



## 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 dev elopment 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 214 (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**

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

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

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

**24) Age**

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

**25) Gender**

<i>Male</i>	<i>Female</i>
<b>171 (34.6%)</b>	<b>308 (62.3%)</b>

**26) Ethnicity**

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

**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:

<http://www.valleycollege.edu/about-sbvc/offices/office-research-planning/Reports>