



# San Bernardino Valley College

## SBVC Student Campus Climate Survey 2015-2016

In order to better meet your needs as a student, we want your input about the courses and services we offer. Please take a moment to answer the following questions about your experiences at SBVC. Indicate your responses by placing a check in the appropriate box. Space for comments is provided at the end of each section. After completing the survey you can enter your name in a drawing to win a \$25 gift certificate to the SBVC Bookstore. Enter your email address at the end of the survey if you choose to participate. Your responses are important and greatly appreciated.

**1) Please indicate whether each of the following items was a major reason, a minor reason, or not a reason in your decision to enroll in classes at SBVC.**

	<i>1-Major Reason</i>	<i>2-Minor Reason</i>	<i>3-Not a Reason</i>
a) Convenient location	227 (70.7%)	58 (18.1%)	36 (11.2%)
b) Size of the college	85 (26.5%)	81 (25.2%)	151 (47.0%)
c) Vocational programs offered	131 (40.8%)	65 (20.2%)	122 (38.0%)
d) Academic programs offered	210 (65.4%)	65 (20.2%)	42 (13.1%)
e) Low cost of attending	271 (84.4%)	30 (9.3%)	17 (5.3%)
f) Offered the courses I wanted	267 (83.2%)	39 (12.1%)	11 (3.4%)
g) Offered classes at the time I wanted	236 (73.5%)	61 (19.0%)	22 (6.9%)
h) Distance Education (online/hybrid) courses/programs offered	152 (47.4%)	65 (20.2%)	100 (31.2%)
i) Athletic Programs	24 (7.5%)	33 (10.3%)	259 (80.7%)
j) Availability of scholarships or financial aid	182 (56.7%)	68 (21.2%)	68 (21.2%)
k) Social atmosphere	69 (21.5%)	94 (29.3%)	154 (48.0%)
l) Recommendation from parents or relatives	47 (14.6%)	58 (18.1%)	213 (66.4%)
m) Recommendation from friends	66 (20.6%)	72 (22.4%)	180 (56.1%)
n) Recommendation from high school counselor, teacher or principal	49 (15.3%)	46 (14.3%)	217 (67.6%)
Other (100 character limit)		17 (5.3%)	

**2) Include any comments you wish to make about your responses to the questions above. (200 character limit)**

68 (21.2%)

**3) If you could start college over, would you choose to attend SBVC?**

<i>Definitely Yes</i>	<i>Probably Yes</i>	<i>Uncertain</i>	<i>Probably No</i>	<i>Definitely No</i>
199 (62.0%)	79 (24.6%)	29 (9.0%)	6 (1.9%)	8 (2.5%)

**4) What is your overall impression of the reputation of SBVC?**

<i>Excellent</i>	<i>Good</i>	<i>Average</i>	<i>Below Average</i>	<i>Poor</i>
129 (40.2%)	142 (44.2%)	35 (10.9%)	9 (2.8%)	6 (1.9%)

5) Please indicate how much you have developed in the areas listed below as a result of taking classes at SBVC .

	<i>I have become very skillful</i> = 1	<i>Moderate skill development</i> = 2	<i>Very little skill development</i> = 3	<i>No skill development</i> = 4
a) Ability to communicate in writing	128 (39.9%)	138 (43.0%)	23 (7.2%)	32 (10.0%)
b) Ability to speak clearly	129 (40.2%)	125 (38.9%)	36 (11.2%)	28 (8.7%)
c) Ability defend my positions in a debate or argument	102 (31.8%)	119 (37.1%)	46 (14.3%)	47 (14.6%)
d) Work effectively as a leader and/or participant in a group.	123 (38.3%)	127 (39.6%)	36 (11.2%)	30 (9.3%)
e) Develop an understanding of my culture and history	123 (38.3%)	93 (29.0%)	53 (16.5%)	51 (15.9%)
f) Assume civic, political, and/or social responsibility for my actions	116 (36.1%)	109 (34.0%)	41 (12.8%)	52 (16.2%)
g) Set goals for your personal and professional development	187 (58.3%)	88 (27.4%)	25 (7.8%)	19 (5.9%)
h) Work with computers to find information and solve problems	159 (49.5%)	89 (27.7%)	33 (10.3%)	40 (12.5%)
i) Critically evaluate information I find on the Internet	160 (49.8%)	92 (28.7%)	33 (10.3%)	33 (10.3%)
j) Perform mathematical calculations and quantitative reasoning	134 (41.7%)	103 (32.1%)	45 (14.0%)	37 (11.5%)

