



City College

2015 Student Feedback Survey

Fall 2015



Office of Institutional Research and Planning

Overview & Purpose

- Follow-up Survey to the Spring 2009 and Spring 2012 Accreditation Surveys
 - All three colleges and Continuing Education administered a student satisfaction survey

- Information from the surveys may be used to:
 - Track student satisfaction trends
 - Plan improvement action items
 - Support other planning decisions

- Six Domains of Student Perception and Opinion
 - Instruction
 - Student Services
 - Personal Development
 - Resources
 - College Leadership
 - Overall Satisfaction

Instrumentation

- The survey contained:
 - 70 forced-choice items including five profile questions
 - Two open-ended items
 - Some items from 2012 survey were omitted, all others were the same, except for a few additions

- Face and Content Validity Criteria:
 - Accreditation standards
 - Student perceptions and opinions
 - Perceptually-based
 - Complex processes or systems
 - District Accreditation Coordinating Committee

Methodology & Implementation

- College and District Research Offices
 - Worked with campuses to refine and vet survey instruments in Fall 2014

- Random Sample of Students
 - Stratified by day and evening
 - Online students included in the sample
 - Lowest level ESOL students excluded

- Survey Administration
 - Online: e-survey
 - Fifth through eight weeks of Spring 2015 semester
 - 30-40 minutes to complete

Respondent Profile

Response Rate

- 1,850 students received survey, with a target sample of 375
- 439 completed the survey (117% of target response rate)

Gender

- Female (54%)
- Male (46%)

Age

- 18-24 years old (41%)
- 25-29 years old (18%)
- 30-39 years old (18%)
- 40-49 years old (13%)
- 50 or older (10%)

Ethnicity

- African American/Black Non-Hispanic (11%)
- American Indian/Alaskan Native (1%)
- Asian/Pacific Islanders (9%)
- Filipino (5%)
- Hispanic/Latino (41%)
- White Non-Hispanic (27%)
- Other Non-White (6%)

Respondent Profile

Primary Institution

- City College (69%)
- Multiple campuses (25%)

Number of Semesters

- One semester (22%)
- Two to three semesters (33%)
- Four to six semesters (29%)

Number of Units

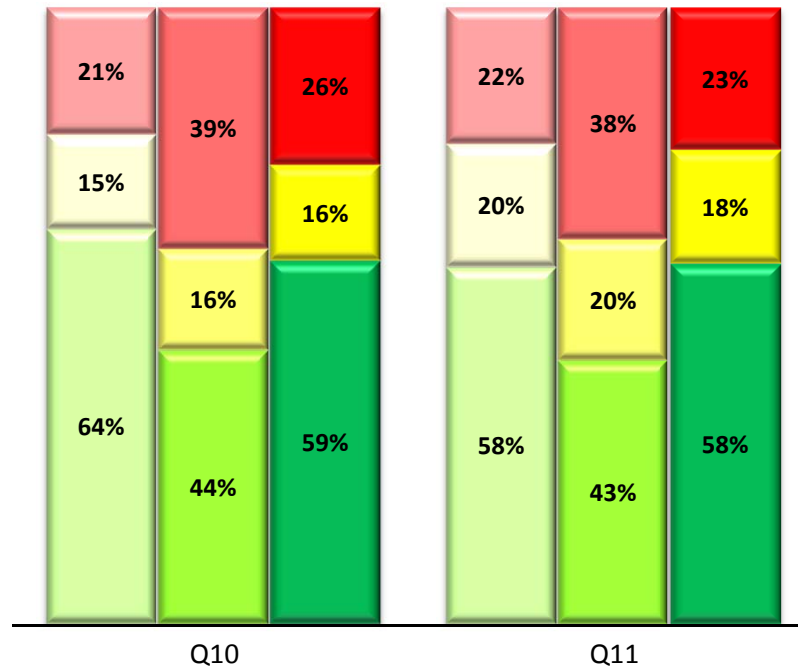
- 1-3 units (16%)
- 4-6 units (20%)
- 7-9 units (19%)
- 10-12 units (27%)
- More than 12 units (19%)

Modality

- On campus (70%)
- Online (8%)
- Both on campus and online (22%)

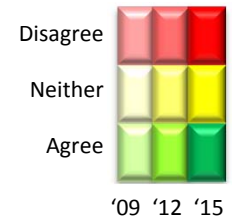
The Findings

Course Availability



Q10. 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.

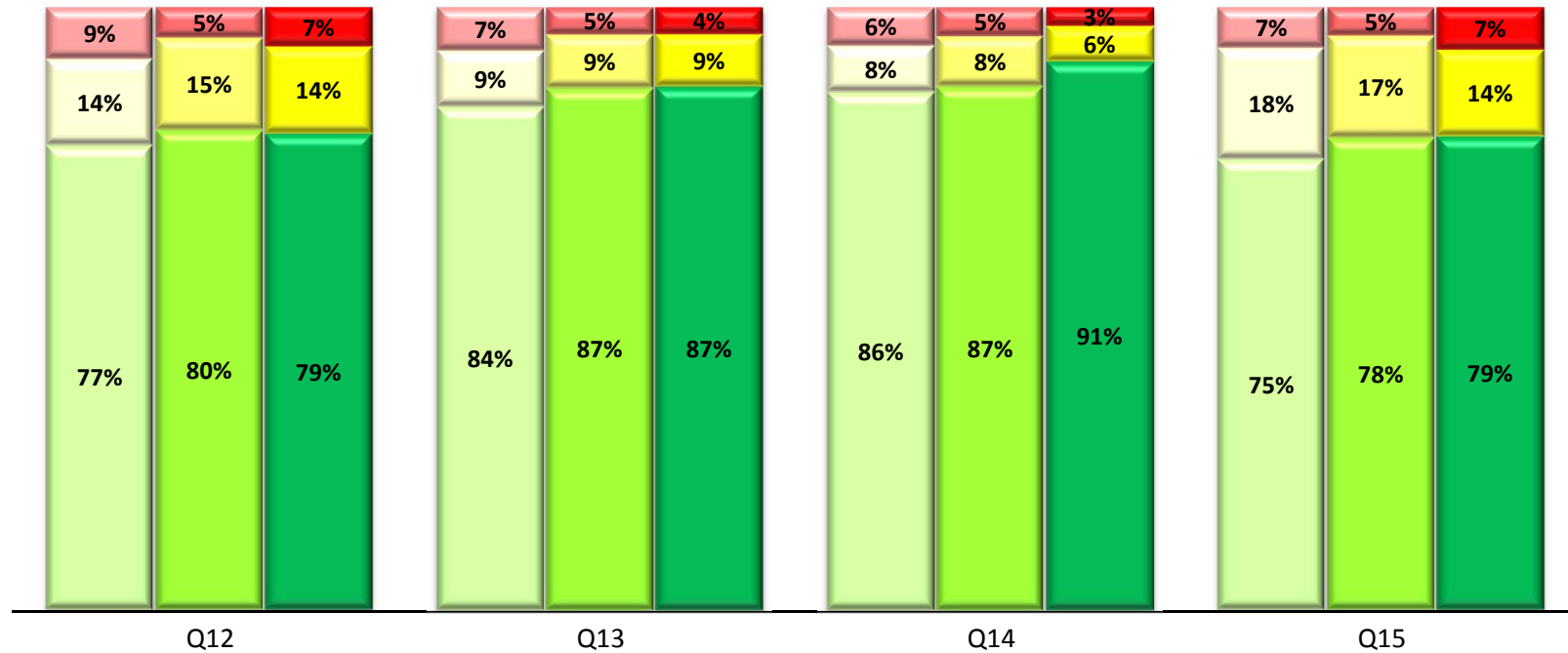
Q11. There are a variety of courses offered in my major each semester so that I can complete my educational goal within a reasonable period of time.



Course Availability Mean Responses

Question #	Question Label	2009	2012	2015	Average
Q10	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.	3.62	3.01	3.45	3.32
Q11	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.	3.53	3.02	3.48	3.29

Instruction

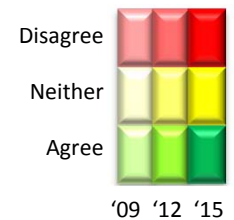


Q12. I feel at ease talking with my instructor(s) outside of the classroom.

