



City College Student Satisfaction Survey Spring 2012

Executive Summary

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Introduction

Overview

Accreditation is the process of evaluating the performance and effectiveness of an institution in order to ensure that the quality of education and student achievement of expected outcomes are being met. The three colleges in the San Diego Community College District (SDCCD), as well as the non-credit institution, SDCCD Continuing Education, completed their self-studies and accreditation site visits in the fall 2010. Each institution collected, reviewed, and incorporated evidence into their self-study reports and was then visited by a site study team. The Accreditation Commission reviewed the recommendations from the site study team and then made commendations and recommendations for improvements. Each of the colleges and CE are scheduled to submit mid-term reports in 2013 to the Accreditation Commission in order to ensure compliance and maintain accredited status.

Purpose

The purpose of this survey was to collect follow-up evidence on student satisfaction, and to track changes since the previous survey, which was administered in 2009. The survey captures levels of satisfaction with programs, services, instruction and facilities, as well as perceptions and opinions regarding institutional effectiveness. The results of the survey may be used to help inform decisions and plans for improvements, as well as to identify key areas of strengths and opportunities.

Sample Design

The Student Satisfaction survey was administered to a random sample of students using a *stratified random cluster sampling* procedure. The sample design is intended to provide representativeness and allow for generalizing the results to the entire student population. The students were stratified by day and evening status and clustered by class sections, and then randomly selected from within the clusters. The sample size was based on a 95% confidence level with a +/- 5% confidence interval.

Instrumentation

The Office of Institutional Research and Planning referenced the previous accreditation survey administered in 2009 and worked primarily with the accreditation coordinating committees, the research committees, planning councils, and the academic senates to refine the survey instrument. The survey contained profile questions (e.g., work site, work status, and years of employment) in order to help examine the representation of the survey population against the entire employee population. The survey also contained open-ended questions and forced choice items representing the Accreditation Standards: Improving Institutional Effectiveness (Standard I); Student Learning Programs and Services, Instructional Programs, Student Support Services, and Library and Learning Support Services (Standard II); Human Resources, Technological Resources, Physical Resources, and Financial Resources (Standard III); Decision-Making Roles and Processes, and College and District Administration (Standard IV).

Face validity and content validity of the survey instrument were ensured using the following criteria: 1) Survey questions are aligned with the Accreditation Standards; 2) Survey questions are directly related to the purpose of the surveys, which is to elicit perceptions and opinions of students; 3) Survey questions are

perceptually-based instead of factually-based; 4) Survey questions avoid addressing complex processes or systems that most survey participants would not be able to answer or are not applicable to them. Surveys were validated (content and face validity) through the feedback from the committees and various constituency groups on campus. Reliability was established through the pilot study.

Methodology

The data collection methodology for the student satisfaction survey was primarily a scannable pencil and paper form, which was administered during one class period. For those online classes that were pulled as part of the random sample, students were sent the survey online to complete. The faculty received pre-notification about the survey during the fall semester and again at the beginning of the spring semester. Faculty who opted out of administering the survey were replaced with another class from the survey pool.

Implementation

Communications: The accreditation committees, research committees, academic senates, and planning councils were kept informed and involved in the development and implementation processes through continuous communication and feedback opportunities including: 1) Review of the survey plan; 2) Review and finalization of the survey instrument, and 3) Review and briefing of the survey results.

Administration: Notification emails/letters were sent to faculty whose class(es) were selected. The notifications provided information about the survey, as well as how and when to administer the survey. The student surveys were administered by faculty beginning in the fifth week of the Spring 2012 semester for approximately three weeks. The Office of Institutional Research and Planning bundled the survey packets which contained the survey instruments, Scantron forms and instructions for administering and returning the surveys. The survey packets were delivered to the faculty mailboxes and then returned to the campus-based researcher. The survey took approximately 40 minutes to complete and was administered during one class period.

Respondent Profile

Of the 1,166 surveys that were distributed, 767 responded. This is a 66% response rate. Of the 729 students who were targeted to survey in the sampling plan, we reached 100% of the desired sample size. This very strong response sample provides representativeness which allows for generalizing the results to the entire population. Of those who responded, when asked at which institution you usually take the majority of your classes, 76% of students responded City College, 5 % responded Mesa College, and a total of 15% responded multiple colleges. Of those who enrolled at City College, nearly half of students (43%) enrolled between 2 and 3 semesters, 27% enrolled between 4 and 6 semesters, 16% enrolled for only 1 semester, 8% enrolled between 7 and 9 semesters and 5% enrolled for 10 or more semesters. Nearly one-third of respondents reported taking between 10 and 12 units (30%) and 29% reported taking more than 12 units. The remaining respondents reported taking between 4 and 6 units (17%), 7 and 9 units (16%) and 1 and 3 units (8%). When asked about class modality (on campus, online, or both), an overwhelming majority of students reported taking their courses on campus (76%), 21% reported using both on campus and online and 3% reported using online only.

Key Findings

Instruction

Overall, City College students continued to be highly satisfied with instructional programs. Student satisfaction with most of the areas was either comparable or improved since 2009. However, student satisfaction with course availability, variety, and scheduling decreased substantially. This was also a predominate theme in student responses to the open-ended questions. This could be due to the elimination of winter intersession and extreme reduction of the summer sessions, as well as the reductions in fall and spring course offerings.

Student Services

On the whole, the majority of students continued to be satisfied with most of the support services including assessment services and financial aid at the College. The Reg-e registration process continued to be highly favorable and to show an increase in satisfaction. However, the new student orientation received high percentages of neutral responses indicating a lack of awareness/usage of the service. The follow-up services of student academic success and admissions staff received relatively low and declining satisfaction ratings.

Personal Development

There was continued and increased satisfaction with personal and academic development. Gaining knowledge in different subject areas and receiving respect had the greatest improvement in satisfaction. The item addressing gaining computer skills had a relatively high percentage of neutral responses indicating either insufficient computer labs available or a lack of awareness/usage of the labs.

Resources

On the whole, the majority of students were highly satisfied with technology and physical resources available on campus. However, the satisfaction ratings on over half of these items decreased slightly since 2009. Moreover, there was a marked decrease in satisfaction with the availability of open computer labs. Nevertheless, the satisfaction with the adequacy of the exterior lighting slightly increased since 2009.

College Leadership

Items pertaining to student decision-making roles and college leadership received considerably high percentages of neutral ratings from the students, indicating a potential disconnection of the students to the college decision-making process and the president. There was a marked increase of the percentage of students who were familiar with the mission statement of the College and knew where to find college policies.

Overall Experience

The majority of students were satisfied with their overall experience at the College, and over half of students felt a sense of belonging at the College.

2012 Student Satisfaction Survey

Interactive Group Discussion Recommendations

October 30, 2012

- 1) Overall
 - a. Send survey findings to instructional deans and to the program review task group.
 - b. Send survey findings to work groups for wider dissemination, discussions, and possible actions.
 - c. Combine a few committee meetings into a once-a-semester meeting/retreat for sharing, discussing, and acting on data and research findings.
- 2) Course Availability and Scheduling
 - a. React to shrinking resources by considering college-wide planning for enrollment management.
 - b. Identify student academic needs through sources such as student educational plan.
 - c. Model after some of the for-profit institutions to develop prescriptive routes for students based on their academic needs for higher success.
- 3) Instruction
 - a. Acknowledge that with limited resources, instructors are still able to do their jobs.
 - b. Explore a different media to get information sent by the library. For instance, allow students to use text for opting in/out for information on the website.
 - c. Focus FLEX on the following that are important to both students and faculty:
 - i. Use CCC Confer in FLEX.
 - ii. Identify needs and set up a series of trainings on using technology during FLEX through the Staff Development Committee and the IT Committee.
 - iii. Adopt train-the-trainer model to increase use of available technology resources.
- 4) Admissions & Course Registration
 - a. Administer the Point of Service Survey to collect more information.
 - b. Develop and administer an Orientation Survey at different time points (e.g., near the end of the orientation and 6-9 months later).
 - c. Conduct a mini-version of the interaction group discussion on the results for the Associate Student Board.
 - d. Reinforce the importance of the placement tests to get students better prepared for the tests.
- 5) Personal Development
 - a. Sustain good outcomes that the survey findings entail for City as a commuter college.
- 6) Technology/Physical Resources
 - a. Take survey results to both the City and District IT Committee for further discussions and planning actions.
 - b. Formulate a strategic plan for replacement even in the face of lack of funding.
 - c. Develop and administer a survey of student labs through the IT Committee to collect detailed feedback regarding computer labs.
- 7) Mission & Policies and Decision-Making Roles & Processes
 - a. Gain understanding on why students don't feel a part of the decision-making process on this campus.
 - b. Share the findings with the Associate Student Board.

Appendix A

Survey Instrument



Student Satisfaction Survey – City College

Thank you for taking our survey. Your feedback is important to us. This survey is designed to measure your level of satisfaction with the quality of programs and services provided by the colleges in the San Diego Community College District (City/ECC, Mesa and Miramar). Please select answers based on your experience at this college. Your input will help the college strengthen future educational programs and services. All information will be collected and processed by our District Office of Institutional Research and Planning. The information you share with us will be used for research purposes only and will remain strictly confidential. **Please participate only once.**

Directions:

For each question, please completely fill in the appropriate circle on the response form provided. Please select only one answer per question.