**6) Indicate your level of satisfaction with aspects of SBVC campus life listed below.**

	<i>Strongly Agree</i>	<i>Agree</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>No Opinion</i>
a) SBVC has a good reputation in the community.	103 (32.1%)	148 (46.1%)	28 (8.7%)	11 (3.4%)	30 (9.3%)
b) I would recommend SBVC to a friend.	171 (53.3%)	127 (39.6%)	6 (1.9%)	6 (1.9%)	8 (2.5%)
c) Classes at SBVC are accessible to all who want to attend.	185 (57.6%)	109 (34.0%)	14 (4.4%)	5 (1.6%)	7 (2.2%)
d) In general, the faculty make an effort to be helpful and courteous.	172 (53.6%)	116 (36.1%)	17 (5.3%)	6 (1.9%)	8 (2.5%)
e) In general, office staff make an effort to be helpful and courteous.	141 (43.9%)	126 (39.3%)	32 (10.0%)	11 (3.4%)	8 (2.5%)
f) In general, SBVC's faculty are sensitive to the needs of students from all backgrounds.	147 (45.8%)	121 (37.7%)	26 (8.1%)	6 (1.9%)	19 (5.9%)
g) In general, office staff are courteous and sensitive to the diverse needs of students.	144 (44.9%)	124 (38.6%)	26 (8.1%)	11 (3.4%)	15 (4.7%)
h) The catalog and course schedules are accessible and easy to follow.	174 (54.2%)	124 (38.6%)	13 (4.0%)	5 (1.6%)	4 (1.2%)
i) Faculty are clear about the rules regarding academic honesty.	195 (60.7%)	108 (33.6%)	4 (1.2%)	4 (1.2%)	6 (1.9%)
j) In general, faculty are clear regarding course and instructor expectations and policies.	183 (57.0%)	119 (37.1%)	6 (1.9%)	8 (2.5%)	4 (1.2%)
k) In general, office staff are knowledgeable regarding campus policies and issues.	150 (46.7%)	123 (38.3%)	18 (5.6%)	10 (3.1%)	16 (5.0%)
l) I am able to take the courses I need in the required sequence.	158 (49.2%)	115 (35.8%)	23 (7.2%)	15 (4.7%)	6 (1.9%)
m) I am able to get the courses I need at times that fit my schedule.	153 (47.7%)	114 (35.5%)	31 (9.7%)	15 (4.7%)	6 (1.9%)
n) The library, Student Success Center, Reading Lab, and Writing Center are open during hours that are convenient and fit into my schedule.	152 (47.4%)	121 (37.7%)	20 (6.2%)	7 (2.2%)	20 (6.2%)
o) The books, magazines, and databases available in the library are adequate to complete my assignments.	159 (49.5%)	109 (34.0%)	16 (5.0%)	1 (0.3%)	33 (10.3%)
p) There are adequate places for me to study on campus.	170 (53.0%)	104 (32.4%)	18 (5.6%)	9 (2.8%)	18 (5.6%)
q) I feel safe on the SBVC campus.	106 (33.0%)	122 (38.0%)	49 (15.3%)	22 (6.9%)	20 (6.2%)
r) SBVC is free of gender bias.	152 (47.4%)	116 (36.1%)	10 (3.1%)	4 (1.2%)	34 (10.6%)
s) SBVC is free of racial bias.	147 (45.8%)	115 (35.8%)	19 (5.9%)	7 (2.2%)	31 (9.7%)

**7) Include any comments you wish to make about your responses to questions 3-6 (200 character limit)**

52 (16.2%)