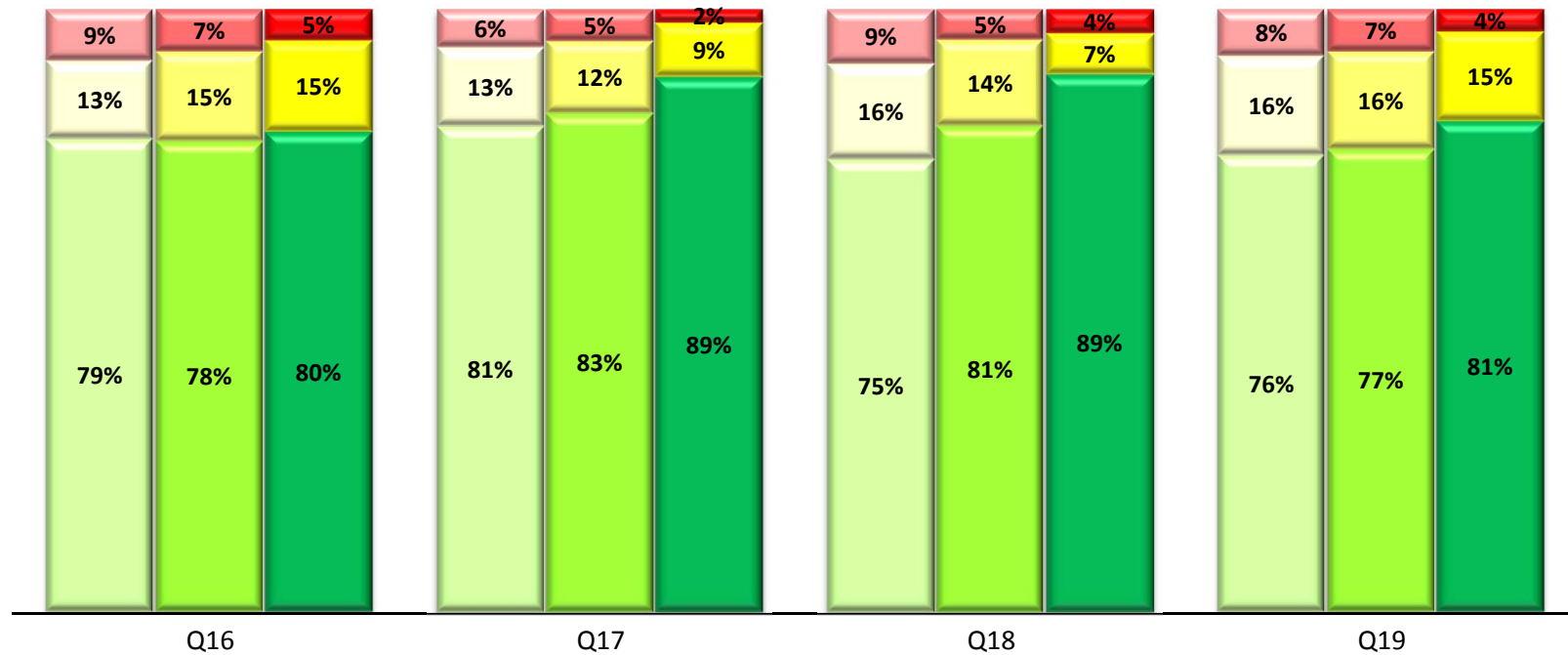
Q13. In general, instructors attempt to be fair and objective in their presentation of course materials.

Q14. In general, instructors clearly define how I will be graded.

Q15. I believe instructors care about my success.



Instruction

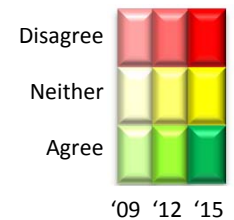


Q16. Instructors are available to help me outside of class.

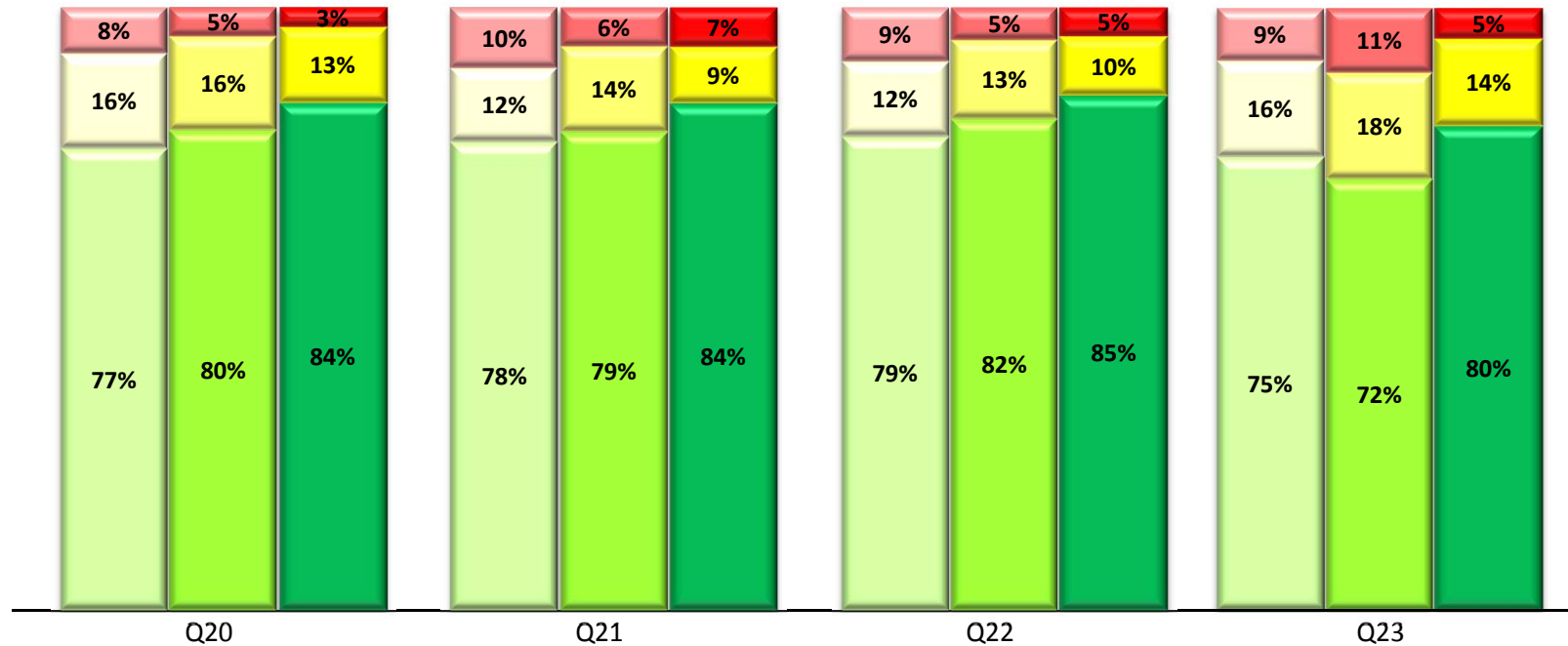
Q17. My instructors inform me about the types of skills or learning outcomes I am expected to master through my classroom activities and assignments.

Q18. My instructors tell me how I will be assessed before I begin an assignment or test.

Q19. I believe my courses will prepare me well for future employment.



Instruction

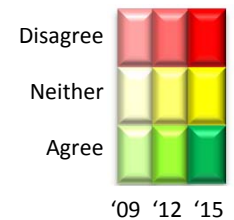


Q20. I believe my courses will prepare me well for transfer to a 4-year university.

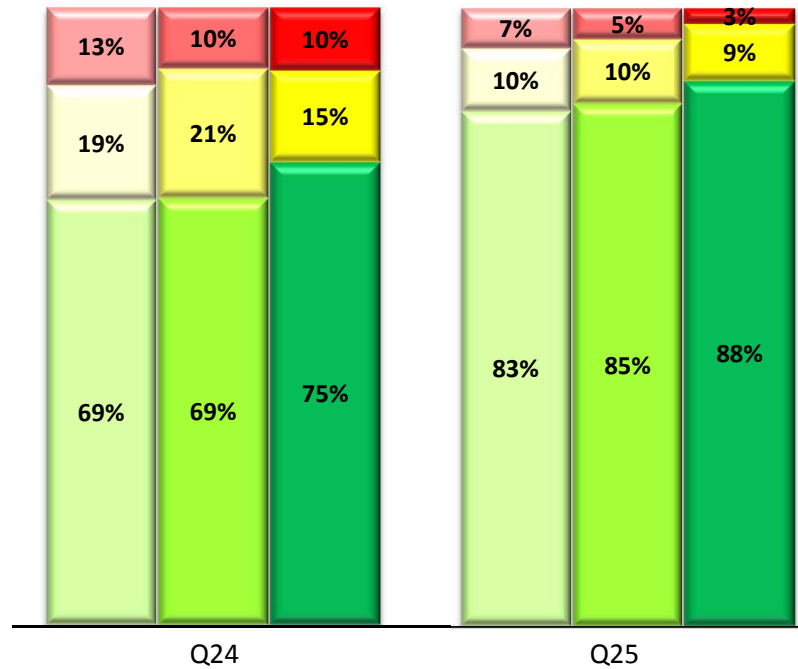
Q21. The amount of homework in most of my classes is reasonable.

Q22. I am satisfied with the overall quality of instruction.

Q23. I am satisfied with the instructor's use of available technology in and out of the classroom.

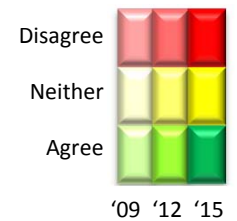


Instruction



Q24. The campus library has an adequate selection of books, periodicals, and other resource materials for my needs.

Q25. Overall, I am satisfied with the course content in most of my classes.



