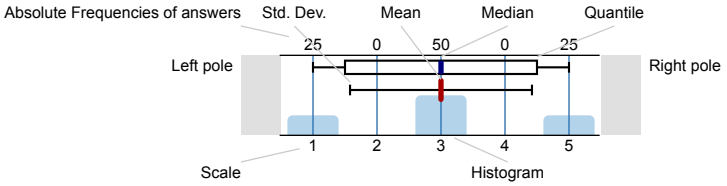
GSAdmin

SCC Student Satisfaction Survey Fall 2013 ()
No. of responses = 339

Survey Results

Legend

Question text



n=No. of responses
av.=Mean
md=Median
dev.=Std. Dev.
ab.=Abstention

1. This survey is your chance to reflect on your SCC experiences and to share both positive experiences and constructive feedback for areas of challenge. Your responses will be reported anonymously. Thank you for your participation.

1.1) Which college location do you attend predominately?

n=336

Casey Center	6
Clinton Center	16
Laurel Campuses	81
McCreary Center	19
Off-campus Site	4
Online Classes	71
Russell Center	5
Somerset Campuses	134

1.2) What is your academic level?

n=338

Freshman (0 to 29 credit hours)	164
Sophomore (30 or more credit hours)	174

1.3) My enrollment status is:

n=331

Full-time	241
Part-time	90

1.4) What is your age?

n=337

17 - 19	58
20 - 22	68
23 - 30	76
31 - 45	97
46 or over	38

1.5) What is your gender?

n=335

Male	93
Female	242

1.6) What is your marital staus?

n=337

Married	135
Single	202

1.7) What is your ethnic group?

n=337

American Indian or Alaskan Native	0
Asian or Pacific Islander	2
Black, Non-Hispanic	4
Hispanic	2
White, Non-Hispanic	326
Unknown	3
Nonresident Alien	0

1.8) What is your work status?

n=333

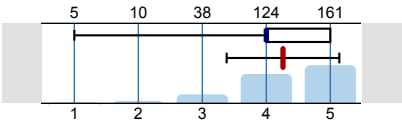
Do not work	170
Work less than 20 hours / week	35
Work 20 - 30 hours / week	44
Work 30 - 40 hours / week	49
Work more than 40 hours / week	35

1.9) What is your family size?

n=336

1 (myself)	68
2	66
3	74
4 or more	128

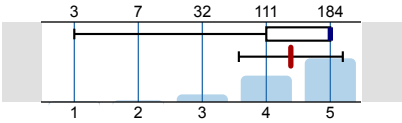
1.10) When I applied for admission to Somerset Community College, the Admissions staff answered my questions and gave all needed information.

Strongly Disagree 

Strongly Agree

n=338
av.=4.26
md=4
dev.=0.88

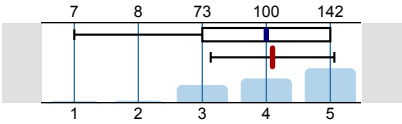
1.11) When visiting the Admissions Office, I am treated with courtesy and respect.

Strongly Disagree 

Strongly Agree

n=337
av.=4.38
md=5
dev.=0.81

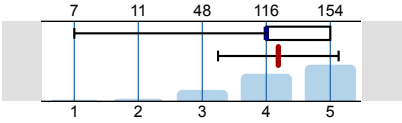
1.12) New Student Orientation provided me with enough information to enable me to adjust to college more effectively.

Strongly Disagree 

Strongly Agree

n=330
av.=4.1
md=4
dev.=0.97

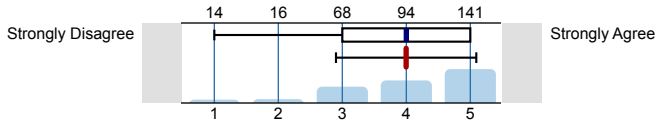
1.13) My ACT / COMPASS scores placed me in the appropriate entry-level mathematics, English and reading classes at my initial enrollment.