**8) Please rate how satisfied or dissatisfied you are with each of the following aspects of the SBVC registration process.**

	1- Totally Satisfied	2	3	4	5- Totally Dissatisfied	Have not Used
a) Web Advisor was easy to use.	217 (67.6%)	72 (22.4%)	21 (6.5%)	3 (0.9%)	7 (2.2%)	0 (0.0%)
b) It was easy to add/drop classes	215 (67.0%)	65 (20.2%)	15 (4.7%)	9 (2.8%)	6 (1.9%)	10 (3.1%)
c) It was easy use the Waiting List option.	181 (56.4%)	59 (18.4%)	21 (6.5%)	9 (2.8%)	5 (1.6%)	46 (14.3%)
d) It was easy to pay fees.	224 (69.8%)	63 (19.6%)	14 (4.4%)	3 (0.9%)	8 (2.5%)	3 (0.9%)
e) It was easy to obtain/print my schedule.	239 (74.5%)	60 (18.7%)	12 (3.7%)	1 (0.3%)	2 (0.6%)	6 (1.9%)
f) Help using Web Advisor was readily available.	164 (51.1%)	65 (20.2%)	29 (9.0%)	9 (2.8%)	6 (1.9%)	47 (14.6%)

**9) Please rate how satisfied or dissatisfied you are with each of the following aspects of SBVC technology.**

	1- Totally Satisfied	2	3	4	5- Totally Dissatisfied	Have not Used
a) Campus computer laboratories provide me with adequate access to computers and the Internet.	193 (60.1%)	55 (17.1%)	15 (4.7%)	4 (1.2%)	4 (1.2%)	46 (14.3%)
b) Campus Wi-Fi provides me with adequate access to the Internet.	193 (60.1%)	60 (18.7%)	24 (7.5%)	8 (2.5%)	8 (2.5%)	25 (7.8%)
c) SBVC website usability	206 (64.2%)	83 (25.9%)	21 (6.5%)	1 (0.3%)	3 (0.9%)	3 (0.9%)
d) Web Advisor usability	212 (66.0%)	86 (26.8%)	10 (3.1%)	5 (1.6%)	5 (1.6%)	0 (0.0%)
e) Blackboard usability	212 (66.0%)	76 (23.7%)	10 (3.1%)	3 (0.9%)	2 (0.6%)	14 (4.4%)
f) Distance Education course usability	140 (43.6%)	55 (17.1%)	17 (5.3%)	7 (2.2%)	2 (0.6%)	94 (29.3%)
g) Distance Education course availability	136 (42.4%)	61 (19.0%)	19 (5.9%)	7 (2.2%)	3 (0.9%)	90 (28.0%)
h) Access to online academic support services (e.g. tutoring, recorded lectures, etc...)	131 (40.8%)	57 (17.8%)	28 (8.7%)	8 (2.5%)	5 (1.6%)	86 (26.8%)

**10) How many email accounts do you have?** 0 (0.0%) none 42 (13.1%) 1 126 (39.3%) 2 153 (47.7%) 3 or more

**11) How often do you usually use your SBVC email account?** 18 (5.6%) never 75 (23.4%) once a week 97 (30.2%) 2 131 (40.8%) every times a week

**12) How often do you usually use SBVC social networking sites like Facebook or Twitter?** 164 (51.1%) never 73 (22.7%) once a week 28 (8.7%) 2 36 (17.4%) every times a week

