

Student Satisfaction Survey Spring 2005

1. Which college location do you attend predominately?

Response	Frequency	Percent
Laurel North	361	44.4%
Laurel South	154	18.9%
McCreary Center	28	3.4%
Off-campus Site	14	1.7%
Somerset North	218	26.8%
Somerset South	38	4.7%

2. What is your status?

Response	Frequency	Percent
Freshman	374	47.2%
Sophomore	419	52.8%

3. Are you enrolled?

Response	Frequency	Percent
Full-time	617	78.4%
Part-time	170	21.6%

4. What is your age?

Response	Frequency	Percent
17-19	192	23.9%
20-22	181	22.5%
23-30	188	23.4%
30-45	199	24.8%
46 or over	43	5.4%

5. Sex

Response	Frequency	Percent
Male	206	25.4%
Female	605	74.6%

6. Marital status

Response	Frequency	Percent
Married	290	35.9%
Single	518	64.1%

7. Ethnic group

Response	Frequency	Percent
White Non-Hispanic	789	98.0%
African American	4	0.5%
Spanish American	4	0.5%
American Indian	3	0.4%
Other	5	0.6%

8. Work Status

Response	Frequency	Percent
Do not work	299	37.3%
Work less than 20 hr/wk	97	12.1%
Work 20-30 hr/wk	185	23.1%
Work 30-40 hr/wk	171	21.3%
Work more than 40 hr/wk	50	6.2%

9. Family size

Response	Frequency	Percent
1 (myself)	146	18.3%
2	176	22.0%
3	203	25.4%
4 or more	275	34.4%

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	202	25.1%
Agree	480	59.6%
Disagree	88	10.9%
Strongly Disagree	25	3.1%
Not Applicable	10	1.2%

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

Response	Frequency	Percent
Strongly Agree	158	19.3%
Agree	426	52.0%
Disagree	97	11.8%
Strongly Disagree	16	2.0%
Not Applicable	123	15.0%

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	204	24.8%
Agree	423	51.5%
Disagree	102	12.4%
Strongly Disagree	37	4.5%
Not Applicable	55	6.7%

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

Response	Frequency	Percent
Strongly Agree	223	27.5%
Agree	483	59.5%
Disagree	77	9.5%
Strongly Disagree	18	2.2%
Not Applicable	11	1.4%

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

Response	Frequency	Percent
Strongly Agree	182	22.4%
Agree	491	60.3%
Disagree	91	11.2%
Strongly Disagree	12	1.5%
Not Applicable	38	4.7%

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

Response	Frequency	Percent
Strongly Agree	145	17.9%
Agree	391	48.2%
Disagree	87	10.7%
Strongly Disagree	15	1.8%
Not Applicable	173	21.3%

16. The counselors are accessible to students.

Response	Frequency	Percent
Strongly Agree	145	18.1%
Agree	420	52.3%
Disagree	108	13.4%
Strongly Disagree	23	2.9%
Not Applicable	107	13.3%

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

Response	Frequency	Percent
Strongly Agree	243	30.0%
Agree	332	41.0%
Disagree	87	10.8%
Strongly Disagree	27	3.3%
Not Applicable	120	14.8%

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

Response	Frequency	Percent
Strongly Agree	211	26.0%
Agree	360	44.3%
Disagree	109	13.4%
Strongly Disagree	41	5.0%
Not Applicable	92	11.3%

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

Response	Frequency	Percent
None	179	22.0%
One	294	36.1%
Two	186	22.8%
3-5	108	13.3%
More than 5	48	5.9%

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

Response	Frequency	Percent
Strongly Agree	165	20.4%
Agree	358	44.2%
Disagree	157	19.4%
Strongly Disagree	69	8.5%
Not Applicable	61	7.5%

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	226	28.0%
Agree	374	46.3%
Disagree	112	13.9%
Strongly Disagree	54	6.7%
Not Applicable	42	5.2%

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

Response	Frequency	Percent
Strongly Agree	206	25.6%
Agree	437	54.2%
Disagree	107	13.3%
Strongly Disagree	25	3.1%
Not Applicable	31	3.8%

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

Response	Frequency	Percent
Strongly Agree	222	27.6%
Agree	474	59.0%
Disagree	79	9.8%
Strongly Disagree	22	2.7%
Not Applicable	7	0.9%

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

Response	Frequency	Percent
Strongly Agree	204	25.4%
Agree	500	62.3%
Disagree	66	8.2%
Strongly Disagree	29	3.6%
Not Applicable	4	0.5%

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

Response	Frequency	Percent
Strongly Agree	261	32.6%
Agree	463	57.9%
Disagree	60	7.5%
Strongly Disagree	8	1.0%
Not Applicable	8	1.0%

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

Response	Frequency	Percent
Strongly Agree	245	30.5%
Agree	472	58.7%
Disagree	61	7.6%
Strongly Disagree	20	2.5%
Not Applicable	6	0.7%

