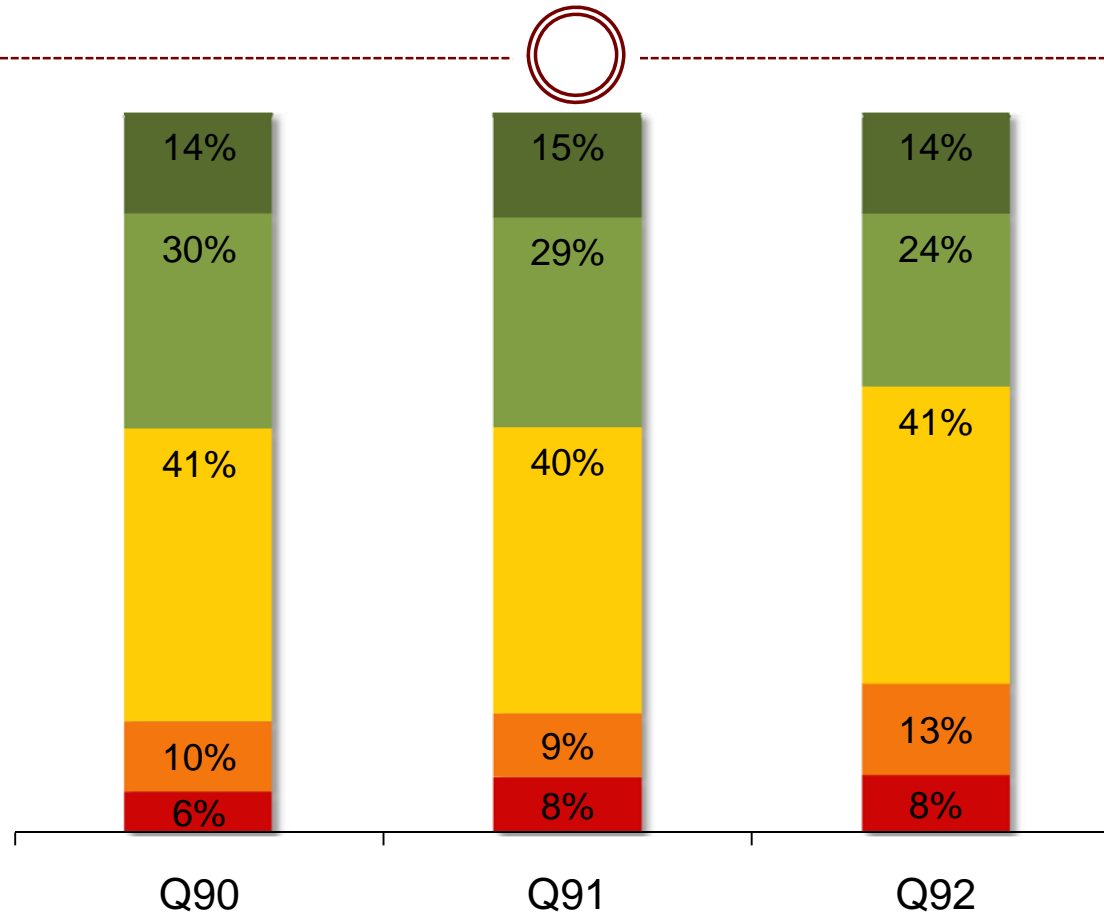
# Physical Resources



■ Strongly Agree   ■ Agree   ■ Neither Agree nor Disagree   ■ Disagree   ■ Strongly Disagree

