Miramar College
Student Satisfaction Survey
Spring 2009

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Introduction

Office of Institutional Research and Planning

Overview

Accreditation is the process of evaluating the performance of an institution to assure the quality of education and expected student outcomes. The three colleges in the San Diego Community College District (SDCCD), as well as Continuing Education, are conducting the self-study portion of the accreditation cycle and will have visits by the WASC/ACCJC accrediting teams in fall 2010. Each institution has collected, reviewed and incorporated evidence into their self-study reports which will be submitted to the Accreditation Commission for the purpose of assisting in the determination of reaffirmation.

Purpose

The purpose of this survey project is to collect additional evidence for the accreditation self-study reports. The student accreditation survey provided the self-study teams another means for assessing the institution. Students were surveyed in order to capture their perceptions and opinions on institutional effectiveness and satisfaction with programs, services, instruction, and facilities. The student accreditation surveys were administered at each college and Continuing Education.

Sample Design

The student accreditation survey was administered to a random sample of students using a *stratified random cluster sampling* procedure (See the Sample Blueprint for Student Survey). The sample design provides representativeness which allows for generalizing the results to the entire population. The college clusters were stratified by day and evening class sections and then randomly selected. The sample size provides a 95% confidence level with a +/- 5% confidence interval. For the sample size, there was an expected 60% response rate, therefore we oversampled by 40%.

Sample Blueprint for Student Survey

	DAY/EVENING STATUS				
	DAY	(n)	n*	EVENING (n)	n*
MIRAMAR	17,686	(375)	525	6,027 (362)	507

Note. n in parenthesis indicates the target sample size computed at a 95% confidence level and a plus/minus 5% confidence interval. n* indicates sample size for the purpose of oversampling.

Instrumentation

The Office of Institutional Research and Planning referenced the previous accreditation surveys and worked with the District Accreditation Coordinating Committee to develop and finalize the student accreditation survey. The student accreditation survey contained 99 forced choice items using various Likert scales of agreement, satisfaction and importance, and three open-ended questions. Face validity and content validity in the survey instruments were examined based on the following criteria: 1) Survey questions should be aligned with the Accreditation Standards, 2) Survey questions should be directly related to the purpose of the surveys, which is to elicit perceptions and opinions of students, 3) Survey questions should be perceptually-based instead of factually-based, 4) Survey questions should avoid addressing complex processes or systems that most survey participants wouldn't be able to answer or are not applicable to them. Surveys were validated (content and face validity) through the feedback from the Accreditation Coordinating Committee and college constituency groups. Reliability was established through data analysis (Cronbach Alpha test) from the pilot study. See Appendix A for a copy of the survey instrument.

The survey instrument contained a set of items that captured student profile data (e.g., gender, ethnicity, number of semesters enrolled and number of units), as well as 16 sets of items asking the student to rate the level of agreement, satisfaction and importance with services, programs, instruction and facilities.

Methodology

The data collection methodology for the student accreditation survey was primarily a scannable pencil and paper form, which was administered during one class period. 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 District Accreditation Coordinating Committee was informed and connected to the process through continuous communication, which included: 1) Reviewed and provided input for the survey plan; 2) Reviewed and provided input for the survey instrument and 3) Received briefing on the final results.

Administration: Pre-notification emails/letters were sent out by the individual institutions to all faculty members providing information about the survey and requesting an atmosphere of support for the survey process. The student surveys were administered by faculty during the fifth and sixth weeks of the Spring 2009 semester. 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. Drop boxes were placed in designated areas for faculty to return the completed surveys. The surveys took approximately 30 minutes to complete and were administered during one class period.

Respondent Profile

Of the 1217 surveys that were distributed, 813 responded. This is a 67% response rate. Of the 737 students who were targeted to survey in the sampling plan, we reached 113% 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, 47% were female and 53% were male. More than half (57%) of students were between ages 18 and 24 years old (57%), 17% were between ages 25 and 29, 13% were between ages 30 and 39, 7% were between ages 40 and 49, 4% were age 50 or older and 2% were under age 18. More than one-third (38%) of students were White Non-Hispanic, 20% were Asian/Pacific Islander, 16% were Hispanic/Latino, a total of 10% reported being African American/Black Non Hispanic or Other Non-White (5% each) and 2% were American Indian/Alaskan Native. When asked at which institution you usually take the majority of your classes, 89% of students responded Miramar College, 8 % responded Mesa College and 2% responded City College.   Of those who enrolled at Miramar College, more than one-third of students (40%) enrolled between 2 and 3 semesters, 30% enrolled between 4 and 6 semesters, 19% enrolled for only 1 semester, 9% enrolled between 7 and 9 semesters and 3% enrolled for 10 or more semesters. The percentage of respondents who reported taking more than 12 units was about the same as the percentage of respondents who reported taking between 10 and 12 units (29% and 28%, respectively). The remaining respondents reported taking between 7 and 9 units (17%), 4 and 6 units (15%) and 1 and 3 units (12%). When asked about class modality (on campus, online, or both), an overwhelming majority of students reported taking their courses on campus (78%), 21% reported using both on campus and online and 2% reported using online only.

Office of Institutional Research and Planning

The Findings

Mission and Policies

The survey items in the Mission and Policies section assessed the student's familiarity with the mission statement of the college and their knowledge of where to attain college policies that affect them as a student.   Students rated their level of agreement with each item on a scale that ranged from 1 (Strongly Disagree) to 5 (Strongly Agree), as well as 6 (I have not used this service/resource).

Out of the two Mission and Policy section survey items, the item which asked students if they were familiar with the mission statement of the college received a mean score of 2.9. The item which asked students if they knew where to find college policies that affect them as a student received a mean score of 3.5.

When students were asked whether they were familiar with the mission statement of the college, approximately one-third of students responded strongly disagree or disagree (38%) and about another one-third responded strongly agree or agree (38%). The majority of the students strongly agreed or agreed (60%) when asked whether they knew where to find college policies that affect them as a student.

Figure 1: Mission and Policies
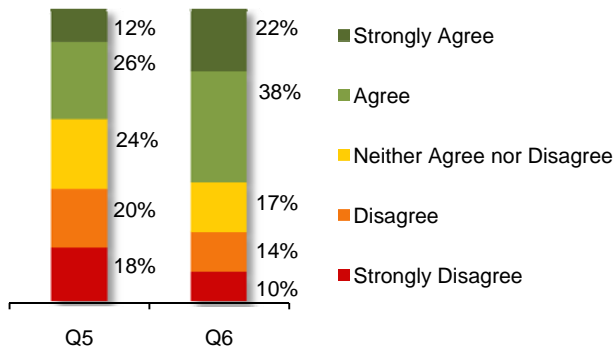
Q5. I am familiar with the mission statement of my college.
Q6. I know where to find college policies that affect me as a student.

Student Support Services

The survey items in the Student Support Services section assessed the quality of the college's instructional programs, student services, library, and learning support services offered to facilitate and enhance students' overall educational experiences. This set of items covered academic counseling, financial aid services, tutoring services, transfer center, library, DSPS, EOPS, student health services, open computer labs, admissions application process, new student orientation, course registration process, child care services, audio-visual services, assessment/testing services, general information on the college website and TRIO services. Students rated their level of satisfaction with each item on a scale that ranged from 1 (Very Dissatisfied) to 5 (Very Satisfied), as well as 6 (I have not used this service/resource).

The services that received the highest mean scores for satisfaction with quality of services (1=very dissatisfied, 5= very satisfied) were: Open Computer Labs (4.2), Course Registration Process (4.1) and Admission Application Process (4.0). The services that had the lowest means for satisfaction with the quality of services were: Child Care Services (3.5), TRIO (3.5), DSPS (3.5) and Audio-visual Services (3.5).

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The services that rated the highest in terms of satisfaction with the overall quality of services (very satisfied and satisfied) were: Open Computer Labs (78%), Course Registration Process (78%), Admission Application Process (74%), Academic Counseling (74%) and General Information on the College Website (72%). Other services that rated somewhat high in satisfaction included: Library (66%), Financial Aid Services (61%), Assessment/Testing Services (59%), Tutoring Services (58%) and Transfer Center (57%). Services that received relatively high neutral ratings (39%-53%) generally also receive relatively a high number of responses to the "I have not used this service/resource" category (45%-66%). These services included: DSPS, EOPS, Student Health Services, New Student Orientation, Child Care Services, Audio-visual Services and TRIO Services.

Figure 2.1: Student Support Services

Q7. Academic Counseling   Q10. Transfer Center
Q8. Financial Aid Services   Q11. Library
Q9. Tutoring Services   Q12. DSPS (Disabled Student Programs and Services)
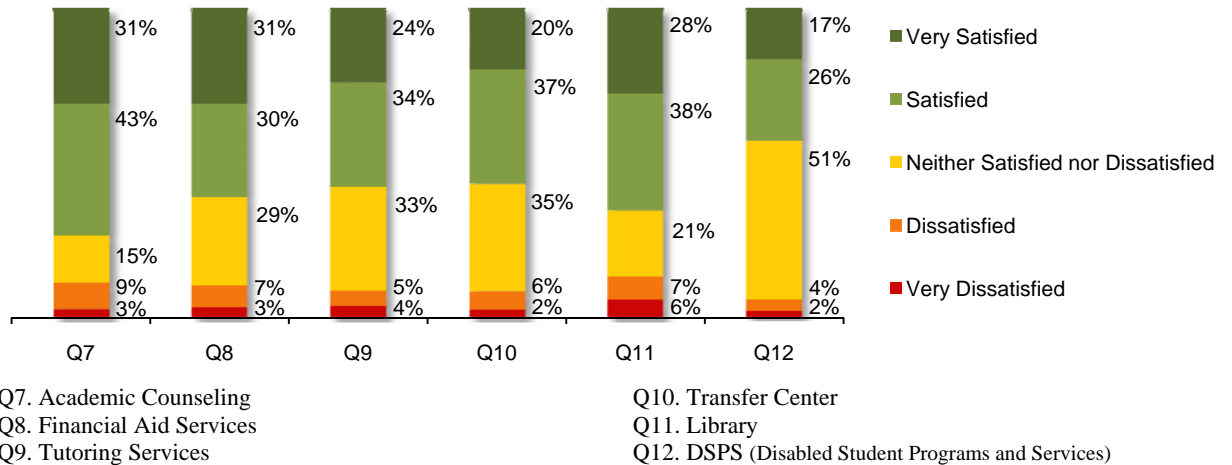
Figure 2.2: Student Support Services

Q13. EOPS (Educational Opportunities Programs & Services)   Q16. Admissions Application Process
Q14. Student Health Services   Q17. New Student Orientation
Q15. Open Computer Labs   Q18. Course Registration Process

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Figure 2.3: Student Support Services

Q19. Child Care Services
Q20. Audio-visual Services
Q21. Assessment/Testing Services

Q22. General Information on the College Website
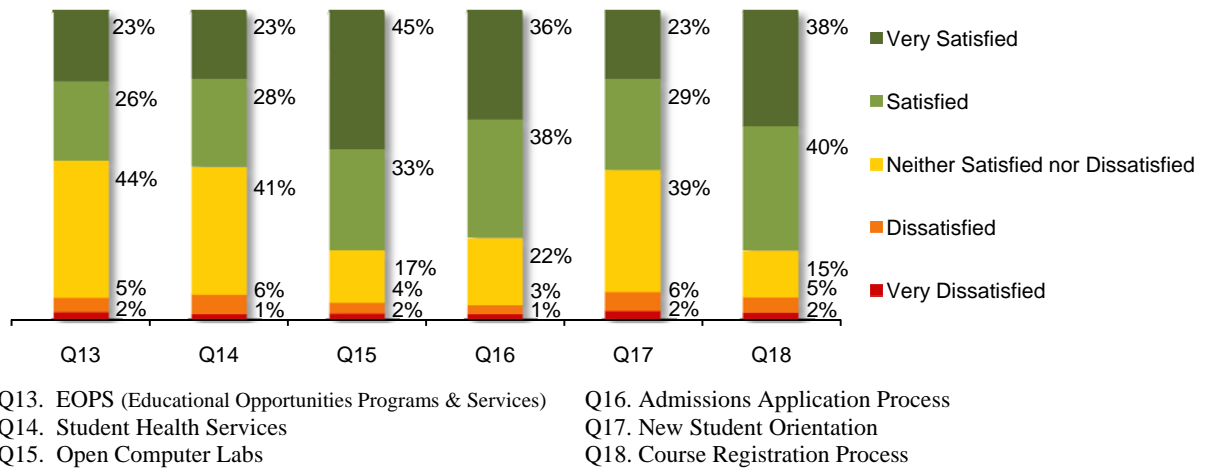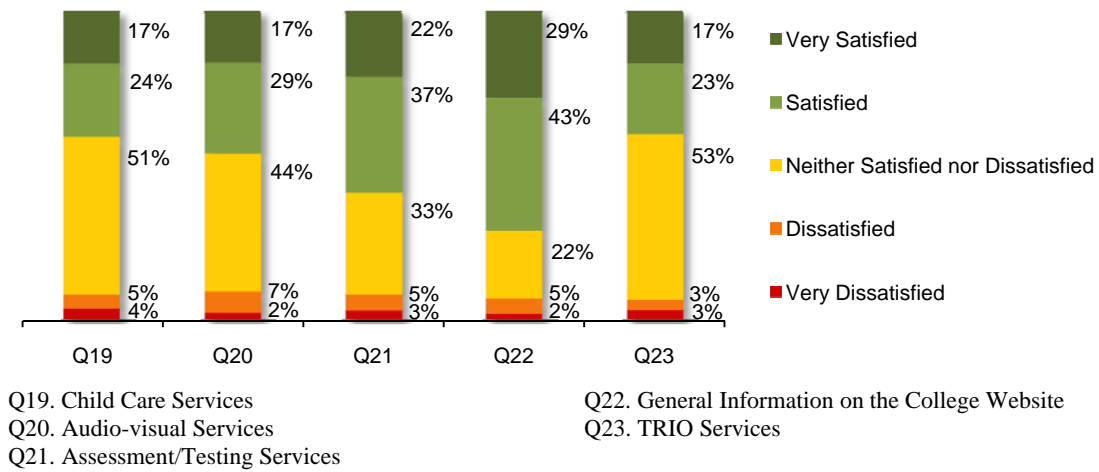Q23. TRIO Services

## Course Availability

The survey items in the Course Availability section assessed the adequacy and variety of courses offered each semester in order for students to complete their educational goals in a reasonable time period. Students rated their level of agreement with each item on a scale that ranged from 1 (Strongly Disagree) to 5 (Strongly Agree), as well as 6 (I have not used this service/resource).