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

Response	Frequency	Percent
Yes	297	36.6%
No	514	63.4%

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	137	17.1%
Agree	265	33.0%
Disagree	45	5.6%
Strongly Disagree	33	4.1%
Not Applicable	322	40.1%

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

Response	Frequency	Percent
Strongly Agree	99	12.2%
Agree	254	31.2%
Disagree	56	6.9%
Strongly Disagree	34	4.2%
Not Applicable	370	45.5%

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

Response	Frequency	Percent
Strongly Agree	46	5.6%
Agree	233	28.4%
Disagree	106	12.9%
Strongly Disagree	60	7.3%
Not Applicable	374	45.7%

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

Response	Frequency	Percent
Strongly Agree	58	7.2%
Agree	223	27.6%
Disagree	163	20.2%
Strongly Disagree	75	9.3%
Not Applicable	288	35.7%

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

Response	Frequency	Percent
Yes	30	3.7%
No	782	96.3%

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

Response	Frequency	Percent
Every day	55	6.8%
Once/twice a week	210	26.0%
Once a month	246	30.4%
Once a semester	146	18.0%
Never	152	18.8%

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	197	24.7%
Agree	434	54.5%
Disagree	51	6.4%
Strongly Disagree	15	1.9%
Not Applicable	100	12.5%

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

Response	Frequency	Percent
Strongly Agree	176	21.9%
Agree	403	50.1%
Disagree	75	9.3%
Strongly Disagree	21	2.6%
Not Applicable	130	16.1%

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

Response	Frequency	Percent
Strongly Agree	181	22.4%
Agree	442	54.6%
Disagree	66	8.2%
Strongly Disagree	18	2.2%
Not Applicable	102	12.6%

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

Response	Frequency	Percent
Every day	107	13.2%
Once/twice a week	308	38.0%
Once a month	190	23.5%
Once a semester	95	11.7%
Never	110	13.6%

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

Response	Frequency	Percent
Strongly Agree	149	18.3%
Agree	435	53.3%
Disagree	65	8.0%
Strongly Disagree	23	2.8%
Not Applicable	144	17.6%

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

Response	Frequency	Percent
Strongly Agree	210	26.4%
Agree	398	50.0%
Disagree	79	9.9%
Strongly Disagree	18	2.3%
Not Applicable	91	11.4%

40. How much have you used the Writing Center?

Response	Frequency	Percent
Every day	20	2.5%
Once/twice a week	79	9.8%
Once a month	106	13.2%
Once a semester	99	12.3%
Never	499	62.1%

41. How often have you used the Math Lab?

Response	Frequency	Percent
Every day	24	3.0%
Once/twice a week	127	15.8%
Once a month	94	11.7%
Once a semester	76	9.5%
Never	482	60.0%

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

Response	Frequency	Percent
Strongly Agree	92	11.5%
Agree	219	27.3%
Disagree	59	7.3%
Strongly Disagree	15	1.9%
Not Applicable	418	52.1%

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

Response	Frequency	Percent
Strongly Agree	202	25.1%
Agree	477	59.3%
Disagree	94	11.7%
Strongly Disagree	19	2.4%
Not Applicable	12	1.5%

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

Response	Frequency	Percent
Strongly Agree	210	25.8%
Agree	433	53.2%
Disagree	121	14.9%
Strongly Disagree	33	4.1%
Not Applicable	17	2.1%

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

Response	Frequency	Percent
Strongly Agree	70	8.6%
Agree	260	31.9%
Disagree	253	31.1%
Strongly Disagree	162	19.9%
Not Applicable	69	8.5%

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	148	18.1%
Agree	478	58.6%
Disagree	71	8.7%
Strongly Disagree	25	3.1%
Not Applicable	94	11.5%

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

Response	Frequency	Percent
Strongly Agree	105	12.9%
Agree	308	37.9%
Disagree	75	9.2%
Strongly Disagree	24	3.0%
Not Applicable	301	37.0%

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

Response	Frequency	Percent
Strongly Agree	152	18.8%
Agree	321	39.6%
Disagree	46	5.7%
Strongly Disagree	12	1.5%
Not Applicable	279	34.4%

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

Response	Frequency	Percent
Strongly Agree	71	8.9%
Agree	319	39.9%
Disagree	228	28.5%
Strongly Disagree	167	20.9%
Not Applicable	14	1.8%

Spring 2005 Student Satisfaction Survey Comments Summary *

Issue	Number of Comments
Student Affairs	18 Negative/4 Positive
Parking	41 Negative
Need More Night Classes	6
Bookstore	7 Negative
Math Department	5 Negative
STAR Center	2 Negative/ 2 Positive
Cafeteria	6 Negative

* Only Includes Areas with 3 or More Comments