



## Survey 2011

In order to better meet the needs of students, we need 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. Thank you for your participation.

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-Most Important Reason</i>	<i>2-Minor Reason</i>	<i>3-Not a Reason</i>
a) Convenient location	477 (66.1%)	161 (22.3%)	67 (9.3%)
b) Size of the college	150 (20.8%)	227 (31.4%)	310 (42.9%)
c) Offered vocational programs	280 (38.8%)	168 (23.3%)	243 (33.7%)
d) Offered academic programs	456 (63.2%)	162 (22.4%)	79 (10.9%)
e) Low cost of attending	591 (81.9%)	76 (10.5%)	34 (4.7%)
f) Offered the courses I wanted	579 (80.2%)	88 (12.2%)	31 (4.3%)
g) Offered classes at the time I wanted	527 (73.0%)	116 (16.1%)	57 (7.9%)
h) Social atmosphere	135 (18.7%)	211 (29.2%)	347 (48.1%)
i) Availability of scholarship or financial aid	420 (58.2%)	131 (18.1%)	148 (20.5%)
j) Advice from parents or relatives	125 (17.3%)	151 (20.9%)	414 (57.3%)
k) Advice from high school counselor, teacher or principal	108 (15.0%)	97 (13.4%)	480 (66.5%)
		55 (7.6%)	
*Other reason			

2) 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>
<b>349 (48.3%)</b>	<b>229 (31.7%)</b>	<b>63 (8.7%)</b>	<b>41 (5.7%)</b>	<b>20 (2.8%)</b>

3) What is your overall impression of SBVC?

<i>Excellent</i>	<i>Good</i>	<i>Average</i>	<i>Below Average</i>	<i>Very Inadequate</i>
<b>226 (31.3%)</b>	<b>345 (47.8%)</b>	<b>107 (14.8%)</b>	<b>12 (1.7%)</b>	<b>8 (1.1%)</b>

**4) Please indicate your level of satisfaction with the 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 strong reputation in the community.	173 (24.0%)	358 (49.6%)	74 (10.2%)	22 (3.0%)	77 (10.7%)
b) I would recommend SBVC to a friend.	344 (47.6%)	287 (39.8%)	29 (4.0%)	7 (1.0%)	25 (3.5%)
c) I like the SBVC environment and feel comfortable here.	299 (41.4%)	306 (42.4%)	36 (5.0%)	23 (3.2%)	37 (5.1%)
d) In general, the faculty and staff on this campus make an effort to be helpful and courteous.	307 (42.5%)	302 (41.8%)	51 (7.1%)	23 (3.2%)	18 (2.5%)
e) In general, SBVC's faculty and staff are sensitive to the needs of students from all backgrounds.	274 (38.0%)	308 (42.7%)	46 (6.4%)	27 (3.7%)	44 (6.1%)
f) In general, office workers are courteous.	187 (25.9%)	336 (46.5%)	93 (12.9%)	38 (5.3%)	38 (5.3%)
g) The faculty in the classes I have taken distinguish between their personal beliefs and proven facts.	254 (35.2%)	321 (44.5%)	52 (7.2%)	19 (2.6%)	56 (7.8%)
h) The faculty have made clear the rules regarding academic honesty here at SBVC.	426 (59.0%)	229 (31.7%)	13 (1.8%)	7 (1.0%)	19 (2.6%)
i) In general, office workers are knowledgeable.	201 (27.8%)	338 (46.8%)	72 (10.0%)	36 (5.0%)	52 (7.2%)
j) I am able to take the courses I need in the required sequence.	238 (33.0%)	303 (42.0%)	104 (14.4%)	35 (4.8%)	19 (2.6%)
k) I am able to get the courses I need at the times that fit my schedule.	235 (32.5%)	284 (39.3%)	111 (15.4%)	49 (6.8%)	19 (2.6%)
l) The library and learning center are open at hours that are convenient for my schedule.	216 (29.9%)	277 (38.4%)	90 (12.5%)	50 (6.9%)	64 (8.9%)
m) The books, magazines, and databases available in the library are adequate to complete my assignments.	269 (37.3%)	296 (41.0%)	22 (3.0%)	13 (1.8%)	96 (13.3%)
n) I feel safe and secure on the SBVC campus.	209 (28.9%)	330 (45.7%)	83 (11.5%)	29 (4.0%)	43 (6.0%)

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

	<i>1-Totally Dissatisfied</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5-Totally Satisfied</i>
a) Campus computer laboratories provide me with adequate access to computers.	30 (4.2%)	25 (3.5%)	144 (19.9%)	177 (24.5%)	321 (44.5%)
b) Campus computer laboratories provide me with adequate access to the Internet.	34 (4.7%)	19 (2.6%)	125 (17.3%)	188 (26.0%)	329 (45.6%)
c) SBVC Website.	41 (5.7%)	39 (5.4%)	106 (14.7%)	226 (31.3%)	274 (38.0%)
d) Access to online courses.	42 (5.8%)	49 (6.8%)	141 (19.5%)	188 (26.0%)	262 (36.3%)

**6) How many email accounts do you have?** 0 (0.0%) *none* 1 (17.0%) 3 (35 (46.4%) 2 (241 (33.4%) 3 or more

**7) How often do you use your SBVC email account?** 99 (13.7%) *never* 265 (36.7%) 278 (30.2%) 215 (15.9%) *every day*  
*once a week* *two times a week*

