

## Student Satisfaction Survey Spring 2004

(+) indicates the percent of students who strongly agree or agree.

(-) indicates the percent of students who disagree or strongly disagree.

### 1. What is your status?

Response	Count	Percent
Freshman	226	48.5%
Sophomore	240	51.5%

### 2. Are you enrolled?

Response	Count	Percent
Full-time	413	87.5%
Part-time	59	12.5%

### 3. What is your age?

Response	Count	Percent
17-19	72	15.2%
20-22	101	21.3%
23-30	107	22.5%
30-45	160	33.7%
46 or over	35	7.4%

### 4. Sex

Response	Count	Percent
Male	105	22.1%
Female	370	77.9%

### 5. Marital status

Response	Count	Percent
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Married	224	47.3%
Single	250	52.7%

## 6. Ethnic group

Response	Count	Percent
White Non-Hispanic	456	96.0%
African American	1	0.2%
Spanish American	2	0.4%
American Indian	10	2.1%
Other	6	1.3%

## 7. Work Status

Response	Count	Percent
Do not work	193	40.8%
Work less than 20 hr/wk	50	10.6%
Work 20-30 hr/wk	93	19.7%
Work 30-40 hr/wk	96	20.3%
Work more than 40 hr/wk	41	8.7%

## 8. Family size

Response	Count	Percent
1 (myself)	72	15.2%
2	113	23.8%
3	124	26.2%
4 or more	165	34.8%

## 9. Which college location do you attend predominately?

Response	Count	Percent
Laurel Campus	88	18.6%
Somerset Campus	333	70.3%

Centers	53	11.2%
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**10. Food in the cafeteria is good and the menus offer enough variety.**

**(+):42% (-):6%**

Response	Count	Percent
Strongly Agree	46	9.8%
Agree	149	31.8%
Disagree	19	4.1%
Strongly Disagree	8	1.7%
Not Applicable	246	52.6%

**11. Atmosphere in the cafeteria is pleasant and friendly. (+):49% (-):4%**

Response	Count	Percent
Strongly Agree	67	14.4%
Agree	159	34.1%
Disagree	15	3.2%
Strongly Disagree	5	1.1%
Not Applicable	220	47.2%

**12. How often have you used the Writing Center? Often: 16% Seldom:**

**29%**

Response	Count	Percent
Every day	13	2.7%
Once/twice a week	61	12.9%
Once a month	56	11.8%
Once a semester	79	16.7%
Never	265	55.9%

**13. How often have you used the Math Lab? Often: 18% Seldom: 19%**

Response	Count	Percent
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Every day	9	1.9%
Once/twice a week	74	15.7%
Once a month	33	7.0%
Once a semester	57	12.1%
Never	297	63.2%

**14. I find the Writing Center/Math Lab assistants to be knowledgeable and helpful.** (+):46% (-):5 %

Response	Count	Percent
Strongly Agree	69	14.7%
Agree	145	30.9%
Disagree	18	3.8%
Strongly Disagree	5	1.1%
Not Applicable	233	49.6%

**15. When I applied for admission to Somerset Community College, the Admissions staff answered my questions and gave all needed information.** (+):85% (-):15%

Response	Count	Percent
Strongly Agree	138	29.1%
Agree	263	55.4%
Disagree	49	10.3%
Strongly Disagree	23	4.8%
Not Applicable	2	0.4%

**16. My ACT/COMPASS scores placed me in the appropriate entry-level mathematics, English, and reading classes at my initial enrollment.** (+):77% (-):16%

Response	Count	Percent
Strongly Agree	122	25.7%
Agree	243	51.2%
Disagree	50	10.5%

Strongly Disagree	24	5.1%
Not Applicable	36	7.6%

**17. When visiting the Admissions/Records Office, I am treated with courtesy and respect. (+):84% (-):14%**

Response	Count	Percent
Strongly Agree	148	31.2%
Agree	249	52.5%
Disagree	50	10.5%
Strongly Disagree	18	3.8%
Not Applicable	9	1.9%

**18. When I have a question concerning my records, those in charge help me resolve the problem. (+):82% (-):13%**

Response	Count	Percent
Strongly Agree	142	30.0%
Agree	248	52.3%
Disagree	42	8.9%
Strongly Disagree	19	4.0%
Not Applicable	23	4.9%