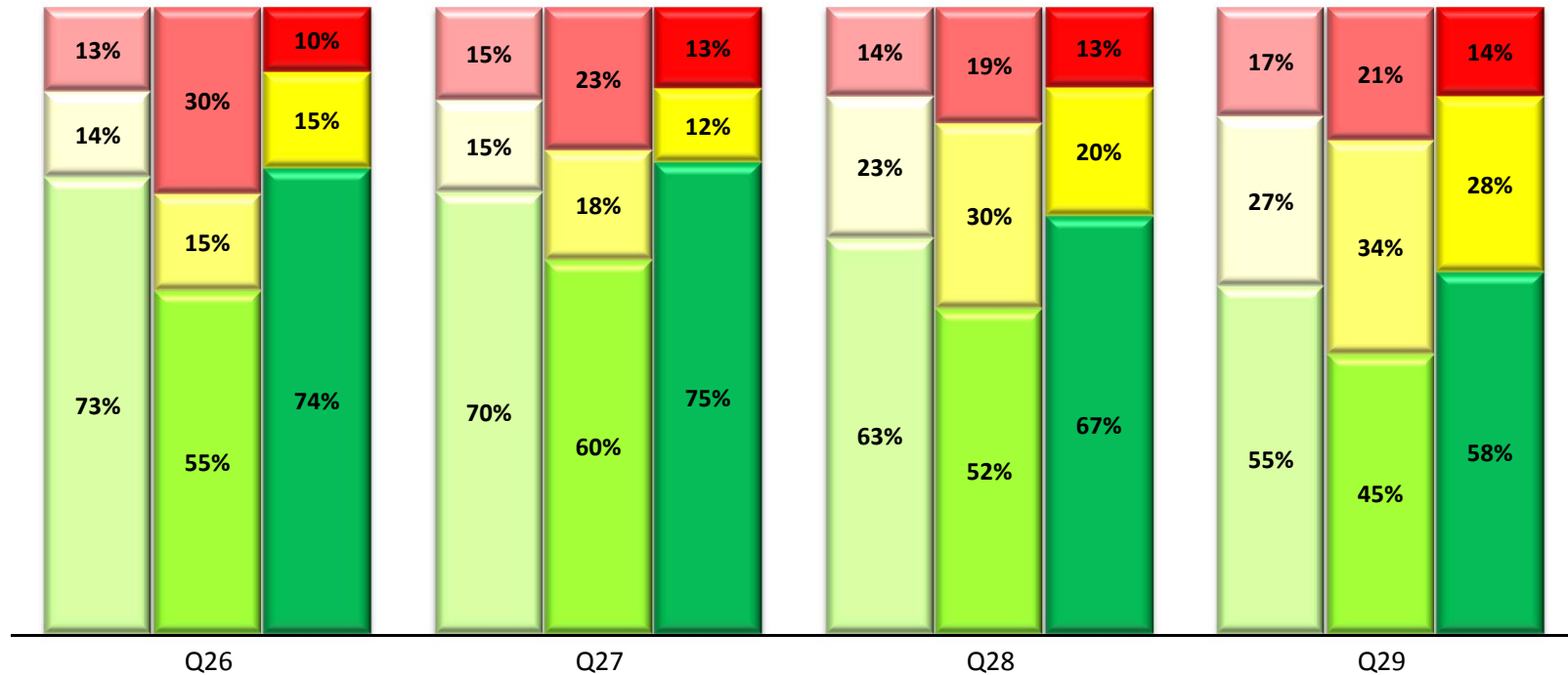
Instruction Mean Responses

Question #	Question Label	2009	2012	2015	Average
Q12	I feel at ease talking with my instructor(s) outside of the classroom.	4.02	4.15	4.08	4.09
Q13	In general, instructors attempt to be fair and objective in their presentation of course materials.	4.10	4.20	4.19	4.16
Q14	In general, instructors clearly define how I will be graded.	4.18	4.23	4.31	4.23
Q15	I believe instructors care about my success.	3.99	4.07	4.07	4.05
Q16	Instructors are available to help me outside of class.	4.01	4.02	4.07	4.03
Q17	My instructors inform me about the types of skills or learning outcomes I am expected to master through my classroom activities and assignments.	4.04	4.09	4.25	4.11
Q18	My instructors tell me how I will be assessed before I begin an assignment or test.	3.94	4.05	4.22	4.05

Instruction Mean Responses

Question #	Question Label	2009	2012	2015	Average
Q19	I believe my courses will prepare me well for future employment.	4.01	4.01	4.17	4.04
Q20	I believe my courses will prepare me well for transfer to a 4-year university.	4.03	4.06	4.20	4.08
Q21	The amount of homework in most of my classes is reasonable.	3.97	4.00	4.08	4.00
Q22	I am satisfied with the overall quality of instruction.	4.00	4.07	4.19	4.07
Q23	I am satisfied with the instructor's use of available technology in and out of the classroom.	3.94	3.84	4.11	3.93
Q24	The campus library has an adequate selection of books, periodicals, and other resource materials for my needs.	3.86	3.83	3.94	3.86
Q25	Overall, I am satisfied with the course content in most of my classes.	4.09	4.12	4.23	4.13

Course Scheduling

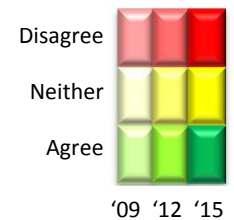


Q26. I am satisfied with the flexible course scheduling offered (e.g., 8 week, short-term, weekend, and summer sessions).

Q27. Courses are offered at days and times that are convenient for me.

Q28. Online courses provide an effective way for me to complete my educational objectives.

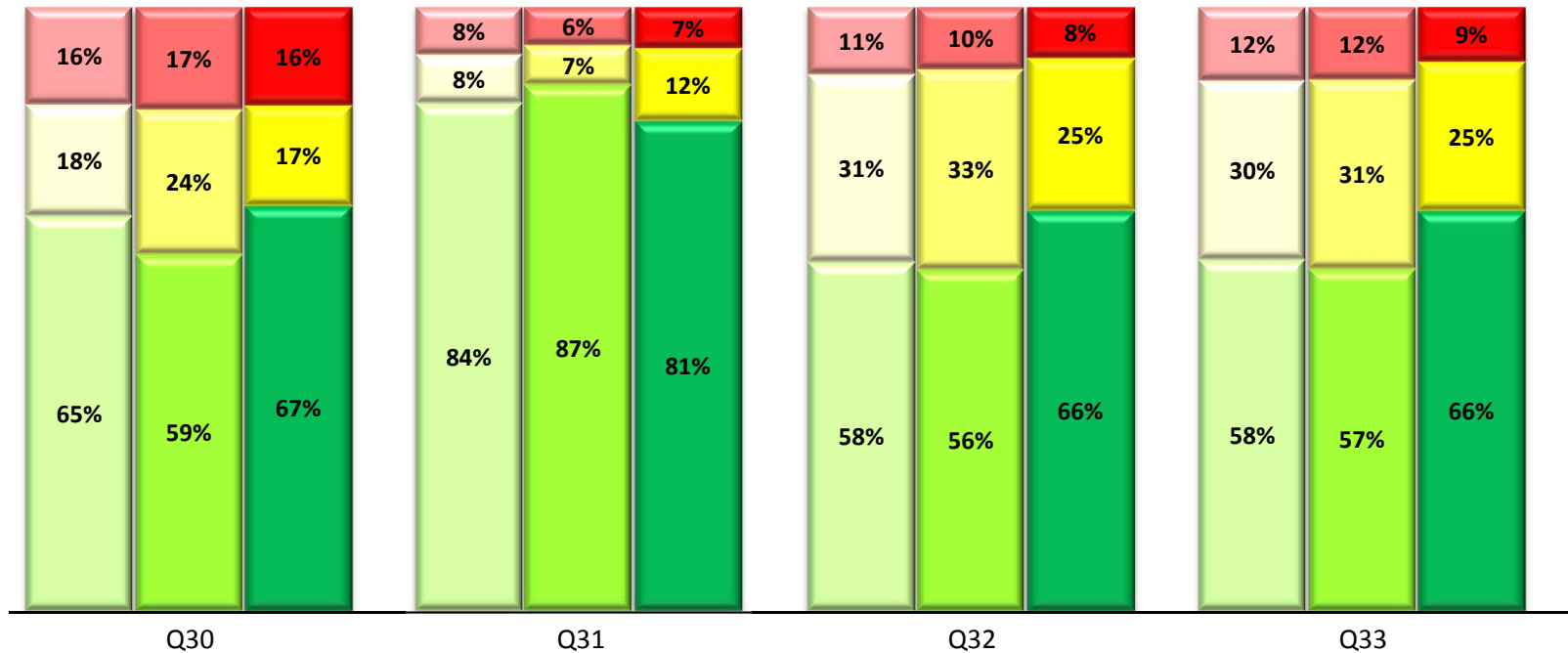
Q29. The availability of online courses is sufficient for my needs.