**8) Please rate how satisfied or dissatisfied you are with each of the following aspects of staff performance.**

	<i>1-Totally dissatisfied</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5-Totally satisfied</i>
a) I am satisfied with academic experiences at SBVC.	18 (2.5%)	25 (3.5%)	148 (20.5%)	277 (38.4%)	232 (32.1%)
b) I am satisfied with my opportunities to make friends and join clubs at SBVC.	38 (5.3%)	58 (8.0%)	226 (31.3%)	203 (28.1%)	171 (23.7%)
c) I am satisfied with the classroom environment at SBVC.	19 (2.6%)	49 (6.8%)	171 (23.7%)	257 (35.6%)	204 (28.3%)
d) I am satisfied with the quality of academic programs at SBVC.	13 (1.8%)	35 (4.8%)	148 (20.5%)	285 (39.5%)	215 (29.8%)
e) I am satisfied with the variety of courses offered at SBVC.	36 (5.0%)	57 (7.9%)	137 (19.0%)	228 (31.6%)	242 (33.5%)
f) I am satisfied with the appearance of the new buildings.	17 (2.4%)	35 (4.8%)	85 (11.8%)	183 (25.3%)	369 (51.1%)
g) I am satisfied with the developing appearance of campus landscape.	20 (2.8%)	29 (4.0%)	100 (13.9%)	203 (28.1%)	346 (47.9%)
h) In general, I am satisfied with the customer service I receive from the offices I visit.	38 (5.3%)	75 (10.4%)	171 (23.7%)	205 (28.4%)	210 (29.1%)
j) I am satisfied with my access to campus resources and services. (See the list in the question below.)	24 (3.3%)	38 (5.3%)	171 (23.7%)	228 (31.6%)	228 (31.6%)

**9) Which programs or services have you used and how do you rate the quality of retention services?**

	<i>Never Used the Service</i>	<i>Very Satisfied</i>	<i>Somewhat Satisfied</i>	<i>Not Satisfied</i>
a) Valley-Bound	632 (87.5%)	40 (5.5%)	10 (1.4%)	4 (0.6%)
d) CalWorks	571 (79.1%)	60 (8.3%)	41 (5.7%)	14 (1.9%)
b) EOP&S / CARE	541 (74.9%)	107 (14.8%)	29 (4.0%)	8 (1.1%)
c) Puente	651 (90.2%)	21 (2.9%)	9 (1.2%)	4 (0.6%)
d) STAR	614 (85.0%)	56 (7.8%)	7 (1.0%)	6 (0.8%)
z) Tutorial services	380 (52.6%)	208 (28.8%)	84 (11.6%)	17 (2.4%)
e) Tumaini	661 (91.6%)	14 (1.9%)	6 (0.8%)	4 (0.6%)
z) Math & Science Support Center	435 (60.2%)	164 (22.7%)	67 (9.3%)	23 (3.2%)

**10) What would you do to improve the retention services listed above?**

338 (46.8%)

**11) Do you receive information about the how retention services can support your educational success?**

63 (8.7%) *Very regularly Informed* 156 (21.6%) *Somewhat regularly informed* 195 (27.0%) *Rarely informed* 225 (31.2%) *Never Informed*

**12) Which programs or services have you used and how do you rate the quality of general support services?**

	<i>Never Used the Service</i>	<i>Very Satisfied</i>	<i>Somewhat Satisfied</i>	<i>Not Satisfied</i>
a) Academic counseling services	166 (23.0%)	237 (32.8%)	206 (28.5%)	88 (12.2%)
b) Athletics	587 (81.3%)	64 (8.9%)	42 (5.8%)	3 (0.4%)
c) Bookstore	34 (4.7%)	408 (56.5%)	218 (30.2%)	31 (4.3%)
d) Career Center	489 (67.7%)	99 (13.7%)	89 (12.3%)	17 (2.4%)
e) Disabled Students Programs & Services	607 (84.1%)	68 (9.4%)	17 (2.4%)	4 (0.6%)
f) Child Care Center	632 (87.5%)	38 (5.3%)	9 (1.2%)	17 (2.4%)
g) Career Counseling	466 (64.5%)	122 (16.9%)	82 (11.4%)	24 (3.3%)
h) Health Services	455 (63.0%)	193 (26.7%)	38 (5.3%)	9 (1.2%)
i) Financial Aid Office	135 (18.7%)	280 (38.8%)	200 (27.7%)	84 (11.6%)
j) Tutorial Services	377 (52.2%)	205 (28.4%)	97 (13.4%)	12 (1.7%)
k) International Students Services	663 (91.8%)	18 (2.5%)	7 (1.0%)	7 (1.0%)
l) Campus Police	505 (69.9%)	121 (16.8%)	55 (7.6%)	18 (2.5%)
m) Library	88 (12.2%)	472 (65.4%)	124 (17.2%)	15 (2.1%)
n) Student Activities (student gov., clubs, etc.)	516 (71.5%)	104 (14.4%)	61 (8.4%)	15 (2.1%)
o) Admissions Office	72 (10.0%)	372 (51.5%)	213 (29.5%)	35 (4.8%)
p) Student Assistance Program	521 (72.2%)	126 (17.5%)	36 (5.0%)	5 (0.7%)
q) Transfer Center	534 (74.0%)	98 (13.6%)	47 (6.5%)	12 (1.7%)
r) Students Life	568 (78.7%)	76 (10.5%)	32 (4.4%)	11 (1.5%)
s) Cafeteria	159 (22.0%)	253 (35.0%)	232 (32.1%)	50 (6.9%)

**13) What would you do to improve any of the general support services listed above?**

373 (51.7%)