**13) Rate how satisfied or dissatisfied you are with each of the following areas:**

	1-Totally Satisfied	2	3	4	5-Totally Dissatisfied	No Opinion
a) I am satisfied with the academic environment at SBVC.	169 (52.6%)	93 (29.0%)	34 (10.6%)	9 (2.8%)	8 (2.5%)	8 (2.5%)
b) I am satisfied with the classroom environment at SBVC.	169 (52.6%)	99 (30.8%)	29 (9.0%)	7 (2.2%)	4 (1.2%)	12 (3.7%)
c) I am satisfied with the quality of academic programs at SBVC.	181 (56.4%)	84 (26.2%)	29 (9.0%)	7 (2.2%)	9 (2.8%)	9 (2.8%)
d) I am satisfied with the quality of teaching at SBVC.	160 (49.8%)	97 (30.2%)	33 (10.3%)	10 (3.1%)	9 (2.8%)	8 (2.5%)
e) I am satisfied with the variety of courses offered at SBVC.	183 (57.0%)	92 (28.7%)	23 (7.2%)	6 (1.9%)	12 (3.7%)	2 (0.6%)
f) I am satisfied with the current week academic calendar, rather than a compressed, 16 week academic calendar.	181 (51.1%)	70 (21.8%)	29 (9.0%)	12 (3.7%)	25 (7.8%)	19 (5.9%)
g) I am satisfied with the new buildings (appearance and functionality).	189 (58.9%)	79 (24.6%)	18 (5.6%)	5 (1.6%)	9 (2.8%)	18 (5.6%)
h) I am satisfied with the appearance of campus landscaping (despite construction).	192 (59.8%)	77 (24.0%)	23 (7.2%)	5 (1.6%)	9 (2.8%)	13 (4.0%)
i) I am satisfied with the parking availability.	78 (24.3%)	64 (19.9%)	46 (14.3%)	47 (14.6%)	57 (17.8%)	26 (8.1%)
j) I am satisfied with the help available to me on campus (e.g. Information Stations, tutoring services).	154 (48.0%)	82 (25.5%)	34 (10.6%)	4 (1.2%)	12 (3.7%)	32 (10.0%)
k) I am satisfied with the customer service I receive from the offices I visit.	143 (44.5%)	90 (28.0%)	47 (14.6%)	19 (5.9%)	18 (5.6%)	4 (1.2%)
l) I am satisfied with the level of safety and security the campus offers.	124 (38.6%)	89 (27.7%)	46 (14.3%)	24 (7.5%)	25 (7.8%)	11 (3.4%)
m) I am satisfied with my ability to contribute to campus planning and management.	102 (31.8%)	74 (23.1%)	35 (10.9%)	14 (4.4%)	11 (3.4%)	83 (25.9%)
n) I am satisfied with opportunities to participate in Associated Student Government (ASG).	107 (33.3%)	67 (20.9%)	31 (9.7%)	8 (2.5%)	12 (3.7%)	91 (28.3%)
o) I am satisfied with my opportunities to make friends and join clubs at SBVC.	136 (42.4%)	76 (23.7%)	27 (8.4%)	12 (3.7%)	9 (2.8%)	57 (17.8%)

**14) Please take a moment to explain any responses where you indicated totally satisfied or totally dissatisfied. (400 character limit)**

69 (21.5%)

**15) Which programs or services have you used, and how do you rate the quality of their services?**

	<i>Very Satisfied</i>	<i>Somewhat Satisfied</i>	<i>Not Satisfied</i>	<i>Never Used the Service</i>
a) Valley-Bound Commitment	48 (15.0%)	13 (4.0%)	2 (0.6%)	251 (78.2%)
b) CalWorks	48 (15.0%)	21 (6.5%)	3 (0.9%)	242 (75.4%)
c) EOP&S / CARE	81 (25.2%)	19 (5.9%)	3 (0.9%)	210 (65.4%)
d) Puente	26 (8.1%)	9 (2.8%)	2 (0.6%)	274 (85.4%)
e) STAR	34 (10.6%)	10 (3.1%)	3 (0.9%)	265 (82.6%)
f) Tumaini	23 (7.2%)	8 (2.5%)	2 (0.6%)	273 (85.0%)
g) Reading Lab	71 (22.1%)	20 (6.2%)	4 (1.2%)	217 (67.6%)
h) Writing Center	114 (35.5%)	50 (15.6%)	15 (4.7%)	134 (41.7%)
i) Student Success Center	124 (38.6%)	40 (12.5%)	9 (2.8%)	141 (43.9%)
j) Supplemental Instruction	86 (26.8%)	22 (6.9%)	5 (1.6%)	196 (61.1%)
k) STEM	51 (15.9%)	15 (4.7%)	5 (1.6%)	237 (73.8%)
l) Pre-assessment workshops	48 (15.0%)	21 (6.5%)	5 (1.6%)	234 (72.9%)
m) Other workshops (success center workshops, StrengthsQuest workshops, career assessments, etc...)	79 (24.6%)	29 (9.0%)	8 (2.5%)	188 (58.6%)

