

Comparison of Student Satisfaction Survey Responses for
Spring 2004 and Spring 2005

Student Satisfaction Survey												
Question	Percent of Respondents Who Strongly Agree/ Agree			Percent of Respondents Who <u>Strongly Disagree/ Disagree</u>			Percent of Respondents Who Answered <u>Not Applicable</u>			Weighted Score: Strongly Agree=100 Agree =75 Disagree=50 Strongly Disagree=25		
	Spring 2004	Spring 2005	Percent Change	Spring 2004	Spring 2005	Percent Change	Spring 2004	Spring 2005	Percent Change	Spring 2004	Spring 2005	Percent Change
1. Food in the cafeteria is good and the menus offer enough variety.	41.6	50.8	22.1%	5.8	12.2	110.3%	52.6	37.0	-29.7%	76.2	74.1	-2.8%
2. Atmosphere in the cafeteria is pleasant and friendly.	48.5	58.4	20.4%	4.3	7.2	67.4%	47.2	34.4	-27.1%	79.3	78.9	-0.5%
3. I find the Writing Center/Math Lab assistants to be knowledgeable and helpful.	45.6	38.8	-14.9%	4.9	9.2	87.8%	49.6	52.1	5.0%	79.3	75.2	-5.2%
4. When I applied for admission to SCC, the Admissions staff answered my questions and gave all needed information.	84.5	84.7	0.2%	15.1	14.0	-7.3%	0.4	1.2	200.0%	77.3	77.0	-0.4%
5. My ACT/COMPASS scores placed me in the appropriate entry-level mathematics, English, and reading classes at my initial enrollment.	76.9	76.3	-0.8%	15.6	16.9	8.3%	7.6	6.7	-11.8%	76.4	75.9	-0.7%
6. When visiting the Admissions/Records Office, I am treated with courtesy and respect.	83.7	87.0	3.9%	14.3	11.7	-18.2%	1.9	1.4	-26.3%	78.3	78.4	0.1%
7. When I have a question concerning my records, those in charge help me resolve the problem.	82.3	82.7	0.5%	12.9	12.7	-1.6%	4.9	4.7	-4.1%	78.4	77.2	-1.5%
8. New Student Orientation provided me with enough information to enable me to adjust to college more effectively.	66.0	71.3	8.0%	11.6	13.8	19.0%	22.4	15.0	-33.0%	76.6	76.0	-0.8%
9. The counselors are accessible to students.	71.8	70.4	-1.9%	15.1	16.3	7.9%	13.2	13.3	0.8%	75.1	74.7	-0.5%
10 The Counseling Center provides services that enable students to make a successful adjustment to college.	67.7	66.1	-2.4%	13.3	12.5	-6.0%	19.1	21.3	11.5%	75.7	76.1	0.5%
11 The Financial Aid Office helps me complete my financial aid forms correctly.	73.3	71.0	-3.1%	8.0	14.1	76.3%	18.6	14.8	-20.4%	81.2	78.7	-3.1%
12. Every effort is being made to provide me the maximum financial aid to which I am legally entitled.	73.0	70.3	-3.7%	13.4	18.4	37.3%	13.6	11.3	-16.9%	78.4	75.7	-3.4%
13. My advisor keeps up with my academic progress and helps me plan for the future.	71.2	64.6	-9.3%	20.9	27.9	33.5%	7.8	7.5	-3.8%	74.4	70.7	-5.0%
14. My advisor makes sure I am taking the courses I need to complete my program at Somerset Community College.	78.4	74.3	-5.2%	15.1	20.6	36.4%	6.6	5.2	-21.2%	77.9	75.2	-3.5%
15. When I have a problem with a class, the instructor helps me work out a solution.	86.0	79.8	-7.2%	9.7	16.4	69.1%	4.2	3.8	-9.5%	78.8	76.6	-2.8%
16. The grades I receive are accurate and fair considering the effort I put into my classes.	90.0	86.6	-3.8%	8.7	12.5	43.7%	1.3	0.9	-30.8%	79.7	78.1	-2.0%

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17. The instructors seem dedicated and enthusiastic and present their subject matter in interesting ways.	85.5	87.7	2.6%	13.5	11.8	-12.6%	1.1	0.5	-54.5%	77.9	77.5	-0.5%
18. My classes meet on time and for the full class period.	94.2	90.5	-3.9%	5.3	8.5	60.4%	0.4	1.0	150.0%	82.5	80.8	-2.1%
19. My classes adequately cover the course objectives that are stated in the syllabus.	94.7	89.2	-5.8%	5.1	10.1	98.0%	0.2	0.7	250.0%	81.9	79.5	-2.9%
20. The Student Government Association provides the kind of services and activities I feel are needed.	35.6	34.0	-4.5%	10.5	20.2	92.4%	53.9	45.7	-15.2%	69.8	64.9	-7.0%
21. There is a wide range of extracurricular activities (plays, art exhibits, club meetings, intramural sports).	38.9	34.8	-10.5%	17.3	29.5	70.5%	43.8	35.7	-18.5%	67.5	62.7	-7.1%
22. Information resources available in the library and via the Internet are appropriate and sufficient to complete my classroom assignments.	81.1	79.2	-2.3%	3.2	8.3	159.4%	15.7	12.5	-20.4%	75.1	79.2	5.5%
23. When I need help using the library, I receive efficient and courteous assistance from the staff.	68.1	72.0	5.7%	8.8	11.9	35.2%	23.2	16.1	-30.6%	79.0	77.2	-2.3%
24. In general, the library's physical facilities are convenient and comfortable.	80.0	77.0	-3.8%	3.8	10.4	173.7%	16.2	12.6	-22.2%	81.4	77.8	-4.4%
25. I find the computer laboratory assistants to be knowledgeable and helpful.	57.4	71.6	24.7%	7.4	10.8	45.9%	35.2	17.6	-50.0%	77.3	76.4	-1.2%
26. When I need to use a computer, one is usually available for my use.	68.5	76.4	11.5%	7.8	12.2	56.4%	23.7	11.4	-51.9%	78.9	78.4	-0.6%
27. The bookstore provides the books and supplies I need for my classes.	82.2	84.4	2.7%	16.7	14.1	-15.6%	1.1	1.5	36.4%	75.4	77.2	2.4%
28. When visiting the bookstore, I am treated in a courteous and friendly manner.	83.2	79.0	-5.0%	15.3	19.0	24.2%	1.3	2.1	61.5%	76.4	75.7	-0.9%
29. The bookstore buy-back policy is fair and equitable.	41.8	40.5	-3.1%	43.5	51.0	17.2%	14.6	8.5	-41.8%	59.4	58.0	-2.4%
30. When I needed information about my fees or other payments, the Business Office provides the information in a way I can understand.	82.0	76.7	-6.5%	7.0	11.8	68.6%	11.0	11.5	4.5%	78.6	75.9	-3.4%
33. SCC parking facilities are adequate and convenient for my needs.	49.4	48.8	-1.2%	48.7	49.4	1.4%	1.9	1.8	-5.3%	58.0	59.4	2.4%