



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>
105 (46.9%)	59 (26.3%)	23 (10.3%)	11 (4.9%)	4 (1.8%)

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>
59 (26.3%)	87 (38.8%)	43 (19.2%)	11 (4.9%)	2 (0.9%)

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
38 (17.0%)	53 (23.7%)	41 (18.3%)	35 (15.6%)	51 (22.8%)

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
82 (36.6%)	132 (58.9%)

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>.