**19. New Student Orientation provided me with enough information to enable me to adjust to college more effectively. (+):66% (-):12%**

Response	Count	Percent
Strongly Agree	90	19.0%
Agree	223	47.0%
Disagree	44	9.3%
Strongly Disagree	11	2.3%
Not Applicable	106	22.4%

**20. The counselors are accessible to students. (+):72% (-):15%**

Response	Count	Percent
Strongly Agree	96	20.4%
Agree	242	51.4%
Disagree	48	10.2%
Strongly Disagree	23	4.9%
Not Applicable	62	13.2%

**21. The Counseling Center provides services that enable students to make a successful adjustment to college. (+):68% (-):13%**

Response	Count	Percent
Strongly Agree	89	19.1%
Agree	227	48.6%
Disagree	46	9.9%
Strongly Disagree	16	3.4%
Not Applicable	89	19.1%

**22. The Financial Aid Office helps me complete my financial aid forms correctly. (+):73% (-):8%**

Response	Count	Percent
Strongly Agree	152	32.1%
Agree	195	41.2%
Disagree	20	4.2%
Strongly Disagree	18	3.8%
Not Applicable	88	18.6%

**23. Every effort is being made to provide me the maximum financial aid to which I am legally entitled. (+):73% (-):13%**

Response	Count	Percent
Strongly Agree	141	29.9%
Agree	203	43.1%
Disagree	40	8.5%
Strongly Disagree	23	4.9%

Not Applicable	64	13.6%
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**24. How many times have you met with your advisor this semester?**

Response	Count	Percent
None	95	20.2%
One	129	27.4%
Two	114	24.2%
3-5	73	15.5%
More than 5	60	12.7%

**25. My advisor keeps up with my academic progress and helps me plan for the future. (+):71% (-):21%**

Response	Count	Percent
Strongly Agree	124	26.2%
Agree	213	45.0%
Disagree	63	13.3%
Strongly Disagree	36	7.6%
Not Applicable	37	7.8%

**26. My advisor makes sure I am taking the courses I need to complete my program at Somerset Community College. (+):78% (-):15%**

Response	Count	Percent
Strongly Agree	145	30.8%
Agree	224	47.6%
Disagree	48	10.2%
Strongly Disagree	23	4.9%
Not Applicable	31	6.6%

**27. When I have a problem with a class, the instructor helps me work out a solution. (+):86% (-):10%**

Response	Count	Percent
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Strongly Agree	126	26.6%
Agree	281	59.4%
Disagree	35	7.4%
Strongly Disagree	11	2.3%
Not Applicable	20	4.2%

**28. The grades I receive are accurate and fair considering the effort I put into my classes. (+):90% (-):9%**

Response	Count	Percent
Strongly Agree	137	29.0%
Agree	288	61.0%
Disagree	32	6.8%
Strongly Disagree	9	1.9%
Not Applicable	6	1.3%

**29. The instructors seem dedicated and enthusiastic and present their subject matter in interesting ways. (+):86% (-):14%**

Response	Count	Percent
Strongly Agree	129	27.4%
Agree	273	58.1%
Disagree	51	10.9%
Strongly Disagree	12	2.6%
Not Applicable	5	1.1%

**30. My classes meet on time and for the full class period. (+):94% (-):5%**

Response	Count	Percent
Strongly Agree	173	36.8%
Agree	270	57.4%
Disagree	17	3.6%
Strongly Disagree	8	1.7%
Not Applicable	2	0.4%

**31. My classes adequately cover the course objectives that are stated in the syllabus. (+):95% (-):5%**

Response	Count	Percent
Strongly Agree	161	34.2%
Agree	285	60.5%
Disagree	16	3.4%
Strongly Disagree	8	1.7%
Not Applicable	1	0.2%

**32. The Student Government Association provides the kind of services and activities I feel are needed. (+):36% (-):11%**

Response	Count	Percent
Strongly Agree	25	5.3%
Agree	142	30.3%
Disagree	28	6.0%
Strongly Disagree	21	4.5%
Not Applicable	252	53.8%

**33. There is a wide range of extracurricular activities (plays, art exhibits, club meetings, intramural sports). (+):39% (-):17%**

