



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	161	67
b) Size of the college	150	227	310
c) Offered vocational programs	280	168	243
d) Offered academic programs	456	162	79
e) Low cost of attending	591	76	34
f) Offered the courses I wanted	579	88	31
g) Offered classes at the time I wanted	527	116	57
h) Social atmosphere	135	211	347
i) Availability of scholarship or financial aid	420	131	148
j) Advice from parents or relatives	125	151	414
k) Advice from high school counselor, teacher or principal	108	97	480
*Other reason	55		

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>
349	229	63	41	20

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>
226	345	107	12	8

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	358	74	22	77
b) I would recommend SBVC to a friend.	344	287	29	7	25
c) I like the SBVC environment and feel comfortable here.	299	306	36	23	37
d) In general, the faculty and staff on this campus make an effort to be helpful and courteous.	307	302	51	23	18
e) In general, SBVC's faculty and staff are sensitive to the needs of students from all backgrounds.	274	308	46	27	44
f) In general, office workers are courteous.	187	336	93	38	38
g) The faculty in the classes I have taken distinguish between their personal beliefs and proven facts.	254	321	52	19	56
h) The faculty have made clear the rules regarding academic honesty here at SBVC.	426	229	13	7	19
i) In general, office workers are knowledgeable.	201	338	72	36	52
j) I am able to take the courses I need in the required sequence.	238	303	104	35	19
k) I am able to get the courses I need at the times that fit my schedule.	235	284	111	49	19
l) The library and learning center are open at hours that are convenient for my schedule.	216	277	90	50	64
m) The books, magazines, and databases available in the library are adequate to complete my assignments.	269	296	22	13	96
n) I feel safe and secure on the SBVC campus.	209	330	83	29	43

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	25	144	177	321
b) Campus computer laboratories provide me with adequate access to the Internet.	34	19	125	188	329
c) SBVC Website.	41	39	106	226	274
d) Access to online courses.	42	49	141	188	262

6) How many email accounts do you have?	0 <i>none</i>	123 <i>1</i>	335 <i>2</i>	241 <i>3 or more</i>
7) How often do you use your SBVC email account?	99 <i>never</i>	265 <i>once a week</i>	218 <i>2-3 times a week</i>	115 <i>every day</i>

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	25	148	277	232
b) I am satisfied with my opportunities to make friends and join clubs at SBVC.	38	58	226	203	171
c) I am satisfied with the classroom environment at SBVC.	19	49	171	257	204
d) I am satisfied with the quality of academic programs at SBVC.	13	35	148	285	215
e) I am satisfied with the variety of courses offered at SBVC.	36	57	137	228	242
f) I am satisfied with the appearance of the new buildings.	17	35	85	183	369
g) I am satisfied with the developing appearance of campus landscape.	20	29	100	203	346
h) In general, I am satisfied with the customer service I receive from the offices I visit.	38	75	171	205	210
j) I am satisfied with my access to campus resources and services. (See the list in the question below.)	24	38	171	228	228

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	40	10	4
d) CalWorks	571	60	41	14
b) EOP&S / CARE	541	107	29	8
c) Puente	651	21	9	4
d) STAR	614	56	7	6
z) Tutorial services	380	208	84	17
e) Tumaini	661	14	6	4
z) Math & Science Support Center	435	164	67	23

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

338

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

63 *Very regularly
Informed*

156 *Somewhat
regularly informed*

195 *Rarely informed*

225 *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	237	206	88
b) Athletics	587	64	42	3
c) Bookstore	34	408	218	31
d) Career Center	489	99	89	17
e) Disabled Students Programs & Services	607	68	17	4
f) Child Care Center	632	38	9	17
g) Career Counseling	466	122	82	24
h) Health Services	455	193	38	9
i) Financial Aid Office	135	280	200	84
j) Tutorial Services	377	205	97	12
k) International Students Services	663	18	7	7
l) Campus Police	505	121	55	18
m) Library	88	472	124	15
n) Student Activities (student gov., clubs, etc.)	516	104	61	15
o) Admissions Office	72	372	213	35
p) Student Assistance Program	521	126	36	5
q) Transfer Center	534	98	47	12
r) Students Life	568	76	32	11
s) Cafeteria	159	253	232	50

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

373

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

78 *Very regularly
Informed*

198 *Somewhat
regularly informed*

229 *Rarely informed*

187 *Never Informed*

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

389 *Morning*

421 *Evening*

314 *Weekends*

437 *Afternoon*

233 *Night*

16) When do you prefer to take courses?

	<i>Yes</i>	<i>No</i>
Morning	489	161
Mid-day	477	154
Afternoon	429	185
Evening	405	235
Saturday	244	344

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

178 *Yes*

516 *No*

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

15 *Latino Graduate recognition program*

26 *Cinco de Mayo Luncheon*

14 *African-American Graduate recognition program*

8 *Book of the Month*

47 *Black History month activity*

52 *Poetry Reading*

25 *Women's History month activity*

12 *Disability Awareness Fair*

23 *Diversity Week workshop(s)*

91 *Red Ribbon Week events*

16 *Diversity Week Concert*

17 *Gay/Transsexual/Transgender awareness events*

9 *International Film Festival*

51 *Other*

50 *Dia De Los Muertos Art Gallery exhibit*

19) Personal data

	<i>Yes</i>	<i>No</i>
Do you have a computer at home?	658	40
Do you access the Internet from home?	633	63
Are you employed for more than 20 hrs a week?	242	456
Do you regularly use public transportation to get to SBVC?	149	545

20) Class Standing

<i>Freshman</i>	<i>Sophomore</i>	<i>Other</i>
177	283	237

21) Age

3 <i>Under 18 years</i>	137 <i>29 to 40 years</i>	2 <i>over 65 years</i>
148 <i>18 to 20 years</i>	104 <i>41 to 50 years</i>	
270 <i>21 to 28 years</i>	35 <i>51 to 65 years</i>	

22) Gender

<i>Male</i>	<i>Female</i>
206	491

23) Ethnicity

43 <i>Asian</i>	280 <i>Hispanic</i>	205 <i>White</i>
97 <i>Black</i>	8 <i>Native-American</i>	60 <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:

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Thank You For Your Participation!