Course Scheduling Mean Responses

Question #	Question Label	2009	2012	2015	Average
Q26	I am satisfied with the flexible course scheduling offered (e.g., 8 week, short-term, weekend, and summer sessions).	3.88	3.30	3.92	3.62
Q27	Courses are offered at days and times that are convenient for me.	3.77	3.49	3.85	3.66
Q28	Online courses provide an effective way for me to complete my educational objectives.	3.71	3.44	3.77	3.59
Q29	The availability of online courses is sufficient for my needs.	3.55	3.31	3.59	3.45

Admissions & Course Registration

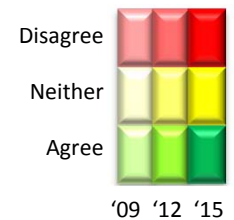


Q30. Admissions staff was helpful throughout the application and registration processes.

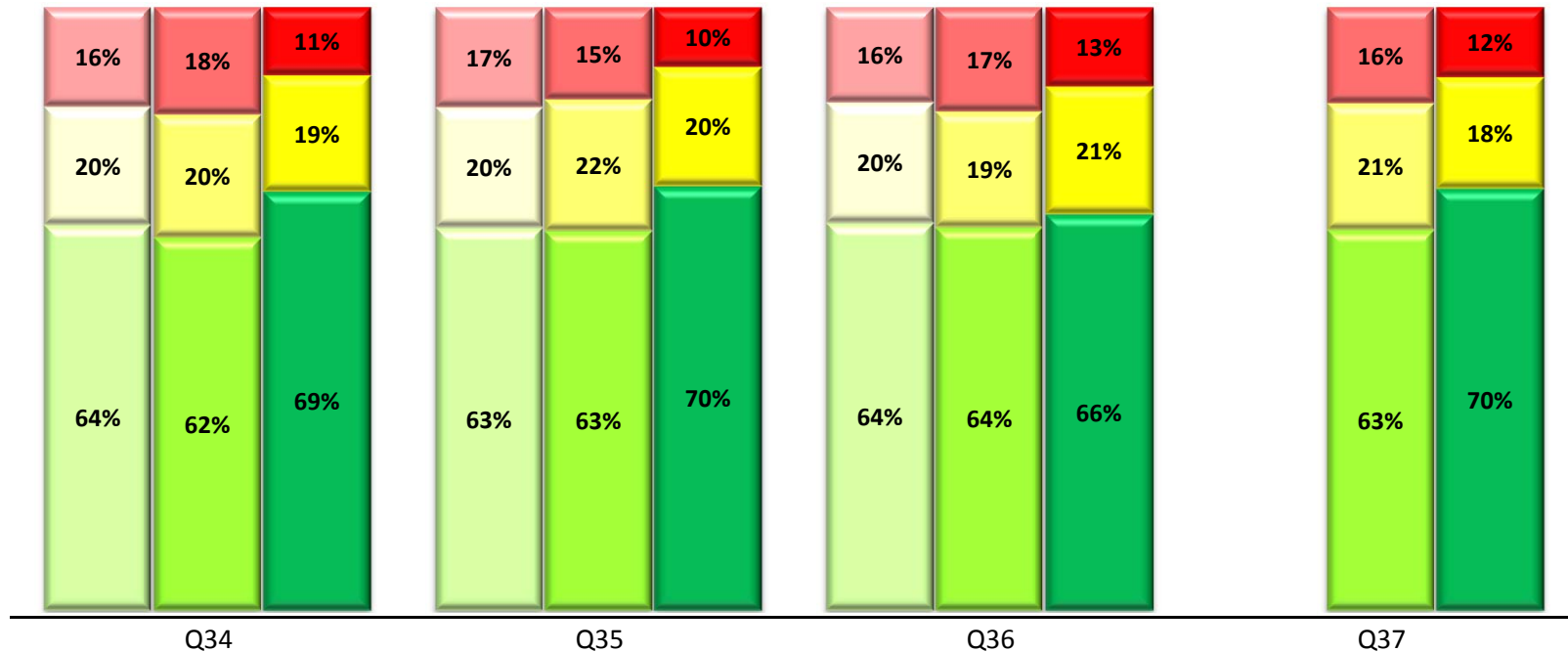
Q31. I believe the online class registration process is easy to use.

Q32. The new student orientation I attended was well organized.

Q33. The student orientation is effective in helping new students adjust and become familiar with the college.



Admissions & Course Registration

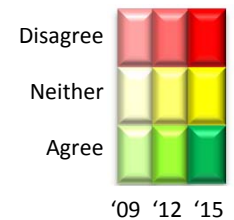


Q34. I was informed about the importance of the assessment tests prior to taking them.

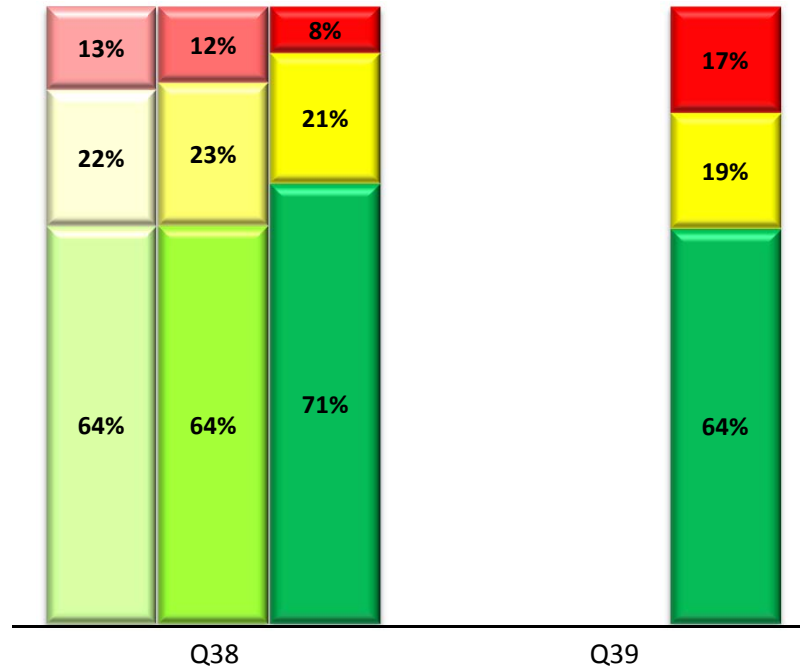
Q35. The reading and writing assessment test helped me enroll in the appropriate English class level.

Q36. The math assessment test helped me enroll in the appropriate math class level.

Q37. After completing my assessment test, I had a clear understanding of my placement level.

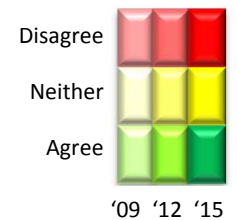


Admissions & Course Registration



Q38. Assessment tests were offered at times that were convenient for me.

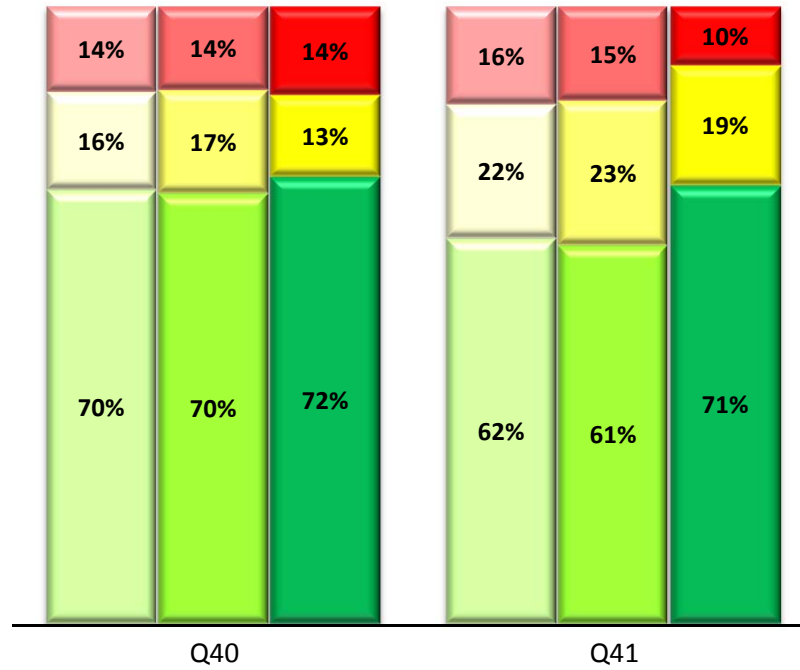
Q39. I believe that I have been accurately advised by the college on clear pathways for completing a degree, certificate, or transfer.



Admissions & Course Registration Mean Responses

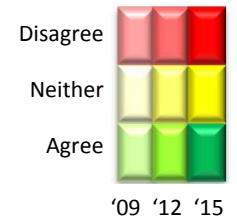
Question #	Question Label	2009	2012	2015	Average
Q30	Admissions staff was helpful throughout the application and registration processes.	3.69	3.58	3.70	3.64
Q31	I believe the online class registration process is easy to use.	4.23	4.20	4.05	4.18
Q32	The new student orientation I attended was well organized.	3.65	3.62	3.76	3.66
Q33	The student orientation is effective in helping new students adjust and become familiar with the college.	3.68	3.60	3.75	3.65
Q34	I was informed about the importance of the assessment tests prior to taking them.	3.66	3.60	3.84	3.67
Q35	The reading and writing assessment test helped me enroll in the appropriate English class level.	3.65	3.63	3.85	3.68
Q36	The math assessment test helped me enroll in the appropriate math class level.	3.68	3.63	3.76	3.67
Q37	After completing my assessment test, I had a clear understanding of my placement level.	---	3.63	3.83	3.69
Q38	Assessment tests were offered at times that were convenient for me.	3.69	3.70	3.87	3.73
Q39	I believe that I have been accurately advised by the college on clear pathways for completing a degree, certificate, or transfer.	---	---	3.63	3.63

Financial Aid & Fees



Q40. Financial aid information is available to me when I need it.

