

Student Satisfaction Survey 2006

Which college location do you attend predominately?

Response	Frequency	Percent
Laurel North	13	12.6%
Laurel South	5	4.9%
McCreary Center	10	9.7%
Off-campus Site	12	11.7%
Somerset North	52	50.5%
Somerset South	11	10.7%

What is your status?

Response	Frequency	Percent
Freshman	43	44.3%
Sophomore	54	55.7%

Are you enrolled?

Response	Frequency	Percent
Full-time	79	78.2%
Part-time	22	21.8%

What is your age?

Response	Frequency	Percent
17-19	16	16.0%
20-22	22	22.0%
23-30	15	15.0%
30-45	36	36.0%
46 or over	11	11.0%

Sex

Response	Frequency	Percent
Male	21	21.0%
Female	79	79.0%

Marital status

Response	Frequency	Percent
Married	45	44.6%
Single	56	55.4%

Ethnic group

Response	Frequency	Percent
White Non-Hispanic	99	96.1%
African American	1	1.0%
Spanish American	0	0.0%
American Indian	0	0.0%
Other	3	2.9%

Work Status

Response	Frequency	Percent
Do not work	46	45.1%
Work less than 20 hr/wk	18	17.6%
Work 20-30 hr/wk	20	19.6%
Work 30-40 hr/wk	13	12.7%
Work more than 40 hr/wk	5	4.9%

Family size

Response	Frequency	Percent
1 (myself)	22	21.6%
2	21	20.6%
3	26	25.5%
4 or more	33	32.4%

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	30	29.4%
Agree	53	52.0%
Disagree	5	4.9%
Strongly Disagree	2	2.0%
Not Applicable	12	11.8%

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

Response	Frequency	Percent
Strongly Agree	21	20.8%
Agree	46	45.5%
Disagree	4	4.0%
Strongly Disagree	3	3.0%
Not Applicable	27	26.7%

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	25	24.5%
Agree	48	47.1%
Disagree	14	13.7%
Strongly Disagree	4	3.9%
Not Applicable	11	10.8%

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

Response	Frequency	Percent
Strongly Agree	28	27.5%
Agree	64	62.7%
Disagree	5	4.9%
Strongly Disagree	3	2.9%
Not Applicable	2	2.0%

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

Response	Frequency	Percent
Strongly Agree	23	22.5%
Agree	61	59.8%
Disagree	7	6.9%
Strongly Disagree	4	3.9%
Not Applicable	7	6.9%

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

Response	Frequency	Percent
Strongly Agree	22	21.6%
Agree	51	50.0%
Disagree	4	3.9%
Strongly Disagree	2	2.0%
Not Applicable	23	22.5%

The counselors are accessible to students.

Response	Frequency	Percent
Strongly Agree	17	16.7%
Agree	54	52.9%
Disagree	12	11.8%
Strongly Disagree	5	4.9%
Not Applicable	14	13.7%

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

Response	Frequency	Percent
Strongly Agree	31	30.4%
Agree	46	45.1%
Disagree	7	6.9%
Strongly Disagree	5	4.9%
Not Applicable	13	12.7%

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

Response	Frequency	Percent
Strongly Agree	33	32.4%
Agree	42	41.2%
Disagree	8	7.8%
Strongly Disagree	6	5.9%
Not Applicable	13	12.7%

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

Response	Frequency	Percent
None	13	12.6%
One	37	35.9%
Two	37	35.9%
3-5	11	10.7%
More than 5	5	4.9%

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

Response	Frequency	Percent
Strongly Agree	28	27.5%
Agree	46	45.1%
Disagree	9	8.8%
Strongly Disagree	12	11.8%
Not Applicable	7	6.9%

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

Response	Frequency	Percent
Strongly Agree	39	37.9%
Agree	45	43.7%
Disagree	7	6.8%
Strongly Disagree	7	6.8%
Not Applicable	5	4.9%

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

Response	Frequency	Percent
Strongly Agree	23	22.5%
Agree	62	60.8%
Disagree	10	9.8%
Strongly Disagree	0	0.0%
Not Applicable	7	6.9%

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

Response	Frequency	Percent
Strongly Agree	33	32.4%
Agree	58	56.9%
Disagree	7	6.9%
Strongly Disagree	2	2.0%
Not Applicable	2	2.0%

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

Response	Frequency	Percent
Strongly Agree	19	18.8%
Agree	69	68.3%
Disagree	12	11.9%
Strongly Disagree	0	0.0%
Not Applicable	1	1.0%

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

Response	Frequency	Percent
Strongly Agree	32	30.8%
Agree	59	56.7%
Disagree	8	7.7%
Strongly Disagree	2	1.9%
Not Applicable	3	2.9%