**16) What would you do to improve the retention services listed above? (100 character limit)**

64 (19.9%)

**17) Do you receive information about the how these retention programs/services can support your educational success?**

81 (25.2%) *Very regularly informed*    114 (35.5%) *Somewhat regularly informed*    75 (23.4%) *Rarely informed*    49 (15.3%) *Never informed*

**18) Do you receive information about the events on campus?**

139 (43.3%) *Very regularly informed*    113 (35.2%) *Somewhat regularly informed*    52 (16.2%) *Rarely informed*    16 (5.0%) *Never informed*

**19) Which student activities have you inquired into or been a part of, and how do you rate the quality of your experience?**

	<i>Very Satisfied</i>	<i>Somewhat Satisfied</i>	<i>Not Satisfied</i>	<i>Never Been Involved</i>
a) Associated Student Government (ASG)	40 (12.5%)	21 (6.5%)	10 (3.1%)	245 (76.3%)
b) Student Clubs	60 (18.7%)	39 (12.1%)	8 (2.5%)	204 (63.6%)
c) Field Trips	67 (20.9%)	21 (6.5%)	7 (2.2%)	214 (66.7%)
d) Student Events (including fairs, readings, shows, lectures, and viewings)	87 (27.1%)	55 (17.1%)	6 (1.9%)	169 (52.6%)
e) Sporting Events	37 (11.5%)	24 (7.5%)	4 (1.2%)	250 (77.9%)

**20) Which services have you used, and how do you rate the quality of service you received?**

	<i>Very Satisfied</i>	<i>Somewhat Satisfied</i>	<i>Not Satisfied</i>	<i>Never Used the Service</i>
a) Academic Counseling Services	132 (41.1%)	106 (33.0%)	26 (8.1%)	54 (16.8%)
b) Pre-Assessment Toolkit (including Pre-Assessment Workshops and online resources)	62 (19.3%)	47 (14.6%)	13 (4.0%)	193 (60.1%)
c) Athletics	31 (9.7%)	17 (5.3%)	4 (1.2%)	261 (81.3%)
d) Bookstore	159 (49.5%)	104 (32.4%)	18 (5.6%)	35 (10.9%)
e) Disabled Students Programs & Services	61 (19.0%)	13 (4.0%)	2 (0.6%)	242 (75.4%)
f) Child Care Center	32 (10.0%)	10 (3.1%)	8 (2.5%)	263 (81.9%)
g) Career Counseling	82 (25.5%)	56 (17.4%)	10 (3.1%)	169 (52.6%)
h) Student Health Services	82 (25.5%)	32 (10.0%)	5 (1.6%)	196 (61.1%)
i) Financial Aid Office	123 (38.3%)	100 (31.2%)	47 (14.6%)	50 (15.6%)
j) Tutorial Services	101 (31.5%)	46 (14.3%)	8 (2.5%)	160 (49.8%)
k) International Students Services	23 (7.2%)	13 (4.0%)	2 (0.6%)	276 (86.0%)
l) Campus Police	76 (23.7%)	46 (14.3%)	11 (3.4%)	182 (56.7%)
m) Library	200 (62.3%)	53 (16.5%)	6 (1.9%)	54 (16.8%)
n) Admissions Office	166 (51.7%)	95 (29.6%)	20 (6.2%)	36 (11.2%)
o) Veterans' Resource Center	36 (11.2%)	9 (2.8%)	3 (0.9%)	270 (84.1%)
p) Student Assistance Program	50 (15.6%)	21 (6.5%)	3 (0.9%)	243 (75.7%)
q) Transfer Center	66 (20.6%)	32 (10.0%)	12 (3.7%)	206 (64.2%)
r) Office of Student Life	58 (18.1%)	34 (10.6%)	6 (1.9%)	218 (67.9%)
s) Cafeteria	120 (37.4%)	80 (24.9%)	23 (7.2%)	97 (30.2%)
t) Snack bar	107 (33.3%)	67 (20.9%)	15 (4.7%)	128 (39.9%)

