

# Student Satisfaction Survey Spring 2007

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

Response	Frequency	Percent
Clinton Center	39	4.8%
Casey Center	4	0.5%
Laurel Campuses	192	23.7%
McCreary Center	59	7.3%
Off-campus Site	10	1.2%
On-line Classes	45	5.6%
Russell Center	30	3.7%
Somerset Campuses	431	53.2%

## 2. What is your academic level?

Response	Frequency	Percent
Freshman (0 to 29 credit hours)	378	47.0%
Sophomore (30 or more credit hours)	426	53.0%

## 3. My enrollment status is

Response	Frequency	Percent
Full-time	632	78.5%
Part-time	173	21.5%

## 4. What is your age?

Response	Frequency	Percent
17-19	98	12.1%
20-22	123	15.2%
23-30	179	22.1%
30-45	314	38.8%
46 or over	95	11.7%

## 5. Sex

Response	Frequency	Percent
Male	155	19.2%
Female	653	80.8%

## 6. Marital status

Response	Frequency	Percent
Married	402	49.8%
Single	406	50.2%

## 7. Ethnic group

Response	Frequency	Percent
American Indian or Alaskan Native	3	0.4%
Asian or Pacific Islander	6	0.7%
Black, Non-Hispanic	8	1.0%
Hispanic	7	0.9%
White, Non-Hispanic	780	96.2%
Unknown	6	0.7%
Nonresident Alien	1	0.1%

## 8. Work Status

Response	Frequency	Percent
Do not work	347	42.9%
Work less than 20 hrs/wk	81	10.0%
Work 20-30 hrs/wk	157	19.4%
Work 30-40 hrs/wk	142	17.6%
Work more than 40 hrs/wk	81	10.0%

9. Family size

Response	Frequency	Percent
1 (myself)	120	14.8%
2	179	22.1%
3	200	24.7%
4 or more	310	38.3%

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	322	39.7%
Agree	412	50.7%
Disagree	50	6.2%
Strongly Disagree	10	1.2%
Not Applicable	18	2.2%

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

Response	Frequency	Percent
Strongly Agree	223	27.6%
Agree	353	43.6%
Disagree	46	5.7%
Strongly Disagree	14	1.7%
Not Applicable	173	21.4%

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	259	32.0%
Agree	403	49.8%
Disagree	66	8.1%
Strongly Disagree	17	2.1%
Not Applicable	65	8.0%

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

Response	Frequency	Percent
Strongly Agree	333	41.2%
Agree	413	51.1%
Disagree	42	5.2%
Strongly Disagree	6	0.7%
Not Applicable	14	1.7%

14. When I have a question concerning my records, every effort is made to provide me with the information I need.

Response	Frequency	Percent
Strongly Agree	302	37.4%
Agree	407	50.4%
Disagree	46	5.7%
Strongly Disagree	17	2.1%
Not Applicable	36	4.5%

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

Response	Frequency	Percent
Strongly Agree	226	28.1%
Agree	348	43.3%
Disagree	33	4.1%
Strongly Disagree	10	1.2%
Not Applicable	187	23.3%

16. The counselors are accessible to students.

Response	Frequency	Percent
Strongly Agree	226	28.1%
Agree	400	49.7%
Disagree	54	6.7%
Strongly Disagree	11	1.4%
Not Applicable	114	14.2%

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

Response	Frequency	Percent
Strongly Agree	305	37.8%
Agree	319	39.5%
Disagree	53	6.6%
Strongly Disagree	16	2.0%
Not Applicable	114	14.1%

18. The Financial Aid Office provides adequate information on opportunities for financial assistance.

Response	Frequency	Percent
Strongly Agree	294	36.3%
Agree	343	42.3%
Disagree	66	8.1%
Strongly Disagree	22	2.7%
Not Applicable	85	10.5%

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

Response	Frequency	Percent
None	121	14.9%
One	280	34.5%
Two	209	25.8%
3-5	147	18.1%
More than 5	54	6.7%

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

Response	Frequency	Percent
Strongly Agree	290	35.8%
Agree	349	43.1%
Disagree	93	11.5%
Strongly Disagree	39	4.8%
Not Applicable	39	4.8%

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	357	44.2%
Agree	332	41.1%
Disagree	66	8.2%
Strongly Disagree	26	3.2%
Not Applicable	27	3.3%

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

Response	Frequency	Percent
Strongly Agree	276	34.2%
Agree	429	53.2%
Disagree	50	6.2%
Strongly Disagree	14	1.7%
Not Applicable	37	4.6%

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

Response	Frequency	Percent
Strongly Agree	310	38.5%
Agree	436	54.1%
Disagree	48	6.0%
Strongly Disagree	6	0.7%
Not Applicable	6	0.7%