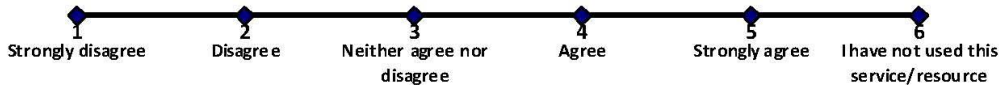
1. At which institution do you usually take your classes? (Please select all that apply.)
 - 1) City College
 - 2) Mesa College
 - 3) Miramar College
 - 4) Continuing Education

2. How many semesters have you been enrolled at this college? (Include summer semesters & this semester.)
 - 1) One semester
 - 2) Two to three semesters
 - 3) Four to six semesters
 - 4) Seven to nine semesters
 - 5) Ten or more semesters

3. How many units are you currently taking at this college?
 - 1) 1-3 units
 - 2) 4-6 units
 - 3) 7-9 units
 - 4) 10-12 units
 - 5) More than 12 units

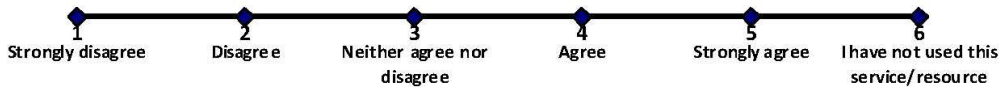
4. Where do you currently take your classes at this college?
 - 1) On campus
 - 2) Online
 - 3) Both on campus and online

Please rate your level of agreement with the following statements using the scale below:



5. I am familiar with the mission statement of my college.
6. I know where to find college policies that affect me as a student.

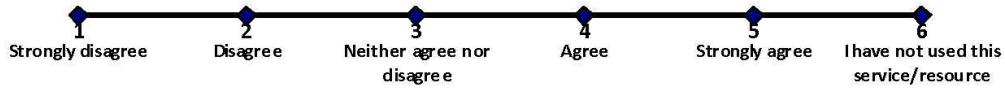
Please rate your level of agreement with the following statements using the scale below:



Course Availability

7. There are a sufficient number of General Education courses offered in each semester in order for me to complete my educational goal within a reasonable period of time.
8. There are a variety of courses offered in my major each semester so that I can complete my educational goal within a reasonable period of time.





Instruction

- 9. I feel at ease talking with my instructor(s) outside of the classroom.
- 10. In general, instructors attempt to be fair and objective in their presentation of course materials.
- 11. In general, instructors clearly define how I will be graded.
- 12. Instructors care about their students' success.
- 13. Instructors are available to help me outside of class.
- 14. My instructors inform me about the types of skills or learning outcomes I am expected to master through my classroom activities and assignments.
- 15. My instructors tell me how I will be assessed before I begin an assignment or test.
- 16. I believe my courses will prepare me well for future employment.
- 17. I believe my courses will prepare me well for transfer to a 4-year university.
- 18. The amount of homework in most of my classes is reasonable.
- 19. I am satisfied with the overall quality of instruction.
- 20. I am satisfied with the instructor's use of available technology in and out of the classroom.
- 21. The campus library has an adequate selection of books, periodicals, and other resource materials for my needs.
- 22. Overall, I am satisfied with the course content in most of my classes.

Course Scheduling

- 23. I am satisfied with the flexible course scheduling offered (8 week, short-term, weekend, and summer sessions).
- 24. Courses are offered at days and times that are convenient for me.
- 25. Online courses provide an effective way for me to complete my educational objectives.
- 26. The availability of online courses is sufficient for my needs.

Admissions and Course Registration

- 27. Admissions staff was helpful throughout the application and registration processes.
- 28. The Reg-e registration process is easy to use.
- 29. The new student orientation I attended was well organized.
- 30. The student orientation is effective in helping new students adjust and become familiar with the college.
- 31. I was informed about the importance of the assessment tests prior to taking them.
- 32. The reading and writing assessment test helped me enroll in the appropriate English class level.
- 33. The math assessment test helped me enroll in the appropriate math class level.
- 34. After completing my assessment test, I had a clear understanding of my placement level.
- 35. Assessment tests were offered at times that were convenient for me.

Financial Aid and Fees

- 36. Financial aid information is available to me when I need it.
- 37. Fee refund policies are reasonable.





Follow-up of Student Academic Status

- 38. The college adequately informs me about my academic progress.
- 39. The college is responsive in helping students improve academic performance.

Personal Development

- 40. My experience at this college has given me a better understanding and appreciation of diversity.
- 41. My college education has helped me to understand myself better.
- 42. I have gained knowledge in different subject areas.
- 43. I have gained computer skills.
- 44. I have learned about other parts of the world and other cultures.
- 45. I have improved my interpersonal skills by interacting with people on campus.
- 46. I feel comfortable in this college environment.
- 47. I am treated with respect at this college.
- 48. I am satisfied with student life such as college athletics, clubs, and activities.

Technology Resources

- 49. The classroom computer labs are equipped with updated computers and software.
- 50. The availability of open computer labs is sufficient to meet my educational needs.

Physical Resources

- 51. In general, classroom facilities are adequate for instruction.
- 52. There is adequate study space on campus.
- 53. The grounds are adequately maintained.
- 54. The exterior features of the campus buildings are adequately maintained.
- 55. The interior of the offices and buildings are adequately maintained.
- 56. The exterior lighting of the college is adequate.
- 57. I feel safe on campus.
- 58. The building and directional signs on campus are helpful.

Decision-making Roles and Processes

- 59. Students have a substantial voice in matters related to programs and services.
- 60. Students are a valued part of the decision-making process at this campus.
- 61. Student government has a strong presence on campus.

Board and Administrative Organization

- 62. The college president provides effective leadership.
- 63. The college president communicates effectively with the students.





Overall Questions

- 64. I feel a strong sense of belonging to this college.
- 65. Overall, I am satisfied with my experience with this college.

Demographics

- 66. Which is your gender?
 - 1) Female 2) Male
- 67. Which is your age group?
 - 1) Under 18 2) 18-24 3) 25-29 4) 30-39 5) 40-49 6) 50 or more
- 68. Which is your ethnicity?
 - 1) African American/Black Non-Hispanic
 - 2) American Indian/Alaskan Native
 - 3) Asian/Pacific Islander
 - 4) Filipino
 - 5) Hispanic/Latino
 - 6) White Non-Hispanic
 - 7) Other Non-White

Comments:

Please record your comments on the right side of the response form.

- 1. What do you like most about attending this college?
- 2. What would you like to see improved at this college?

Thank you for taking the survey!

Appendix B

Item Analysis

City College 2012 Student Satisfaction Survey

| 1. At which institution do you usually take your classes? (Please select all that apply.) | Count | Percent |
|---|------------|-------------|
| City College | 582 | 76% |
| Mesa College | 39 | 5% |
| Miramar College | 17 | 2% |
| Continuing Education | 13 | 2% |
| Multiple Colleges | 116 | 15% |
| Total | 767 | 100% |

| 2. How many semesters have you been enrolled at this college? (Include summer semesters & this semester.) | Count | Percent |
|---|------------|-------------|
| One semester | 125 | 16% |
| Two to three semesters | 330 | 43% |
| Four to six semesters | 207 | 27% |
| Seven to nine semesters | 61 | 8% |
| Ten or more semesters | 41 | 5% |
| Total | 764 | 100% |

| 3. How many units are you currently taking at this college? | Count | Percent |
|---|------------|-------------|
| 1-3 units | 58 | 8% |
| 4-6 units | 125 | 17% |
| 7-9 units | 123 | 16% |
| 10-12 units | 226 | 30% |
| More than 12 | 220 | 29% |
| Total | 752 | 100% |

| 4. Where do you currently take your classes at this college? | Count | Percent |
|--|------------|-------------|
| On campus | 567 | 76% |
| Online | 23 | 3% |
| Both on campus and online | 159 | 21% |
| Total | 749 | 100% |

| 66. Which is your gender? | Count | Percent |
|---------------------------|------------|-------------|
| Female | 368 | 56% |
| Male | 292 | 44% |
| Total | 660 | 100% |

| 67. Which is your age group? | Count | Percent |
|------------------------------|------------|-------------|
| Under 18 | 8 | 1% |
| 18-24 | 321 | 47% |
| 25-29 | 143 | 21% |
| 30-39 | 119 | 17% |
| 40-49 | 57 | 8% |
| 50 or more | 38 | 6% |
| Total | 686 | 100% |

| 68. Which is your ethnicity? | Count | Percent |
|-------------------------------------|------------|-------------|
| African American/Black Non-Hispanic | 77 | 12% |
| American Indian/Alaskan Native | 9 | 1% |
| Asian/Pacific Islander | 52 | 8% |
| Filipino | 37 | 6% |
| Hispanic/Latino | 247 | 38% |
| White Non-Hispanic | 190 | 29% |
| Other Non-White | 34 | 5% |
| Total | 646 | 100% |