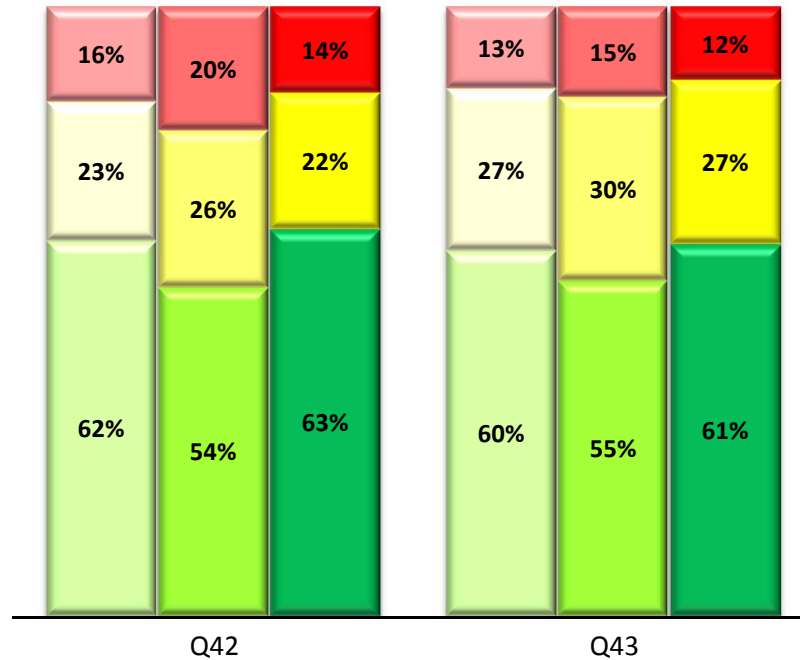
Q41. Fee refund policies are reasonable.



Financial Aid & Fees Mean Responses

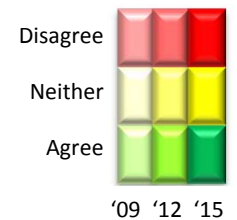
Question #	Question Label	2009	2012	2015	Average
Q40	Financial aid information is available to me when I need it.	3.79	3.76	3.83	3.78
Q41	Fee refund policies are reasonable.	3.64	3.58	3.80	3.64

Follow-up of Student Academic Success



Q42. The college adequately informs me about my academic progress.

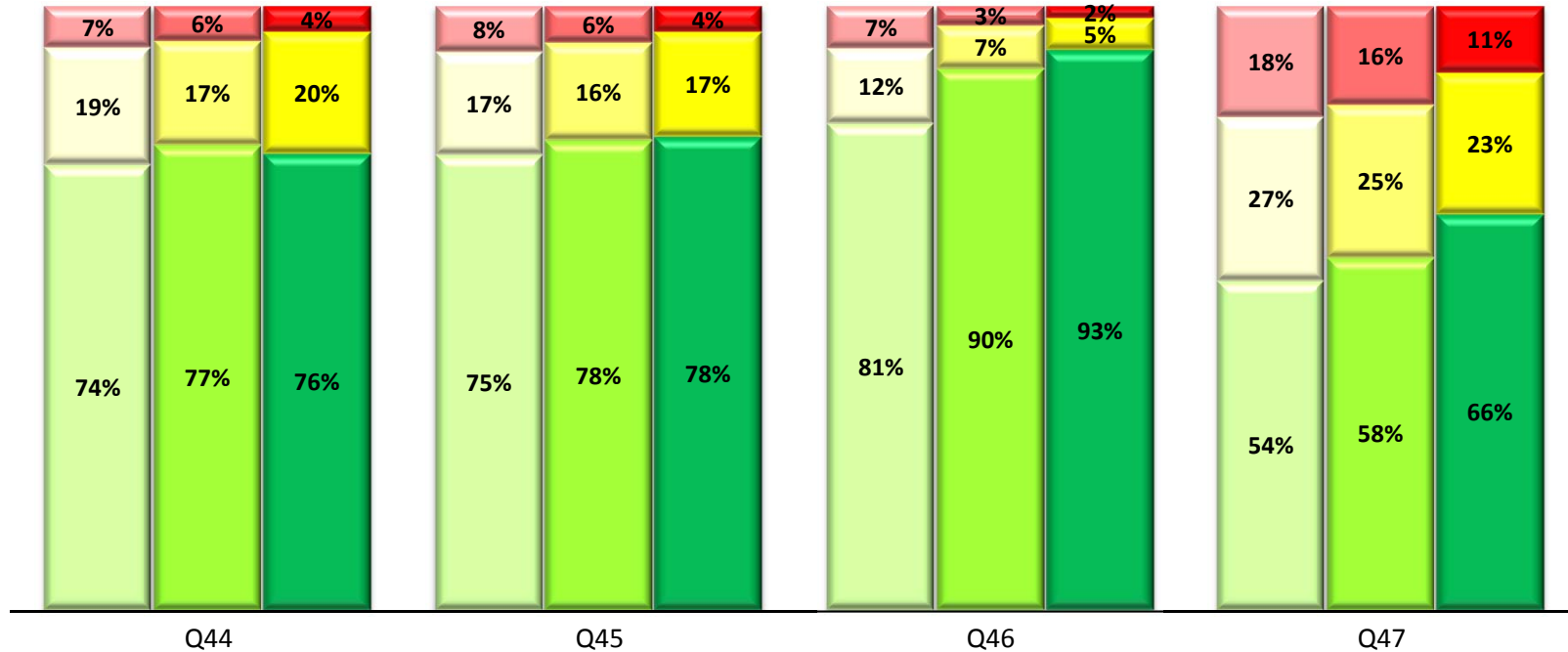
Q43. The college is responsive in helping students improve academic performance.



Follow-up on Student Success Mean Responses

Question #	Question Label	2009	2012	2015	Average
Q42	The college adequately informs me about my academic progress.	3.63	3.42	3.64	3.54
Q43	The college is responsive in helping students improve academic performance.	3.62	3.51	3.68	3.58

Personal Development

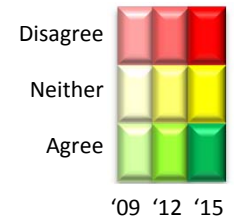


Q44. My experience at this college has given me a better understanding and appreciation of diversity.

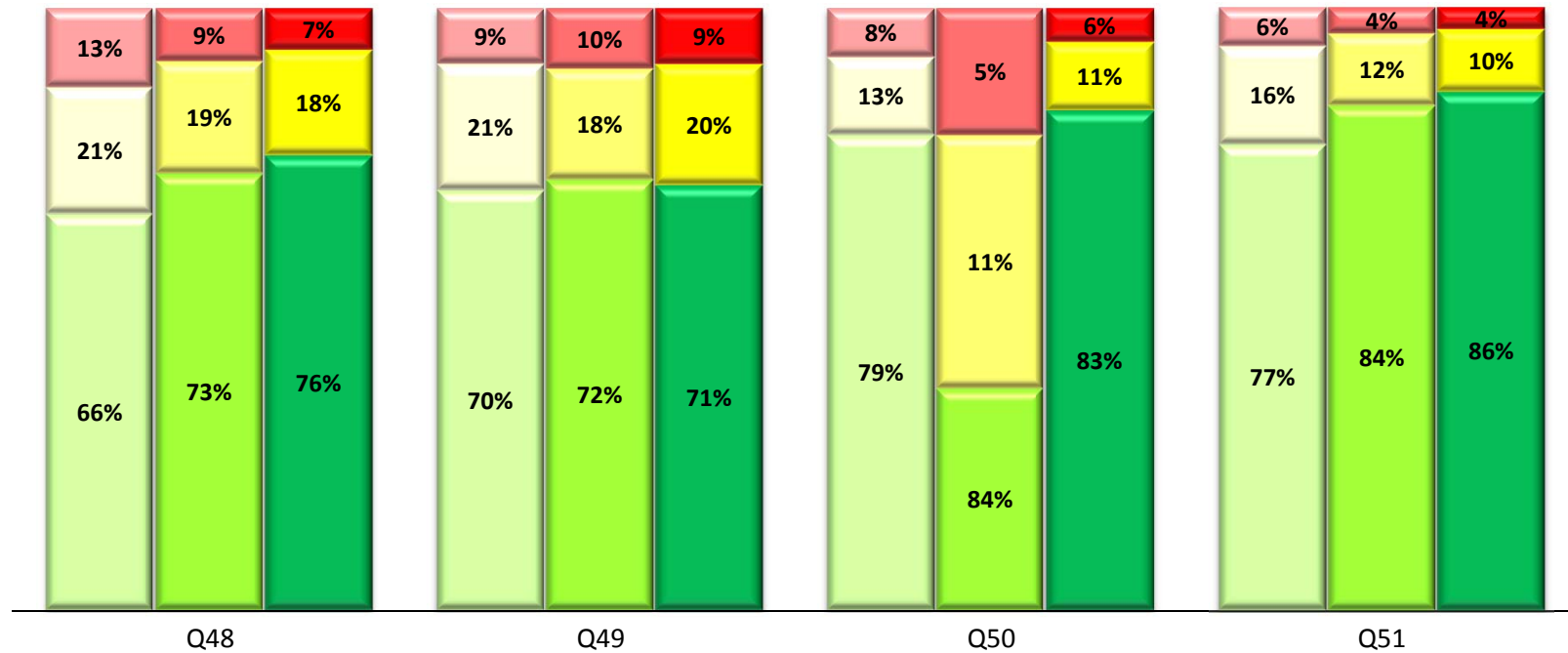
Q45. My college education has helped me to understand myself better.