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

78 (10.8%) *Very regularly Informed* 198 (27.4%) *Somewhat regularly informed* 229 (31.7%) *Rarely informed* 187 (25.9%) *Never Informed*

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

389 (53.9%) *Morning* 421 (58.3%) *Evening* 314 (43.5%) *Weekends*  
 437 (60.5%) *Afternoon* 233 (32.3%) *Night*

**16) When do you prefer to take courses?**

	<i>Yes</i>	<i>No</i>
Morning	489 (67.7%)	161 (22.3%)
Mid-day	477 (66.1%)	154 (21.3%)
Afternoon	429 (59.4%)	185 (25.6%)
Evening	405 (56.1%)	235 (32.5%)
Saturday	244 (33.8%)	344 (47.6%)

**Q17 17) Have you attended any diversity events sponsored by the campus?**

178 (24.7%) *Yes* 516 (71.5%) *No*

**Q18 18) If yes, please identify the event(s) from this list?**

15 (2.1%) <i>Latino Graduate recognition program</i>	26 (3.6%) <i>Cinco de Mayo Luncheon</i>
14 (1.9%) <i>African-American Graduate recognition program</i>	8 (1.1%) <i>Book of the Month</i>
47 (6.5%) <i>Black History month activity</i>	52 (7.2%) <i>Poetry Reading</i>
25 (3.5%) <i>Women's History month activity</i>	12 (1.7%) <i>Disability Awareness Fair</i>
23 (3.2%) <i>Diversity Week workshop(s)</i>	91 (12.6%) <i>Red Ribbon Week events</i>
16 (2.2%) <i>Diversity Week Concert</i>	17 (2.4%) <i>Gay/Transsexual/Transgender awareness events</i>
9 (1.2%) <i>International Film Festival</i>	51 (7.1%) <i>Other</i>
50 (6.9%) <i>Dia De Los Muertos Art Gallery exhibit</i>	

**19) Personal data**

	Yes	No
Do you have a computer at home?	658 (91.1%)	40 (5.5%)
Do you access the Internet from home?	633 (87.7%)	63 (8.7%)
Are you employed for more than 20 hrs a week?	242 (33.5%)	456 (63.2%)
Do you regularly use public transportation to get to SBVC?	149 (20.6%)	545 (75.5%)

**20) Class Standing**

<i>Freshman</i>	<i>Sophomore</i>	<i>Other</i>
<b>177 (24.5%)</b>	<b>283 (39.2%)</b>	<b>237 (32.8%)</b>

**21) Age**

3 (0.4%) <i>Under 18 years</i>	137 (19.0%) <i>29 to 40 years</i>	2 (0.3%) <i>over 65 years</i>
148 (20.5%) <i>18 to 20 years</i>	104 (14.4%) <i>41 to 50 years</i>	
270 (37.4%) <i>21 to 28 years</i>	35 (4.8%) <i>51 to 65 years</i>	

**22) Gender**

<i>Male</i>	<i>Female</i>
<b>206 (28.5%)</b>	<b>491 (68.0%)</b>

**23) Ethnicity**

43 (6.0%) <i>Asian</i>	280 (38.8%) <i>Hispanic</i>	205 (28.4%) <i>White</i>
97 (13.4%) <i>Black</i>	8 (1.1%) <i>Native-American</i>	60 (8.3%) <i>Other</i>

**If you want your name included in the opportunity drawing for a \$100 Stater Bros. gift certificate, enter your student ID# or email address in the space below:**

625 (86.6%)

**Thank You For Your Participation!**



## Survey 2012

In order to better meet the needs of students, we need 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. Thank you for your participation.

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-Most Important Reason</i>	<i>2-Minor Reason</i>	<i>3-Not a Reason</i>
a) Convenient location	147 (65.6%)	48 (21.4%)	23 (10.3%)
b) Size of the college	63 (28.1%)	62 (27.7%)	91 (40.6%)
c) Offered vocational programs	88 (39.3%)	55 (24.6%)	74 (33.0%)
d) Offered academic programs	142 (63.4%)	51 (22.8%)	24 (10.7%)
e) Low cost of attending	169 (75.4%)	33 (14.7%)	17 (7.6%)
f) Offered the courses I wanted	176 (78.6%)	31 (13.8%)	8 (3.6%)
g) Offered classes at the time I wanted	152 (67.9%)	53 (23.7%)	12 (5.4%)
h) Social atmosphere	49 (21.9%)	66 (29.5%)	100 (44.6%)
i) Availability of scholarship or financial aid	123 (54.9%)	43 (19.2%)	53 (23.7%)
j) Advice from parents or relatives	33 (14.7%)	40 (17.9%)	142 (63.4%)
k) Advice from high school counselor, teacher or principal	28 (12.5%)	24 (10.7%)	158 (70.5%)
	11 (4.9%)		
*other			

2) Include comments about your responses here.