City College 2012 Student Satisfaction Survey

| Mission and Policies | Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree | Mean | I have not used this service/resource |
|---|--------------------------|-----------------|-----------------------------------|--------------|-----------------------|-------------|--|
| 5. I am familiar with the mission statement of my college. | 105 15% | 154 21% | 150 21% | 219 30% | 91 13% | 3.05 | 47 6% |
| 6. I know where to find college policies that affect me as a student. | 65 9% | 89 12% | 126 17% | 279 38% | 166 23% | 3.54 | 40 5% |

| Course Availability | Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree | Mean | I have not used this service/resource |
|--|--------------------------|-----------------|-----------------------------------|--------------|-----------------------|-------------|--|
| 7. There are a sufficient number of General Education courses offered in each semester in order for me to complete my educational goal within a reasonable period of time. | 129 17% | 162 22% | 122 16% | 233 31% | 97 13% | 3.01 | 21 3% |
| 8. There are a variety of courses offered in my major each semester so that I can complete my educational goal within a reasonable period of time. | 119 16% | 166 22% | 149 20% | 229 30% | 95 13% | 3.02 | 11 1% |

City College 2012 Student Satisfaction Survey

| Instruction | Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree | Mean | I have not used this service/ resource |
|--|-------------------|----------|----------------------------|------------|----------------|------|--|
| 9. I feel at ease talking with my instructor(s) outside of the classroom. | 14 2% | 23 3% | 113 15% | 276 37% | 311 42% | 4.15 | 22 3% |
| 10. In general, instructors attempt to be fair and objective in their presentation of course materials. | 13 2% | 21 3% | 67 9% | 354 47% | 297 39% | 4.20 | 8 1% |
| 11. In general, instructors clearly define how I will be graded. | 12 2% | 24 3% | 62 8% | 333 45% | 315 42% | 4.23 | 12 2% |
| 12. Instructors care about their students' success. | 16 2% | 19 3% | 127 17% | 318 43% | 268 36% | 4.07 | 10 1% |
| 13. Instructors are available to help me outside of class. | 15 2% | 36 5% | 109 15% | 330 45% | 240 33% | 4.02 | 28 4% |
| 14. My instructors inform me about the types of skills or learning outcomes I am expected to master through my classroom activities and assignments. | 12 2% | 28 4% | 91 12% | 374 49% | 253 33% | 4.09 | 4 1% |
| 15. My instructors tell me how I will be assessed before I begin an assignment or test. | 17 2% | 21 3% | 108 14% | 369 49% | 239 32% | 4.05 | 6 1% |
| 16. I believe my courses will prepare me well for future employment. | 23 3% | 30 4% | 122 16% | 322 43% | 257 34% | 4.01 | 5 1% |
| 17. I believe my courses will prepare me well for transfer to a 4-year university. | 14 2% | 21 3% | 114 16% | 338 46% | 245 33% | 4.06 | 27 4% |
| 18. The amount of homework in most of my classes is reasonable. | 12 2% | 37 5% | 108 14% | 386 51% | 217 29% | 4.00 | 4 1% |
| 19. I am satisfied with the overall quality of instruction. | 11 1% | 30 4% | 99 13% | 371 49% | 246 32% | 4.07 | 4 1% |
| 20. I am satisfied with the instructor's use of available technology in and out of the classroom. | 23 3% | 57 8% | 132 18% | 338 45% | 196 26% | 3.84 | 17 2% |
| 21. The campus library has an adequate selection of books, periodicals, and other resource materials for my needs. | 22 3% | 41 6% | 134 21% | 268 42% | 172 27% | 3.83 | 123 16% |
| 22. Overall, I am satisfied with the course content in most of my classes. | 14 2% | 24 3% | 79 10% | 378 50% | 262 35% | 4.12 | 4 1% |

City College 2012 Student Satisfaction Survey

| Course Scheduling | Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree | Mean | I have not used this service/resource |
|--|--------------------------|-----------------|-----------------------------------|--------------|-----------------------|-------------|--|
| 23. I am satisfied with the flexible course scheduling offered (8 week, short-term, weekend, and summer sessions). | 106 14% | 114 15% | 114 15% | 260 35% | 144 20% | 3.30 | 21 3% |
| 24. Courses are offered at days and times that are convenient for me. | 55 7% | 117 16% | 132 18% | 301 40% | 148 20% | 3.49 | 9 1% |
| 25. Online courses provide an effective way for me to complete my educational objectives. | 59 10% | 50 9% | 174 30% | 181 31% | 124 21% | 3.44 | 176 23% |
| 26. The availability of online courses is sufficient for my needs. | 54 9% | 70 12% | 199 34% | 162 28% | 98 17% | 3.31 | 179 23% |

| Admissions and Course Registration | Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree | Mean | I have not used this service/resource |
|---|--------------------------|-----------------|-----------------------------------|--------------|-----------------------|-------------|--|
| 27. Admissions staff was helpful throughout the application and registration processes. | 35 5% | 86 12% | 171 24% | 273 38% | 148 21% | 3.58 | 46 6% |
| 28. The Reg-e registration process is easy to use. | 16 2% | 31 4% | 49 7% | 339 46% | 309 42% | 4.20 | 17 2% |
| 29. The new student orientation I attended was well organized. | 20 4% | 34 6% | 174 33% | 191 36% | 105 20% | 3.62 | 234 31% |
| 30. The student orientation is effective in helping new students adjust and become familiar with the college. | 23 4% | 41 8% | 167 31% | 199 37% | 103 19% | 3.60 | 226 30% |
| 31. I was informed about the importance of the assessment tests prior to taking them. | 46 7% | 69 11% | 132 20% | 249 38% | 151 23% | 3.60 | 111 15% |
| 32. The reading and writing assessment test helped me enroll in the appropriate English class level. | 44 7% | 50 8% | 134 22% | 247 40% | 140 23% | 3.63 | 145 19% |
| 33. The math assessment test helped me enroll in the appropriate math class level. | 48 8% | 58 9% | 118 19% | 241 39% | 149 24% | 3.63 | 142 19% |
| 34. After completing my assessment test, I had a clear understanding of my placement level. | 41 7% | 58 9% | 131 21% | 256 41% | 137 22% | 3.63 | 134 18% |
| 35. Assessment tests were offered at times that were convenient for me. | 35 6% | 42 7% | 145 23% | 254 41% | 149 24% | 3.70 | 133 18% |

City College 2012 Student Satisfaction Survey

| Financial Aid and Fees | Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree | Mean | I have not used this service/resource |
|--|--------------------------|-----------------|-----------------------------------|--------------|-----------------------|-------------|--|
| 36. Financial aid information is available to me when I need it. | 39 6% | 53 8% | 114 17% | 302 44% | 172 25% | 3.76 | 78 10% |
| 37. Fee refund policies are reasonable. | 45 7% | 55 8% | 154 23% | 276 42% | 126 19% | 3.58 | 101 13% |

| Follow-Up of Student Academic Status | Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree | Mean | I have not used this service/resource |
|---|--------------------------|-----------------|-----------------------------------|--------------|-----------------------|-------------|--|
| 38. The college adequately informs me about my academic progress. | 41 6% | 105 15% | 186 26% | 284 39% | 104 14% | 3.42 | 38 5% |
| 39. The college is responsive in helping students improve academic performance. | 35 5% | 69 10% | 213 30% | 273 39% | 114 16% | 3.51 | 52 7% |

| Personal Development | Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree | Mean | I have not used this service/resource |
|--|--------------------------|-----------------|-----------------------------------|--------------|-----------------------|-------------|--|
| 40. My experience at this college has given me a better understanding and appreciation of diversity. | 18 2% | 25 3% | 128 17% | 313 42% | 259 35% | 4.04 | 14 2% |
| 41. My college education has helped me to understand myself better. | 21 3% | 24 3% | 120 16% | 314 42% | 263 35% | 4.04 | 15 2% |
| 42. I have gained knowledge in different subject areas. | 10 1% | 14 2% | 53 7% | 375 51% | 290 39% | 4.24 | 12 2% |
| 43. I have gained computer skills. | 36 5% | 78 11% | 177 25% | 258 37% | 149 21% | 3.58 | 54 7% |
| 44. I have learned about other parts of the world and other cultures. | 18 3% | 45 6% | 134 19% | 319 44% | 202 28% | 3.89 | 36 5% |
| 45. I have improved my interpersonal skills by interacting with people on campus. | 28 4% | 46 6% | 136 18% | 313 42% | 215 29% | 3.87 | 17 2% |
| 46. I feel comfortable in this college environment. | 14 2% | 25 3% | 78 11% | 373 50% | 251 34% | 4.11 | 14 2% |
| 47. I am treated with respect at this college. | 14 2% | 18 2% | 88 12% | 376 51% | 240 33% | 4.10 | 16 2% |
| 48. I am satisfied with student life such as college athletics, clubs, and activities. | 33 6% | 40 7% | 141 24% | 237 40% | 143 24% | 3.70 | 158 21% |