Out of the two Course Availability survey items, the item which asked students if there were a sufficient number of General Education courses offered in each semester in order to complete their educational goals within a reasonable period of time received a mean score of 3.6. The item which asked students if there were a variety of courses offered within each major each semester in order to complete their educational goals within a reasonable period of time received a mean score of 3.5.

The majority of students strongly agreed or agreed (63%) when asked if there were a sufficient number of General Education courses offered each semester in order to complete their educational goals within a reasonable period of time. Fewer students agreed that there were a variety of courses offered within each major each semester in order to complete their educational goals within a reasonable period of time (56% strongly agreed or agreed and 21% neither agreed nor disagreed).

Figure 3: Course Availability
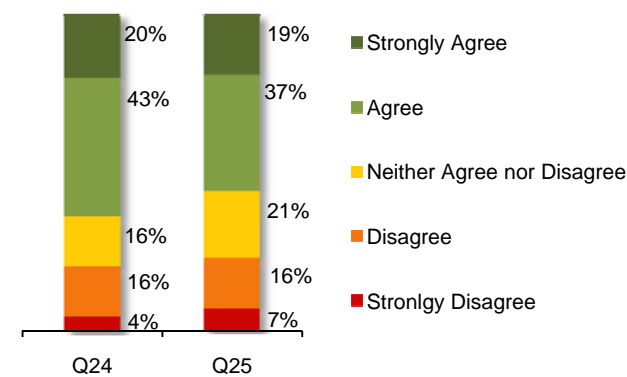
Q24. There are a sufficient number of General Education courses offered in each semester in order for me to complete my educational goal within a reasonable period of time.
Q25. There are a variety of courses offered in my major each semester so that I can complete my educational goal within a reasonable period of time.

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Instruction

The survey items in the Instruction section assessed the students' satisfaction with the availability and ease of talking to instructors outside of the classroom, the instructors attempt to be fair and objective in presenting course material, and how instructors define grading parameters and care about students' success. This section also covered the students' satisfaction with the course preparation received for future employment or transfers, the appropriateness with the amount of homework received in most classes, the overall quality of instruction, the instructors' use of technology both in and out of the classroom and overall satisfaction with course content in each class. Students rated their level of agreement with each item on a scale that ranged from 1 (Strongly Disagree) to 5 (Strongly Agree), as well as 6 (I have not used this service/resource).

The Instruction survey items that received the highest mean scores were: Clearly defined grading parameters (4.3), fair and objectivity in the presentation of course materials (4.2) and overall satisfaction with course content (4.1). The Instruction survey items that received the lowest mean scores were: Appropriateness with the amount of class homework (3.9), Satisfaction with instructor's use of technology (4.0), and the availability of instructors outside of class (4.0).

The majority of students strongly agreed or agreed (78%) that they felt at ease talking to the instructor outside of the classroom. When asked about the instructors attempt to be fair and objective in their presentation of course materials and establishing clearly defined grading parameters, most students strongly agreed or agreed (87% and 88%, respectively) that instructors met these criteria. A lesser majority, though still a majority strongly agreed or agreed that instructors cared about student success and were available to help students outside of class (78% and 79%, respectively). Similarly, students strongly agreed or agreed that the courses they took would help prepare them for future employment or transfer to a 4-year university (79% and 81%, respectively). The majority of students strongly agreed or agreed (78%) the amount of homework in most of their classes was appropriate. When asked about the satisfaction with both the overall quality of instruction and the instructor's use of technology in and out of the classroom, most students strongly agreed or agreed (83% and 77%, respectively). The majority of students were satisfied with the course content in most of their classes (85% strongly agreed or agreed).

Figure 4.1: Instruction
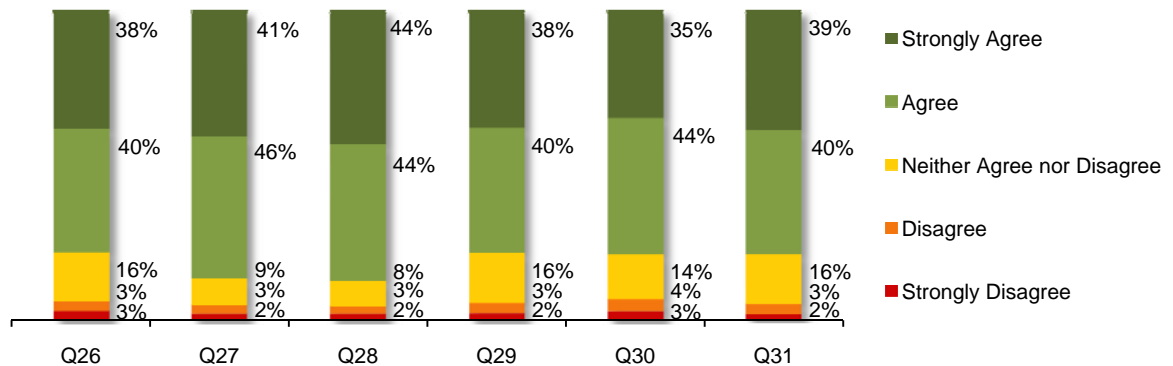
Q26. I feel at ease talking with my instructor(s) outside of the classroom.
Q27. In general, instructors attempt to be fair and objective in their presentation of course materials.
Q28. In general, instructors clearly define how I will be graded.
Q29. Instructors care about their students' success.
Q30. Instructors are available to help me outside of class.
Q31. I believe my courses will prepare me well for future employment.

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Figure 4.2: Instruction
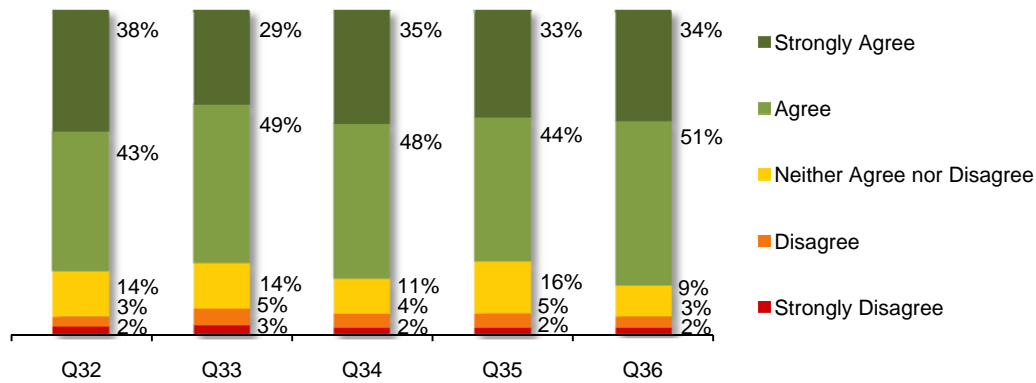
Q32. I believe my courses will prepare me well for transfer to a 4-year university.
Q33. The amount of homework in most of my classes is appropriate.
Q34. I am satisfied with the overall quality of instruction.
Q35. I am satisfied with the instructor's use of technology in and out of the classroom.
Q36. Overall, I am satisfied with the course content in most of my classes.

Course Scheduling

The survey items in the Course Scheduling section assessed flexibility and convenience offered in course scheduling to meet student needs, the effectiveness and availability of online courses and instructor communication of skills as well as communication of expected learning outcomes and assessment. Students rated their level of agreement with each item on a scale that ranged from 1 (Strongly Disagree) to 5 (Strongly Agree), as well as 6 (I have not used this service/resource).

The Course Scheduling survey items that received the highest mean scores were: Instructors informed students about the types of skills they were expected to master (4.1) and instructors informed students about assessment standards prior to starting an assignment (4.0). The Course Scheduling survey items that received the lowest mean scores were: The availability of online courses to fit student need (3.6) and the effectiveness of online courses for completing educational objectives (3.7).

The majority of students were satisfied with the flexibility of the course scheduling offered (73% strongly agrees or agreed). Similarly, 72% strongly agreed or agreed that courses were offered at days and times convenient to students. Fewer students agreed with the effectiveness of online courses for completing educational objectives and the availability of online courses to fit student need (63% and 58%, respectively strongly agreed or agreed and 25% and 26%, respectively neither agreed nor disagreed). Both items also received a relatively high number of responses in the "I have not used this service/resource" category (31% each of total responses). When asked whether instructors informed students about the types of skills and learning outcomes they were expected to master, the majority of students either strongly agreed or agreed (80%). The majority of students agreed that their instructors informed them how they will be assessed prior to beginning an assignment or test (79% strongly agreed or agreed).

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Figure 5: Course Scheduling
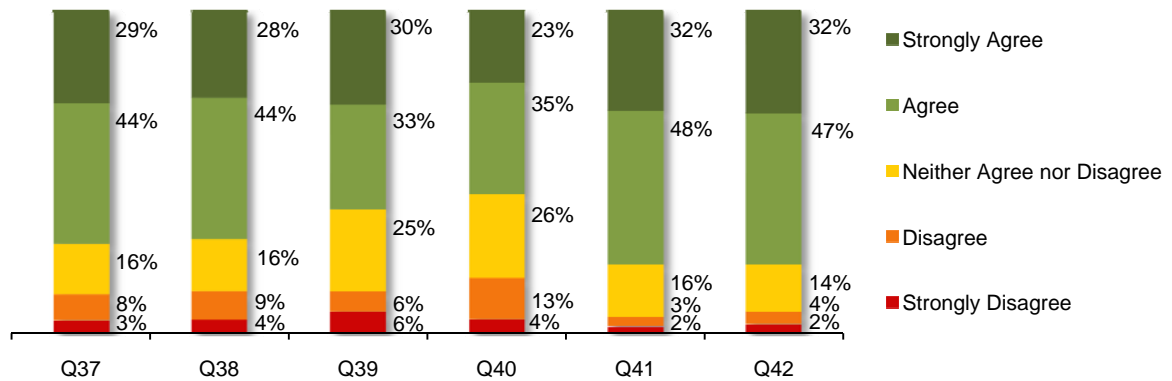
Q37. I am satisfied with the flexible course scheduling offered (8 week courses, short-term courses, weekend courses).
Q38. Courses are offered at days and times that are convenient for me.
Q39. Online courses provide an effective way for me to complete my educational objectives.
Q40. The availability of online courses is sufficient for my needs.
Q41. My instructors inform me about the types of skills or learning outcomes I am expected to master through my classroom activities and assignments.
Q42. My instructors tell me how I will be assessed before beginning an assignment or test.

Admission and Course Registration (Matriculation)

The survey items in the Admissions and Course Registration (Matriculation) section assessed the college's ability to matriculate students in an effective manner and provide excellent academic counseling services. This section covered registration, academic assessment, new student orientation and counseling services. Students rated their level of agreement with each item on a scale that ranged from 1 (Strongly Disagree) to 5 (Strongly Agree), as well as 6 (I have not used this service/resource).

The Admission and Course Registration (Matriculation) survey items that received the highest mean scores were: User friendliness of the Reg-e registration process (4.3), helpful admissions staff through the application and registration process (3.9) and informative and helpful counseling sessions (3.9). The Admission and Course Registration (Matriculation) survey items that received the lowest mean scores were: Reading and writing assessment test helped students place in appropriate English class level (3.6), the effectiveness of the student orientation in adapting students to the college environment (3.6) and how well the new student orientation was organized (3.7).

The majority of students strongly agreed or agreed (73%) that the admissions staff was helpful throughout the application and registration processes. Similarly, 86% strongly agreed or agreed that the Reg-e registration process was user friendly. Fewer students agreed that the new student orientation was well-organized and with the effectiveness of the student orientation in helping students adapt to the college environment (57% and 55%, respectively strongly agreed or agreed and 34% and 35%, respectively neither agreed nor disagreed). Both items also received a relatively high number of responses in the "I have not used this service/resource" category (50% and 45%, respectively of total responses). Slightly more responded that they were informed about the importance of the assessment tests prior to taking them (62% strongly agreed or agreed). However, a relatively high percentage of students were neutral (26%). When asked about how the reading/writing and math assessment tests helped students enroll in the appropriate English and math class levels, approximately two-thirds of students strongly agreed or agreed (61% and 64%, respectively). Both items also received a relatively high number of neutral responses (24% and 21%, respectively) and responses in the "I have not used this service/resource" category (24% and 26%, respectively of total responses). Similarly, the majority of respondents strongly agreed or agreed that the counselors clearly explained the assessment results to them and assessment tests were offered at times convenient to students (61% and 68%, respectively). Both items also received a relatively high number of neutral responses (26% and 23%,

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respectively) and responses in the "I have not used this service/resource" category (24% and 22%, respectively of total responses). The majority of students strongly agreed or agreed (71%) that counselors were available at times convenient to them. When asked whether the counseling sessions helped to clarify and select courses pertinent to students' educational goals, 69% of students strongly agreed or agreed. Slightly more responded that counselors helped them understand course prerequisites and that the counseling sessions were informative and helpful (72% each strongly agreed or agreed). A lesser majority strongly agreed or agreed that counselors care about students as individuals and was concerned about student academic success (60% and 61%, respectively). Both these items received a relatively high number of neutral responses (28% and 27%, respectively).

Figure 6.1: Admission and Course Registration (Matriculation)
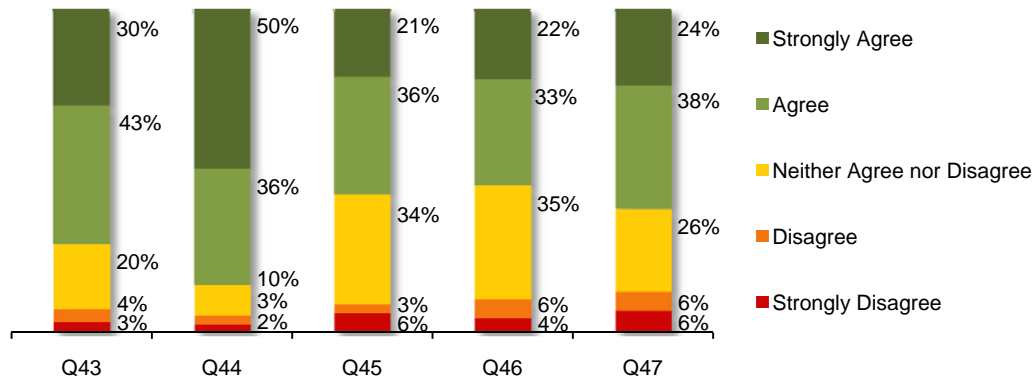
Q43. Admissions staff were helpful throughout the application and registration processes.
Q44. The Reg-e registration process is easy to use.
Q45. The new student orientation I attended was well organized.
Q46. The student orientation is effective in helping new students adjust and become familiar with the college.
Q47. I was informed about the importance of the assessment tests prior to taking them.

