

**Student Satisfaction Survey Fall 2005**

**1. Which college location do you attend predominately?**

Response	Frequency	Percent
Laurel North	36	15.3%
Laurel South	21	8.9%
McCreary Center	13	5.5%
Off-campus Site	19	8.1%
Somerset North	120	51.1%
Somerset South	26	11.1%

**2. What is your status?**

Response	Frequency	Percent
Freshman	118	50.6%
Sophomore	115	49.4%

**3. Are you enrolled?**

Response	Frequency	Percent
Full-time	192	82.1%
Part-time	42	17.9%

**4. What is your age?**

Response	Frequency	Percent
17-19	52	22.1%
20-22	42	17.9%
23-30	52	22.1%
30-45	75	31.9%
46 or over	14	6.0%

**5. Sex**

Response	Frequency	Percent
Male	44	18.8%
Female	190	81.2%

**6. Marital status**

Response	Frequency	Percent
Married	91	39.1%
Single	142	60.9%

**7. Ethnic group**

Response	Frequency	Percent
White Non-Hispanic	221	94.0%
African American	4	1.7%
Spanish American	3	1.3%
American Indian	1	0.4%
Other	6	2.6%

**8. Work Status**

Response	Frequency	Percent
Do not work	96	40.9%
Work less than 20 hr/wk	39	16.6%
Work 20-30 hr/wk	41	17.4%
Work 30-40 hr/wk	40	17.0%
Work more than 40 hr/wk	19	8.1%

**9. Family size**

Response	Frequency	Percent
1 (myself)	39	16.6%
2	44	18.7%
3	60	25.5%
4 or more	92	39.1%

**10. When I applied for admission to Somerset Community College, the Admissions staff answered my questions and gave all needed information.**

Response	Frequency	Percent
Strongly Agree	66	28.1%
Agree	136	57.9%
Disagree	18	7.7%
Strongly Disagree	8	3.4%
Not Applicable	7	3.0%

**11. New Student Orientation provided me with enough information to enable me to adjust to college more effectively.**

Response	Frequency	Percent
Strongly Agree	56	23.8%
Agree	111	47.2%
Disagree	19	8.1%
Strongly Disagree	4	1.7%
Not Applicable	45	19.1%

**12. My ACT/COMPASS scores placed me in the appropriate entry-level mathematics, English, and reading classes at my initial enrollment.**

Response	Frequency	Percent
Strongly Agree	64	27.2%
Agree	108	46.0%
Disagree	32	13.6%
Strongly Disagree	12	5.1%
Not Applicable	19	8.1%

**13. When visiting the Admissions/Records Office, I am treated with courtesy and respect.**

Response	Frequency	Percent
Strongly Agree	82	35.0%
Agree	127	54.3%
Disagree	14	6.0%
Strongly Disagree	6	2.6%
Not Applicable	5	2.1%

**14. When I have a question concerning my records, those in charge help me resolve the problem.**

Response	Frequency	Percent
Strongly Agree	65	27.7%
Agree	134	57.0%
Disagree	11	4.7%
Strongly Disagree	6	2.6%
Not Applicable	19	8.1%

**15. The Counseling Center provides services which enable students to make a successful adjustment to college.**

Response	Frequency	Percent
Strongly Agree	54	23.1%
Agree	110	47.0%
Disagree	8	3.4%
Strongly Disagree	3	1.3%
Not Applicable	59	25.2%

**16. The counselors are accessible to students.**

Response	Frequency	Percent
Strongly Agree	44	18.8%
Agree	132	56.4%
Disagree	20	8.5%
Strongly Disagree	7	3.0%
Not Applicable	31	13.2%

**17. The Financial Aid Office helps me complete my financial aid forms correctly.**

Response	Frequency	Percent
Strongly Agree	90	38.5%
Agree	96	41.0%
Disagree	14	6.0%
Strongly Disagree	9	3.8%
Not Applicable	25	10.7%

**18. Every effort is being made to provide me the maximum financial aid to which I am legally entitled.**

Response	Frequency	Percent
Strongly Agree	81	34.5%
Agree	102	43.4%
Disagree	20	8.5%
Strongly Disagree	14	6.0%
Not Applicable	18	7.7%

