



## Survey 2010

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, 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	84.8%	6.5%	8.7%
b) Size of the college	13.0%	47.8%	32.6%
c) Offered vocational programs	54.3%	28.3%	8.7%
d) Offered academic programs	60.9%	28.3%	6.5%
e) Low cost of attending	82.6%	8.7%	4.3%
f) Offered the courses I wanted	91.3%	8.7%	0.0%
g) Offered classes at the time I wanted	78.3%	17.4%	4.3%
h) Social atmosphere	34.8%	43.5%	17.4%
i) Availability of scholarship or financial aid	56.5%	26.1%	10.9%
j) Advice from parents or relatives	19.6%	15.2%	58.7%
k) Advice from high school counselor, teacher or principal	17.4%	13.0%	69.6%

10.9%

\*other

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>54.3%</b>	<b>32.6%</b>	<b>8.7%</b>	<b>2.2%</b>	<b>2.2%</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>32.6%</b>	<b>52.2%</b>	<b>8.7%</b>	<b>6.5%</b>	<b>0.0%</b>

**4) 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.	23.9%	52.2%	10.9%	2.2%	6.5%
b) I would recommend SBVC to a friend.	50.0%	41.3%	2.2%	0.0%	4.3%
c) I like the SBVC environment and feel comfortable here.	43.5%	47.8%	0.0%	2.2%	4.3%
d) In general, the faculty and staff on this campus make an effort to be helpful and courteous.	43.5%	50.0%	2.2%	2.2%	0.0%
e) In general, SBVC's faculty and staff are sensitive to the needs of students from all backgrounds.	34.8%	47.8%	2.2%	2.2%	8.7%
f) In general, office workers are courteous.	26.1%	50.0%	13.0%	6.5%	0.0%
g) The faculty in the classes I have taken distinguish between their personal beliefs and proven facts.	43.5%	37.0%	4.3%	4.3%	8.7%
h) The faculty have made clear the rules regarding academic honesty here at SBVC.	50.0%	34.8%	6.5%	4.3%	0.0%
i) In general, office workers are knowledgeable.	28.3%	52.2%	10.9%	4.3%	2.2%
j) I am able to take the courses I need in the required sequence.	32.6%	39.1%	19.6%	4.3%	0.0%
k) I am able to get the courses I need at the times that fit my schedule.	37.0%	41.3%	15.2%	4.3%	0.0%
l) The library and learning center are open at hours that are convenient for my schedule.	37.0%	34.8%	8.7%	6.5%	6.5%
m) The books, magazines, and databases available in the library are adequate to complete my assignments	39.1%	39.1%	2.2%	4.3%	13.0%
n) I feel safe and secure on the SBVC campus.	43.5%	39.1%	2.2%	8.7%	2.2%

**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.	4.3%	10.9%	26.1%	19.6%	39.1%
b) Campus computer laboratories provide me with adequate access to the Internet.	2.2%	10.9%	21.7%	13.0%	50.0%
c) User-friendly website	0.0%	10.9%	28.3%	10.9%	50.0%
d) Access to online courses	4.3%	4.3%	17.4%	13.0%	41.3%

**6) How many email account do you have?**      6.5% *none*    21.7% *1*      34.8% *2*      34.8% *3 or more*

**7) How often do you use your SBVC email account?**      34.8% *never*    37.0% *once a week*    13.0% *2-3 times a week*    13.0% *every day*

**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.	6.5%	4.3%	8.7%	41.3%	39.1%
b) I am satisfied with my opportunities to make friends and join clubs at SBVC.	2.2%	10.9%	26.1%	21.7%	39.1%
c) I am satisfied with the classroom environment at SBVC.	0.0%	10.9%	17.4%	32.6%	37.0%
d) I am satisfied with the quality of academic programs at SBVC.	0.0%	13.0%	6.5%	41.3%	34.8%
e) I am satisfied with the variety of courses offered at SBVC.	0.0%	10.9%	19.6%	21.7%	43.5%
f) I am satisfied with the appearance of the new buildings.	6.5%	10.9%	10.9%	15.2%	54.3%
g) I am satisfied with the developing appearance of campus landscape.	6.5%	8.7%	4.3%	26.1%	52.2%
h) In general, I am satisfied with the customer service I receive from the offices I visit?	4.3%	13.0%	17.4%	28.3%	34.8%
j) I am satisfied with my access to campus resources and services? (See the list in the question below.)	4.3%	10.9%	15.2%	26.1%	34.8%

