



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>
349 (48.3%)	229 (31.7%)	63 (8.7%)	41 (5.7%)	20 (2.8%)

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 (31.3%)	345 (47.8%)	107 (14.8%)	12 (1.7%)	8 (1.1%)

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%) ~~1~~ 23 (17.0%) ~~3~~ 35 (46.4%) ~~4~~ 41 (33.4%) 3 or more

7) How often do you use your SBVC email account? 99 (13.7%) ~~never~~ 265 (36.7%) ~~once a week~~ 218 (30.2%) ~~2-4 times a week~~ 115 (15.9%) 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.	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%)
i) 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%) *Latino Graduate recognition program* 26 (3.6%) *Cinco de Mayo Luncheon*14 (1.9%) *African-American Graduate recognition program* 8 (1.1%) *Book of the Month*47 (6.5%) *Black History month activity* 52 (7.2%) *Poetry Reading*25 (3.5%) *Women's History month activity* 12 (1.7%) *Disability Awareness Fair*23 (3.2%) *Diversity Week workshop(s)* 91 (12.6%) *Red Ribbon Week events*16 (2.2%) *Diversity Week Concert* 17 (2.4%) *Gay/Transsexual/Transgender awareness events*9 (1.2%) *International Film Festival* 51 (7.1%) *Other*50 (6.9%) *Dia De Los Muertos Art Gallery exhibit***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>
177 (24.5%)	283 (39.2%)	237 (32.8%)

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>
206 (28.5%)	491 (68.0%)

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!