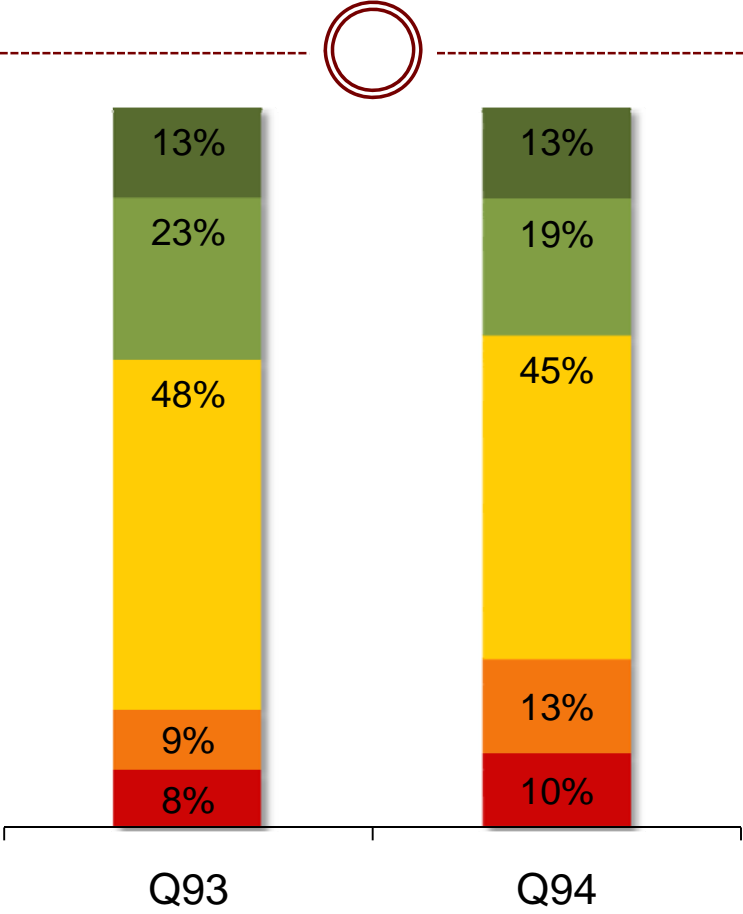


# Decision-Making Roles and Processes



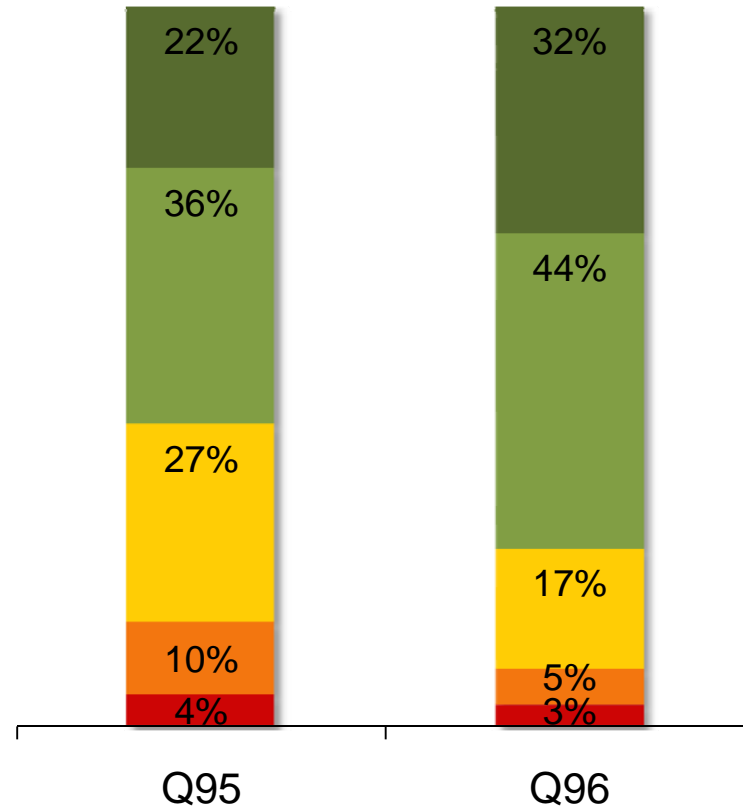
■ Strongly Agree   ■ Agree   ■ Neither Agree nor Disagree   ■ Disagree   ■ Strongly Disagree

# Board and Administrative Organization



■ Strongly Agree   ■ Agree   ■ Neither Agree nor Disagree   ■ Disagree   ■ Strongly Disagree

# Overall Questions



■ Strongly Agree   ■ Agree   ■ Neither Agree nor Disagree   ■ Disagree   ■ Strongly Disagree

# Conclusions



# Conclusions



1. The majority of students who responded to the survey were satisfied with the quality of most of the student services. DSPS, Child Care Services, Audio-visual Services and TRIO Services had the highest neutral ratings.
2. A little more than half of the students believed that the new student orientation was well-organized and provided an effective student orientation that helped them adapt to the college environment.
3. Approximately one-third of students were familiar with the mission statement of the college, while nearly half of students were not familiar with it.
4. All of the questions in the Instruction section of the survey rated high overall. When asked about course scheduling of online courses, the majority of students agreed with the effectiveness of online courses for completing educational objectives and the availability of online courses to fit student need.
5. The majority of students believed that the counseling sessions helped to clarify and select courses pertinent to students' educational goals and the counselors helped them understand course prerequisites and that the counseling sessions were informative and helpful.