55 (24.6%)

**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>
<b>105 (46.9%)</b>	<b>59 (26.3%)</b>	<b>23 (10.3%)</b>	<b>11 (4.9%)</b>	<b>4 (1.8%)</b>

**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>
<b>59 (26.3%)</b>	<b>87 (38.8%)</b>	<b>43 (19.2%)</b>	<b>11 (4.9%)</b>	<b>2 (0.9%)</b>

**5) 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 strong reputation in the community.	52 (23.2%)	110 (49.1%)	25 (11.2%)	7 (3.1%)	27 (12.1%)
b) I would recommend SBVC to a friend.	105 (46.9%)	95 (42.4%)	8 (3.6%)	3 (1.3%)	4 (1.8%)
c) Classes at SBVC are accessible to all who want to attend.	70 (31.3%)	95 (42.4%)	36 (16.1%)	17 (7.6%)	2 (0.9%)
d) In general, the faculty and staff on this campus make an effort to be helpful and courteous.	97 (43.3%)	92 (41.1%)	13 (5.8%)	11 (4.9%)	8 (3.6%)
e) In general, SBVC's faculty and staff are sensitive to the needs of students from all backgrounds.	78 (34.8%)	98 (43.8%)	23 (10.3%)	9 (4.0%)	14 (6.3%)
f) In general, office workers are courteous.	58 (25.9%)	96 (42.9%)	25 (11.2%)	17 (7.6%)	16 (7.1%)
g) The faculty in the classes I have taken distinguish between their personal beliefs and proven facts.	70 (31.3%)	93 (41.5%)	30 (13.4%)	5 (2.2%)	21 (9.4%)
h) The faculty have made clear the rules regarding academic honesty here at SBVC.	126 (56.3%)	80 (35.7%)	8 (3.6%)	0 (0.0%)	6 (2.7%)
i) In general, office workers are knowledgeable.	62 (27.7%)	109 (48.7%)	29 (12.9%)	13 (5.8%)	8 (3.6%)
j) I am able to take the courses I need in the required sequence.	59 (26.3%)	91 (40.6%)	48 (21.4%)	19 (8.5%)	4 (1.8%)
k) I am able to get the courses I need at the times that fit my schedule.	48 (21.4%)	94 (42.0%)	55 (24.6%)	20 (8.9%)	4 (1.8%)
l) The library and learning center are open at hours that are convenient for my schedule.	78 (34.8%)	106 (47.3%)	16 (7.1%)	7 (3.1%)	15 (6.7%)
m) The books, magazines, and databases available in the library are adequate to complete my assignments	91 (40.6%)	89 (39.7%)	16 (7.1%)	2 (0.9%)	23 (10.3%)
n) I feel safe and secure on the SBVC campus.	71 (31.7%)	104 (46.4%)	21 (9.4%)	10 (4.5%)	11 (4.9%)
o) SBVC is free of gender bias.	93 (41.5%)	92 (41.1%)	14 (6.3%)	4 (1.8%)	17 (7.6%)
p) SBVC is free of racial bias.	89 (39.7%)	86 (38.4%)	19 (8.5%)	7 (3.1%)	18 (8.0%)



**6) Include any comments you wish to make about your responses to questions above.**

44 (19.6%)

**7) 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
a) Campus computer laboratories provide me with adequate access to computers.	121 (54.0%)	56 (25.0%)	29 (12.9%)	10 (4.5%)	5 (2.2%)
b) Campus computer laboratories provide me with adequate access to the Internet.	129 (57.6%)	57 (25.4%)	28 (12.5%)	2 (0.9%)	4 (1.8%)
c) User-friendly website	133 (59.4%)	55 (24.6%)	26 (11.6%)	1 (0.4%)	3 (1.3%)
d) Access to online courses	124 (55.4%)	54 (24.1%)	27 (12.1%)	5 (2.2%)	2 (0.9%)

**8) How many email accounts do you have?** 1 (0.4%) none 35 (15.6%) 186 (38.4%) 2102 (45.5%) 3 or more

**9) How often do you use your SBVC email account?** 17 (7.6%) never 84 (37.5%) once a week 186 (34.4%) 246 (20.5%) every day

**10) Please rate how satisfied or dissatisfied you are with each of the following aspects of staff performance.**

	1-Totally Satisfied	2	3	4	5-Totally Dissatisfied
a) I am satisfied with the academic environment at SBVC.	100 (44.6%)	83 (37.1%)	26 (11.6%)	10 (4.5%)	2 (0.9%)
b) I am satisfied with my opportunities to make friends and join clubs at SBVC.	86 (38.4%)	74 (33.0%)	47 (21.0%)	5 (2.2%)	6 (2.7%)
c) I am satisfied with the classroom environment at SBVC.	93 (41.5%)	78 (34.8%)	45 (20.1%)	4 (1.8%)	1 (0.4%)
d) I am satisfied with the quality of academic programs at SBVC.	104 (46.4%)	72 (32.1%)	29 (12.9%)	8 (3.6%)	3 (1.3%)
e) I am satisfied with the variety of courses offered at SBVC.	92 (41.1%)	78 (34.8%)	32 (14.3%)	10 (4.5%)	7 (3.1%)
f) I am satisfied with the appearance of the new buildings.	128 (57.1%)	66 (29.5%)	19 (8.5%)	2 (0.9%)	4 (1.8%)
g) I am satisfied with the appearance of campus landscaping.	116 (51.8%)	75 (33.5%)	22 (9.8%)	3 (1.3%)	1 (0.4%)
h) In general, I am satisfied with the customer service I receive from the offices I visit.	79 (35.3%)	68 (30.4%)	42 (18.8%)	19 (8.5%)	11 (4.9%)
i) I am satisfied with my access to campus resources and services. (See the next question for a list.)	97 (43.3%)	73 (32.6%)	35 (15.6%)	7 (3.1%)	2 (0.9%)

**11) Include any comments you wish to make about your responses to questions in the section above.**

44 (19.6%)

