

**Comparison of Weighted Student Satisfaction Survey Responses  
Spring 2005- Spring 2006**

Question	Weighted Score: Strongly Agree=100 Agree=75 Disagree=50 Strongly Disagree=25				
	Spring 05	Fall 05	Spring 06	%Change S 05- F 05	%Change F 05- S 06
1. When I applied for admission to Somerset Community College, the Admissions staff answered my questions and gave all needed information	77.0	78.5	50.8	1.9%	-35.2%
2. New Student Orientation provided me with enough information to enable me to adjust to college more effectively.	76.0	78.8	78.7	3.7%	-0.1%
3. My ACT/COMPASS scores placed me in the appropriate entry-level mathematics, English, and reading classes at my initial enrollment.	75.9	75.9	75.8	0.0%	-0.1%
4. When visiting the Admissions/Records Office, I am treated with courtesy and respect.	78.4	81.1	79.3	3.4%	-2.2%
5. When I have a question concerning my records, those in charge help me resolve the problem.	77.1	79.9	77.1	3.6%	-3.5%
6. The Counseling Center provides services which enable students to make a successful adjustment to college.	76.1	80.7	79.4	6.0%	-1.6%
7. The counselors are accessible to students.	74.7	76.2	73.6	2.0%	-3.4%
8. The Financial Aid Office helps me complete my financial aid forms correctly.	78.7	81.9	78.9	4.1%	-3.6%
9. Every effort is being made to provide me the maximum financial aid to which I am legally entitled.	75.7	78.8	78.7	4.1%	-0.1%
10. My advisor keeps up with my academic progress and helps me plan for the future.	70.7	74.0	73.7	4.7%	-0.0%
11. My advisor makes sure I am taking the courses I need to complete my program at Somerset Community College.	75.2	79.3	79.6	5.5%	0.3%
12. When I have a problem with a class, the instructor helps me work out a solution.	76.6	80.5	78.4	5.1%	-2.6%
13. The grades I receive are accurate and fair considering the effort I put into my classes.	78.1	81.7	80.5	4.6%	-1.5%
14. The instructors seem dedicated and enthusiastic and present their subject matter in interesting ways.	77.5	79.5	76.8	2.6%	-3.4%
15. My classes meet on time and for the full class period.	80.8	83.4	80.0	3.2%	-4.1%

16. My classes adequately cover the course objectives that are stated in the syllabus.	79.5	83.8	83.2	5.4%	-0.7%
17. If I need to discuss my distance learning class (es) with my instructor, I know how to contact him/her.	76.4	84.1	81.8	5.4%	-0.3%
18. The distance learning faculty are dedicated and enthusiastic and presents the subject in interesting ways.	73.6	79.5	76.9	8.0%	-3.3%
19. The Student Government Association provides the kind of services and activities I feel are needed.	64.9	72.9	70.1	12.3%	-3.8%
20. There is wide range of extracurricular activities (plays, art exhibits, club meetings, intramural sports).	62.7	72.4	70.0	15.5%	-3.3%
21. Information resources available in the library and via the Internet are appropriate and sufficient to complete my classroom assignments.	79.2	81.1	78.4	2.4%	-3.3%
22. When I need help using the library, I receive efficient and courteous assistance from the staff.	77.2	80.3	78.3	4.0%	-2.5%
23. In general, the library's physical facilities are convenient and comfortable.	77.8	80.1	79.6	2.9%	-0.6%
24. I find the computer laboratory assistants to be knowledgeable and helpful.	67.2	80.3	82.5	19.5%	2.7%
25. When I need to use a computer, one is almost always available for my use.	78.4	81.8	81.5	4.3%	-0.4%
26. I find the Writing Center/Math Lab assistants to be knowledgeable and helpful.	75.2	82.8	79.6	10.1%	-3.9%
27. The bookstore provides the books and supplies I need for my classes.	77.2	81.1	79.0	5.1%	-2.6%
28. When visiting the bookstore, I am treated in a courteous and friendly manner.	75.7	81.2	59.4	7.3%	-26.8%
29. The bookstore buy-back policy is fair and equitable.	58.0	63.2	58.2	9.0%	-7.9%
30. When I needed information about my fees or other payments, the Business office provides the information in a way I can understand.	76.0	79.0	78.5	3.9%	-0.6%
31. The food in the cafeteria is good and the menus offer enough variety.	74.1	70.8	59.6	-4.5%	-15.8%
32. The atmosphere in the cafeteria is pleasant and friendly.	79.0	78.5	75.0	-0.0%	-4.5%
33. SCC parking facilities are adequate and convenient for my needs.	59.4	63.1	60.3	6.2%	-4.4%