**21) What would you do to improve any of the support services listed above? (200 character limit)**

80 (24.9%)

**22) Do you receive information about how support services can support your educational success?**

80 (24.9%) *Very regularly Informed* 119 (37.1%) *Somewhat regularly informed* 75 (23.4%) *Rarely informed* 37 (11.5%) *Never Informed*

**23) When do you want support services to be available to you? (Check all that apply.)**

168 (52.3%) *Morning* 177 (55.1%) *Afternoon* 167 (52.0%) *Evening* 137 (42.7%) *Weekends*

**24) When do you prefer to take courses? (Check all that apply.)**

169 (52.6%) *Morning* 173 (53.9%) *Mid-day* 122 (38.0%) *Afternoon* 145 (45.2%) *Evening* 83 (25.9%) *Saturday*

**25) I would be open to a compressed, 16 week academic calendar.**

250 (77.9%) *Yes* 67 (20.9%) *No*

**26) ) If offered, I would be open to enrolling in a six week winter intersession between 16 week fall and spring semesters (similar in pace to summer session).**

245 (76.3%) *Yes* 73 (22.7%) *No*

**27) Personal data**

	<i>Yes</i>	<i>No</i>
Do you have a computer with Internet access at home?	289 (90.0%)	29 (9.0%)
Do you have a tablet or other type of mobile Internet device?	291 (90.7%)	27 (8.4%)
Do you <u>regularly</u> use public transportation to get to school?	84 (26.2%)	232 (72.3%)



**28) Employment (Check all that apply.)**

135 (42.1%)	<i>I am not employed.</i>	13 (4.0%)	<i>I normally work between 1 and 10 hrs a week.</i>
45 (14.0%)	<i>I normally work between 11 and 20 hrs a week.</i>	75 (23.4%)	<i>I normally work between 21- 40 hrs a week .</i>
46 (14.3%)	<i>I normally work more than 40 hrs a week.</i>	23 (7.2%)	<i>I am a full-time homemaker.</i>
12 (3.7%)	<i>I work from home.</i>	19 (5.9%)	<i>I work on the SBVC Campus.</i>

**29) How many units have you completed?**

<i>15 or less</i>	<i>16 to 30</i>	<i>31 to 45</i>	<i>46 to 60</i>	<i>more than 60</i>
77 (24.0%)	72 (22.4%)	37 (11.5%)	38 (11.8%)	95 (29.6%)

**30) Age**

1 (0.3%) <i>Under 18 years</i>	141 (43.9%) <i>21 to 34 years</i>	60 (18.7%) <i>47 to 65 years</i>
63 (19.6%) <i>18 to 20 years</i>	50 (15.6%) <i>35 to 46 years</i>	4 (1.2%) <i>Over 65 years</i>

**31) Gender**

<i>Male</i>	<i>Female</i>
87 (27.1%)	230 (71.7%)

**32) Ethnicity**

22 (6.9%) <i>Asian</i>	168 (52.3%) <i>Hispanic</i>	67 (20.9%) <i>White</i>
36 (11.2%) <i>Black</i>	9 (2.8%) <i>Native-American</i>	14 (4.4%) <i>Other</i>

**Please include any additional comments here. (200 character limit)**

27 (8.4%)

**Q35** Enter you email address in the space below for an opportunity to win the \$25 bookstore gift certificate:  
260 (81.0%)

## Thank you for your participation!

Survey results will be posted for your information on the SBVC Office of Research, Planning, and Institutional Effectiveness website when you return from the Summer 2015 break. Please visit this web page for a wide range of reports with information and campus facts that may interest you. The web page is located at: <http://www.valleycollege.edu/about-sbvc/offices/office-research-planning/Reports>