Figure 6.2: Admission and Course Registration (Matriculation)
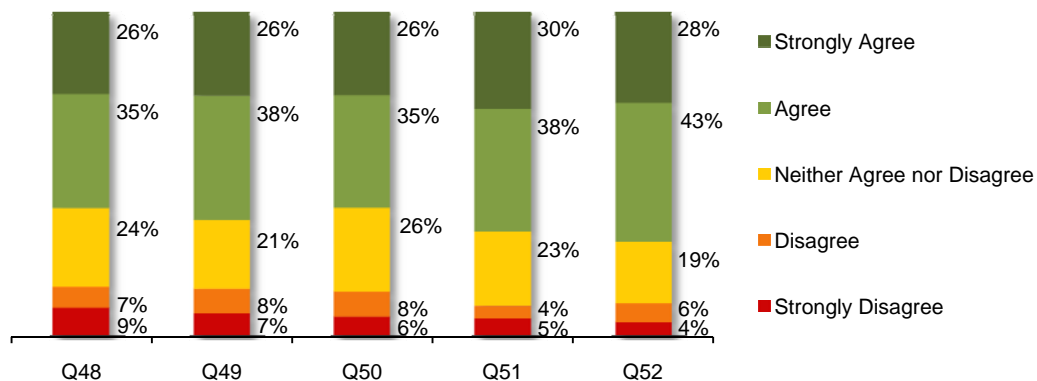
Q48. The reading and writing assessment test helped me enroll in the appropriate English class level.
Q49. The math assessment test helped me enroll in the appropriate math class level.
Q50. Counselors/assessment staff clearly explained the assessment results to me.
Q51. Assessment tests were offered at times that were convenient for me.
Q52. Counselors were available at times that were convenient for me.

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Figure 6.3: Admission and Course Registration (Matriculation)
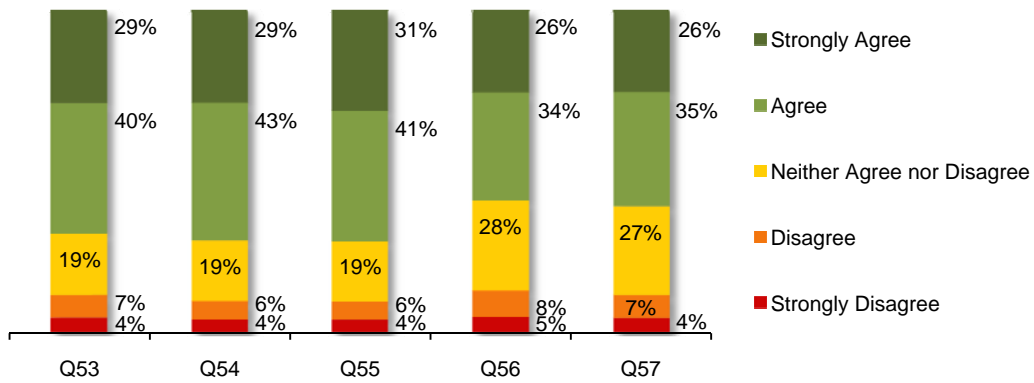
Q53. The counseling session(s) helped me clarify my education goal and select courses I need to attain my educational goal.
Q54. The counselor(s) helped me understand course prerequisites.
Q55. Counseling session(s) are informative and helpful.
Q56. Counselors care about me as an individual.
Q57. Counselors are concerned about my academic success.

Financial Aid and Fees

The survey items in the Financial Aid and Fees section assessed the extent to which financial aid information is readily available and fee refund policies were reasonable. Students rated their level of agreement with each item on a scale that ranged from 1 (Strongly Disagree) to 5 (Strongly Agree), as well as 6 (I have not used this service/resource).

Out of the two Financial Aid and Fees survey items, the item which asked if financial aid information was available to students when needed received a mean score of 3.9. The item which asked if fee refund policies were reasonable received a mean score of 3.8.

The majority of students strongly agreed or agreed (69%) when asked if financial aid information was available to them when needed. Even fewer students agreed that the fee refund policies were reasonable (64% strongly agreed or agreed and 25% neither agreed nor disagreed). Both items received a relatively high number of responses in the "I have not used this service/resource" category (27% and 25%, respectively of total responses)

Figure 7: Financial Aid and Fees
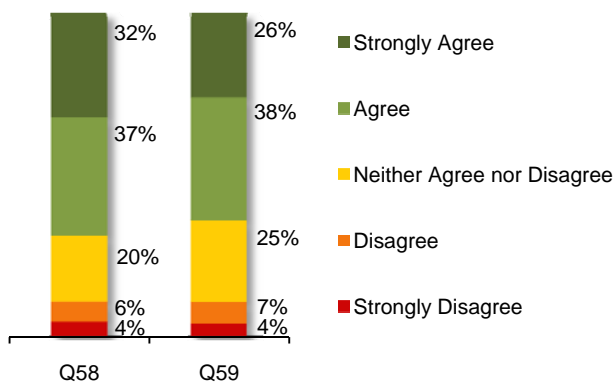
Q58. Financial aid information is available to me when I need it.
Q59. Fee refund policies are reasonable.

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Follow-up of Student Academic Status

The survey items in the Follow-up of Student Academic Status section assessed the extent to which students were made aware of their academic standing and the colleges' responsiveness in improving student academic performance. Students rated their level of agreement with each item on a scale that ranged from 1 (Strongly Disagree) to 5 (Strongly Agree), as well as 6 (I have not used this service/resource).

Out of the two Follow-up of Student Academic Status survey items, the item which asked if students were adequately informed about their academic progress received a mean score of 3.7. The item which asked if the college was responsive in helping students improve academic performance received a mean score of 3.6.

The majority of students strongly agreed or agreed (64%) when asked if students were adequately informed about their academic progress. This item received a relatively high number of neutral responses (24%). Even fewer students agreed that the college was responsive in helping students improve academic performance (59% strongly agreed or agreed and 30% neither agreed nor disagreed).

Figure 8: Follow-up of Student Academic Status

Q60. I am adequately informed about my academic progress.
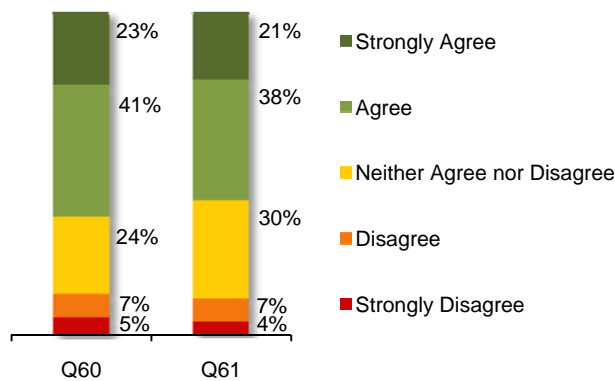Q61. My college is responsive in helping students improve academic performance.

Personal Development

The survey items in the Personal Development section assessed students' perceptions of their overall personal development based upon their college experiences. This section covered having a better understanding and appreciation for diversity and other cultures, skill building, gaining knowledge in different subject areas, one's level of comfort in the college environment, having a better understanding of one's self and being treated with respect. Students rated their level of agreement with each item on a scale that ranged from 1 (Strongly Disagree) to 5 (Strongly Agree), as well as 6 (I have not used this service/resource).

The Personal Development survey items that received the highest mean scores were: Gaining knowledge in different subject areas (4.1) and feeling comfortable in the college environment (4.1). The Personal Development survey items that received the lowest mean scores were: Gaining computer skills (3.5) and learning about other parts of the world and other cultures (3.8).

The majority of students strongly agreed or agreed (70%) that their college experience has contributed to a better understanding and appreciation of diversity. Similarly, 71% of students strongly agreed or agreed that their college education helped them understand themselves better. More students agreed that they have gained knowledge in different subject areas (84% strongly agreed or agreed). When asked about gaining computer knowledge, a little more than half (53%) of students strongly agreed or agreed. This item also

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received a relatively high number of neutral responses (28%). More students responded that they had learned about other parts of the world and other cultures (63% strongly agreed or agreed). However, a relatively high percentage of students were neutral (26%). Similarly, 68% of respondents strongly agreed or agreed they had improved their interpersonal skills by interacting with people on campus. This item also received a relatively high number of neutral responses (23%). The majority of students strongly agreed or agreed (82%) that they felt comfortable in the college environment. A lesser majority, though still a majority strongly agreed or agreed (79%) they were treated with respect at the college.

Figure 9.1: Personal Development
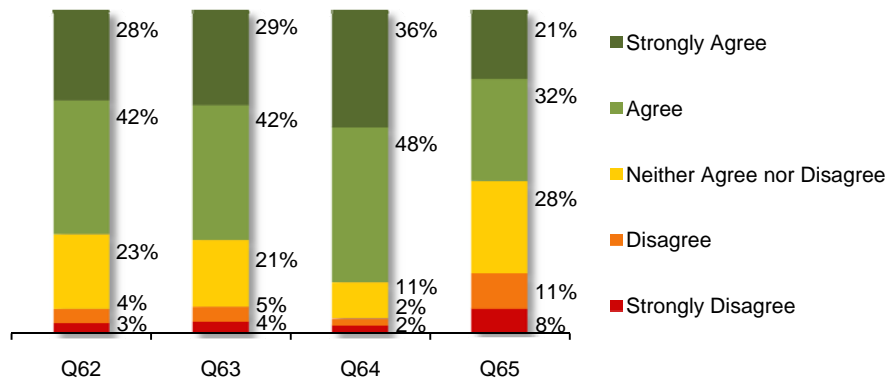
Q62. My experience at this college has given me a better understanding and appreciation of diversity.
Q63. My college education has helped me to understand myself better.
Q64. I have gained knowledge in different subject areas.
Q65. I have gained computer skills.

Figure 9.2: Personal Development
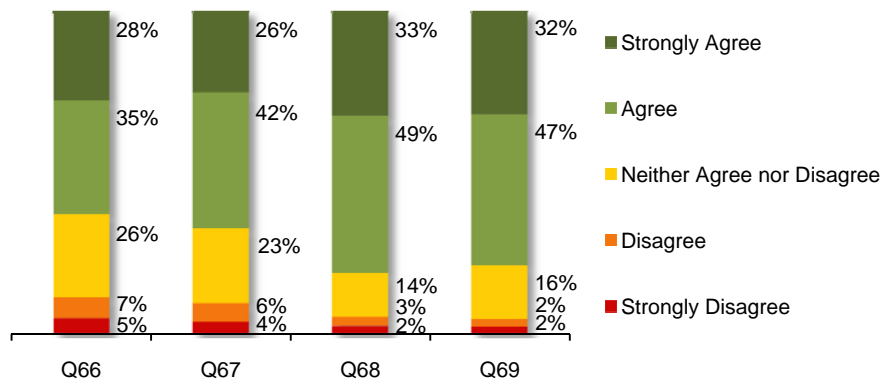
Q66. I have learned about other parts of the world and other cultures.
Q67. I have improved my interpersonal skills by interacting with people on campus.
Q68. I feel comfortable in this college environment.
Q69. I am treated with respect at this college.

Library and Learning Support Services

This single item that comprised the Library and Learning Support Services section assessed the adequacy of the library to fit student need. Students rated their level of agreement with each item on a scale that ranged from 1 (Strongly Disagree) to 5 (Strongly Agree), as well as 6 (I have not used this service/resource).

The majority of students strongly agreed or agreed (59%) that the campus library has an adequate selection of books, periodicals, and other resource material to fit student need. This single survey item had a mean score of 3.5. Furthermore, this singly survey item also received a relatively high number

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of neutral responses (20%) and responses in the "I have not used this service/resource" category (22% of total responses).

Figure 10: Library and Learning Support Services
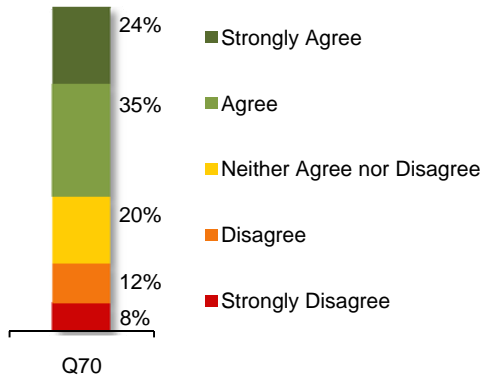
Q70. The campus library has an adequate selection of books, periodicals, and other resource materials for my needs.

Facilities and Organizations

The survey items in the Facilities and Organizations section assessed students' level of importance and satisfaction with facilities and organizations such as parking availability, cafeteria services, campus bookstore services, student clubs and activities, and student government organization (Associated Students). Students rated their level of satisfaction and importance with each item on two separate scales that ranged from 1 (Very Dissatisfied/Unimportant) to 5 (Very Satisfied/Important), as well as 6 (I have not used this service/resource).

The Facilities and Organizations item that received the highest mean score for level of importance with quality of services (1=very unimportant, 5= very important) was parking availability (4.2). The Facilities and Organizations item that received the lowest mean score for level of importance with the quality of services was student government organization (3.3). The Facilities and Organizations item that received the highest mean score for satisfaction with quality of services (1=very dissatisfied, 5= very satisfied) was the campus bookstore services (3.6). The Facilities and Organizations item that received the lowest mean score for satisfaction with the quality of services was parking availability (2.5). Overall, parking availability received the highest mean score in terms of level of importance and received the lowest mean score in terms of satisfaction with the overall quality of services, indicating that many students perceive parking availability as an important issue and were dissatisfied with the overall quality of this service on campus.

The Facilities and Organizations items that rated the highest in terms of level of importance with the overall quality of services (very important and important) were: Parking Availability (79%), Campus Bookstore Services (77%) and Cafeteria Services (68%). Services that received relatively high neutral ratings were student clubs and activities (34%) and student government organization (36%). The Facilities and Organizations items that rated highest in terms of satisfaction with the overall quality of services (very satisfied and satisfied) were campus bookstore (58%) and cafeteria (56%) services. Services that received relatively high neutral ratings (44%-49%) generally also received a relatively high number of responses to the "I have not used this service/resource" category (40%-42%). These services included student clubs and activities as well as student government organization. The one service that received the highest rating in terms of dissatisfaction with the overall quality of services was parking availability (56% very dissatisfied and dissatisfied). Overall, parking availability was rated highest in both dissatisfaction and level of importance with the overall quality of service on campus. The campus bookstore and cafeteria services were rated highest in both level of importance and satisfaction. The rest of the services were comparable to one another in terms of level of importance and satisfaction with the overall quality of services on campus.