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

	<i>Never Used the Service</i>	<i>Very Satisfied</i>	<i>Somewhat Satisfied</i>	<i>Not Satisfied</i>
a) Valley-Bound	180 (80.4%)	17 (7.6%)	2 (0.9%)	0 (0.0%)
b) CalWorks	176 (78.6%)	14 (6.3%)	8 (3.6%)	1 (0.4%)
c) EOP&S / CARE	157 (70.1%)	35 (15.6%)	5 (2.2%)	3 (1.3%)
d) Puente	191 (85.3%)	7 (3.1%)	1 (0.4%)	0 (0.0%)
e) STAR	172 (76.8%)	20 (8.9%)	5 (2.2%)	3 (1.3%)
f) Tutorial services	110 (49.1%)	59 (26.3%)	27 (12.1%)	8 (3.6%)
g) Tumaini	193 (86.2%)	2 (0.9%)	2 (0.9%)	0 (0.0%)
h) Math & Science Support Center	135 (60.3%)	44 (19.6%)	27 (12.1%)	3 (1.3%)

**13) What would you do to improve the retention services listed above?**

37 (16.5%)

**14) Do you receive information about the how retention services can support your educational success?**

11 (4.9%) *Very regularly informed* 42 (18.8%) *Somewhat regularly informed* 57 (25.4%) *Rarely informed* 74 (33.0%) *Never informed*

**15) Which services have you used and how do you rate the quality services you have received?**

	<i>Never Used the Service</i>	<i>Very Satisfied</i>	<i>Somewhat Satisfied</i>	<i>Not Satisfied</i>
a) Academic counseling services	47 (21.0%)	93 (41.5%)	53 (23.7%)	26 (11.6%)
b) Athletics	185 (82.6%)	13 (5.8%)	14 (6.3%)	0 (0.0%)
c) Bookstore	15 (6.7%)	132 (58.9%)	60 (26.8%)	11 (4.9%)
d) Career Center	154 (68.8%)	27 (12.1%)	20 (8.9%)	8 (3.6%)
e) Disabled Students Programs & Services	184 (82.1%)	19 (8.5%)	6 (2.7%)	1 (0.4%)
f) Child Care Center	197 (87.9%)	7 (3.1%)	2 (0.9%)	4 (1.8%)
g) Career Counseling	152 (67.9%)	39 (17.4%)	13 (5.8%)	6 (2.7%)
h) Health Services	142 (63.4%)	65 (29.0%)	4 (1.8%)	2 (0.9%)
i) Financial Aid Office	35 (15.6%)	84 (37.5%)	67 (29.9%)	30 (13.4%)
j) Tutorial Services	114 (50.9%)	61 (27.2%)	31 (13.8%)	5 (2.2%)
k) International Students Services	202 (90.2%)	4 (1.8%)	5 (2.2%)	0 (0.0%)
l) Campus Police	136 (60.7%)	57 (25.4%)	14 (6.3%)	4 (1.8%)
m) Library	20 (8.9%)	155 (69.2%)	37 (16.5%)	5 (2.2%)
n) Student Activities (student gov., clubs, etc.)	133 (59.4%)	61 (27.2%)	12 (5.4%)	7 (3.1%)
o) Admissions Office	22 (9.8%)	111 (49.6%)	64 (28.6%)	18 (8.0%)
p) Student Assistance Program	157 (70.1%)	38 (17.0%)	12 (5.4%)	3 (1.3%)
q) Transfer Center	165 (73.7%)	27 (12.1%)	11 (4.9%)	6 (2.7%)
r) Students Life	157 (70.1%)	35 (15.6%)	15 (6.7%)	4 (1.8%)
s) Cafeteria	52 (23.2%)	91 (40.6%)	56 (25.0%)	16 (7.1%)

**16) What would you do to improve any of the general support services listed above?**

69 (30.8%)

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

16 (7.1%) *Very regularly Informed*    70 (31.3%) *Somewhat regularly informed*    74 (33.0%) *Rarely informed*    55 (24.6%) *Never Informed*

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

110 (49.1%) *Morning*    126 (56.3%) *Evening*    97 (43.3%) *Weekends*  
 122 (54.5%) *Afternoon*    77 (34.4%) *Night*

**19) When do you prefer to take courses?**

	<i>Yes</i>	<i>No</i>
Morning	142 (63.4%)	50 (22.3%)
Mid-day	153 (68.3%)	33 (14.7%)
Afternoon	138 (61.6%)	49 (21.9%)
Evening	113 (50.4%)	81 (36.2%)
Saturday	66 (29.5%)	111 (49.6%)

**20) From the list below, indicate which of the campus events you have attended this year?**

**List of event.**

- 11 (4.9%) **Latino Graduate recognition program**
- 5 (2.2%) **African American Graduate recognition program**
- 14 (6.3%) **Black History month activity**
- 15 (6.7%) **Women's History month activity**
- 10 (4.5%) **Diversity Week workshop(s)**
- 8 (3.6%) **Diversity Week Concert**
- 4 (1.8%) **International Film Festival**
- 28 (12.5%) **Dia De Los Muertos Art Gallery exhibit**
- 17 (7.6%) **Cinco de Mayo Luncheon**
- 3 (1.3%) **Book of the Month**
- 20 (8.9%) **Poetry Reading**
- 6 (2.7%) **Disability Awareness Fair**
- 48 (21.4%) **Red Ribbon Week events**
- 12 (5.4%) **Gay/Transsexual/Transgender awareness events**
- 49 (21.9%) **Other**

**21) Personal data**

	Yes	No
Do you have a computer at home?	208 (92.9%)	11 (4.9%)
Do you access the Internet from home?	199 (88.8%)	21 (9.4%)
Do you regularly use public transportation to get to school?	69 (30.8%)	151 (67.4%)