**19. How many times have you met with your advisor this semester?**

Response	Frequency	Percent
None	67	28.5%
One	81	34.5%
Two	47	20.0%
3-5	23	9.8%
More than 5	17	7.2%

**20. My advisor keeps up with my academic progress and helps me plan for the future.**

Response	Frequency	Percent
Strongly Agree	55	23.5%
Agree	103	44.0%
Disagree	35	15.0%
Strongly Disagree	14	6.0%
Not Applicable	27	11.5%

**21. My advisor makes sure I am taking the courses I need to complete my program at Somerset Community College.**

Response	Frequency	Percent
Strongly Agree	73	31.1%
Agree	114	48.5%
Disagree	20	8.5%
Strongly Disagree	8	3.4%
Not Applicable	20	8.5%

**22. When I have a problem with a class, the instructor helps me work out a solution.**

Response	Frequency	Percent
Strongly Agree	69	29.5%
Agree	132	56.4%
Disagree	17	7.3%
Strongly Disagree	2	0.9%
Not Applicable	14	6.0%

**23. The grades I receive are accurate and fair considering the effort I put into my classes.**

Response	Frequency	Percent
Strongly Agree	85	36.5%
Agree	127	54.5%
Disagree	15	6.4%
Strongly Disagree	4	1.7%
Not Applicable	2	0.9%

**24. The instructors seem dedicated and enthusiastic and present their subject matter in interesting ways.**

Response	Frequency	Percent
Strongly Agree	73	31.3%
Agree	133	57.1%
Disagree	19	8.2%
Strongly Disagree	6	2.6%
Not Applicable	2	0.9%

**25. My classes meet on time and for the full class period.**

Response	Frequency	Percent
Strongly Agree	95	40.8%
Agree	119	51.1%
Disagree	17	7.3%
Strongly Disagree	0	0.0%
Not Applicable	2	0.9%

**26. My classes adequately cover the course objectives that are stated in the syllabus.**

Response	Frequency	Percent
Strongly Agree	92	39.7%
Agree	131	56.5%
Disagree	8	3.4%
Strongly Disagree	1	0.4%
Not Applicable	0	0.0%

**27. Have you taken a distance learning course (ITV, KET, or Web-based) at Somerset Community College?**

Response	Frequency	Percent
Yes	100	42.6%
No	135	57.4%

**28. If I need to discuss my distance learning class(es) with my instructor, I know how to contact him/her.**

Response	Frequency	Percent
Strongly Agree	53	23.0%
Agree	79	34.3%
Disagree	2	0.9%
Strongly Disagree	1	0.4%
Not Applicable	95	41.3%

**29. The distance learning faculty are dedicated and enthusiastic and present the subject in interesting ways.**

Response	Frequency	Percent
Strongly Agree	34	14.6%
Agree	79	33.9%
Disagree	4	1.7%
Strongly Disagree	4	1.7%
Not Applicable	112	48.1%

**30. The Student Government Association provides the kind of services and activities I feel are needed.**

Response	Frequency	Percent
Strongly Agree	18	7.7%
Agree	81	34.6%
Disagree	16	6.8%
Strongly Disagree	6	2.6%
Not Applicable	113	48.3%

**31. There is a wide range of extracurricular activities (plays, art exhibits, club meetings, intramural sports).**

Response	Frequency	Percent
Strongly Agree	20	8.6%
Agree	121	51.9%
Disagree	20	8.6%
Strongly Disagree	9	3.9%
Not Applicable	63	27.0%

**32. Have you participated in any part of the intramural sports program at Somerset Community College?**

Response	Frequency	Percent
Yes	5	2.1%
No	229	97.9%

**33. How often do you visit the library to complete classroom assignments?**

Response	Frequency	Percent
Every day	11	4.7%
Once/twice a week	64	27.2%
Once a month	41	17.4%
Once a semester	36	15.3%
Never	83	35.3%

**34. Information resources available in the library and via the Internet are appropriate and sufficient to complete my classroom assignments.**