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Figure 11.1: Facilities and Organizations

Q71 & Q76   Q72 & Q77   Q73 & Q78   Q74 & Q79   Q75 & Q80

◆ Very Important & Important   ▲ Very Satisfied & Satisfied
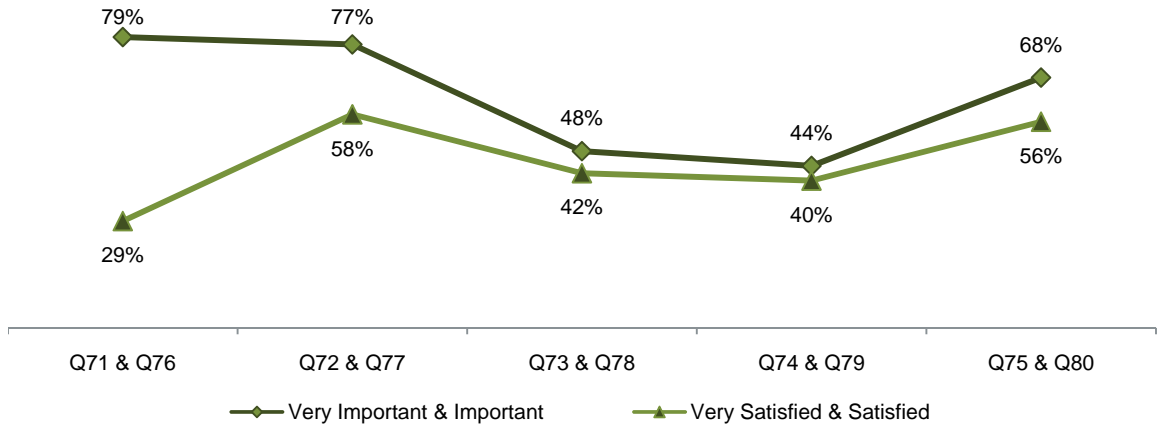
Figure 11.2: Facilities and Organizations

Q71 & Q76   Q72 & Q77   Q73 & Q78   Q74 & Q79   Q75 & Q80

◆ Neither Important nor Unimportant   ▲ Neither Satisfied nor Dissatisfied
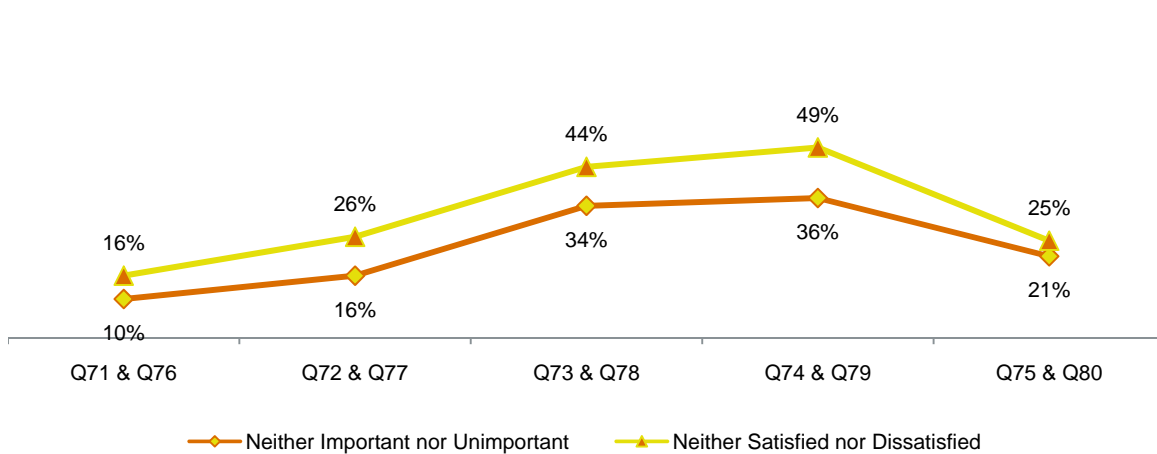
Figure 11.3: Facilities and Organizations

Q71 & Q76   Q72 & Q77   Q73 & Q78   Q74 & Q79   Q75 & Q80

◆ Very Unimportant & Unimportant   ▲ Very Dissatisfied & Dissatsified
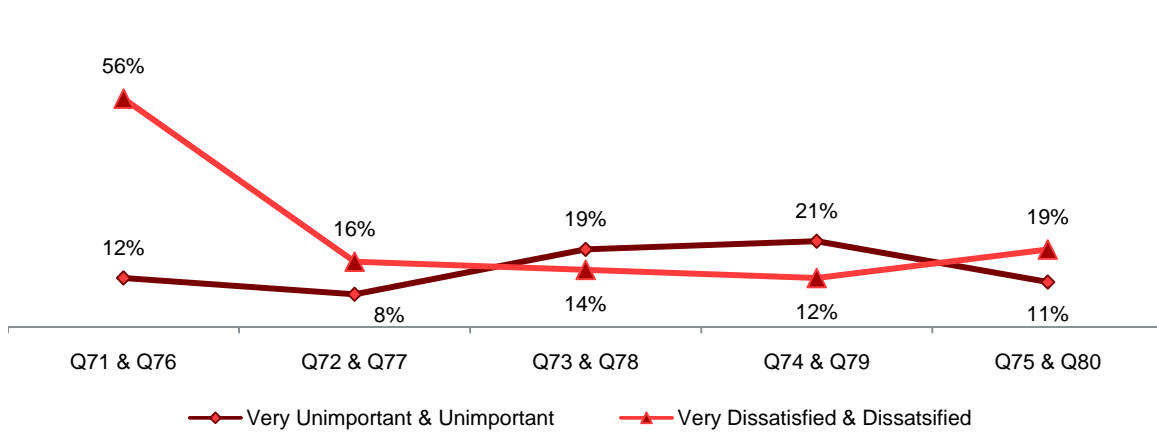
Q71 & Q76. Parking Availability
Q72 & Q77. Campus Bookstore Services
Q73 & Q78. Student Clubs and Activities

Q74 & Q79. Student Government Organization
Q75 & Q80. Cafeteria Services

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Technology Resources

The survey items in the Technology Resources section assessed the availability and currency of equipment in the computer labs on campus and the sufficiency of available open computer labs to meet student educational needs. Students rated their level of agreement with each item on a scale that ranged from 1 (Strongly Disagree) to 5 (Strongly Agree), as well as 6 (I have not used this service/resource).

Out of the two Technology Resources survey items, the item which asked students if the classrooms were equipped with updated computers and software received a mean score of 3.9. The item which asked if the availability of open computer labs were sufficient to meet student's educational needs received a mean score of 3.9.

The majority of students strongly agreed or agreed (72%) when asked if the classrooms were equipped with updated computers and software. Even more students agreed that the availability of open computer labs were sufficient to meet student's educational needs (75% strongly agreed or agreed).

Figure 12: Technology Resources
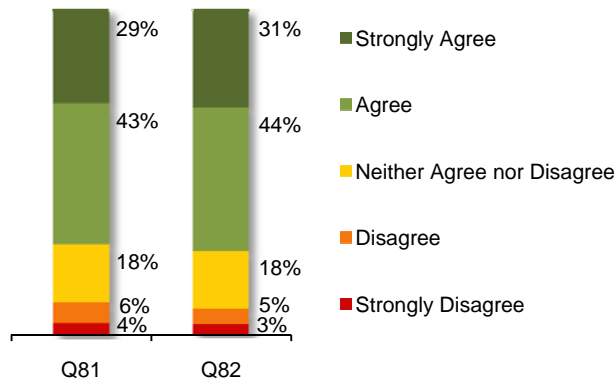
Q81. The classroom computer labs are equipped with updated computers and software.
Q82. The availability of open computer labs is sufficient to meet my educational needs.

Physical Resources

The survey items in the Physical Resources section assessed the adequacy and maintenance of the college's physical facilities. Facilities included classrooms, study space, grounds, lighting and interior/exterior features of the college as well as safety on campus. Students rated their level of agreement with each item on a scale that ranged from 1 (Strongly Disagree) to 5 (Strongly Agree), as well as 6 (I have not used this service/resource).

The Physical Resources survey items that received the highest mean scores were: Feeling safe on campus (4.0), the classroom facilities were adequate for instruction (3.9) and the grounds were adequately maintained (3.9). The Personal Development survey items that received the lowest mean scores were the exterior lighting of the college was adequate (3.8) and having adequate study space on campus (3.8).

The majority of students strongly agreed or agreed (77%) that the college facilities were adequate for instruction. When asked whether there was adequate study space on campus, 69% of students strongly agreed or agreed. More students agreed that the grounds were adequately maintained (77% strongly agreed or agreed). Similarly, 75% of respondents strongly agreed or agreed that the exterior features of the campus buildings were adequately maintained. Slightly fewer students responded that the interior of the offices and buildings were adequately maintained (74% strongly agreed or agreed). When asked about the adequacy of the exterior lighting of the campus, 72% of students strongly

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agreed or agreed. The majority of students strongly agreed or agreed (76%) that they felt safe on campus

Figure 13.1: Physical Resources
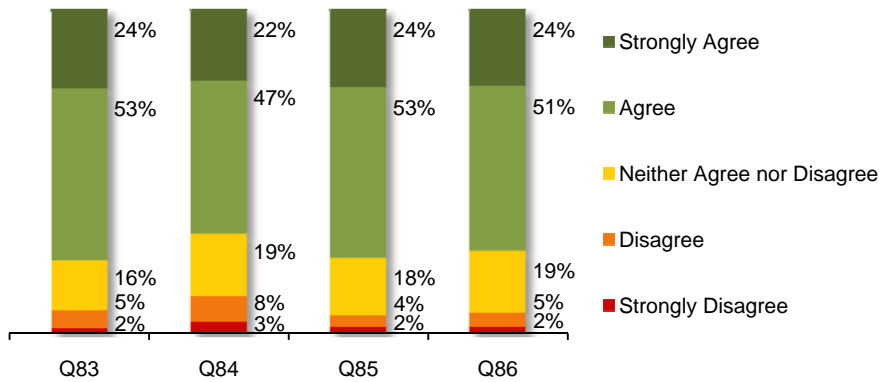
Q83. In general, classroom facilities are adequate for instruction.
Q84. There is adequate study space on campus.
Q85. The grounds are adequately maintained.
Q86. The exterior features of the campus buildings are adequately maintained.

Figure 13.2: Physical Resources
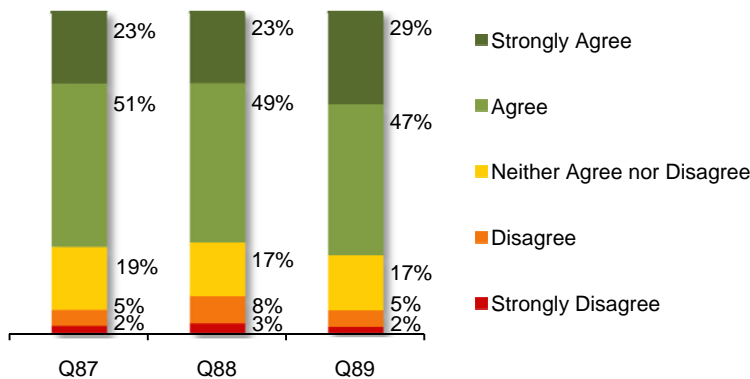
Q87. The interior of the offices and buildings are adequately maintained.
Q88. The exterior lighting of the college is adequate.
Q89. I feel safe on campus.

Decision-making Roles and Processes

The survey items in the Decision-making Roles and Processes section assessed the extent to which students have a voice and presence in the decision-making process and matters associated with programs and services offered at the college. Students rated their level of agreement with each item on a scale that ranged from 1 (Strongly Disagree) to 5 (Strongly Agree), as well as 6 (I have not used this service/resource).

Out of the three Decision-making Roles and Processes survey items, the item which asked if students had a substantial voice in matters related to programs and services received a mean score of 3.4. The item which asked if students were a valued part of the decision-making process on campus received a mean score of 3.3. The item which asked if student government had a strong presence on campus received a mean score of 3.1.

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Approximately half of students agreed when asked if they had a substantial voice in matters related to programs and services (46% strongly agreed or agreed and 40% neither agreed nor disagreed). Similarly, 43% of students strongly agreed or agreed when asked if students were a valued part of the decision-making process on campus. This item also received a relatively high number of neutral responses (41%). When asked if student government had a strong presence on campus, 44% of students neither agreed nor disagreed. This item also received a relatively high number of responses in the "I have not used this service/resource" category (22% of total responses).

Figure 14: Decision-making Roles and Processes
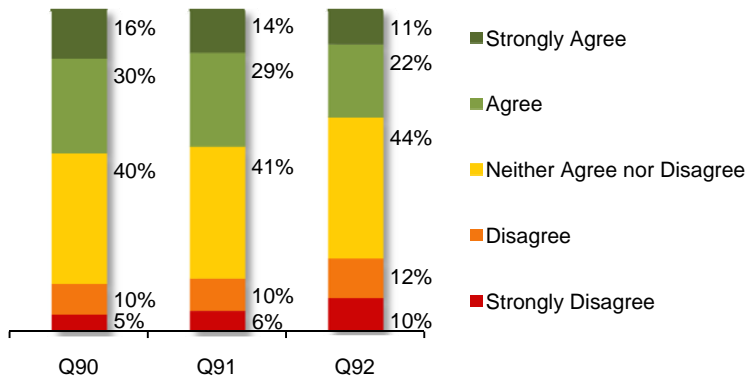
Q90. Students have a substantial voice in matters related to programs and services.
Q91. Students are a valued part of the decision-making process at this campus.
Q92. Student government has a strong presence on campus.

Board and Administrative Organization

The survey items in the Board and Administrative Organization section assessed the college president's effectiveness as a leader and his/her ability to communicate with the students. Students rated their level of agreement with each item on a scale that ranged from 1 (Strongly Disagree) to 5 (Strongly Agree), as well as 6 (I have not used this service/resource).

Out of the two Board and Administrative Organization survey items, the item which asked students if the college president provides effective leadership received a mean score of 3.3. The item which asked if the college president communicates effectively with the students received a mean score of 3.1.

Approximately half of students neither agreed nor disagreed (49%) when asked if the college president provides effective leadership. Similarly, nearly half of the students neither agreed nor disagreed (46%) when asked if the college president communicates effectively with the students. Both items also received a relatively high number of responses in the "I have not used this service/resource" category (25% and 24%, respectively of total responses).

Figure 15: Board and Administrative Organization
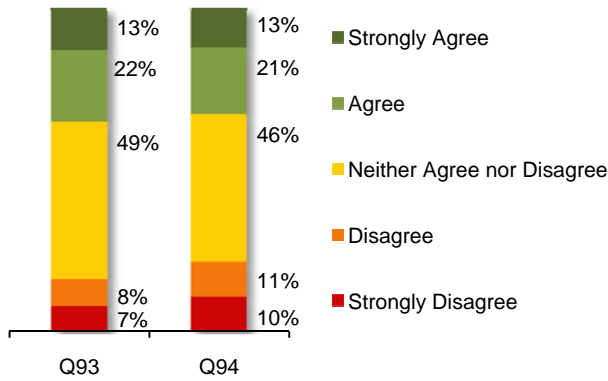
Q93. The college president provides effective leadership.
Q94. The college president communicates effectively with the students.