**22) Employment**

- 123 (54.9%)** *I am not employed*
- 10 (4.5%)** *I work between 1 and 10 hrs a week*
- 34 (15.2%)** *I work between 11 and 20 hrs. a week*
- 25 (11.2%)** *I work between 21- 40 hrs a week*
- 23 (10.3%)** *I work more than 40 hrs a week*

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

15 or less	16 to 30	31 to 45	46 - 60	more than 60
<b>38 (17.0%)</b>	<b>53 (23.7%)</b>	<b>41 (18.3%)</b>	<b>35 (15.6%)</b>	<b>51 (22.8%)</b>

**24) Age**

- 0 (0.0%) *Under 18 years*
- 75 (33.5%) *21 to 34 years*
- 52 (23.2%) *47 to 65 years*
- 53 (23.7%) *18 to 20 years*
- 35 (15.6%) *35 to 46 years*
- 0 (0.0%) *over 65 years*

**25) Gender**

Male	Female
<b>82 (36.6%)</b>	<b>132 (58.9%)</b>

**26) Ethnicity**

- 4 (1.8%) *Asian*
- 94 (42.0%) *Hispanic*
- 52 (23.2%) *White*
- 35 (15.6%) *Black*
- 4 (1.8%) *Native-American*
- 23 (10.3%) *Other*

**Please include any additional comments here.**

22 (9.8%)

## **Thanks you for your participation !**

**The results of this survey will be posted for your information on the SBVC Office of Research and Planning website when you return from the Summer 2012 break. Please visit this webpage for a wide range of reports with information and campus facts that may interest you. The webpage is located at: <http://www.valleycollege.edu/about-sbvc/offices/office-research-planning.aspx>.**



## Survey 2013

In order to better meet your needs as a student, we need 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. Thank you for your participation.

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-Most Important Reason</i>	<i>2-Minor Reason</i>	<i>3-Not a Reason</i>
a) Convenient location	306 (61.9%)	120 (24.3%)	61 (12.3%)
b) Size of the college	96 (19.4%)	138 (27.9%)	243 (49.2%)
c) Vocational programs offered	194 (39.3%)	114 (23.1%)	169 (34.2%)
d) Academic programs offered	292 (59.1%)	135 (27.3%)	49 (9.9%)
e) Low cost of attending	363 (73.5%)	89 (18.0%)	34 (6.9%)
f) Offered the courses I wanted	400 (81.0%)	65 (13.2%)	17 (3.4%)
g) Offered classes at the time I wanted	347 (70.2%)	100 (20.2%)	34 (6.9%)
h) Social atmosphere	128 (25.9%)	141 (28.5%)	209 (42.3%)
i) Availability of scholarships or financial aid	305 (61.7%)	76 (15.4%)	103 (20.9%)
j) Advice from parents or relatives	93 (18.8%)	109 (22.1%)	278 (56.3%)
k) Advice from high school counselor, teacher or principal	76 (15.4%)	76 (15.4%)	326 (66.0%)
		20 (4.0%)	
*other			

2) Include comments about your responses here.

124 (25.1%)

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>
<b>233 (47.2%)</b>	<b>153 (31.0%)</b>	<b>63 (12.8%)</b>	<b>24 (4.9%)</b>	<b>15 (3.0%)</b>

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>
<b>147 (29.8%)</b>	<b>219 (44.3%)</b>	<b>84 (17.0%)</b>	<b>25 (5.1%)</b>	<b>13 (2.6%)</b>

**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 =1</i>	<i>Moderate skill development = 2</i>	<i>Very little skill development = 3</i>	<i>No skill development in this area=4</i>
a) Ability to communicate in writing	185 (37.4%)	204 (41.3%)	48 (9.7%)	37 (7.5%)
b) Ability to speak clearly	195 (39.5%)	178 (36.0%)	49 (9.9%)	46 (9.3%)
c) Defend my positions in a debate or argument	150 (30.4%)	170 (34.4%)	77 (15.6%)	75 (15.2%)
d) Work effectively as a leader and/or participant in a group.	200 (40.5%)	156 (31.6%)	61 (12.3%)	49 (9.9%)
e) Understanding of your culture and history	164 (33.2%)	156 (31.6%)	77 (15.6%)	76 (15.4%)
f) Assume civic, political, and/or social responsibility for your actions	183 (37.0%)	149 (30.2%)	79 (16.0%)	61 (12.3%)
g) Set goals for your personal and professional development	277 (56.1%)	143 (28.9%)	34 (6.9%)	23 (4.7%)
h) Work with computers to find information and solve problems	231 (46.8%)	151 (30.6%)	52 (10.5%)	40 (8.1%)
i) Critically evaluate information I find on the Internet	224 (45.3%)	152 (30.8%)	55 (11.1%)	43 (8.7%)
j) Perform mathematical calculations and quantitative reasoning	166 (33.6%)	190 (38.5%)	64 (13.0%)	54 (10.9%)