Response	Frequency	Percent
Strongly Agree	55	23.4%
Agree	126	53.6%
Disagree	5	2.1%
Strongly Disagree	2	0.9%
Not Applicable	47	20.0%

**35. When I need help using the library, I receive efficient and courteous assistance from the staff.**

Response	Frequency	Percent
Strongly Agree	51	21.7%
Agree	102	43.4%
Disagree	10	4.3%
Strongly Disagree	3	1.3%
Not Applicable	69	29.4%

**36. In general, the library's physical facilities are convenient and comfortable.**

Response	Frequency	Percent
Strongly Agree	56	23.8%
Agree	111	47.2%
Disagree	9	3.8%
Strongly Disagree	5	2.1%
Not Applicable	54	23.0%

**37. How much time have you spent in one of the computer labs?**

Response	Frequency	Percent
Every day	30	12.8%
Once/twice a week	80	34.0%
Once a month	23	9.8%
Once a semester	24	10.2%
Never	78	33.2%

**38. I find the computer laboratory assistants to be knowledgeable and helpful.**

Response	Frequency	Percent
Strongly Agree	42	17.9%
Agree	94	40.2%
Disagree	7	3.0%
Strongly Disagree	2	0.9%
Not Applicable	89	38.0%

**39. When I need to use a computer, one is almost always available for my use.**

Response	Frequency	Percent
Strongly Agree	67	28.5%
Agree	103	43.8%
Disagree	11	4.7%
Strongly Disagree	3	1.3%
Not Applicable	51	21.7%

**40. How much have you used the Writing Center?**

Response	Frequency	Percent
Every day	2	0.9%
Once/twice a week	17	7.4%
Once a month	13	5.6%
Once a semester	18	7.8%
Never	181	78.4%

**41. How often have you used the Math Lab?**

Response	Frequency	Percent
Every day	7	3.0%
Once/twice a week	21	9.0%
Once a month	8	3.4%
Once a semester	18	7.7%
Never	179	76.8%

**42. I find the Writing Center/Math Lab assistants to be knowledgeable and helpful.**

Response	Frequency	Percent
Strongly Agree	28	12.1%
Agree	50	21.6%
Disagree	1	0.4%
Strongly Disagree	1	0.4%
Not Applicable	151	65.4%

**43. The bookstore provides the books and supplies I need for my classes.**

Response	Frequency	Percent
Strongly Agree	74	31.5%
Agree	146	62.1%
Disagree	7	3.0%
Strongly Disagree	5	2.1%
Not Applicable	3	1.3%

**44. When visiting the bookstore, I am treated in a courteous and friendly manner.**

Response	Frequency	Percent
Strongly Agree	81	34.5%
Agree	129	54.9%
Disagree	16	6.8%
Strongly Disagree	4	1.7%
Not Applicable	5	2.1%

**45. The bookstore buy-back policy is fair and equitable.**

Response	Frequency	Percent
Strongly Agree	21	9.0%
Agree	84	35.9%
Disagree	58	24.8%
Strongly Disagree	26	11.1%
Not Applicable	45	19.2%

**46. When I need information about my fees or other payments, the Business Office provides the information in a way I can understand.**

Response	Frequency	Percent
Strongly Agree	46	19.7%
Agree	137	58.8%
Disagree	9	3.9%
Strongly Disagree	3	1.3%
Not Applicable	38	16.3%

**47. The food in the Grill is good and the menus offer enough variety.**

Response	Frequency	Percent
Strongly Agree	24	10.3%
Agree	72	31.0%
Disagree	13	5.6%
Strongly Disagree	16	6.9%
Not Applicable	107	46.1%

**48. The atmosphere in the Grill is pleasant and friendly.**

Response	Frequency	Percent
Strongly Agree	35	15.2%
Agree	89	38.5%
Disagree	6	2.6%
Strongly Disagree	5	2.2%
Not Applicable	96	41.6%

**49. SCC parking facilities are adequate and convenient for my needs.**

Response	Frequency	Percent
Strongly Agree	20	8.8%
Agree	119	52.4%
Disagree	36	15.9%
Strongly Disagree	44	19.4%
Not Applicable	8	3.5%