Overall Questions

The survey items in the Overall Questions section assessed feelings of belonging to the campus community and an overall sense of satisfaction with their college experience. Students rated their level of agreement with each item on a scale that ranged from 1 (Strongly Disagree) to 5 (Strongly Agree), as well as 6 (I have not used this service/resource).

Out of the two Overall Questions survey items, the item which asked if students felt satisfied with their overall college experience received a score of 3.9. The item which asked if students felt a sense of belonging to the campus received a mean score of 3.5.

Approximately half of students agreed that they felt a sense of belonging to the campus (52% strongly agreed or agreed and 33% neither agreed nor disagreed). Even more students agreed they felt satisfied with their overall college experience (74% strongly agreed or agreed).

Figure 16: Overall Questions
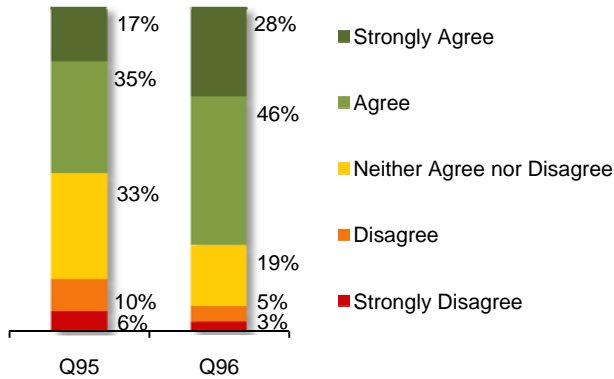
Q95. I feel a sense of belonging to this campus.
Q96. Overall, I am satisfied with my experience with this college.

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Conclusions

1) Approximately one-third of students were familiar with the mission statement of the college (38% strongly agreed or agreed), while another one-third of students were not familiar with it (38% strongly disagreed or disagreed). However, the majority of the students knew where to find college policies that affect them as a student (60% strongly agreed or agreed).

2) When asked about the satisfaction with the quality of services, all of the following services received 70% or greater (very satisfied or satisfied): Open Computer Labs, Course Registration Process, Admission Application Process, Academic Counseling, and General Information on the College Website. All other services (Library, Financial Aid Services, Assessment/Testing Services, Tutoring Services, Transfer Center DSPS, EOPS, Student Health Services, New Student Orientation, Child Care Services, Audio-visual Services and TRIO Services) received 66% or less on very satisfied or satisfied. Most of these also had the highest neutral ratings and the highest count of those who reported "I have not used this service/resource."

3) The majority of students believed that there was a sufficient number of General Education courses offered each semester in order to complete their educational goals within a reasonable time period (63% strongly agreed or agreed). A little more than half of the students believed that there was a variety of courses offered within each major each semester in order to complete their educational goals within a reasonable time period (56% strongly agreed or agreed and 21% neutral).

4) All of the questions in the Instruction section of the survey rated high overall. The majority of students agreed that they felt at ease talking to the instructor outside of the classroom (78% strongly agreed or agreed). When asked about the instructors attempt to be fair and objective in their presentation of course materials and establishing clearly defined grading parameters, most students strongly agreed or agreed (87% and 88%, respectively) that instructors met these criteria. A lesser majority believed that instructors cared about student success and were available to help students outside of class (78% and 79%, respectively strongly agreed or agreed).

5) In regards to instruction, the majority of students believed that the courses they took would help prepare them for future employment or transfer to a 4-year university (79% and 81%, respectively strongly agreed or agreed). Similarly, the majority of students strongly agreed or agreed (78%) the amount of homework in most of their classes was appropriate. In addition, the majority of students were satisfied with the overall quality of instruction, the instructor's use of technology in and out of the classroom, and the course content in most of their classes (83%, 77% & 85% respectively strongly agreed or agreed).

6) Several questions were asked regarding course scheduling. The majority of students were satisfied with the flexibility of the course scheduling offered (73% strongly agrees or agreed) and were satisfied with the days and times the courses were offered (72% strongly agreed or agreed).

7) The majority of students strongly agreed or agreed that instructors informed them about the types of skills and learning outcomes they were expected to master, as well as how they will be assessed prior to beginning an assignment or test (80% and 79%, respectively).

8) When asked about course scheduling of online courses, the majority of students agreed with the effectiveness of online courses for completing educational objectives and the availability of online courses to fit student need (63% and 58%, respectively strongly agreed or agreed). However, there were a relatively large number of students who were neutral or responded that they have not used this

resource, indicating that many students may not be engaged in using online courses to formulate an opinion on this topic.

9) Most students believe that the admissions staff was helpful throughout the application and registration processes and that the Reg-e registration process was user friendly (74% and 86%, respectively). In regards to the assessment tests, about two-thirds of students believed that they were informed about the importance of the assessment tests prior to taking them, that the reading/writing and math assessment tests helped them enroll in the appropriate English and math class level, that the counselors clearly explained the assessment results to them and the assessment test were offered at times convenient to them (61%-68%, respectively).

10) A little more than half of the students believed that the new student orientation was well-organized and provided an effective student orientation that helped them adapt to the college environment (57% and 55%, respectively strongly agreed or agreed). There were also a relatively large number of students who were neutral or responded that they have not used this resource, indicating that many students may not be engaged in the new student orientation to formulate an opinion on this topic.

11) The majority of students believed that counselors were available at times convenient to them (71% strongly agreed or agreed). Moreover, when asked whether the counseling sessions helped to clarify and select courses pertinent to students' educational goals, 69% of students strongly agreed or agreed. Slightly more students believed that counselors helped them understand course prerequisites and that the counseling sessions were informative and helpful (72% each). A lesser majority strongly agreed or agreed that counselors cared about students as individuals and was concerned about student academic success (60% and 61%, respectively).

12) The majority of students believed that financial aid information was available to them when needed (69% strongly agreed or agreed) and that the fee refund policies were reasonable (64% strongly agreed or agreed). For both items, about one-quarter of students responded to the not using the service/resource category (27% and 25%, respectively of total responses).

13) Many students believed that they were adequately informed about their academic progress (64% strongly agreed or agreed). However, fewer students believed that the college was responsive in helping them improve their academic performance (59% strongly agreed or agreed).

14) When asked about personal development, which assessed students perceptions of their overall personal development based upon their college experiences, most students believed that their college experience has contributed to a better understanding and appreciation of diversity, that their college education helped them understand themselves better and that they have gained knowledge in different subject areas (70%, 71% and 84%, respectively).

15) In regards to personal development, a little more than half of the students believed they gained computer knowledge (53% strongly agreed or agreed). More students believed that they had learned about other parts of the world and other cultures (63% strongly agreed or agreed). Similarly, 68% of respondents strongly agreed or agreed they had improved their interpersonal skills by interacting with people on campus. These three items also received a relatively high number of neutral responses (23-26%, respectively). The majority of students strongly agreed or agreed (82%) that they felt comfortable in the college environment. A lesser majority, though still a majority believed they were treated with respect at the college (79% strongly agreed or agreed).

16) Most students believed that the library's collection of materials and resources were adequate (59% strongly agree or agree and 20% neutral) and one-fifth of students indicated that they had not used this resource.

17) The campus bookstore and cafeteria services were rated highest in both level of importance and satisfaction. The rest of the services were comparable to one another in terms of level of importance and satisfaction with the overall quality of services on campus. Parking availability was the only item that rated highest in both dissatisfaction and level of importance with the overall quality of service on campus.

18) The majority of students believed that the classrooms were equipped with updated computers and software (72% strongly agreed or agreed). Even more students believed that the availability of open computer labs were sufficient to meet student's educational needs (75% strongly agreed or agreed).

19) The majority of students believed that the college facilities were adequate for instruction, study space and adequately maintained (77%, 69% & 77%, respectively strongly agreed or agreed). Most students believed that the exterior features of the campus buildings and the interior of the offices and buildings were adequately maintained (75% and 74%, respectively strongly agreed or agreed). When asked about the adequacy of the exterior lighting of the campus, 72% of students strongly agreed or agreed. The majority of students strongly agreed or agreed (76%) that they felt safe on campus.

20) All of the questions in the Decision-making Roles and Processes section of the survey, which assessed the extent to which students have a voice and presence in the decision-making process and matters associated with programs and services offered at the college, rated low compared to all of the other items in the survey with the exception of the Board and Administrative Organization section. Most of the services received 46% or less on agreement (strongly agree and agree) and had relatively high neutral ratings (40%-44%, respectively).

21) Similar to the Decision-making roles and Processes section, all of the questions in the Board and Administrative Organization section of the survey, which assessed the college president's effectiveness as a leader and his/her ability to communicate with the students, rated low compared to all of the other items in the survey. About half the students provided neutral responses to the two survey items in this section (49% and 46%, respectively). Both items also received a relatively high number of responses to the "I have not used this service/resource" category (25% and 24%, respectively of total responses).

22) Approximately half of students agreed that they felt a sense of belonging to the campus (52% strongly agreed or agreed and 33% neither agreed nor disagreed). Even more students agreed they felt satisfied with their overall college experience (74% strongly agreed or agreed).

Recommendations

1. Use the Spring 2009 Student Satisfaction Survey as a baseline for future survey and administer the survey every three years rather than every six years.

2. Find new ways to promote student support services so that more students are aware of the services and more students make use of the services.

3. Continue to communicate regularly and more broadly on the construction and facilities improvement plans, including building openings and renovation projects. All students should be aware that their needs in these areas are central and being considered. Of particular immediate importance is to find ways to better promote the new Arts & Music building and newly constructed parking lots.

4. Administer regular narrowly focused (5-10 items) surveys that are topical and get at immediate concerns. For example, a parking and/or facilities satisfaction survey should be administered in Spring 2010 to measure the difference in satisfaction once the parking lots and other construction come on line.

5. If this survey is to be administered in the future, adjust the Board & Administration section. Many of the questions were irrelevant to the student and difficult to respond.

6. Consider an assessment of the food services on campus and ways to improve the cafeteria selection and cleanliness.

APPENDIX A
Survey Instrument

Student Feedback Survey
San Diego Community College District

Thank you for taking our survey. Your feedback is important to us. This survey is designed to measure your 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 college experience. Your input will help the college strengthen future educational programs and services. All information will be collected and processed by our District Institutional Research Office. The information you share with us will be used for research purposes only and will remain strictly confidential.

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 the majority of your classes? (Please select all that apply.)
    1) City College   4) ECC
    2) Mesa College   5) Continuing Education Center
    3) Miramar College

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

1	2	3	4	5	6
Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	I have not used this service/resource
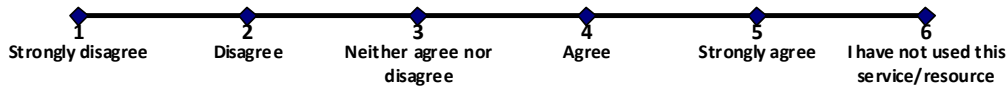
5. I am familiar with the mission statement of my college.

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

The College offers instructional programs, student services, library and learning support services, and all other resources that facilitate and enhance teaching and learning. Based on your experience with this college, please mark the level of SATISFACTION with the overall quality of the areas listed below:

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

1	2	3	4	5	6
Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	I have not used this service/resource
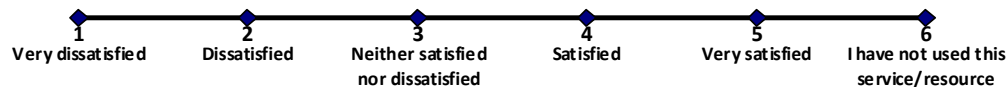
7. Academic Counseling

8. Financial Aid Services

9. Tutoring Services

10. Transfer Center

11. Library

Office of Institutional Research and Planning

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

1	2	3	4	5	6
Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	I have not used this service/resource
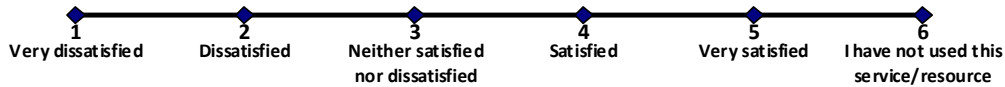
12. DSPS (Disabled Student Programs and Services)

13. EOPS (Educational Opportunities Programs & Services)

14. Student Health Services

15. Open Computer Labs

16. Admissions Application Process

17. New Student Orientation

18. Course Registration Process

19. Child Care Services

20. Audio-visual Services

21. Assessment/Testing Services

22. General Information on the College Website

23. TRIO Services

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

1	2	3	4	5	6
Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	I have not used this service/resource
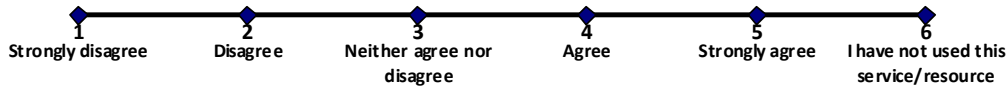
Course Availability

24. 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.

25. 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

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

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

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

29. Instructors care about their students' success.

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

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

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

33. The amount of homework in most of my classes is appropriate.

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

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

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

Office of Institutional Research and Planning

1	2	3	4	5	6
Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	I have not used this service/resource
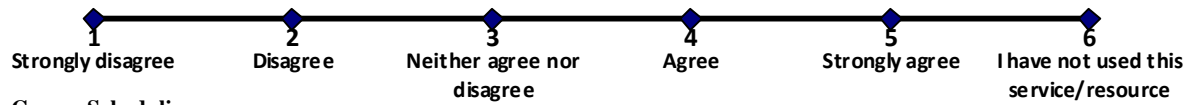
Course Scheduling

37. I am satisfied with the flexible course scheduling offered (8 week courses, short-term courses, weekend courses).

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

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

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

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

42. My instructors tell me how I will be assessed before beginning an assignment or test.

Admission and Course Registration

43. Admissions staff were helpful throughout the application and registration processes.

44. The Reg-e registration process is easy to use.

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

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

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

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

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

50. Counselors/assessment staff clearly explained the assessment results to me.

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

52. Counselors were available at times that were convenient for me.

53. The counseling session(s) helped me clarify my education goal and select courses I need to attain my educational goal.