Response	Count	Percent
Strongly Agree	32	6.8%
Agree	151	32.1%
Disagree	51	10.9%
Strongly Disagree	30	6.4%
Not Applicable	206	43.8%

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

Response	Count	Percent
Yes	11	2.4%

No	445	97.6%
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**35. How often do you visit the library to complete classroom assignments?  
Often: 35% Seldom: 43%**

Response	Count	Percent
Every day	29	6.1%
Once/twice a week	137	29.0%
Once a month	101	21.4%
Once a semester	102	21.6%
Never	104	22.0%

**36. Information resources available in the library and via the Internet are appropriate and sufficient to complete my classroom assignments. (+):81% (-):3%**

Response	Count	Percent
Strongly Agree	122	25.8%
Agree	261	55.3%
Disagree	10	2.1%
Strongly Disagree	5	1.1%
Not Applicable	74	15.7%

**37. When I need help using the library, I receive efficient and courteous assistance from the staff. (+):68 % (-):9%**

Response	Count	Percent
Strongly Agree	110	23.5%
Agree	209	44.6%
Disagree	29	6.2%
Strongly Disagree	12	2.6%
Not Applicable	109	23.2%

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

**comfortable.**

**(+):80% (-):4%**

Response	Count	Percent
Strongly Agree	128	27.4%
Agree	246	52.6%
Disagree	8	1.7%
Strongly Disagree	10	2.1%
Not Applicable	76	16.2%

**39. How much time have you spent in one of the computer labs? Often: 50% Seldom: 25%**

Response	Count	Percent
Every day	69	14.7%
Once/twice a week	167	35.6%
Once a month	61	13.0%
Once a semester	56	11.9%
Never	116	24.7%

**40. I find the computer laboratory assistants to be knowledgeable and helpful. (+):57% (-):7%**

Response	Count	Percent
Strongly Agree	70	14.8%
Agree	201	42.6%
Disagree	28	5.9%
Strongly Disagree	7	1.5%
Not Applicable	166	35.2%

**41. When I need to use a computer, one is usually available for my use. (+):69% (-):8%**

Response	Count	Percent
Strongly Agree	101	21.4%
Agree	223	47.1%

Disagree	29	6.1%
Strongly Disagree	8	1.7%
Not Applicable	112	23.7%

**42. The bookstore provides the books and supplies I need for my classes.**  
**(+):82% (-):17%**

Response	Count	Percent
Strongly Agree	106	22.5%
Agree	282	59.7%
Disagree	60	12.7%
Strongly Disagree	19	4.0%
Not Applicable	5	1.1%

**43. When visiting the bookstore, I am treated in a courteous and friendly manner.**  
**(+):83% (-):16%**

Response	Count	Percent
Strongly Agree	121	25.6%
Agree	272	57.6%
Disagree	51	10.8%
Strongly Disagree	22	4.7%
Not Applicable	6	1.3%

**44. The bookstore buy-back policy is fair and equitable. (+):42% (-):43%**

Response	Count	Percent
Strongly Agree	44	9.3%
Agree	153	32.5%
Disagree	115	24.4%
Strongly Disagree	90	19.1%
Not Applicable	69	14.6%

**45. When I need information about my fees or other payments, the**

**Business Office provides the information in a way I can understand.**

**(+):82% (-):7%**

Response	Count	Percent
Strongly Agree	105	22.3%
Agree	281	59.7%
Disagree	22	4.7%
Strongly Disagree	11	2.3%
Not Applicable	52	11.0%

**46. Parking facilities are adequate and convenient for my needs. (+):49%**

**(-):49%**

Response	Count	Percent
Strongly Agree	51	10.9%
Agree	181	38.5%
Disagree	93	19.8%
Strongly Disagree	136	28.9%
Not Applicable	9	1.9%

## Summarized Comments

<b>Issue</b>	<b>Count</b>
Smoking Near Doorways	3
Problems with Student Email	3
Computers Unavailable	4
Problems with having to take class for fitness Center	5
Problems with Cafeteria or Vending	7
Problems with Admissions	8
Unaware of Campus Activities	8
Problems with Financial Aid	9
Unavailable Courses	9
Problems with Advisor	13
Problems with Bookstore	17
General Thanks for Opportunity to Express Opinion	18
Problems with Professor(s)	23
Overall Satisfaction with College	34
Parking	40