**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 strong reputation in the community.	144 (29.1%)	212 (42.9%)	58 (11.7%)	22 (4.5%)	52 (10.5%)
b) I would recommend SBVC to a friend.	228 (46.2%)	204 (41.3%)	17 (3.4%)	14 (2.8%)	20 (4.0%)
c) Classes at SBVC are accessible to all who want to attend.	206 (41.7%)	187 (37.9%)	47 (9.5%)	31 (6.3%)	16 (3.2%)
d) In general, the faculty and staff on this campus make an effort to be helpful and courteous.	216 (43.7%)	194 (39.3%)	48 (9.7%)	15 (3.0%)	15 (3.0%)
e) In general, SBVC's faculty and staff are sensitive to the needs of students from all backgrounds.	197 (39.9%)	199 (40.3%)	49 (9.9%)	23 (4.7%)	22 (4.5%)
f) In general, office workers are courteous.	150 (30.4%)	213 (43.1%)	69 (14.0%)	31 (6.3%)	23 (4.7%)
g) The catalog and course schedules are accessible and easy to follow.	252 (51.0%)	203 (41.1%)	25 (5.1%)	3 (0.6%)	7 (1.4%)
h) Faculty are clear about the rules regarding academic honesty.	278 (56.3%)	174 (35.2%)	18 (3.6%)	2 (0.4%)	15 (3.0%)
i) In general, office workers are knowledgeable.	171 (34.6%)	225 (45.5%)	53 (10.7%)	17 (3.4%)	24 (4.9%)
j) I am able to take the courses I need in the required sequence.	165 (33.4%)	190 (38.5%)	70 (14.2%)	41 (8.3%)	20 (4.0%)
k) I am able to get the courses I need at the times that fit my schedule.	158 (32.0%)	194 (39.3%)	79 (16.0%)	41 (8.3%)	17 (3.4%)
l) The library and learning center are open at hours that are convenient for my schedule.	201 (40.7%)	184 (37.2%)	30 (6.1%)	22 (4.5%)	49 (9.9%)
m) The books, magazines, and databases available in the library are adequate to complete my assignments	201 (40.7%)	190 (38.5%)	20 (4.0%)	13 (2.6%)	62 (12.6%)
n) I feel safe and secure on the SBVC campus.	99 (20.0%)	159 (32.2%)	93 (18.8%)	102 (20.6%)	31 (6.3%)
o) SBVC is free of gender bias.	208 (42.1%)	203 (41.1%)	20 (4.0%)	14 (2.8%)	42 (8.5%)
p) SBVC is free of racial bias.	192 (38.9%)	201 (40.7%)	28 (5.7%)	14 (2.8%)	47 (9.5%)

**7) Include any comments you wish to make about your responses to questions above.**

90 (18.2%)

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

	<i>1-Totally Satisfied</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5-Totally Dissatisfied</i>
a) Campus computer laboratories provide me with adequate access to computers.	285 (57.7%)	130 (26.3%)	54 (10.9%)	9 (1.8%)	3 (0.6%)
b) Campus computer laboratories provide me with adequate access to the Internet.	299 (60.5%)	119 (24.1%)	47 (9.5%)	8 (1.6%)	6 (1.2%)
c) User-friendly website	286 (57.9%)	135 (27.3%)	50 (10.1%)	8 (1.6%)	2 (0.4%)
d) Access to online courses	270 (54.7%)	126 (25.5%)	47 (9.5%)	11 (2.2%)	7 (1.4%)

**9) How many email accounts do you have?** 1 (0.2%) none 72 (14.6%) 207 (41.9%) 214 (43.3%) 3 or more

**10) How often do you use your SBVC email account?** 7 (11.5%) never 174 (35.2%) once a week 149 (30.2%) 2-4 times a week 114 (23.1%) every day

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

	<i>1-Totally Satisfied</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5-Totally Dissatisfied</i>
a) I am satisfied with the academic environment at SBVC.	224 (45.3%)	178 (36.0%)	57 (11.5%)	16 (3.2%)	9 (1.8%)
b) I am satisfied with my opportunities to make friends and join clubs at SBVC.	191 (38.7%)	171 (34.6%)	80 (16.2%)	26 (5.3%)	15 (3.0%)
c) I am satisfied with the classroom environment at SBVC.	223 (45.1%)	176 (35.6%)	60 (12.1%)	18 (3.6%)	6 (1.2%)
d) I am satisfied with the quality of academic programs at SBVC.	236 (47.8%)	162 (32.8%)	57 (11.5%)	15 (3.0%)	11 (2.2%)
e) I am satisfied with the variety of courses offered at SBVC.	220 (44.5%)	160 (32.4%)	67 (13.6%)	22 (4.5%)	14 (2.8%)
f) I am satisfied with the appearance of the new buildings.	275 (55.7%)	156 (31.6%)	39 (7.9%)	8 (1.6%)	5 (1.0%)
g) I am satisfied with the appearance of campus landscaping.	256 (51.8%)	155 (31.4%)	52 (10.5%)	11 (2.2%)	10 (2.0%)
h) I am satisfied with the customer service I receive from the offices I visit.	181 (36.6%)	154 (31.2%)	80 (16.2%)	34 (6.9%)	31 (6.3%)
i) I am satisfied with the level of safety and security the campus offers	121 (24.5%)	127 (25.7%)	104 (21.1%)	54 (10.9%)	77 (15.6%)
j) I am satisfied with my access to campus resources and services. (See the next question for a list.)	220 (44.5%)	176 (35.6%)	53 (10.7%)	17 (3.4%)	7 (1.4%)

**12) Please take a moment to explain any responses where you indicated totally satisfaction or totally dissatisfaction (400 character limit).**

128 (25.9%)

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

	<i>Never Used the Service</i>	<i>Very Satisfied</i>	<i>Somewhat Satisfied</i>	<i>Not Satisfied</i>
a) Valley-Bound Commitment	420 (85.0%)	27 (5.5%)	8 (1.6%)	3 (0.6%)
b) CalWorks	387 (78.3%)	42 (8.5%)	23 (4.7%)	5 (1.0%)
c) EOP&S / CARE	349 (70.6%)	88 (17.8%)	19 (3.8%)	5 (1.0%)
d) Puente	440 (89.1%)	8 (1.6%)	5 (1.0%)	3 (0.6%)
e) STAR	411 (83.2%)	30 (6.1%)	12 (2.4%)	3 (0.6%)
f) Tutorial services	256 (51.8%)	145 (29.4%)	59 (11.9%)	9 (1.8%)
g) Tumaini	438 (88.7%)	9 (1.8%)	3 (0.6%)	3 (0.6%)
h) Math & Science Support Center	282 (57.1%)	126 (25.5%)	51 (10.3%)	10 (2.0%)