Q46. I have gained knowledge in different subject areas.

Q47. I have gained computer skills.



Personal Development

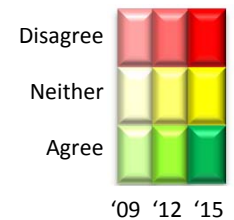


Q48. I have learned about other parts of the world and other cultures.

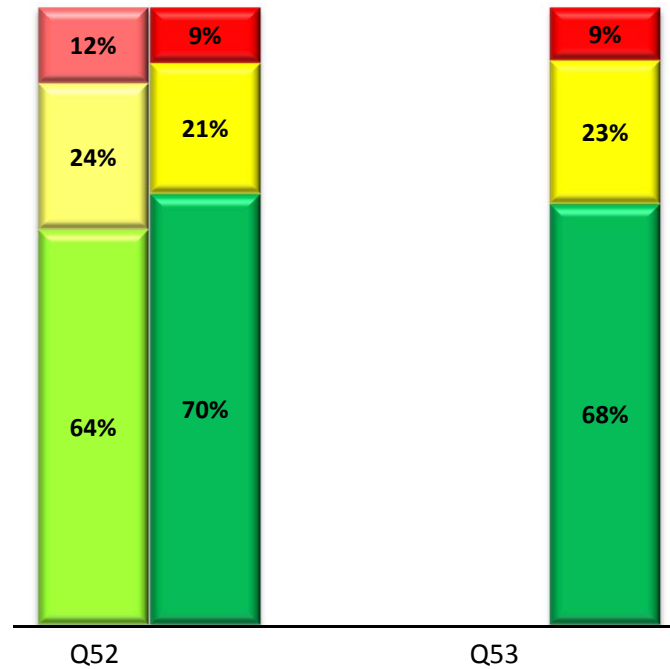
Q49. I have improved my interpersonal skills by interacting with people on campus.

Q50. I feel comfortable in this college environment.

Q51. I am treated with respect at this college.

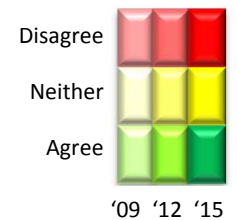


Personal Development



Q52. I am satisfied with student life such as college athletics, clubs, and activities.

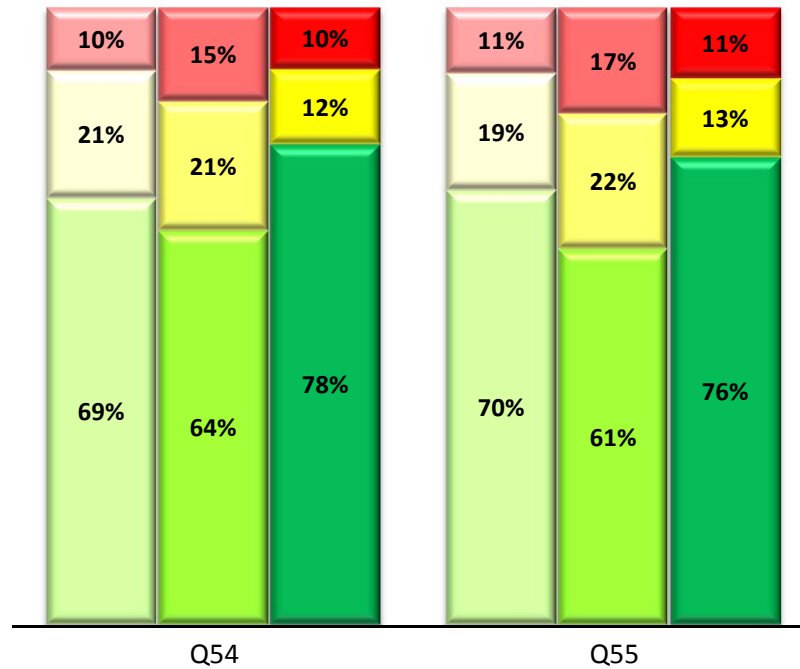
Q53. I believe that the co-curricular activities (e.g., clubs, service learning), or athletic programs have enhanced my educational experience at the college.



Personal Development Mean Responses

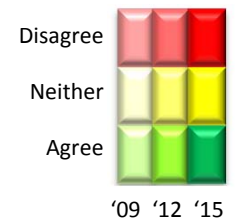
Question #	Question Label	2009	2012	2015	Average
Q44	My experience at this college has given me a better understanding and appreciation of diversity.	3.98	4.04	4.03	4.02
Q45	My college education has helped me to understand myself better.	3.98	4.04	4.07	4.03
Q46	I have gained knowledge in different subject areas.	4.11	4.24	4.33	4.21
Q47	I have gained computer skills.	3.56	3.58	3.75	3.61
Q48	I have learned about other parts of the world and other cultures.	3.78	3.89	3.95	3.86
Q49	I have improved my interpersonal skills by interacting with people on campus.	3.87	3.87	3.88	3.87
Q50	I feel comfortable in this college environment.	4.03	4.11	4.10	4.08
Q51	I am treated with respect at this college.	4.01	4.10	4.17	4.08
Q52	I am satisfied with student life such as college athletics, clubs, and activities.	---	3.70	3.85	3.74
Q53	I believe that the co-curricular activities (e.g., clubs, service learning), or athletic programs have enhanced my educational experience at the college.	---	---	3.83	3.83

Technology Resources



Q54. The classroom computer labs are equipped with updated computers and software.

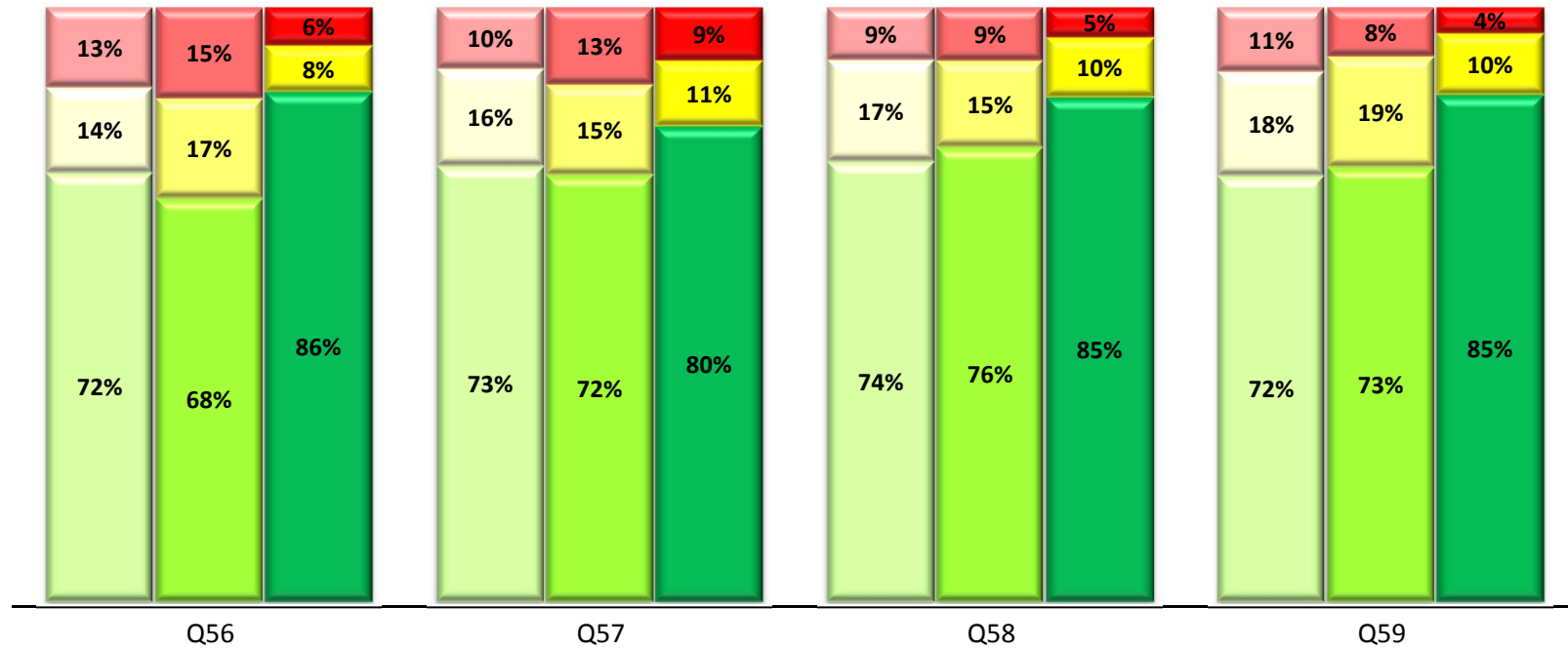
Q55. The availability of open computer labs is sufficient to meet my educational needs.