City College 2012 Student Satisfaction Survey

| Technology Resources | Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree | Mean | I have not used this service/resource |
|--|--------------------------|-----------------|-----------------------------------|--------------|-----------------------|-------------|--|
| 49. The classroom computer labs are equipped with updated computers and software. | 39 7% | 48 8% | 120 21% | 229 40% | 136 24% | 3.66 | 174 23% |
| 50. The availability of open computer labs is sufficient to meet my educational needs. | 42 7% | 59 10% | 129 22% | 241 41% | 117 20% | 3.56 | 159 21% |

| Physical Resources | Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree | Mean | I have not used this service/resource |
|--|--------------------------|-----------------|-----------------------------------|--------------|-----------------------|-------------|--|
| 51. In general, classroom facilities are adequate for instruction. | 38 5% | 72 10% | 121 17% | 354 49% | 134 19% | 3.66 | 8 1% |
| 52. There is adequate study space on campus. | 20 3% | 73 10% | 109 15% | 358 50% | 156 22% | 3.78 | 37 5% |
| 53. The grounds are adequately maintained. | 21 3% | 45 6% | 107 15% | 389 53% | 174 24% | 3.88 | 14 2% |
| 54. The exterior features of the campus buildings are adequately maintained. | 20 3% | 41 6% | 138 19% | 374 51% | 167 23% | 3.85 | 13 2% |
| 55. The interior of the offices and buildings are adequately maintained. | 23 3% | 71 10% | 141 19% | 369 50% | 140 19% | 3.72 | 10 1% |
| 56. The exterior lighting of the college is adequate. | 30 4% | 97 13% | 134 18% | 357 49% | 116 16% | 3.59 | 20 3% |
| 57. I feel safe on campus. | 46 6% | 66 9% | 146 20% | 351 47% | 135 18% | 3.62 | 9 1% |
| 58. The building and directional signs on campus are helpful. | 37 5% | 83 11% | 150 20% | 336 46% | 129 18% | 3.59 | 17 2% |

| Decision-Making Roles and Processes | Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree | Mean | I have not used this service/ resource |
|--|--------------------------|-----------------|-----------------------------------|--------------|-----------------------|-------------|---|
| 59. Students have a substantial voice in matters related to programs and services. | 48 7% | 70 11% | 247 38% | 211 33% | 68 11% | 3.28 | 100 13% |
| 60. Students are a valued part of the decision-making process at this campus. | 52 8% | 89 14% | 243 37% | 195 30% | 71 11% | 3.22 | 101 13% |
| 61. Student government has a strong presence on campus. | 68 11% | 94 15% | 249 39% | 171 27% | 57 9% | 3.09 | 111 15% |

| Board and Administrative Organization | Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree | Mean | I have not used this service/ resource |
|---|--------------------------|-----------------|-----------------------------------|--------------|-----------------------|-------------|---|
| 62. The college president provides effective leadership. | 38 6% | 70 11% | 334 54% | 137 22% | 44 7% | 3.13 | 123 16% |
| 63. The college president communicates effectively with the students. | 61 10% | 93 15% | 309 49% | 121 19% | 44 7% | 2.99 | 117 16% |

| Overall Questions | Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree | Mean | I have not used this service/ resource |
|---|--------------------------|-----------------|-----------------------------------|--------------|-----------------------|-------------|---|
| 64. I feel a strong sense of belonging to this college. | 29 4% | 66 10% | 216 32% | 236 34% | 138 20% | 3.57 | 12 2% |
| 65. Overall, I am satisfied with my experience with this college. | 20 3% | 30 4% | 107 16% | 338 49% | 192 28% | 3.95 | 9 1% |

Appendix C

Accreditation Matrix

| Accreditation Standards Matrix | Student Survey Items 2012 - City College |
|---------------------------------------|---|
| I.A.1 | 5 |
| I.B.4 | 59-61 |
| II.A.1.a | 7-8, 13, 14, 15, 16, 17, 22-26 |
| II.A.1.b | 14, 16, 17, 19, 20, 25, 26, 43, 49-51 |
| II.A.1.c | 14, 15, 18, 19 |
| II.A.2.a | 11, 15 |
| II.A.2.b | |
| II.A.2.c | 7-8, 9, 11-13, , 15, 16-19, 23-26 |
| II.A.2.d | 20, 25, 26, 43 |
| II.A.2.e | 7-8, 22-26 |
| II.A.2.f | |
| II.A.2.g | |
| II.A.2.h | 11, 14, 15 |
| II.A.2.i | |
| II.A.3.a | 14, 22, 40, 41, 42, 44 |
| II.A.3.b | 16, 17, 20, 22, 40-45 |
| II.A.3.c | 22, 40-42, 44-47 |
| II.A.4 | 16, 17, 42, 43 |
| II.A.5 | 16, 42, 43 |
| II.A.6.a | 6 |
| II.A.6.b | 6 |
| II.A.6.c | 6 |
| II.A.7.a | 6 |
| II.A.7.b | 6 |
| II.A.7.c | 6 |
| II.B.1 | 27-35 |
| II.B.2.a | 6, 36 |
| II.B.2.b | 6 |
| II.B.2.c | 6 |
| II.B.2.d | 6 |
| II.B.3.a | 27-35 |
| II.B.3.b | 40, 41, 44-47 |
| II.B.3.c | |
| II.B.3.d | 40, 41, 44-47 |
| II.B.3.e | |
| II.B.3.f | |
| II.B.4 | 27-35 |

| Accreditation Standards Matrix | Student Survey Items 2012 - City College |
|---------------------------------------|---|
| II.C.1.a | 20, 21, 25, 26, 49, 50 |
| II.C.1.b | 25, 26 |
| II.C.1.c | 21, 25, 26, 49 |
| II.C.1.d | 21, 25, 26, 50, 57 |
| II.C.1.e | 21 |
| II.C.2 | 21 |
| III.B.1.a | 51-57 |
| III.B.1.b | 51-57 |
| III.C.1.a | 20, 21, 49, 50 |
| III.C.1.b | 20, 43, |
| III.C.1.c | 49, 50 |
| III.C.1.d | 49, 50 |
| IV.A.1 | 59-61, 64 |
| IV.A.2.a | |
| IV.A.2.b | |
| IV.A.3 | 59-61, 63 |
| IV.B.2.a | 62 |
| IV.B.2.b | 62 |
| IV.B.2.c | 62 |
| IV.B.2.d | 62 |
| IV.B.2.e | 62, 63 |

Appendix D

Verbatim Comments

Question 1: What do you like most about attending this college?

1. My graphic design professors
2. The teachers are dedicated & knowledgable.
3. Everything
4. The instructors are very knowledgable
5. Excellent teachers in graphic design!!
6. Location
7. The library is a great facility!
8. Opportunity to learn new things
9. Close to work
10. Education
11. Close to home
12. Convenience to home
13. Schedule of classes (evening) is helpful. I like the urban environment & mission of the City College. I like the academic environment.
14. I like meeting people, learning and the diversity here.
15. Teachers
16. I like most about attending this college because it's very close from where I live.
17. It's diverse.
18. It's convenient
19. Is not that far from my house.
20. I don't struggle with parking as I do at Mesa.
21. Getting my GE completed for a reasonable price
22. The diversity that this college has to offer in students as well as teachers
23. It is a different experience
24. Diversity
25. The professors are very knowledgable and are easily available for comment.
26. I like the diversity on campus, the location Downtown & the willingness of instructors to help students
27. I like the sense of community
28. This college is a stepping stone to get me transferred into a 4 year university. There is an adequate transfer program.
29. Like the convenience factor.
30. It is located conveniently where I live
31. The instructors are phenomenal. I have enjoyed all my classes immensely. There is also lots of progress and development of new programs on campus. Communication from the campus is great and I am sad to leave/transfer to a 4 yr. university.
32. The diversity of the campus. The math department is very helpful and convinced me I can actually do math.
33. Green grass to study Parking isn't too bad of a walk.
34. Learning new subjects and meeting new students and people.