**14) What would you do to improve the retention services listed above?**

129 (26.1%)

**15) Do you receive information about the how retention services can support your educational success?**

58 (11.7%) *Very regularly informed* 112 (22.7%) *Somewhat regularly informed* 110 (22.3%) *Rarely informed* 155 (31.4%) *Never informed*

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

	<i>Never Used the Service</i>	<i>Very Satisfied</i>	<i>Somewhat Satisfied</i>	<i>Not Satisfied</i>
a) Academic counseling services	118 (23.9%)	209 (42.3%)	113 (22.9%)	34 (6.9%)
b) Athletics	398 (80.6%)	46 (9.3%)	19 (3.8%)	1 (0.2%)
c) Bookstore	65 (13.2%)	301 (60.9%)	95 (19.2%)	16 (3.2%)
d) Career Center	317 (64.2%)	107 (21.7%)	35 (7.1%)	6 (1.2%)
e) Disabled Students Programs & Services	392 (79.4%)	59 (11.9%)	17 (3.4%)	3 (0.6%)
f) Child Care Center	424 (85.8%)	28 (5.7%)	11 (2.2%)	4 (0.8%)
g) Career Counseling	300 (60.7%)	119 (24.1%)	34 (6.9%)	18 (3.6%)
h) Health Services	305 (61.7%)	136 (27.5%)	28 (5.7%)	3 (0.6%)
i) Financial Aid Office	102 (20.6%)	222 (44.9%)	101 (20.4%)	53 (10.7%)
j) Tutorial Services	238 (48.2%)	160 (32.4%)	61 (12.3%)	10 (2.0%)
k) International Students Services	441 (89.3%)	19 (3.8%)	7 (1.4%)	2 (0.4%)
l) Campus Police	301 (60.9%)	95 (19.2%)	41 (8.3%)	33 (6.7%)
m) Library	84 (17.0%)	330 (66.8%)	52 (10.5%)	8 (1.6%)
n) Student Activities (student gov., clubs, etc.)	336 (68.0%)	98 (19.8%)	28 (5.7%)	12 (2.4%)
o) Admissions Office	65 (13.2%)	268 (54.3%)	122 (24.7%)	18 (3.6%)
p) Student Assistance Program	357 (72.3%)	83 (16.8%)	21 (4.3%)	7 (1.4%)
q) Transfer Center	355 (71.9%)	76 (15.4%)	31 (6.3%)	8 (1.6%)
r) Students Life	346 (70.0%)	91 (18.4%)	27 (5.5%)	4 (0.8%)
s) Cafeteria	149 (30.2%)	200 (40.5%)	98 (19.8%)	24 (4.9%)

**17) What would you do to improve any of the general support services listed above?**

153 (31.0%)

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

56 (11.3%) *Very regularly Informed* 173 (35.0%) *Somewhat regularly informed* 120 (24.3%) *Rarely informed* 114 (23.1%) *Never Informed*

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

256 (51.8%) *Morning* 285 (57.7%) *Evening* 199 (40.3%) *Weekends*  
 289 (58.5%) *Afternoon* 158 (32.0%) *Night*

**20) When do you prefer to take courses?**

	<i>Yes</i>	<i>No</i>
Morning	305 (61.7%)	114 (23.1%)
Mid-day	333 (67.4%)	79 (16.0%)
Afternoon	317 (64.2%)	89 (18.0%)
Evening	269 (54.5%)	161 (32.6%)
Saturday	151 (30.6%)	236 (47.8%)

## 21) Personal data

	Yes	No
Do you have a computer at home?	464 (93.9%)	21 (4.3%)
Do you access the Internet from home?	441 (89.3%)	43 (8.7%)
Do you regularly use public transportation to get to school?	143 (28.9%)	338 (68.4%)

## 22) Employment

257 (52.0%) I am not employed	21 (4.3%) I work between 1 and 10 hrs a week
61 (12.3%) I work between 11 and 20 hrs. a week	87 (17.6%) I work between 21- 40 hrs a week
59 (11.9%) I work more than 40 hrs a week	

## 23) How many units have you completed?

15 or less	16 to 30	31 to 45	46 - 60	more than 60
138 (27.9%)	96 (19.4%)	83 (16.8%)	62 (12.6%)	100 (20.2%)

## 24) Age

9 (1.8%) Under 18 years	194 (39.3%) 21 to 34 years	84 (17.0%) 47 to 65 years
106 (21.5%) 18 to 20 years	89 (18.0%) 35 to 46 years	0 (0.0%) over 65 years

## 25) Gender

Male	Female
171 (34.6%)	308 (62.3%)

## 26) Ethnicity

20 (4.0%) Asian	241 (48.8%) Hispanic	117 (23.7%) White
62 (12.6%) Black	7 (1.4%) Native-American	35 (7.1%) Other

Please include any additional comments here.

72 (14.6%)

# Thanks you for your participation !

Survey results will be posted for your information on the SBVC Office of Research and Planning website when you return from the Summer 2013 break. Please visit this webpage for a wide range of reports with information and campus facts that may interest you. The webpage is located at:

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