54. The counselor(s) helped me understand course prerequisites.

55. Counseling session(s) are informative and helpful.

56. Counselors care about me as an individual.

57. Counselors are concerned about my academic success.

Financial Aid and Fees

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

59. Fee refund policies are reasonable.

Follow-up of Student Academic Status

60. I am adequately informed about my academic progress.

61. My college is responsive in helping students improve academic performance.

Personal Development

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

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

64. I have gained knowledge in different subject areas.

65. I have gained computer skills.

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1	2	3	4	5	6
Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	I have not used this service/resource
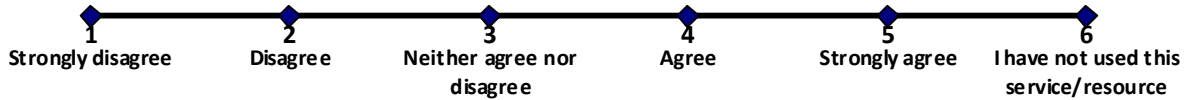
66. I have learned about other parts of the world and other cultures.

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

68. I feel comfortable in this college environment.

69. I am treated with respect at this college.

Library and Learning Support Services

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

The college offers instructional programs, student services, library and learning support services, and all other resources that facilitate and enhance teaching and learning. Based on your experience with this college, please rate the level of IMPORTANCE of the overall quality of the areas listed using the scale below.

Please rate the level of importance of the quality of the following services/resources using the scale below:

1	2	3	4	5	6
Very Unimportant	Unimportant	Neither Important or Unimportant	Important	Very Important	I have not used this service/resource
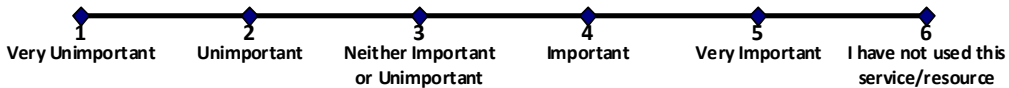
71. Parking Availability

72. Campus Bookstore Services

73. Student Clubs and Activities

74. Student Government Organization (Associated Students)

75. Cafeteria Services

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

1	2	3	4	5	6
Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	I have not used this service/resource
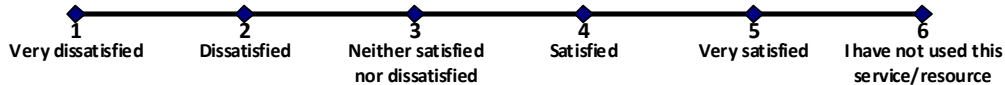
76. Parking Availability

77. Campus Bookstore Services

78. Student Clubs and Activities

79. Student Government Organization (Associated Students)

80. Cafeteria Services

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

1	2	3	4	5	6
Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	I have not used this service/resource
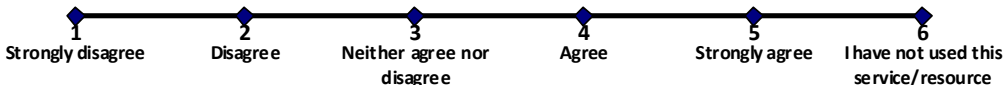
Technology Resources

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

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

31

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1	2	3	4	5	6
Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	I have not used this service/resource
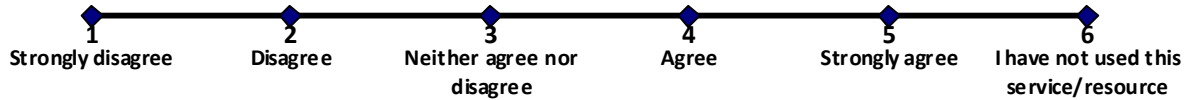
Physical Resources

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

84. There is adequate study space on campus.

85. The grounds are adequately maintained.

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

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

88. The exterior lighting of the college is adequate.

89. I feel safe on campus.

Decision-making Roles and Processes

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

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

92. Student government has a strong presence on campus.

Board and Administrative Organization

93. The college president provides effective leadership.

94. The college president communicates effectively with the students.

Overall Questions

95. I feel a sense of belonging to this campus.

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

Demographics

97. What is your gender?
   1) Female   2) Male

98. What is your age group?
   1) Under 18
   2) 18-24
   3) 25-29
   4) 30-39
   5) 40-49
   6) 50 or more

99. What 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

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

1. Please add other comments or suggestions related to Instruction, Instructional support services, and/or Instructional facilities at the college.

2. Please add other comments or suggestions related to Student Services and student support programs, and/or Student Services facilities at the college.

3. Please add other comments or suggestions related to your overall experience at this college.

Thank you for taking the survey!

APPENDIX B
Item Analysis

Q1		
	Count	Percent
City College	19	2%
Mesa College	64	8%
Miramar College	684	89%
ECC (Educational Cultural Complex)	0	0%
Continuing Education Center	0	0%
Total	**767**	**100%**

Q2		
	Count	Percent
1 semester	159	19%
2 to 3 semesters	159	40%
4 to 6 semesters	330	30%
7 to 9 semesters	73	9%
10 or more semesters	22	3%
Total	**833**	**100%**

Q3		
	Count	Percent
1-3 units	96	12%
4-6 units	122	15%
7-9 units	140	17%
10-12 units	233	28%
More than 12 units	237	29%
Total	**828**	**100%**

Q4		
	Count	Percent
On campus	635	78%
Online	13	2%
Both on campus and online	168	21%
Total	**816**	**100%**

Q97		
	Count	Percent
Female	354	47%
Male	393	53%
Total	**747**	**100%**

Q98		
	Count	Percent
Under 18	13	2%
18-24	459	57%
25-29	139	17%
30-39	103	13%
40-49	57	7%
50 or more	31	4%
Total	**802**	**100%**

Q99		
	Count	Percent
African American/Black Non-Hispanic	38	5%
American Indian/Alaskan Native	13	2%
Asian/Pacific Islander	149	20%
Filipino	104	14%
Hispanic/Latino	121	16%
White Non-Hispanic	277	38%
Other Non-White	36	5%
Total	**738**	**100%**

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	Mission and Policies							

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

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Mean Response	I have not used this service/resource	Total
Q5	134	147	175	193	86	2.93	96	831
	18%	20%	24%	26%	12%		12%	100%
Q6	76	105	130	288	165	3.47	67	831
	10%	14%	17%	38%	22%		8%	100%

	Student Support Services							

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

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	Mean Response	I have not used this service/resource	Total
Q7	19	64	115	319	233	3.91	80	830
	3%	9%	15%	43%	31%		10%	100%
Q8	18	42	170	178	184	3.79	236	828
	3%	7%	29%	30%	31%		29%	100%
Q9	17	24	162	164	117	3.70	346	830
	4%	5%	33%	34%	24%		42%	100%
Q10	11	29	167	179	96	3.66	347	829
	2%	6%	35%	37%	20%		42%	100%
Q11	38	51	146	259	189	3.75	150	833
	6%	7%	21%	38%	28%		18%	100%
Q12	6	11	152	78	50	3.52	537	834
	2%	4%	51%	26%	17%		64%	100%
Q13	7	16	150	87	79	3.63	491	830
	2%	5%	44%	26%	23%		59%	100%
Q14	5	23	148	102	81	3.64	469	828
	1%	6%	41%	28%	23%		57%	100%
Q15	10	21	101	195	271	4.16	234	832
	2%	4%	17%	33%	45%		28%	100%
Q16	9	20	147	259	240	4.04	160	835
	1%	3%	22%	38%	36%		19%	100%
Q17	11	29	180	135	104	3.64	372	831
	2%	6%	39%	29%	23%		45%	100%
Q18	14	38	112	301	282	4.07	85	832
	2%	5%	15%	40%	38%		10%	100%
Q19	10	13	144	67	49	3.47	547	830
	4%	5%	51%	24%	17%		66%	100%
Q20	7	22	141	93	54	3.52	511	828
	2%	7%	44%	29%	17%		62%	100%
Q21	16	29	181	206	119	3.70	281	832
	3%	5%	33%	37%	22%		34%	100%
Q22	13	37	159	310	207	3.91	106	832
	2%	5%	22%	43%	29%		13%	100%
Q23	9	10	155	67	50	3.48	539	830
	3%	3%	53%	23%	17%		65%	100%

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Course Availability							

Please rate your level of agreement with the following statements using the scale below							
Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Mean Response	I have not used this service/resource	Total
Q24	35	126	129	347	164	3.60	33	834
	4%	16%	16%	43%	20%		4%	100%
Q25	56	127	169	293	155	3.46	31	831
	7%	16%	21%	37%	19%		4%	100%

Instruction							

Please rate your level of agreement with the following statements using the scale below							
Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Mean Response	I have not used this service/resource	Total
Q26	21	27	125	319	307	4.08	34	833
	3%	3%	16%	40%	38%		4%	100%
Q27	15	24	70	376	336	4.21	11	832
	2%	3%	9%	46%	41%		1%	100%
Q28	15	21	68	363	360	4.25	7	834
	2%	3%	8%	44%	44%		1%	100%
Q29	16	28	133	331	313	4.09	9	830
	2%	3%	16%	40%	38%		1%	100%
Q30	20	31	112	342	271	4.05	56	832
	3%	4%	14%	44%	35%		7%	100%
Q31	14	27	131	327	317	4.11	17	833
	2%	3%	16%	40%	39%		2%	100%
Q32	18	24	111	341	300	4.11	41	835
	2%	3%	14%	43%	38%		5%	100%
Q33	23	41	116	404	243	3.97	8	835
	3%	5%	14%	49%	29%		1%	100%
Q34	17	34	90	394	292	4.10	6	833
	2%	4%	11%	48%	35%		1%	100%
Q35	15	37	131	365	274	4.03	13	835
	2%	5%	16%	44%	33%		2%	100%
Q36	17	27	78	420	285	4.12	10	837
	2%	3%	9%	51%	34%		1%	100%

Course Scheduling							
Please rate your level of agreement with the following statements using the scale below							
Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Mean Response	I have not used this service/resource	Total
Q37	27	63	122	340	227	3.87	53	832
	3%	8%	16%	44%	29%		6%	100%
Q38	30	72	131	357	224	3.83	19	833
	4%	9%	16%	44%	28%		2%	100%
Q39	35	36	144	185	169	3.73	260	829
	6%	6%	25%	33%	30%		31%	100%
Q40	22	74	150	200	132	3.60	254	832
	4%	13%	26%	35%	23%		31%	100%
Q41	13	23	133	387	256	4.05	21	833
	2%	3%	16%	48%	32%		3%	100%
Q42	19	32	119	386	265	4.03	11	832
	2%	4%	14%	47%	32%		1%	100%

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Admission and Course Registration (Matriculation)

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

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Mean Response	I have not used this service/resource	Total
Q43	22	31	153	328	229	3.93	68	831
	3%	4%	20%	43%	30%		8%	100%
Q44	16	23	77	290	401	4.29	21	828
	2%	3%	10%	36%	50%		3%	100%
Q45	23	12	140	151	88	3.65	411	825
	6%	3%	34%	36%	21%		50%	100%
Q46	18	27	159	149	99	3.63	374	826
	4%	6%	35%	33%	22%		45%	100%
Q47	42	40	171	256	160	3.68	156	825
	6%	6%	26%	38%	24%		19%	100%
Q48	54	41	153	221	161	3.63	195	825
	9%	7%	24%	35%	26%		24%	100%
Q49	42	47	131	236	160	3.69	214	830
	7%	8%	21%	38%	26%		26%	100%
Q50	37	49	163	219	163	3.67	195	826
	6%	8%	26%	35%	26%		24%	100%
Q51	33	24	143	236	187	3.83	180	803
	5%	4%	23%	38%	30%		22%	100%
Q52	31	43	138	314	207	3.85	95	828
	4%	6%	19%	43%	28%		12%	100%
Q53	32	52	138	294	212	3.83	101	829
	4%	7%	19%	40%	29%		12%	100%
Q54	28	43	138	315	214	3.87	94	832
	4%	6%	19%	43%	29%		11%	100%
Q55	27	41	138	297	230	3.90	95	828
	4%	6%	19%	41%	31%		12%	100%
Q56	34	61	205	248	191	3.68	92	831
	5%	8%	28%	34%	26%		11%	100%
Q57	32	53	202	261	190	3.71	93	831
	4%	7%	27%	35%	26%		11%	100%

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Financial Aid and Fees

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

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Mean Response	I have not used this service/resource	Total
Q58	27	37	123	223	195	3.86	224	829
	4%	6%	20%	37%	32%		27%	100%
Q59	23	42	156	235	162	3.76	208	826
	4%	7%	25%	38%	26%		25%	100%

Follow-up of Student Academic Status

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

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Mean Response	I have not used this service/resource	Total
Q60	40	57	184	314	176	3.69	54	825
	5%	7%	24%	41%	23%		7%	100%
Q61	30	55	229	285	161	3.65	69	829
	4%	7%	30%	38%	21%		8%	100%

Personal Development

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

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Mean Response	I have not used this service/resource	Total
Q62	26	35	185	335	225	3.87	21	827
	3%	4%	23%	42%	28%		3%	100%
Q63	29	37	167	340	239	3.89	17	829
	4%	5%	21%	42%	29%		2%	100%
Q64	20	17	90	391	294	4.14	17	829
	2%	2%	11%	48%	36%		2%	100%
Q65	57	82	214	238	161	3.48	74	826
	8%	11%	28%	32%	21%		9%	100%
Q66	35	51	198	271	215	3.75	48	818
	5%	7%	26%	35%	28%		6%	100%
Q67	28	47	186	335	204	3.80	17	817
	4%	6%	23%	42%	26%		2%	100%
Q68	18	23	109	391	264	4.07	14	819
	2%	3%	14%	49%	33%		2%	100%
Q69	17	20	133	377	260	4.04	11	818
	2%	2%	16%	47%	32%		1%	100%

40

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Library and Learning Support Services

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

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Mean Response	I have not used this service/resource	Total
Q70	54	78	131	224	153	3.54	177	817
	8%	12%	20%	35%	24%		22%	100%

Facilities and Organizations (Importance)

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

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Very Unimportant	Unimportant	Neither Important nor Unimportant	Important	Very Important	Mean Response	I have not used this service/resource	Total
Q71	61	28	74	172	438	4.16	40	813
	8%	4%	10%	22%	57%		5%	100%
Q72	29	30	123	303	307	4.05	25	817
	4%	4%	16%	38%	39%		3%	100%
Q73	50	76	223	211	103	3.36	155	818
	8%	11%	34%	32%	16%		19%	100%
Q74	59	74	226	177	100	3.29	177	813
	9%	12%	36%	28%	16%		22%	100%
Q75	38	40	156	268	225	3.83	89	816
	5%	6%	21%	37%	31%		11%	100%

Facilities and Organization (Satisfaction)

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

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	Mean Response	I have not used this service/resource	Total
Q76	236	189	120	155	66	2.51	48	814
	31%	25%	16%	20%	9%		6%	100%
Q77	37	86	199	322	136	3.56	31	811
	5%	11%	26%	41%	17%		4%	100%
Q78	27	39	217	142	65	3.37	322	812
	6%	8%	44%	29%	13%		40%	100%
Q79	22	31	230	129	59	3.37	339	810
	5%	7%	49%	27%	13%		42%	100%
Q80	53	77	171	254	120	3.46	139	814
	8%	11%	25%	38%	18%		17%	100%