35. Diversity of people and the library.
36. It fits in my budget and the class sizes are adequate for success of the students.
37. How good I feel with my instructors!
38. Diversity (also, all ages)
39. I like the locations and rebuilding of the campus. I also like that all colleges are equal to one.
40. Cost, convenience
41. I like the urban environment of downtown San Diego. The campus has many ethnicities and culture that opens up a student's perspective. I like meeting different types of people with interesting backgrounds
42. The diversity in students and in professors
43. I love the enthusiastic drive of the teachers and I really appreciate the staff and the diversity of people.
44. It's affordable and close to where I live.
45. Great teachers
46. N/A
47. Allows me to take classes that I was unable to take in my university.
48. Conveniently located close to public transportation.
49. Sports
50. The diversity among students
51. Learning
52. Professors try to help you achieve your goals (aka. Transfer for me). (Amazing faculty)
53. Is close to home
54. It's close to home
55. Instructors have a genuine desire to help students excel & get the most from the courses.
56. I enjoy the diversity of professors and students, and the programs they offer
57. Its nice.
58. The staff and students. The upgraded/new classrooms.
59. The people, atmosphere
60. Diversity
61. Eh!
62. The events and competition
63. It's a necessary step to a four-year
64. I am getting the education I need
65. The diversity of the people in City College and have the opportunity to meet them. Also, the environment and ambient of the school.
66. The environment, and the classes it offers
67. Diversity of ppl. Relationships teacher/student
68. Diversity, & helpful professors
69. That it is close to everything and its easy to get to.
70. Teachers
71. The people
72. Getting to talk to classmates

73. Nothing
74. Diversity. Location
75. Being able to pursue my education. The location is nice.
76. Easy to find my way around clean
77. Library, and the staff
78. I like the programs offered like FYE & Mesa
79. Price scholarship, EOPS, location
80. What it has to offer and its programs.
81. Here in cosmetology I love all the hands on practice
82. The staff and students. The new and upgraded classrooms
83. No preference
84. Great instructors
85. Get a degree: good job
86. The atmosphere
87. Its lively & in downtown & its diverse
88. The education that is offered at City College is excelent.
89. Gives me the opportunity to better myself and my situation
90. The classes are intresting, and the teachers are enthusiastic about their subjects
91. Programs
92. The campus is conveniently located.
93. The campus and the students on it
94. Everyone is very friendly and helpful. There are many resources to help us. The teachers are very dedicated.
95. The new buildings and the girls.
96. That I'm learning on what is going to help me in the future to progress
97. The instructors are helpful outside of class and care for students education.
98. Great study materials and instructors
99. It's laid back, not so stressful
100. What I like most about attending this college is that it is very welcoming.
101. The feeling that I am passing on the knowledge that I have, as well as learning new knowledge.
102. I like attending City College because of its diverse popularity and how accessable it is to get to.
Affordable tuitions fees also are a plus.
103. The location of the campus
104. I like the small class sizes
105. Comments: being a student Here
106. The access is easy because of its location.
107. What I like about attending this college is the diversity in classes
108. I like the fact that my classes are one night after the other. It makes for a perfects schedule for me.
109. Price, Distance from home
110. I like the most about attending this college are the classes & flexibility of scheidule, convenient

111. That some of the professors in City College do take the time to help students out with any questions and concerns they have.
112. The diversity in classes & course offerings.
113. There's more options and choices offered in City, Mesa and Miramar, class selection wise.
114. What is liked most is the learning that will help with my success.
115. The professors are helpful and some of them show that they care.
116. Close to my house
117. Everything
118. I like the availability of computer labs and the newer class rooms.
119. The college is in a good position and it is easily accessible and the classes offered are good
120. People including students & faculty are kind and helping
121. City college will satisfy my future in Radio and television
122. Diversity of students.
123. Friendly people; knowledgeable instructors, close to my home.
124. I like the radio station, Seville theatre & TV studio...
125. The professor's empathy especially night classes, every professor I had here, went beyond.
126. Film department is excellent.
127. I like the strong sense of community, and the acceptance of many cultures.
128. Nothing
129. I like that is college is diverse, and plenty of programs to join for almost anything that interests an individual. I am very satisfied with the instructors, they have made a huge positive impact on my education and how I feel about school. The campus feels safe and the location is beautiful and resource you need for any class is just right around the corner.
130. I like my philosophy class and television and radio history class. I enjoy coming to those classes and online courses are flexible.
131. I like learning new things.
132. What do you like most about attending this college? The RTVC programs and their instructors
133. The diversity of the people in City College and have the opportunity to meet them. Also the environment and ambient of the school.
134. The clean areas. Everything looks in order.
135. This college is very divers. I love that their is a bunch of different people & ages! It's never boring. Our professors re awesome.
136. I like to make friend and learn about diversity.
137. The handful of professors that teach because they love to teach.
138. The diversity of students and the fact professors care about their students.
139. I like attending Personal Growth with *****. She teach not just by the book that we buy but also the experience she want us to learn.
140. The schedule times.
141. I have gained experience through SD City College.
142. The classes are affordable and transferable
143. I enjoy communicating with like minded people in the maths and sciences.
144. It is close to my house

- 145. People
- 146. I like the professors here as well as the students. I get a lot of respect here at City College.
- 147. I really like the teacher that I have. Also there is several spots to study on campus and for every doubt or question I know there are resources in the school that can help me.
- 148. The students and the teachers.
- 149. Close to my work place
- 150. It's helped me grow as an individual
- 151. Diversity, instructors
- 152. What I most liked about attending this college is that there were programs for all students like FYE for first time students, tutoring and the fact that the trolley is nearby.
- 153. Very divers, respectful school, interesting classes/professors.
- 154. Tutoring center
- 155. The location is great if you don't own a car
- 156. Cost per unit is reasonable
- 157. Beautiful girls
- 158. The teachers are reasonable with allowing me pass if I try my hardest
- 159. Location and people
- 160. I like how reasonable this college is in helping students complete their goals.
- 161. Nothing
- 162. Ive really enjoyed my classes.
- 163. Avail parking
- 164. Signage/directions to classes
- 165. Less homework in my classes
- 166. I love City & CECC I love the professors, classes
- 167. Small, quiet, easy to get to.
- 168. I enjoy most about college are the continual amazement of new things, new knowledge
- 169. The instructor's attention to detail and their ability to communicate the subject matter
- 170. TRACK!
- 171. Professors are so helpful & caring
- 172. It's user friendly for me. I've been out of school for more than 35 yrs. But yet, I feel like I fit in.
- 173. I love the diversity on campus! Professors are awesome!!
- 174. It's convenient and there is adequate parking. I enjoy the different levels of the campus on the property (where buildings ar located).
- 175. I like the diversity of the student body.
- 176. I love that the campus is smoke-free. I enjoy the diversity of the campus. I have had wonderful teachers.
- 177. Diversity
- 178. I like the campus and have had a positive experience with all instructors.
- 179. - convenience, location
- 180. I most like to gain a good knowlegde and prepare my life.
- 181. Availability of off-campus courses.
- 182. The photo department

183. The teachers and the new facilities available to the photo students. I also like the location & parking compared to Mesa.
184. I like all the recent upgrades the CTC building made. Everything seems to be top-notch here.
185. Low cost and location
186. CHEAP & GREAT
187. Affordable
188. The mental challenge
189. The staff are helpful and make themselves available. The building I'm in is first rate.
190. Learning from instructor and fellow students
191. The availability of resources for the students; such as computers and labs.
192. Technical parts of photography classes are great with certain teachers. Certain others are very very difficult to follow.
193. Learning something new and helpful
194. The professors are some of the best I've had at City College.
195. Its location
196. Evening classes are helpful
197. N/A
198. The 8 week short term courses available on base. Also, there are Great professors teaching in this college that care about their students. Professors such as ***** (ART) Professor ***** (POLISCI)
199. It's easy to get around, and has great study facilities.
200. Dance classes
201. The community of students & accessibility to education for all walks of life.
202. The new Facilities are very modern – lots of personal freedom
203. Learning something new and helpful
204. Excellent professors.
205. The prof
206. · Multicultural students · Variety of ages in attendance
207. The learning environment
208. The teachers
209. Learning experience
210. Nice variety of programs and subjects to study.
211. Close to home. *****, ***** great teacher
212. The instructors can relate to me
213. Better parking.
214. They have the class I need.
215. I like the flexible schedule that are available to students to meet their educational goal.
216. Instructor are nice and helpfull. They care about student's success.
217. Classes I need to take is offering at night after 5:00pm. Professors Here is friendly & helps student to Achieve better at higher University.
218. All of the vocational certification programs available
219. Its getting me closer to a degree.

- 220. Courses and students
- 221. What I like most about this college is the flexibility of the schedules and the interaction between students and teachers.
- 222. The teachers are very great! And helpful.
- 223. I enjoy the learning environment and I really enjoy the professors at this campus. Very helpful & very skilled in their class. I have developed many new skills being at this school. I feel this school offers a lot to students – when it is offered!
- 224. I have taken general ed classes before to transfer to university. I really appreciate the diversity and exposure to other cultures in the AOD classes.
- 225. The material I am learning.
- 226. That I have an opportunity to attend San Diego City College.
- 227. The college is close to the freeway.
- 228. I like that it is convenient to walk to class
- 229. Diversity
- 230. Diversity
- 231. AODS availability
- 232. Diversity
- 233. I like that this campus has different resources students can use. Also the students are friendly and helpful.
- 234. So far the professors that I have had are extremely passionate about their job and do not hesitate to reach out to their students. It makes the course well worth the experience and is inspirational. ***** is the Best!
- 235. Good instructor for cheap.
- 236. The diversity in students, (most of) the professors' passion to teach and the more accessible prices for classes, books, etc. Also the sense of community.
- 237. Staff is really helpful, and the counselors are always willing to guide me.
- 238. That the college is very diverse, cultural and in almost every aspect.
- 239. I meet people of other places of world.
- 240. I enjoy the diversity of students at the college. Makes me feel part & I am able to interact w/the students freely.
- 241. I appreciate the cost of attending this school. The value is unmatched in adult education. Even with the tuition increases the community college makes attending college affordable to those who otherwise may not have the opportunity to attend college.
- 242. I like that City College is a community. Students are involved and professors want to teach. I like the fact that I do not have to pay much to get my general education compared to a 4+ yr. university.
- 243. I like this college because the teachers show they really care for their students, and the campus here at City is very diverse.
- 244. I like the urban atmosphere the most.
- 245. The diversity
- 246. The diversity of cultures that the campus shows is quite amazing and the interactions of groups with voices that are heard weekly if not daily.