Technology Resources Mean Responses

Question #	Question Label	2009	2012	2015	Average
Q54	The classroom computer labs are equipped with updated computers and software.	3.82	3.66	3.97	3.77
Q55	The availability of open computer labs is sufficient to meet my educational needs.	3.84	3.56	3.91	3.72

Physical Resources

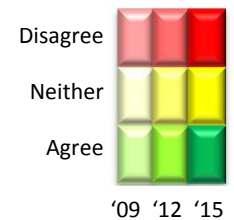


Q56. In general, classroom facilities are adequate for instruction.

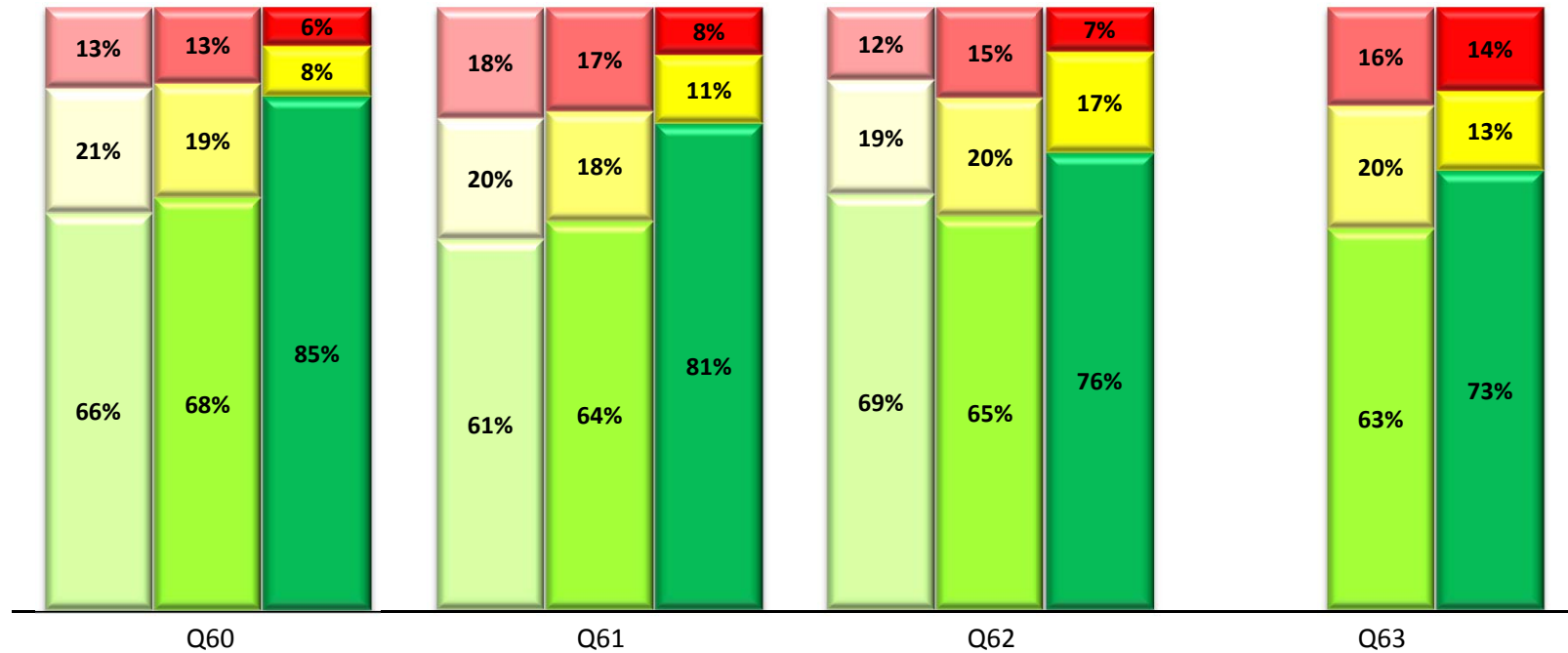
Q57. There is adequate study space on campus.

Q58. The grounds are adequately maintained.

Q59. The exterior features of the campus buildings are adequately maintained.



Physical Resources

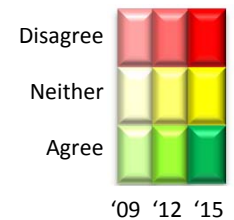


Q60. The interior of the offices and buildings are adequately maintained.

Q61. The exterior lighting of the college is adequate.

Q62. I feel safe on campus.

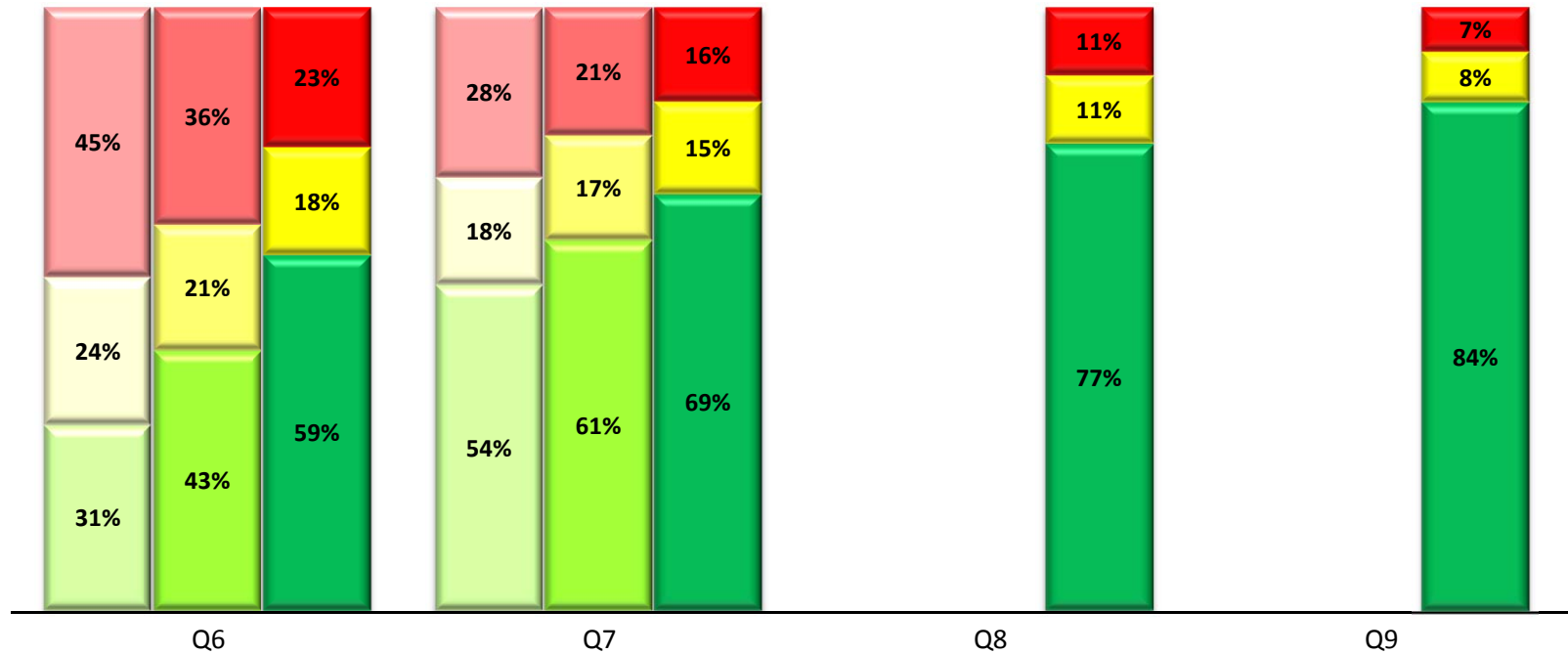
Q63. The building and directional signs on campus are helpful.



Physical Resources Mean Responses

Question #	Question Label	2009	2012	2015	Average
Q56	In general, classroom facilities are adequate for instruction.	3.75	3.66	4.09	3.77
Q57	There is adequate study space on campus.	3.83	3.78	3.99	3.84
Q58	The grounds are adequately maintained.	3.86	3.88	4.11	3.92
Q59	The exterior features of the campus buildings are adequately maintained.	3.79	3.85	4.12	3.88
Q60	The interior of the offices and buildings are adequately maintained.	3.69	3.72	4.10	3.78
Q61	The exterior lighting of the college is adequate.	3.59	3.59	4.01	3.67
Q62	I feel safe on campus.	3.76	3.62	3.93	3.73
Q63	The building and directional signs on campus are helpful.	---	3.59	3.83	3.66

Mission & Policies

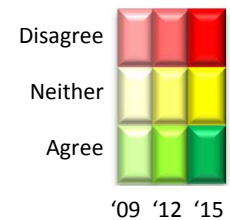


Q6. I am familiar with the mission statement of my college.