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

Response	Frequency	Percent
Strongly Agree	291	36.2%
Agree	439	54.7%
Disagree	58	7.2%
Strongly Disagree	8	1.0%
Not Applicable	7	0.9%

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

Response	Frequency	Percent
Strongly Agree	353	43.7%
Agree	391	48.5%
Disagree	28	3.5%
Strongly Disagree	3	0.4%
Not Applicable	32	4.0%

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

Response	Frequency	Percent
Strongly Agree	346	43.1%
Agree	421	52.4%
Disagree	31	3.9%
Strongly Disagree	1	0.1%
Not Applicable	4	0.5%

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

Response	Frequency	Percent
Yes	476	59.1%
No	330	40.9%

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	234	29.1%
Agree	295	36.7%
Disagree	31	3.9%
Strongly Disagree	7	0.9%
Not Applicable	236	29.4%

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

Response	Frequency	Percent
Strongly Agree	161	20.0%
Agree	321	39.9%
Disagree	41	5.1%
Strongly Disagree	13	1.6%
Not Applicable	268	33.3%

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

Response	Frequency	Percent
Strongly Agree	96	11.9%
Agree	246	30.6%
Disagree	66	8.2%
Strongly Disagree	15	1.9%
Not Applicable	382	47.5%

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

Response	Frequency	Percent
Strongly Agree	104	13.0%
Agree	333	41.5%
Disagree	95	11.8%
Strongly Disagree	27	3.4%
Not Applicable	244	30.4%

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

Response	Frequency	Percent
Yes	10	1.2%
No	792	98.8%

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

Response	Frequency	Percent
Every day	39	4.8%
Once/twice a week	182	22.6%
Once a month	153	19.0%
Once a semester	182	22.6%
Never	249	30.9%

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	236	29.4%
Agree	402	50.1%
Disagree	21	2.6%
Strongly Disagree	2	0.2%
Not Applicable	141	17.6%

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

Response	Frequency	Percent
Strongly Agree	212	26.3%
Agree	347	43.0%
Disagree	29	3.6%
Strongly Disagree	12	1.5%
Not Applicable	207	25.7%

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

Response	Frequency	Percent
Strongly Agree	232	28.9%
Agree	383	47.6%
Disagree	24	3.0%
Strongly Disagree	3	0.4%
Not Applicable	162	20.1%

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

Response	Frequency	Percent
Every day	111	13.8%
Once/twice a week	304	37.8%
Once a month	91	11.3%
Once a semester	103	12.8%
Never	196	24.3%

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

Response	Frequency	Percent
Strongly Agree	205	25.5%
Agree	327	40.7%
Disagree	18	2.2%
Strongly Disagree	10	1.2%
Not Applicable	243	30.3%

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

Response	Frequency	Percent
Strongly Agree	254	31.6%
Agree	343	42.7%
Disagree	38	4.7%
Strongly Disagree	6	0.7%
Not Applicable	163	20.3%

40. How often have you used the STAR Center or College sponsored tutoring services?

Response	Frequency	Percent
Every day	38	4.7%
Once/twice a week	143	17.9%
Once a month	98	12.2%
Once a semester	123	15.4%
Never	399	49.8%

41. I find the STAR Center assistants to be knowledgeable and helpful.

Response	Frequency	Percent
Strongly Agree	181	22.8%
Agree	228	28.7%
Disagree	14	1.8%
Strongly Disagree	3	0.4%
Not Applicable	369	46.4%

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

Response	Frequency	Percent
Strongly Agree	267	33.4%
Agree	431	53.9%
Disagree	56	7.0%
Strongly Disagree	19	2.4%
Not Applicable	27	3.4%

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

Response	Frequency	Percent
Strongly Agree	282	34.9%
Agree	432	53.5%
Disagree	51	6.3%
Strongly Disagree	18	2.2%
Not Applicable	25	3.1%

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

Response	Frequency	Percent
Strongly Agree	75	9.3%
Agree	244	30.3%
Disagree	227	28.2%
Strongly Disagree	139	17.3%
Not Applicable	120	14.9%

45. 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	222	27.7%
Agree	451	56.3%
Disagree	20	2.5%
Strongly Disagree	5	0.6%
Not Applicable	103	12.9%

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

Response	Frequency	Percent
Strongly Agree	71	8.9%
Agree	192	23.9%
Disagree	41	5.1%
Strongly Disagree	22	2.7%
Not Applicable	476	59.4%

47. The atmosphere in the cafeteria is pleasant and friendly.

Response	Frequency	Percent
Strongly Agree	122	15.1%
Agree	240	29.8%
Disagree	6	0.7%
Strongly Disagree	5	0.6%
Not Applicable	433	53.7%

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

Response	Frequency	Percent
Strongly Agree	114	14.2%
Agree	337	42.0%
Disagree	164	20.4%
Strongly Disagree	147	18.3%
Not Applicable	41	5.1%