- 247. N/A
- 248. The instructors make time to help students
- 249. It is very close to my home and convenient because of my transportation.
- 250. The thing I like most about this college is, it's near my home; I can access it easily, since I don't drive a vehicle, I use the public bus.
- 251. I like the diversity. The teachers I've had are amazing excellent teachers.
- 252. We can use more library time or Saturdays to study.
- 253. I love the diversity on campus & so far my classes have been very educational.
- 254. Diversity
- 255. That it's very diverse
- 256. The diversity of people.
- 257. Cheap tuition and free condoms!
- 258. Different kinds of people.
- 259. General Education classes
- 260. My teacher *****
- 261. What I like the most is that I am taking & they are helping me with the classes I need for my major.
- 262. I'm not sure I'm still adjusting it's been 32 years since I've been in school
- 263. Nothing it's awful and embarrassing to attend.
- 264. Challenges me and has great teachers.
- 265. Friendly students and instructors.
- 266. I like the business teachers, I may not like them personally but they make sure that the material is grasped.
- 267. The professors
- 268. It's location is very central and near to where I live. In general it is lower cost, much easier to get accepted to & take the classes I need/want and simpler to navigate than a university. Also, smaller class sizes (with more one-on-one time with instructors) are a plus.
- 269. friendly, helpful community, multi-culture.
- 270. nice campus
- 271. I am a FYE student and as a first years student I enjoy the LRC building.
- 272. professors
- 273. I was at City College almost 20 years ago as a Freshman Straight out of high school. The school has improved Parking, Computer access, & most importantly.. the Student/ Instructor relationships has improved GREATLY ! THAT HELPS A GREAT DEAL.
- 274. the diversity among students and staff
- 275. everything
- 276. It's the only college I've attended so I feel like I'm not informed enough to answer this question properly.
- 277. I like most about attending this college how treated people and also it is near where I living.
- 278. I like that the school has online classes which fits into my schedule and which gives me more time for other areas in my life. I wish the school was more equipped with a staff that can actually help students in transfer services and financial aid services. I feel that the school lacks

in sufficient and capable staff, and the school website and form options are confusing and unclear and sometimes not available at times.

279. none

280. I am excited to be moving forward towards my goal.

281. THE DIVERSITY IN WHICH CITY OFFERS!!

282. I really like the curriculum.

283. close to my house and it has everything i need

284. Online class availability

285. I like how it will be able to help me transfer to a 4 year University.

286. flexibility of on line courses

287. I like the fact that City is downtown, and I've had some great teachers.

288. I think the majority of the teachers to date (NOT INCLUDING ***** or *****
*****)grade fairly, are competent in what they teach and quite frankly make me want to drive
out of my way just to go to mesa.

289. Online classes.

290. i have had some of the best teachers ever that have impacted me in such a positive way that i
have decided to become an attorney and fight for the rights of the socially marginalized
minority groups in this country. These teachers are really special and care about their students
striving for exceptional goals and not being content with what society expects of us.

291. I like how it's so diverse and you can meet just about anyone from young, old, black, white, gay,
straight and feel comfortable.

292. I like about the comfortable campus of this college

293. What i like about this school is the diversity of people attending it.

294. The location

295. It is convenient and the location

296. Cafeteria

297. The recourse and the activism it is surrounded with.

298. Classes

Question 2: What would you like to see improved at this college?

1. New computers & software
2. More classes offered for Graphic Design, more right classes for G.D. & better technology.
3. Nothing
4. Course availability
5. The noise during class is horrible (noise from construction.) Very distracting
6. Campus clean
7. I believe that parking lots have to be bigger since it is really hard to find an available parking space.
8. Canceling a summer school really affected a lot of students and delayed the transferring process.
9. No summer session sucks.
10. More open classes/times for in demand classes specifically bio & medical pre reqs for cert programs.
11. Safety, lighting, police presense at night.
12. Better facilities
13. Classes available in the summer
14. No smoking enforced!
15. Science facilities – modernize. Some professors seem (I had one) burned out and uninterested, please implement a better review & retention/termination policy to secure higher quality in attitude of professors. Expand nursing program. Too many instances of waiting/competing for classes. Classwork could be more challenging. Some grading is too easy (I got a B in organic chem. When I really think I deserved a C).
16. More classes, better library hours. Better lighting at night. Better cafeteria.
17. Parking space needs improvements. More classes & teachers
18. More class choices
19. It's improved a lot. Keep up the good job. I'm happy here.
20. The student body/government and clubs being more open to college students
21. The classroom being closer on campus
22. The campus cafeteria. Better computers we got old computers. Better technology.
23. Some of the classrooms could be improved, the AC leaks water
24. More classes, less budget cut, more Recourses, decrease in price of units.
25. The amount of general classes affered every semester
26. Making more affordable
27. Put summer school back, lower tuition, stop cutting classes and faculty members.
28. The offering of more classes besides the basic General Ed.
29. Library hours, Summer classes
30. Better budget and more money for education
31. Parking situation is terrible.
32. Bring back summer classes!!!!
33. The amount of courses offered.

34. More class availability
35. I would like to see more technology in the classrooms. It's getting there, but some teachers aren't as "on-board". I'm also very excited to see the new buildings some of the classrooms are run-down & just old.
36. More classes offered! I have a hard time getting into classes as well as being able to schedule without overlap.
37. Flowers - more flowers!
38. Classroom technology... LAN, Wifi, Projectors. Etc need to be improved dramatically in the classroom. Science lab needs updated equipment facilities.
39. More courses in my major Environmental Engineering
40. The quality of the educational props. (i.e. chalkboards, projectors, etc.) much of the equipment needs to be fixed or updated. Will we every regain summer school?
41. Bugets, for classes & lab chairs
42. More classes (summer semester)
43. Make summer school available again.
44. Increased availability of 200 level science classes
45. I would like the school to receive more funding to update their technology and provide internet throughout the campus.
46. Class selection/availability. I do realize that this is not the college's fault, but due to budget cuts.
47. We need more "PRINT CARD" charging machines around the campus. We need WIRELESS INTERNET at graphic design classrooms and labs. We need more parking. We NEED healthier choices of FOOD at the cafeteria. Thanks!
48. Up to date equipment and resources.
49. Lousy infestruature
50. N/A
51. More classes! Summer & inter-session open. =(A better opportunity for a higher education =-(
52. Financial stability of the college needs to be improved
53. More classrooms need up to date technologies.
54. Parking
55. The number of classes needs to be increased
56. More courses, legitimate courses that count at universities & summer school (!).
57. Campus police. Sad to see.
58. Summer Program. (I understand its financial problems, but it slows down our/my education).
59. More technology use within classes. (Aka. Accting Class in a Comp. Lab would be more beneficiary)
60. Class availability
61. Have more classes!
62. More classes
63. All real estate industries (i.e. appraisal/property mgt ect)
64. More interaction in the school. More parking spots and more classes offered.
65. The bathroom security, to many homeless.

66. Safety around career technology building. Secured/key card or code entrance on door is recommended to keep homeless people out. The constantly harass us.
67. The numbering on this quiz!
68. Chemistry prof.
69. Campus police, women don't feel safe in this college especially at night, campus police offices in cafeteria are always empty.
70. More classes! Bigger classrooms
71. More opportunities for students making even
72. Food offered, more variety to
73. More class space
74. BUDGET CUTS! We need summer classes back for those would want to get to their educational goals a lot faster
75. Summer school, modernization of some classrooms, and better signs/spread out! I had trouble find information about what certain clubs did; on-line!
76. Maybe the interior of some of the older buildings of the school.
77. Grades and English skills.
78. Summer classes
79. Better scheduling for one&one w/counselors
80. More available classes
81. Classroom technology
82. More study space
83. Tuition, financial aid, budget cuts, more teachers
84. I would like to see improvement in the student cafeteria, I think the carpet needs to go. It is unsanitary and makes the building smell like a trash can.
85. More classes, & summer session returned!
86. The classrooms
87. Everything! From parking... there is no parking ever what's the point of a parking pass if there is NO! parking, too much construction..
88. Everything
89. N/a
90. Better follow-up by administration, better assessment of goals, easier access to counselors,
91. Maybe more study space and copy machines. More computer programming classes i.e. HTML/CSS
92. More classes available more teachers to teach in bigger classrooms to admit more students more adequate parking spaces
93. It will make students feel comfortable if there is more lighting at night. I would also make sure that there are cops walking around campus 24/7.
94. Tuition lowered more classes gender neutral restrooms!
95. People in admissions are RUDE! They make a person feel uncomfortable and not want to ask for help
96. I was not informed of the importance of the assessment test I
97. This school needs more extra-curricular activities