Technology Resources

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

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Mean Response	I have not used this service/resource	Total
Q81	22	39	112	271	182	3.88	183	809
	4%	6%	18%	43%	29%		23%	100%
Q82	20	29	114	279	194	3.94	181	817
	3%	5%	18%	44%	31%		24%	100%

Physical Resources

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

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Mean Response	I have not used this service/resource	Total
Q83	12	43	123	421	194	3.94	16	809
	2%	5%	16%	53%	24%		2%	100%
Q84	25	61	148	363	170	3.77	41	808
	3%	8%	19%	47%	22%		5%	100%
Q85	14	30	140	419	193	3.94	13	809
	2%	4%	18%	53%	24%		2%	100%
Q86	14	36	151	403	189	3.90	15	808
	2%	5%	19%	51%	24%		2%	100%
Q87	18	40	154	402	180	3.86	17	811
	2%	5%	19%	51%	23%		2%	100%
Q88	24	67	131	391	178	3.80	20	811
	3%	8%	17%	49%	23%		3%	100%
Q89	15	41	135	373	232	3.96	12	808
	2%	5%	17%	47%	29%		2%	100%

Decision-Making Roles and Processes

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

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Mean Response	I have not used this service/resource	Total
Q90	34	63	266	195	103	3.41	144	805
	5%	10%	40%	30%	16%		18%	100%
Q91	41	68	273	194	93	3.34	137	806
	6%	10%	41%	29%	14%		17%	100%
Q92	64	78	276	142	72	3.13	174	806
	10%	12%	44%	22%	11%		22%	100%

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Board and Administrative Organization

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

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Mean Response	I have not used this service/resource	Total
Q93	44	51	294	133	81	3.26	203	806
	7%	8%	49%	22%	13%		25%	100%
Q94	62	66	278	125	76	3.14	193	800
	10%	11%	46%	21%	13%		24%	100%

Overall Questions

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

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Mean Response	I have not used this service/resource	Total
Q95	45	78	251	266	131	3.47	34	805
	6%	10%	33%	35%	17%		4%	100%
Q96	21	38	148	361	219	3.91	11	798
	3%	5%	19%	46%	28%		1%	100%

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APPENDIX C
Accreditation Matrix

San Diego Community College District
Student Satisfaction Survey 2009

Accreditation Standards Matrix	Student Survey Items
I.A.1	5
I.B.4	90 - 92
II.A.1.a	7- 25, 30 - 32, 36 - 42
II.A.1.b	31, 32, 34, 35, 39, 40, 41, 65, 81 - 83
II.A.1.c	33, 34, 41, 42
II.A.2.a	28, 42
II.A.2.b	
II.A.2.c	24 - 25, 26, 28 - 34, 37 - 40, 42
II.A.2.d	35, 39, 40, 65
II.A.2.e	24, 25, 36 - 40
II.A.2.f	
II.A.2.g	
II.A.2.h	28, 41, 42
II.A.2.i	
II.A.3.a	36, 41, 62, 63, 64, 66
II.A.3.b	31, 32, 35, 36, 62 - 67
II.A.3.c	36, 62 - 64, 66 - 69
II.A.4	31, 32, 64, 65
II.A.5	31, 64, 65
II.A.6.a	6, 22
II.A.6.b	6, 22
II.A.6.c	6, 22
II.A.7.a	6, 22
II.A.7.b	6, 22
II.A.7.c	6, 22
II.B.1	7 - 23, 43 - 57, 71 - 80
II.B.2.a	6, 22, 58
II.B.2.b	6, 22
II.B.2.c	6, 22
II.B.2.d	6, 22
II.B.3.a	7 - 23, 43 - 57, 71 - 80
II.B.3.b	62, 63, 66 - 69
II.B.3.c	7, 10, 12, 13
II.B.3.d	62, 63, 66 - 69
II.B.3.e	16, 21

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Accreditation Standards Matrix	Student Survey Items
II.B.3.f	
II.B.4	7 - 23, 43 - 57
II.C.1.a	11, 15, 35, 39, 40, 70, 81, 82
II.C.1.b	11, 39, 40
II.C.1.c	11, 15, 39, 40, 70, 81
II.C.1.d	11, 15, 39, 40, 70, 82, 89
II.C.1.e	11, 70
II.C.2	11, 70
III.B.1.a	71, 72, 75 - 77, 80, 83 - 89
III.B.1.b	71, 72, 75 - 77, 80, 83 - 89
III.C.1.a	35, 70, 81, 82
III.C.1.b	35, 65
III.C.1.c	81, 82
III.C.1.d	81, 82
IV.A.1	73, 74, 78, 79, 90 - 92, 95
IV.A.2.a	73, 74, 78, 79
IV.A.2.b	
IV.A.3	73, 74, 78, 79, 90 - 92, 94
IV.B.2.a	93
IV.B.2.b	93
IV.B.2.c	93
IV.B.2.d	93
IV.B.2.e	93, 94

APPENDIX D
Verbatim Comments

Q1. Please add other comments or suggestions related to Instruction, Instructional support services, and/or Instructional facilities at the college

1) While I am satisfied with instruction at Miramar I would offer a few suggestions. The university should offer all the classes necessary to complete your certification. I currently have to travel to City College and Mesa College to complete the music certification program.
2) There needs to be more, and better maintained art buildings.
3) I would like more music and art programs at Miramar. I am actively trying better myself as a musician, and music producer but have limit resource at Miramar College.
4) We need more arts classes at this college. I live right across the street from Miramar College and there should be no need for me to commute. Personally I do not have the funds nor the time to be forced to commute and I know plenty of students who feel the same way. With more arts classes ie. band, dance, or even photography Miramar College will get the attention it needs.
5) The amount of fine arts classes at Miramar is pathetic. We need more music programs. As a declared music major, I am extremely dissatisfied with the music classes offered here. Give us the attention you have already shown Mesa and City
6) There is not enough room, or technological advancements at the music class. The classes in my major are not available to me, and I had to take some of my classes at other colleges. Not enough lab time.
7) There are not enough professors provided for the music classes. I do not want to be told or forced, by default, to have to take the music course I desire at another college. Not enough budget is being put toward the music courses we need for a decent lecture/example/demonstration.
8) You should be able to purchas a parking permit at the bookstore. I work & only take night classes, getting a permit was ridiculous. I had to take off work!!
9) Financial aid should be available to military dependants.
10) Instruction for the most part is poor, except for *****. They do not offer enough courses in this program at Miramar after you've taken all of City's requirements
11) Classrooms are very out-dated and old, especially at City College. Not enough of the major classes are offered from semester to semester – especially in the paralegal program!
12) Would like night classes to start at 5:30 or 6. More online classes would be good.
13) The walk from parking to the Police Academy for paralegal students is very dark and unsafe. Students with the late classes should be able to use staff parking directly by the academy for safety
14) I have used your math tutoring. However, it is very difficult to obtain the necessary tutoring when you cannot understand the tutor because of their poor english skills.
15) Paralegal program offers top notch professors & they are all interested in our success!
16) The staff in the computer lab needs to be better educated in the software courses offered. I went in for help with Excel 2007 and none of the five people working there knew Excel 2007.
17) ? on-line classes school needs the student in class
18) I feel punctuality needs to be addressed by the teacher to the students more often.

19) More online classes for majors are needed

20) The cafeteria services at this college campus is extremely inadequate. At times I question hygene of the food handlers & have quit eating at the school cafeteria. It is overpriced & food selection is horrible. Energy drinks are twice the cost of any store. Something needs to be done immediately.

21) They need more staffs at the admissions

22) Instruction, instructional support services, and instructional facalities are satisfactory.

23) They should have more staffs to helps students.

24) Overall good

25) Lower prices at the cafeteria.

26) The cafeteria on campus is too expensive for a college student to aford a meal.

27) I feel that at time, the bar can be set too low and we don't get enough out of the class to come out with any benifitial skill, or learn it to a high enough level of proficiency. This is especially the case with taking courses with the intention of transfering to a 4-year university. I also feel that programs that teach people marketable skills should be emphasized more as far as "marketing" to potential students, as well as increased funding for proper equipment for the students to learn properly on.

28) More parking!!!!!!!!!

29) Due to how many units I have (a lot) it is very hard to register for classes because I have a late registration date. This was very frustrating because I only needed 2 classes & it was impossable to get 1 with my late date.

30) Not applicable

31) Teachers in this program are GREAT!!! However, we (students) need better resourses, like technical manuals, to cover all of the needs of the shop check-out

32) Miramar College does not advertise the aviatien department. Need more students to help program run smoother.

33) Speed bumps in parking (are too high, so much so that my car has been high centred on them numerous times. And one broke my exhaust off.

34) No tax for students @ cafeteria… but it is overpriced… its not even tasty!

35) Why do we have to take so many notes! My wrist is already tired from other stuff--- I met some one the other day.

36) Avia Tech needs additional classroom so we won't be having lab first before lecture. Or for more available classes.

37) Lab/workshop equipment, reference manuals & facilities would benefit significantly with further investment

38) Don't be boring

39) N/A

40) Avim instructors are top notch! ***** is a genius!

41) A bit premature for evals considering this is week 2.

42) Campus staff is great, and are available when help is needed.

43) Parking Sucks

44) Parking is a major problem.

45) More classes in some subjects need to be added.

46) Overall Miramar is a great stepping stone towards a 4-year university. Instruction is truly the highlight of my experience here.

47) Teachers should have a bigger budget for printing their papers.

48) Teachers be more flexible & in w/the time. We definitely need more classrooms. Not to mention parking spaces. Library needs new computers. We need a bigger library!

49) I like the instructional support services.

50) More access to academic journals/other online databases?

51) Make the cafeteria prices more reasonable.

52) I don't use services noted in questions 7-11

53) It seems like now there is too much online work for classes that are not online classes. Reg-e & online class enrollment is confusing.

54) I do not think the couseling services are adequate. They are not helpful and forgot to add classes, resulting in more work for me. ***** was the only conseler I likes/like.

55) Fix parking problem

56) More parking.

57) Parking needs more space.

58) I don't get any instructions about services or facilities. I never heard it. This is the first time I'm doing the survey, which I found out there are many services I never know.

59) Instructors seemed to be prepared except new teachers that I've encountered with. Classrooms are equipped w/what we needed which are good

60) There should be more information on the school's website or flyers that allows people to understand what programs are being offered.

61) Lower book and food prices

62) Need more parking in the mornings

63) These are all good.

64) Provide more English classes. I had trouble and couldn't get into one this semester.

65) No more bungalow please!!

66) Please fix the parking or adjust the price.

67) Instructors need to have a set of office hours so students can use when needed. Instructors need to be more available.

68) Counseling: City: Average   Mesa: Terrible   Miramar: Awesome

69) Miramar needs more facilities and more funding towards performing arts & music.

70) More extracurricular programs/classes   Art/Music

71) Miramar does not offer enough courses. There should be more classes.

72) * More music & art classes and programs in all areas

73) Miramar college needs to stay up to date with the real world.

74) Not enough classes offered.

75) Need a better library, music & photo programs

76) It would be better if we had more music classes at <u>Miramar</u> such as music theory and if we had more proffesional gear at my electronic music studio class

77) Need better arts programs at Miramar. Not fair to commute to Mesa.

51

78) I am disappointed I was unable to take enough units in the semester

79) *Library not open long enough to study. Testing office offer TEAS test & for nursing

80) The parking situation is absolutely terrible!

81) Do not do construction on 2/3 parking lots at the same time!

82) I believe it is difficult to meet with professors away from the classroom.

83) Personally I feel some teachers treat us like high school students.

84) I think that the online courses sould be a little better.

85) This survey is way to long!

86) Please let us know how to get more funding & classes for the school system.

87) I really enjoy being at this campus. My instructors are wonderful! They all take the time needed to clarify and answer questions.

88) One of the ladies in the computer lab is very unhelpful and rude. When I ask for help she tells me to troubleshoot the computer and or have someone else who is lousy with a different student help me also.

89) We need more parking

90) Parking is important.

91) Good

92) No other comment.

93) I would love to see more early morning (ending before 9am) classes in PE.

94) – Need more parking spots! – Would help to have more announcements for scholarships that are available to the students. – Any help wanted on campus to be announced as well.

95) N/A

96) Get more technology.

97) Get bigger desks. I am really tall.

98) Fun

99) Went to two different counselors, both gave me extra classes that were not a pre-requisite and wasted my money + time, the classes did not pertain to my major.

100) Can we have more classes availabity on campus and on line

101) For harder courses more time in classroom would be useful. Such as Mesa's 3 classes aweek, insted of trying to cram into 1 or 2 sessions.

102) More parking, less fences.

103) There needs to be more online classes!

104) Fix the parking room sitation I've spent up to 20 min finding a spot

105) Some teachers incorporate their political views into a class where it is neither needed or helpful to the learning process.

106) Parking is terrible

107) This is my only class and my first semester at this college.

108) Would like to have print making offered

109) Enjoy

110) Enjoy

111) Maybe more class times can be added? I understand w/budget cuts it's hard to pay teachers but brainstorm!

112) Make registering for classes as easy as possible. Make blackboard less confusing. College

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website too confusing.
113) OK
114) The chairs/desks that are conectted are not comfotable. I can't sit in them for three hours. And it sucks when ifs a 3 hour class.
115) Please open the library on weekends. Please add staff to the library.
116) The loudest people in the library are usually the librarian chatting when I am trying to study & not enough seats for students.
117) I have only done the online classes so far. So far I like the teachers and and environment.
118) We need more classes and smaller class sizes.
119) parking is horrible. cafeteria has much to be desired.. is way too expensive, staff seems not so eager to help and serve.
120) Library hours need to be open on weekends, and librarians are needed to help students. Bookstore has too many people "working" there with nothing to do. Many classrooms are not clean.
121) I wish I had come to Miramar a few years from now. I'm transferring to CSUMB in the fall. I really feel like sitting in bungalow classrooms is academically countermotivational. Having my English classes in the science building really doesn't make me feel like the community college route I took in order to save money for two years was a good idea. I haven't had every professor, but from what I've experienced in my two semesters here (I spent last year at Shasta College in Redding), it seems like Miramar needs to diversify the faculty by adding new members from more ethnicities and different socio-economic statuses.

Q2. Please add other comments or suggestions related to Student Services and student support programs, and/or Student Services facilities at the college.