Q7. I know where to find college policies that affect me as a student.

Q8. I believe I was accurately informed of the total cost of education, including tuition, fees and other required expenses.

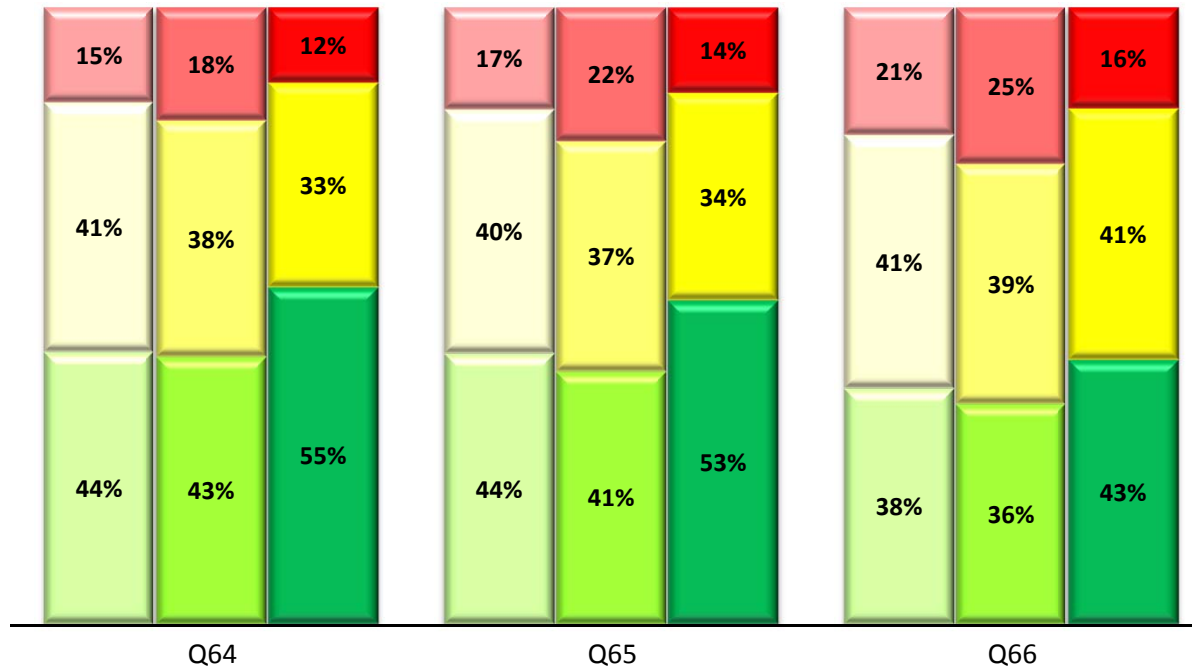
Q9. The college is, above all, committed to high quality education, student learning, and achievement.



Mission & Policies Mean Responses

Question #	Question Label	2009	2012	2015	Average
Q6	I am familiar with the mission statement of my college.	2.73	3.05	3.46	3.03
Q7	I know where to find college policies that affect me as a student.	3.30	3.54	3.74	3.50
Q8	I believe I was accurately informed of the total cost of education, including tuition, fees and other required expenses.	---	---	3.94	3.94
Q9	The college is, above all, committed to high quality education, student learning, and achievement.	---	---	4.13	4.13

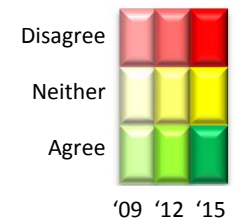
Decision-making Roles & Processes



Q64. Students have a substantial voice in matters related to programs and services.

Q65. Students are a valued part of the decision-making process at this campus.

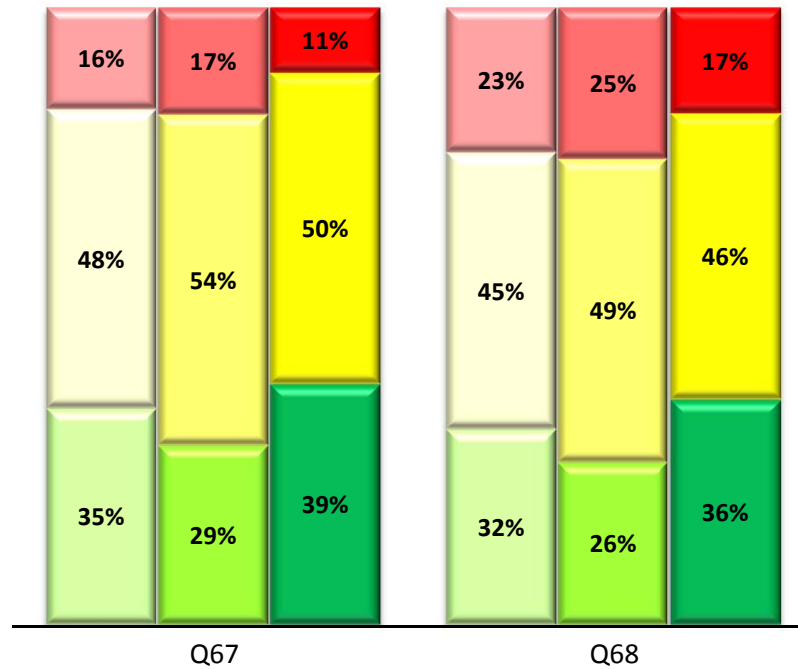
Q66. Student government has a strong presence on campus.



Decision-making Roles & Processes Mean Responses

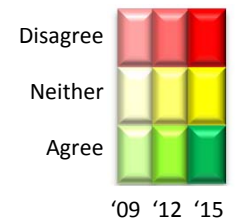
Question #	Question Label	2009	2012	2015	Average
Q64	Students have a substantial voice in matters related to programs and services.	3.37	3.28	3.53	3.36
Q65	Students are a valued part of the decision-making process at this campus.	3.34	3.22	3.50	3.31
Q66	Student government has a strong presence on campus.	3.24	3.09	3.35	3.18

Board & Administrative Organization



Q67. The college president provides effective leadership.

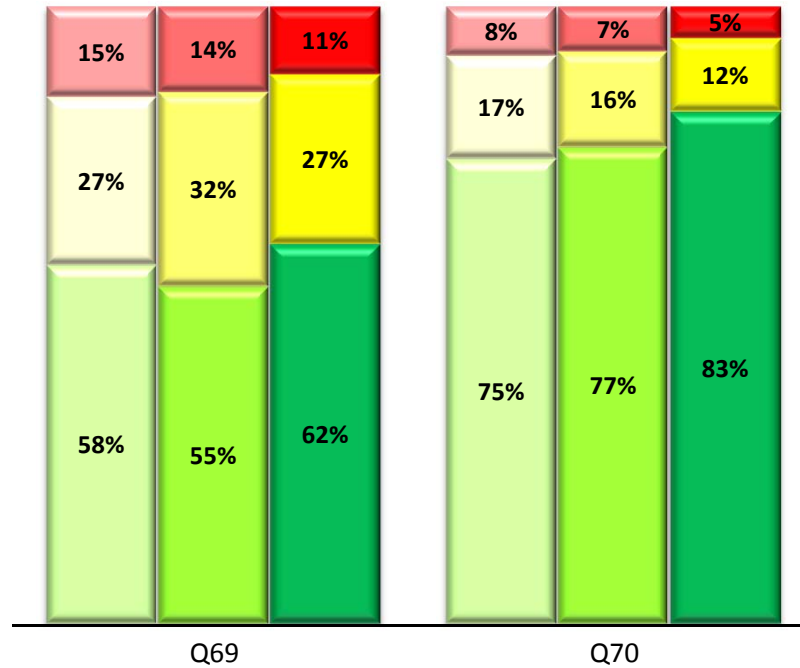
Q68. The college president communicates effectively with the students.



Board & Administrative Organization Mean Responses

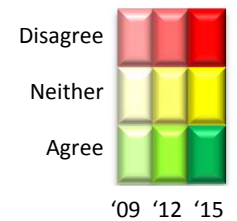
Question #	Question Label	2009	2012	2015	Average
Q67	The college president provides effective leadership.	3.23	3.13	3.39	3.21
Q68	The college president communicates effectively with the students.	3.11	2.99	3.28	3.08

Overall Questions



Q69. I feel a strong sense of belonging to this college.

Q70. Overall, I am satisfied with my experience with this college.



Overall Questions Mean Responses

Question #	Question Label	2009	2012	2015	Average
Q69	I feel a strong sense of belonging to this college.	3.61	3.57	3.68	3.61
Q70	Overall, I am satisfied with my experience with this college.	3.96	3.95	4.08	3.98

End