98. Keep transients out of restrooms
99. Keep grounds trash free in the lawn area and around trees
100. Keep cigarets butts of grounds
101. To be able to be more secured in our building. We've had many incidents with homeless people in our bathrooms.
102. Safety around the career technology center. Secured, keycard or code entrance ondoors is recommended to keep homeless people out. They constatnly harass us. Or added security (gurards).
103. Summer courses
104. Better labs/equipment
105. PLEASE, PLEASE , PLEASE finish the construction! So loud! So distracting! Very annoying! You don't get used to it! 4 classes in the t-building this semester = =(
106. Classroom atmosphere
107. Budget cuts, take the money from the prisons and put it into education. Its cheaper to educate a person than for them to be constantly plagued by the criminal justice program.
108. Construction to finish up already
109. Students need to have the ability to have a variety of different courses, and the courses need to be offered throughout the entire year. Due to cutting summer semesters, along with multiple courses; it now takes the average student three years to transfer. This is an extremely horific time line in order for students to get their B.A./B.S. Moreover, it severely damages those whom are seeking higher levels of education, i.g. Graduate studies. This needs to be addressed and anticipated sooner rather than later.
110. Loud construction makes it hard to consentrate in class.
111. More employees at the beginning of school to reduse the long lines in the bookstore, Finical Aid office, Administration, and so on.
112. FUNDING!!!
113. Cafeteria, add a pool
114. Well, you could start by not asking for gender information and realizing that the gender binary is not always applicable.
115. The food =-)
116. More classes, another place were we can study.
117. Parking!
118. Slow down a little for someone that has not been in school over 20 yrs.
119. Classes availability needs to be improved.
120. More diversity in studying subjects and more classes on campus.
121. Nothing
122. I don't think the school needs any improvements
123. A better forum so students can air thier discontent about "costs, government, social issues, jobs," and what ever the on campass Radical wants/feels they need everyone to hear and know.
124. Classrooms can be improved to a modern standard and up to date technology would help.
125. Instalations and class scheluele, make classes during the morning/day

126. I would like to see the price for each unit to drop.
127. Summer class return.
128. More subjects to be offered because if your registration date comes in a later date classes are already taken.
129. I would like to see more availability in courses that I need to take.
130. I would like to see more summer session classes.
131. I can't wait for the new buildings, It would be nice that we could have a "Lounge" area to do homework, and eat at the same time not exactly the cafeteria.
132. I would like to see an improvement on the environment of the campus.
133. Courses to be open during summer, instead of just students who need the course to graduate.
134. More up-dated technology involved classes, workshops, etc.
135. *More central/cutting edge global, business, technological learning & development center, workshops & or resources.
136. Larger class sizes in English, Math or in the general ed classes. I cant get in to a general ed class needed for my degree because, they fill up too fast. This semester I couldn't get into an english class, the class has 25 students, I was number 26. Do something about that! Please!! How can I be expected to transfer to a 4 year, when I cant even get into the classes that are required. =(
137. The events and competition and more opportunities for students to make events as well
138. It is convenient for me. Close to my house. It is affordable at the moment. The instructors I had so far, are quite professional and genuine
139. Have the construction over with already. Stop the budget cuts and have more classes available.
140. What should be improved is the design.
141. Better books lower prices on textbooks. Cleaner bathroom and cleaner and nicer Cafeteria.
142. More classes.
143. Nothing
144. I would like to see an improvement in the counseling office, several counselors there have proved unclear and very unhelpful. This definety needs to be improved.
145. I don't know who the college president is or how they represent the college. It would be better if the campus was completely smoke-free. Where people do smoke there is tons of cigarette smoke and it is the place where most people have to walk and walk through all the smoke it is truly unfair to all of us non-smokers.
146. More parking so my friend ***** can get to class on time
147. I would like to see more classes made available
148. They need to fix the lighting system; and the vending machines need to be upgraded.
149. Parking is atrocious, nigh lighting is inadequete. Vending machines always take my money without providing a product.
150. Parking for students.
151. Updated RTV production rooms and equipment (HD cameras & more digital video editing suites) More integration with RTV & digital music production...
152. To improve the café ceiling and the one in the hall outside the café. Everytime it rains in rains in the café and the hallway.

153. No summer classes!
154. The English assessment tests – I think you should write a paper instead.
155. You need to raise tuition to a normal United States rate like every other state so that enough classes will be available. Stop catering to the poor and the criminals who don't belong in college to begin with! City College is a joke and filled with idiots both student & staff I will attend only Mesa after this semester!
156. Improvements need to be made by financial aid office, they don't have enough staff to get things processed quick enough and they also take too long to inform you of any changes that have been made to your files. Other than that their customer service is top notch they are very helpful, just understaffed.
157. Well the college president if I seen them in the orientation or not I don't know who that is and I don't know most of the student government I just know staff in VA, admin, FA, counselors.
158. "More" classes in the para legal program
159. What would you like to see improved at this college? Parking, mentoring, better areas for people to smoke so that you don't inhale it. (Russ St) is a great example.
160. Maybe the interior of some of the older buildings of the school.
161. Well, I would like more classes open at different hours.
162. I would like to see more interaction on the campus or more events happening.
163. My English access, grammar, and writing essay.
164. Improvements: The teaching strategies of math and chemistry professors.
165. I know budget cuts are bad, but if the tuition is going higher it should be because they are providing more resources instead of taking them away.
166. More sports, more program and more interaction with the school, the students or with other school.
167. The security.
168. The whole staff of SD City College to provide more support for students throughout the experience of college
169. Need to be year long. Lack of summer school is preventing graduation in a timely manner.
170. I would like to see a better investment in technology such as campus wide internet & updated computers for CISC students.
171. I will like to have Bio tutors. Bathrooms are horrible
172. Structure
173. We need renovations with the classrooms, & more parking.
174. The A and T building, summer classes every summer, have the LRC building open for more hours, because there are students who have night classes and need library resources.
175. Better food =]
176. Parking
177. Saturday classes more variety.
178. Parking
179. I'd like to see improved is security on campus specially during evening and night for people like me that take night classes.
180. More classes and summer school to come back.

181. Facilities need improvement
182. All those losers that smoke & walk their dogs in front of the campus
183. More classes, stop cutting classes, more food. People walk their dogs in front letting their dog poop on campus and not picking it up.
184. Safety in areas surrounding the campus.
185. Teachers
186. More available classrooms and at least 45 seats per class.
187. Nothing
188. Yes! A better sense of community Ex. athletic events cultural celebrations cultural exchanges celebration of diversity , which makes this school so amazing.
189. More classes available in child development i.e. infant/toddler class.
190. More classes offered
191. And I wish Summer School was being taught
192. Parking lighting. Evening counseling
193. I would like to see more direct contact more information for those in must need to find resources like scholarship.
194. N/A really can't respond with a totally appropriate response.
195. Services for people over 45 (50+)
196. I don't know
197. Class scheduling needs to be improved. We need more classes! We need our summer's back! We need A/C's fixed all over campus. And fix a HUGE parking problem on campus! What's the point of purchasing a parking pass if there's no parking.
198. More seminars on topics taken here at school & how to become the person you'd like to be.
199. I would like to see improvement in class offerings and schedule flexibility.
200. I would like to see more classes available at all times and summer school brought back
201. Course schedules
202. I would like to have summer school back.
203. – yardwork – cleanliness – niceness, (admissions is mean) – get rid of petitioners.
204. I like to be a strong person and have a good job.
205. Fast-track/short term classes.
206. The availability of resources in the photo department.
207. I havent taken classes outside of the photo dept. So I don't know much about the other buildings and facilities. The cafeteria could use some updating.
208. Summer school classes!!
209. More funding and more classes
210. SUMMER CLASSES NEEDED.
211. Summer classes and weekend studio time for the photography dept.
212. More subjects offered
213. Stop taking away our classes.
214. More photography classes

215. The safety around the campus really needs attention an example is behind the CTC building where the loitering of non students next to the parking structure. The ~~non-students~~ people engage— sometimes engage in consumption of alcohol making me feel unsafe.
216. Registering is very difficult if your pre-reqs are from schools other than City College. There is so much red tape & paperwork & beurocracy around it that taking a course becomes very difficult. Often different departments are not communicating with each other.
217. In general education courses offered on military base, we need more of science major corses
218. I would like classes within my major at night when I can actually take them.
219. More available classes during summer
220. More 8 week courses.
221. You need summer sessions!
222. Summer classes Bathrooms cleaned more often Bathrooms treated for ants. Cheaper cafeteria food On campus 8 week courses. More police presence like there was a year ago. Winter classes
223. Make more classes available to students. If funding is the problem SDCCD NEEDS to do more and try and TRY Harder. Go to Sacramento, do something! The Squeaky wheel gets the grease! I hope that this survey wasn't a waste of time for me and YOU and YOU actually do something to improve the SDCCD. Thank you.
224. Bring Back Summer Session! Bring Back Summer Session! Bring Back Summer Session! Bring Back Summer Session! Bring Back Summer Session!
225. I would like to see summer classes resume and more classes offered in sciences.
226. Improve the organization of financial aid.
227. *School needs a bigger budget. Need more stuff, more classes, better facilities.
228. Everything else not mentioned in question one. Lighting, administration, financial aid, etc, etc. All need improvement.
229. Heat up the library or turn down air conditioner.
230. More library hours, student support for transferring, and updated equipment.
231. I go to Mesa & City right now, Mesa is nice & clean, but City it filthy, with little study areas. Very dissappointed. Stop getting rid of available classes and yet still raising fees Pay cap for a college leadership!!! Put that money back into the school and you wont have to raise fees.
232. Lunch
233. OFFER SUMMER CLASSES!!!
234. Keep cafeteria open on Friday & healthy food options near/on campus please !! :)
235. Summer School & Intersession
236. Parking
237. Summer classes
238. Janitorial service, womens bathrooms need small containers for pads, Tampons & more T.P> it it always gone by the end of days
239. Summer sessions!
240. Often Lack of suitable classes or enough to have options
241. More availability of classes