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

Response	Frequency	Percent
Strongly Agree	38	37.6%
Agree	54	53.5%
Disagree	6	5.9%
Strongly Disagree	0	0.0%
Not Applicable	3	3.0%

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

Response	Frequency	Percent
Yes	45	43.7%
No	58	56.3%

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	21	20.4%
Agree	34	33.0%
Disagree	3	2.9%
Strongly Disagree	1	1.0%
Not Applicable	44	42.7%

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

Response	Frequency	Percent
Strongly Agree	11	10.9%
Agree	35	34.7%
Disagree	5	5.0%
Strongly Disagree	1	1.0%
Not Applicable	49	48.5%

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

Response	Frequency	Percent
Strongly Agree	7	6.9%
Agree	26	25.5%
Disagree	10	9.8%
Strongly Disagree	3	2.9%
Not Applicable	56	54.9%

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

Response	Frequency	Percent
Strongly Agree	9	8.8%
Agree	38	37.3%
Disagree	14	13.7%
Strongly Disagree	4	3.9%
Not Applicable	37	36.3%

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

Response	Frequency	Percent
Yes	2	2.0%
No	100	98.0%

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

Response	Frequency	Percent
Every day	7	6.8%
Once/twice a week	31	30.1%
Once a month	24	23.3%
Once a semester	19	18.4%
Never	22	21.4%

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

Response	Frequency	Percent
Strongly Agree	19	18.4%
Agree	63	61.2%
Disagree	5	4.9%
Strongly Disagree	1	1.0%
Not Applicable	15	14.6%

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

Response	Frequency	Percent
Strongly Agree	23	22.3%
Agree	52	50.5%
Disagree	6	5.8%
Strongly Disagree	3	2.9%
Not Applicable	19	18.4%

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

Response	Frequency	Percent
Strongly Agree	24	23.3%
Agree	56	54.4%
Disagree	6	5.8%
Strongly Disagree	1	1.0%
Not Applicable	16	15.5%

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

Response	Frequency	Percent
Every day	17	16.3%
Once/twice a week	45	43.3%
Once a month	11	10.6%
Once a semester	9	8.7%
Never	22	21.2%

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

Response	Frequency	Percent
Strongly Agree	22	21.6%
Agree	45	44.1%
Disagree	6	5.9%
Strongly Disagree	0	0.0%
Not Applicable	29	28.4%

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

Response	Frequency	Percent
Strongly Agree	32	31.4%
Agree	50	49.0%
Disagree	3	2.9%
Strongly Disagree	3	2.9%
Not Applicable	14	13.7%

How much have you used the Writing Center?

Response	Frequency	Percent
Every day	1	1.0%
Once/twice a week	7	7.0%
Once a month	7	7.0%
Once a semester	13	13.0%
Never	72	72.0%

How often have you used the Math Lab?

Response	Frequency	Percent
Every day	2	2.0%
Once/twice a week	13	12.9%
Once a month	7	6.9%
Once a semester	9	8.9%
Never	70	69.3%

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

Response	Frequency	Percent
Strongly Agree	9	8.9%
Agree	28	27.7%
Disagree	0	0.0%
Strongly Disagree	1	1.0%
Not Applicable	63	62.4%

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

Response	Frequency	Percent
Strongly Agree	29	28.2%
Agree	61	59.2%
Disagree	5	4.9%
Strongly Disagree	4	3.9%
Not Applicable	4	3.9%

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

Response	Frequency	Percent
Strongly Agree	33	32.0%
Agree	57	55.3%
Disagree	5	4.9%
Strongly Disagree	4	3.9%
Not Applicable	4	3.9%

The bookstore buy-back policy is fair and equitable.

Response	Frequency	Percent
Strongly Agree	10	9.8%
Agree	25	24.5%
Disagree	28	27.5%
Strongly Disagree	20	19.6%
Not Applicable	19	18.6%

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	19	18.4%
Agree	53	51.5%
Disagree	6	5.8%
Strongly Disagree	1	1.0%
Not Applicable	24	23.3%

The food in the cafeteria is good and the menus offer enough variety.

Response	Frequency	Percent
Strongly Agree	1	1.0%
Agree	33	32.4%
Disagree	10	9.8%
Strongly Disagree	13	12.7%
Not Applicable	45	44.1%

The atmosphere in the cafeteria is pleasant and friendly.

Response	Frequency	Percent
Strongly Agree	6	6.1%
Agree	48	48.5%
Disagree	1	1.0%
Strongly Disagree	3	3.0%
Not Applicable	41	41.4%

SCC parking facilities are adequate and convenient for my needs.

Response	Frequency	Percent
Strongly Agree	10	10.1%
Agree	42	42.4%
Disagree	23	23.2%
Strongly Disagree	22	22.2%
Not Applicable	2	2.0%