**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	76.1%	10.9%	2.2%	0.0%
d) CalWorks	65.2%	21.7%	0.0%	2.2%
b) EOP&S / CARE	65.2%	23.9%	2.2%	2.2%
c) Puente	82.6%	8.7%	0.0%	0.0%
d) STAR	76.1%	13.0%	0.0%	2.2%
z) Tutorial services	50.0%	32.6%	8.7%	2.2%
e) Tumaini	82.6%	8.7%	2.2%	0.0%
z) Math & Science Support Center	60.9%	19.6%	13.0%	0.0%

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

30.4%

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

10.9% *Very regularly Informed*      17.4% *Somewhat regularly informed*      26.1% *Rarely informed*      34.8% *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	26.1%	34.8%	21.7%	8.7%
b) Athletics	60.9%	26.1%	6.5%	2.2%
c) Bookstore	2.2%	78.3%	10.9%	6.5%
d) Career Center	47.8%	19.6%	26.1%	4.3%
e) Disabled Students Programs & Services	71.7%	17.4%	8.7%	0.0%
f) Child Care Center	73.9%	17.4%	2.2%	2.2%
g) Career Counseling	50.0%	19.6%	19.6%	4.3%
h) Health Services	65.2%	19.6%	8.7%	0.0%
i) Financial Aid Office	19.6%	23.9%	34.8%	17.4%
j) Tutorial Services	50.0%	32.6%	10.9%	0.0%
k) International Students Services	78.3%	10.9%	4.3%	2.2%
l) Campus Police	50.0%	28.3%	13.0%	4.3%
m) Library	23.9%	56.5%	6.5%	6.5%
n) Student Activities (student gov., clubs, etc.)	37.0%	45.7%	6.5%	4.3%
o) Admissions Office	6.5%	63.0%	19.6%	6.5%
p) Student Assistance Program	41.3%	47.8%	2.2%	2.2%
q) Transfer Center	60.9%	19.6%	15.2%	0.0%
r) Students Life	54.3%	32.6%	8.7%	0.0%
s) Cafeteria	13.0%	47.8%	28.3%	2.2%

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

28.3%

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

10.9% *Very regularly Informed*      26.1% *Somewhat regularly informed*      28.3% *Rarely informed*      26.1% *Never Informed*

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

58.7% *Morning*      54.3% *Evening*      23.9% *Weekends*  
 45.7% *Afternoon*      39.1% *Night*

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

	Yes	No
Morning	63.0%	23.9%
Mid-day	63.0%	21.7%
Afternoon	54.3%	28.3%
Evening	56.5%	30.4%
Saturday	21.7%	52.2%

**Q17** 0.0%

**Q18 Have you attended any diversity events sponsored by the campus?**

Yes 0.0%  
 No 0.0%

**17) Personal data**

	Yes	No
Do you have a computer at home?	78.3%	17.4%
Do you access the Internet from home?	73.9%	21.7%
Are you employed for more than 20 hrs a week?	30.4%	60.9%
Do you regularly use public transportation to get.	37.0%	56.5%

**18) Class Standing**

*Freshman*      *Sophomore*      *Other*  
**15.2%**      **26.1%**      **54.3%**

**19) Age**

2.2% *Under 18 years*      28.3% *21 to 34 years*      17.4% *47 to 65 years*  
 15.2% *18 to 20 years*      28.3% *35 to 46 years*      6.5% *over 65 years*

**20) Gender**

*Male*      *Female*  
**43.5%**      **52.2%**

**21) Ethnicity**

4.3% *Asian*      34.8% *Hispanic*      13.0% *White*  
 21.7% *Black*      0.0% *Native-American*      21.7% *Other*