1) N/A
2) Cheaper more healthier food alternatives.
3) There are not enough professors provided for the music classes. I do not want to be told or forced, by default, to have to take the music course I desire at another college. Not enough budget is being put toward the music courses we need for a decent lecture/example/demonstration.
4) You should be able to purchas a parking permit at the bookstore. I work & only take night classes, getting a permit was ridiculous. I had to take off work!!
5) Very dissatisfied with counseling services at City College. I have been trying to make an appt w/a counselor since October & every time I am told to check back the following week because all appts are full. I went to Miramar today for the first time & was able to make an appt for next week. Dissatisfied with instruction regarding the Miramar/City joint paralegal program. Depending on who I ask, I get a different answer re: the classes needed and at which college campus I can take them at.
6) Lighting in Bldg A @ Miramar going up & down stairs is inadequate.
7) City's parking is poor.
8) Add on codes not available on time.
9) We need more info in all classes about student services
10) Need book borrowing program
11) Miramar has impressed me greatly. City College needs improvement.
12) 99 questions! What happened to 100?
13) Books can be cheaper
14) They need more scholarhip infos.
15) Student services satisfactory.
16) The library at Miramar college could be made bigger for more people to study in and upgraded computers.
17) They should have more info on scholarships besides FAFSA.
18) Overall good
19) Better customer service at book store
20) I more time to pay for classes and student health fee's and not getting dropped from classes if you don't pay them on time. Just put them on hold.
21) I love Miramar because it is small & easy to part & get classes. I went to Mesa first & that place is the worst!
22) Counselors tell you different thins and need to know there stuff a little better to help students more effectively
23) In college campus there should be education evolution services too. Then we will not need to go to other agencies for evolution and transcript.
24) Everything is very good and doesn't need suggestions.
25) Cafeteria unreliable, expensive, far away, dirty

54

26) There needs to be more resoruses for this course/program, not enough technical data applicable to the subject at hand

27) I didnt even know we had some of these services. One day I was driving home & it was dark outside.

28) None

29) Foods a little to expansive

30) Cafeteria prices are sometimes too high

31) Have not used most student services

32) Parking Sucks!

33) Parking Sucks

34) More parking!

35) More parking! Better lighting in parking lots!

36) N/A

37) Add more parking spaces. Put some heater stands especially in winter season

38) I am satisfied with the provided services. Thanks.

39) Student services have been really helpful and informative.

40) Don't know anything about student services or student association – never been given the info. Don't know who the student president is!

41) I'd like to see more clubs or activities.

42) I don't really like having to walk so far from the parking lot. Espically when it comes to walking at night no lights. I would feel safer if their were more lights on campus. Cafeteria wasn't so expensive!

43) There is inadequate lighting outside, inadequate bathroom, and locker room facility for women, women encounter an unsafe hostile environment in male dominated subject areas/facilities

44) Parking sucks.

45) Please open library or quiet study room during the weekends. Cafeteria are needed in changing

46) The counselors never seem to take time to plan out course schedules. It seems like a "get them in and out" process which can be frustrating to someone earnestly seeking help.

47) Counselors are excellent. They are friendly caring and informative. I worked with several who helped me mostly after being turned away by state counselors.

48) More parking.

49) PTK honor society does not communicate with the members. Very poor communication discourages students from participation.

50) The transfer center is really helpful.

51) I'm very thankful for the library and the access to the computer. However at Miramar College, the library closed early at 8:30pm. That's way too early for a library to be closed when students still have late night classes that they needs a warm place to study in.

52) These services and facilities are helpful and good.

53) Please add more parking space…

54) Need more parking

55) Need more parking

56) Reg-e: Why not 24.7? It's a website!

57) Love student services here!

58) More available parking. More placement tests.

59) There is no advertisement for clubs and organizations.

60) Dissapointed in the lack of singing, dance, ear training courses.

61) Please keep anatomy/physiology courses more available

62) Some of the cafeteria staff is rude and short. For the other staff, except for a few, each student is looked at as a number. I have teachers that still don't know my name and it's 6 weeks into the semester.

63) Parking sucks

64) This survey is way to long!

65) Good

66) They should find a better way to approach all students and inform them.

67) I would love to see more online courses in all areas.

68) Parking on campus is terrible. Reg-E limits the amount of people that can waitlist the class which turns students away from wanting to take the class. Not enough classes to get my major prerequisite courses. I had to crash nearly every class I am taking.

69) We need a parking garage!

70) Mesa has a rad tech program and I have been waiting 2 years to get in.

71) Parking is absolutely horrible.

72) N/A

73) Give more detailed info at Financial Aid office

74) Keep up the good work.

75) They should five more information to the students when they asked them.

76) We need a better parking lot (more parking availability) and a bigger library and cafeteria.

77) Counselors help a lot. Facilities are good.

78) Bigger, better library. Cheaper prices at the cafeteria.

79) N/A

80) When I ask for help, I feel stupid by the way they respond to my question. It makes me not want to ask anyone.

81) Fix the ***** parking. I don't pay 30 bucks to park@ the home depot parking lot.

82) I think there should be more student activities, such as sports teams at Miramar; or move sports such as swimming & water polo to Miramar's brand new pool.

83) Parking is terrible

84) LRC should extend hours 7 days a week

85) The library print card system is expensive because you lose 50 cents (5 copies) for each new card. I would be better to like print machines with student ID cards.

86) Need more handicap parking close to classrooms.

87) Enjoy

88) Have fun

89) Miramar could use a better Honors Club.

90) Parking needs to be improved. I know they are working on it now, but seriously?! The back lot &dirt lots are closed now!

91) Great.

92) The food is too expencive

93) The people at the bookstore are very rude & get agressive when you don't take off your backpack fast enough

94) I do not have anything to add at the moment since I have not yet utilized them. It is great they are there because I plan to use them in the future.

95) i really think the tutor service should improve in our compus. it doesn't help students at all. Most of my classmates or friends in the compus have the same feeling.

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Q3. Please add other comments or suggestions related to your overall experience at this college.

1) I would like a bigger learning center to study
2) I enjoy the university but I would like the music dept to offer better facilities. For example the recording studio needs a dedicated facility. Currently the studio and instruction room must share space and limits the amount of time for class projects.
3) Please, improve the arts here. I hate having to commute to MESA college. Please, add more music classes.
4) I enjoy the teaching and atmosphere at Miramar very much and feel at home. I am saddened by the lack of music and arts programs and facilities offered.
5) There are not enough professors provided for the music classes. I do not want to be told or forced, by default, to have to take the music course I desire at another college. Not enough budget is being put toward the music courses we need for a decent lecture/example/demonstration.
6) Other than parking & parking permit…this college is great.
7) Paralegal classes have been excellent, but wish the classes @ City College were also offered @ Miramar.
8) The legal writing class is weak. Every other course I've taken in the legal asst. program has been great. Since paralegals research & write, students need to learn to write well. We learned more about writing in legal research than in the writing class.
9) Miramar College – At night, the paralegal building & walkways, to get to class, are pooly lit & I never see the presence of security or safety. At 10:00 pm @ night, it is dark & deselete. City College lacks lighting @ night near the street by the bookstore. Rude cafeteria staff & bookstore; repeatedly.
10) The website needs to be updated and improved, especially the scholarship page.
11) Need more student parking.
12) Overall experience good.
13) Greater sensitivity to G___ students would go a long way to helping the campus feel more comfortable & would help diversity overall
14) Overall Miramar is a decent college.
15) I like the college a lot.
16) Better parking! (at Miramar)
17) Overall SD community college district is good. Except they need bigger parking lots
18) Glad to be here
19) Good school
20) Overall, it was such a great experience, this college has helped me improve my study skills. I'm thankful to this college
21) Overall I've had a wonderful experience at Miramar College
22) The cafeteria food cost too much. Lower the price
23) Not enough light and parking place.
24) Bookstore should have all material that we need in class room e.g. art material and other.
25) Don't find the books in the library. Always books are not available.

26) My overall experience at this college has been very good
27) In my opinion this college program is very very good
28) – Need additional exit/entrance to campus & more parking. – Better "Miramar College" sign. – Better lighting, student seating/gathering areas outdoors. – More green landscape & trees. – updated library.
29) Nothing else
30) So far, so good. Thank you.
31) WHERE IS THE HEALTH SERVICE?
32) ***** has long blinks. Why?
33) Very helpful for working people, specially classes at night.
34) Overall a great bargain for the $20 credit hour cost!
35) Mo more Q survey
36) Speed bumps are too high
37) Great small college!
38) Parking sucks
39) PARKING SUCKS!
40) PARKING SUCKS!
41) Gets me prepared for the future and beyond!
42) The faculty and staff are all very enthusiastic an eager to help. The honors program is great and should be expanded on.
43) Park-lot is too small. Hard to find a spot at rush-time
44) My experience overall has been great. The whole enrollment process was easy.
45) Parking is hard to find & unavailable certain times
46) More music major classes
47) I like Miramar College overall. The only thing I can complain about are some of the staff in the cafeteria are rude and not very professional
48) WE NEEDPARKING!! Bigger/prettier campus.
49) The parking is a big issue.
50) We need more parking!
51) Very satisfied with my experience at this college.
52) Instructors need to be graded more frequently, some instructors, usually the poor ones, withhold student surveys of their performance so they arent graded, grading necessary every semester!!
53) Ethnicity questions are very tedious. Is it the language you speak! Mother's ethnicity? Father's? Where you were born? Raised? Living? … Just take out the ethnicity questions.
54) Please care about ESL students. Especially counseling service should treat well with respect.
55) Overall I am very pleased with experience here.
56) This method of student feedback is absurd. Asking 100 pencil SAT type questions is ASKING for misinformation, random responses and frustration.
57) More parking.
58) Great professors.
59) More music classes

59

60) More parking spaces, please.

61) I am very happy w/this campus. I just wish there will be more classes at night for people who works during the day.

62) Some teachers are a pain. Some can't really teach and some gives out way too much homework. But there are some teachers who are nice and helpful. So I can't really say much.

63) Needs more parking spaces.

64) Parking spaces are definitely needed to be expanded! Also more spots for cafeteria is needed.

65) So far my college experience is good.

66) Snack machines always broken with no sign – I've wasted $'s on them.

67) I think Miramar College is great! The tuition is very reasonable, instructors are excellent and facilities adequate. I have attended universities in Florida and Illinois and I would say Miramar is at least equal if not better in some areas. My only complaint is the policy of not allowing returning students to retake math courses. Every math instructor I know says that if you don't use it – you loose it! I took the 15 series computing math course and it does NOT adaquatly prepare returning students for college level math.

68) SDCCD is quality

69) Need more class in fire tech program

70) Glad I chose Miramar!

71) Miramar needs drama, music, and film!

72) *Need more music & music recording programs *More art & performing arts programs

73) Old equipment in Miramar arts classes, music

74) Need more winter sessions in

75) It has been an overall good experience. However, I would the school to accommodate students flexible hours for the library & computer lab. It would be helpful if they were open for a few hours on the weekend. In addition the cafeteria provides only fat and greasy foods that are priced very high. I would like to see a healthier selection of food in the cafeteria.

76) Allow all student equal class registration opportunity. Do not make some students wait while others register for classes.

77) I feel that someone should have shared the importanance of the entrance test with me.

78) I really liked the experience at this campus.

79) Parking is horrible, while doing construction, it is apalling that we must pay for a permit when there have been many times I circle the lost for 45 minutes, eventually just leaving

80) Thank you. Now my hand hurts from writing so much.

81) I enjoy being a student a Miramar College

82) The regular plastic chairs are uncomfortable & make many students slouch.

83) I can't wait until the construction is over!

84) Good

85) There is a lot of construction going on and I would like to be in a nice looking campus at the least. The classroom furniture should be changed to tables, nobody uses single desks anymore.

86) I would love to see more late evening starting after 6:30pm classes in PE and other areas.

87) It is hard to ask questions through online courses.

88) Parking is terrible.

89) Parking sucks.

90) Generally a well balanced school.

91) My experience so far on campus is pleasant.

92) Organize the parking. Let us skate on campus.

93) The majority of these classes are run like a high school. Homework, checking attendance?
Rediculous.

94) Parking sucks.

95) More access to web based peer reviewed journals!!!

96) Please try to increase the library service. Its very helpful, if you allow the textbooks to get gome
other than library use it will be more useful or put the text books online. People are paying
more for the text books & materials than fees.

97) My experience at this college is going okay.

98) Some math teachers here ***** are not here to teach…he seems to just come to "teach" for his
job…nothing else. He is very rude and speeds through things like it is easy for all of us, not
pausing to wait for the class to catch up copying down to ask questions. Please do something
about him. I'm sure I'm not the only one struggling (Tues. night 630-940)

99) I hate that there is no parking. Sometimes I just have to run in drop something off and it takes
me 30 minutes to find parking. There should be a 15 min or 30 min parking.

100) Bookstore inadequately stocked w/non-textbook supplies such as notebooks, & lab supplies
(goggles, padlocks). Parking inadequate, & notification about parking lot availability hard to find,
if available.

101) Parking is horrible at this school as well as Mesa. It interferes with my learning experience!

102) Def. More online class need to be provided for paralegal program

103) < Parking>

104) N/A

105) The parking lot is taking too long to finish.

106) The cafeteria is overpriced for the quality of food you receive.

107) Okay, need to update existing infrastructure become building new infrastructure.

108) I feel that parking is the only real concern I have on this campus. I own a parking pass, yet can
never find a spot. It is always full, yet you continue to sell parking passes, even if there are no
spots available. Something needs to be done.

109) I have really enjoyed attending Miramar. The teacher are great.

110) Book store should carry art supplies for students

111) Parking is terrible. Need more spaces

112) Enjoy

113) More parking, please.

114) Have fun

115) Need more parking closer to the classrooms. The traffic can get really bad.

116) Good

117) I think it's absurd that books are more than the classes: I understand they need to make $
somehow, but do you really need to change the editions every year?!! NO.

118) I am a student at CSUSM and Miramar. Anyone of my professors from Miramar could instruct courses at CSUSM. The teaching staff is well prepared for each class.

119) Great.

120) Parking is horrible. I understand they are doing work, but if we are paying for parking it should be guaranteed that we'll get it

121) The experience has been fulfilling

122) Parking sucks!

123) So far I like the college a lot. The material I learn here will more than help me transition into a UC college.

124) Fix the Miramar parking lot already! I pay for a pass that let's me park on dirt half the time and the other half I don't get a spot at all.

125) I REALLY VALUE ALL THE OPPORTUNITIES THAT THE SAN DIEGO COMMUNITY COLLEGE DISTRICT HAS OFFERED. MOST OF THE TEACHERS, STAFF, AND PEERS THAT I'VE INTERACTED WITH ARE AMAZING PEOPLE WHO DO WHAT THEY DO BECAUSE THEY CARE AND IT SHOWS. I'M VERY HAPPY TO BE ATTENDING SCHOOL HERE, AND LEARNING SO MUCH.