242. More conservative professors. I don't have a voice or place to go as a conservative. While attending a Geography course in the past, a Professor goes into a tirade about former Pres. Bush. Obviously there is no open discussion or place for alternate or diverse opinions. I don't agree w/multi-cultural requirement. It presumes that I am racist.
243. Availability to current tech equipment.
244. Besides parking, I would like to see more online courses, especially w/rising gas prices.
245. Restrooms are dirty and need maintained. – Need a better chair (comfy) – More light outside the campus
246. I like to see this college offer more programming classes (ex: Labview) & upper division courses.
247. More classes & summer & winter sessions added
248. Finish construction!
249. More parking.
250. I would like to see improvements in the cleanliness of the restrooms.
251. I would like to see more classes offered at more times. I am stuck in many classes that are only offered at one time and one day a week. Very hard to schedule around this. Also, I am now a part of classes being cut in the next semester. This absolutely is awful and should never happen. It is forcing me to look elsewhere for the classes I need to transfer to a university or to complete my major. But I will do what I have to in order to succeed and this I've learned here! Thanks =:)
252. It is unfortunate that there will not be any summer courses because the inertia and drive to finish the program could be lost
253. Bring back intersession!
254. Stop increasing fees. I have a BOGW – Doesn't this put California in a much worse state?
255. Faster direction in accomplishing what I need to for major different! AA- City AA to transfer Etc.
256. More physical educational classes for people w/disabilities.
257. Update City College building A. Increase class availability, especially for summer session. Stop the budget cuts!!
258. The college needs additional career services.
259. Major classes being offered instead of spreading out to other schools
260. Needs better parking on streets & more lights.
261. Parking
262. Include an effective summer semester for 2012.
263. Restore cuts made by budgets!
264. More modern classrooms
265. When registering online (this yr was my first time) I was unaware I added myself to the waitlist. I don't think that was clear enough online. Thinking if I emailed all my teachers, that theyd put me on it, I went to all those classes not knowing I may not get in because the classes had filled up since I emailed the instructors.
266. Seems that this college never has enough parking spots. And the construction that is going on wasn't the best time to start that
267. Restore cuts made by budgets!

268. I would improve the counseling system. I don't think transfer students should have to wait for their transcripts to be mailed in in order to make an appointment.
269. Faster internet connection
270. More appearances and interaction of the college presidents, board and administrative organization. To maintain the accessible, pricaset classes, books, etc. To have assistance in helping students with scholarships and financial aid.
271. More availability in classes.
272. That the librarians should be happier.
273. I can take a degree
274. I would be nice to be able to open up or have more available classes. Classes like English & Math.
275. The cutbacks to funding which have led to the scale-back in courses offered and in some cases the near elimination of studies (e.g., labor studies) has been discerning. It make it much more difficult for students to take the courses that are required to transfer to 4 yr. schools. Or at least, to study a field of interest.
276. I would like to see a meal plan.
277. I think offering more evening classes would help improve this campus. or maybe making a schedule more flexible.
278. More available classes, I have been trying to get into the two required classes for my major (gender studies) for the past two semesters. I have had no luck. More classes need to be available. Seriously.
279. Tuition prices!!!!
280. More classes.
281. More money so we can finish quicker with our education.
282. This school needs more parking structures and less parking police.
283. I would like to see more classes offered and for the summer and winter session come back.
284. Counselors need to read catalog because they have given students wrong advise on classes to take for their Major.
285. Improvement should go to the office staff, the take forever doing paperwork that it's rediculous. Admission/Financial Aid/Counseling and Accounting staffs needs to be trained and work much faster, and needs a attitude change. Also, improvements on A/C, heat, ceilings, and lighting in classrooms and cafeteria area, and fitness center. If these changes are possible, this college would be everyone's interest.
286. We need to improve number of classes available, especially general ed classes. Need to do better at raising awareness about budget cuts & fighting them!
287. I think the student fees needs to be improved they are getting expensive & book costs are too. I also think we need more classes in the summer not just closed off unless you are graduatin or transferring. We also need to keep our Cultural studies so as students we all have a better understanding of whats out there in the world.
288. Technology
289. Many things, their should be meeting for this.
290. More classes offered along with summer school.

291. – Better science department (better quality teachers, esp. in chemistry) – more classes overall
292. It's good the way it is.
293. Better programs, cleaner bathrooms/restrooms, high-speed internet, more classes including summer classes, more helpful financial aid technician & counselors.
294. What I like to see most improved is for people from the office give more information.
295. the bathrooms more security
296. everything
297. Summer Semester back in!!!
298. More courses for crashing students. Renovated buildings.
299. I would like to see more sensitivity to the students on the part of the teachers, the teacher more options for students like there is a required accounting class that is only at night and i didn't see it anywhere else. There should be an online alternative or something. I have been on edge after the murder last year.
300. COUSELING SERVICES!!!
301. There are several things that could be improved. I found the entire enrollment, acquiring of financial aid, orientation to the college, etc.- the entire process of starting and finding direction at this college, as a slightly older student who has never gone to college, to be extremely confusing, inefficient (having had to make several repeat visits to college offices-which of course meant many long waits in lines- due to incomplete, inaccurate, & short-sighted information). Requiring textbooks of such outrageous cost is very difficult for all of us students. More availability of classes- both on-campus & on-line- is absolutely needed. More availability with KNOWLEDGEABLE counselors as well as the full-time availability of the Transfer Center would greatly help in the successful completion and/or transfer of serious students. It's unfortunate with the limited availability of classes that there aren't better methods for eliminating students who are not at all serious & who take advantage of the (financial aid) system(s). It would be really nice to have more & better financial aid available (especially to those of us who prove we are serious & successful students) to make college more of a realistic option. It would also be extremely helpful to have more available aids/instructors in the computer labs (especially the IT Lab!). Required knowledge/assignment submission processes for beginner level computer classes are far too complicated/beyond expected knowledge level of students who need such courses. Finally, the presence/availability of campus police on & around the campus- especially at night- seems very limited. It would be nice to have more of them to help with safety issues as well as enforce the non-smoking policy and keep the campus clear of high school students (who are often rude & inappropriate while loitering on campus). While I realize most of these issues are difficult to resolve due to budget limitations, they are crucial issues for most of us as students.
302. parking lot, library, more courses open.
303. parking
304. I would like for the cafeteria to look better.
305. summer school

306. Although I understand they have a very involved level of contact with people. I would like to see the Admissions & Financial aid staff to be more helpful/friendly. Mainly because they provide very good & very bad news for a lot of students.
307. more classes as time and money permit
308. more online courses, such as AODS
309. Better or update technology in class rooms like computers, tvs, dvd player that work. The seats are not nice. the tuition has to stop increasing.
310. I see the improve class building also Math center.
311. I would like to see the issues I stated above improved.
312. none
313. More night classes
314. Access
315. I would like to see improvements in the stuff personnel as far as customer service at City College.
316. I really would like more class options, summer schools and more security. The campus is dark and its scary walking around at night. There are barely any emergency boxes.
317. SUMMER SCHOOL!
318. More class availability and easier access to councilors during peak periods.
319. I have not found any flaws that affect me.
320. courses offered in the summer again
321. More course offerings for Computer Informaton Systems courses at more times. Not just at City but within the whole district. There's a course that's part of a programming certificate that I've yet to have seen offered. Bringing back summer sessions would be a plus.
322. Parking, counselor availabilty and competency(I was advised to take my first class for my major that should have been taken third!!)more classes with more availability, better lighting at night, cheaper books and more computers in student resource lab. BETTER INFO/FOLLOWUP/DIRECTION in exactly what is needed and when for the TAG program
323. N/A
324. More online classes for employed students. There are some English class you can not take online.
325. Some teachers should make it their job to HELP students pass the course, not make it almost impossible. Obviously the budget cuts have really affected the availability of required corses.
326. I can improve my English and my knowledge
327. There is not enough parking spaces. Even with a parking permit a struggle a lot to be able to find a parking space. The school sells like 5 thousand parking permits and they only have space for like 1 thousand.
328. I would like to see more lights in the deserted area for safety reasons.
329. Nothing
330. The maintence and cumputer upgrades.
331. More funding for the solar/HVAC courses.
332. Lower the fee to make student afford classes and more classes to open
333. More money, technology

Miscellaneous Responses:

1. This is a necessary step to a four-year Food health/proces
2. The facility's. More lab time, more classes
3. The schedule.