Strongly Disagree 

Strongly Agree

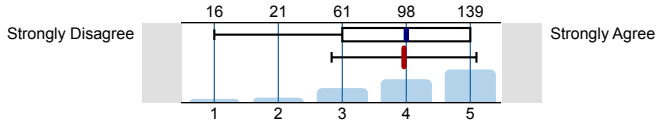
n=336
av.=4.19
md=4
dev.=0.94

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



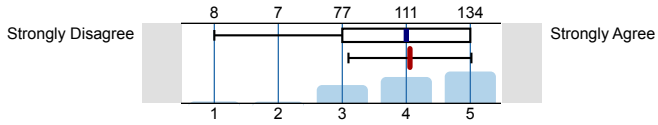
n=333
av.=4
md=4
dev.=1.1

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



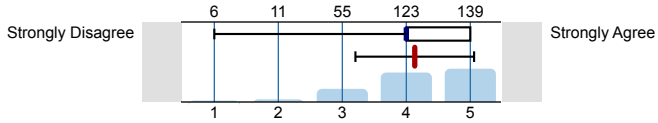
n=335
av.=3.96
md=4
dev.=1.13

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



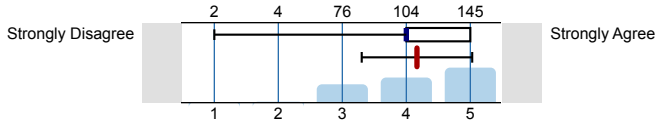
n=337
av.=4.06
md=4
dev.=0.96

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



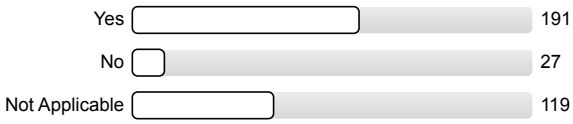
n=334
av.=4.13
md=4
dev.=0.93

1.18) When visiting the Records Office, I am treated with courtesy and respect.



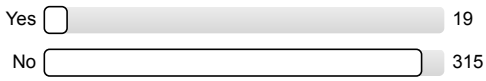
n=331
av.=4.17
md=4
dev.=0.86

1.19) Are you aware of Somerset Community College's Disability Services?



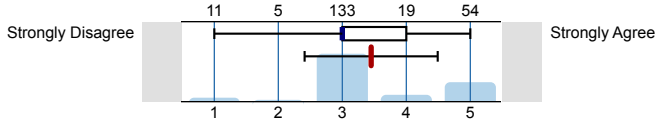
n=337

1.20) Have you had occassion to use Disability Services?



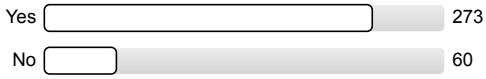
n=334

1.21) Disability Services were helpful.



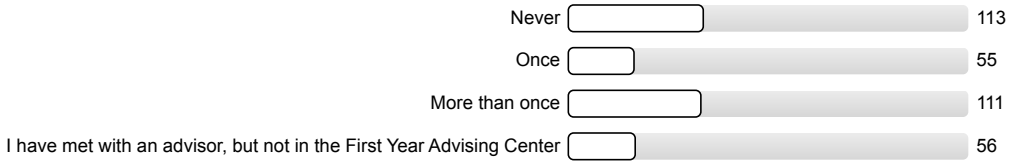
n=222
av.=3.45
md=3
dev.=1.04

1.22) I am aware of the First-Year Advising Centers at the Somerset and Laurel Campuses.



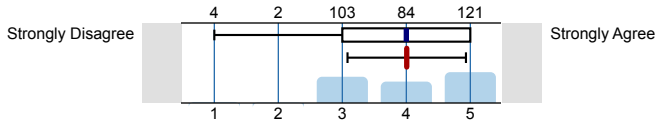
n=333

1.23) I have visited the First-Year Advising Center:



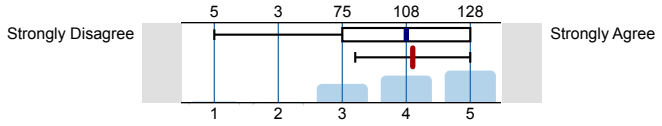
n=335

1.24) The First-Year Advising Center provides services which enable students to make a successful adjustment to college.



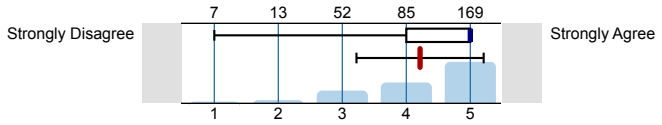
n=314
av.=4.01
md=4
dev.=0.93

1.25) The Center advisors are accessible to students.



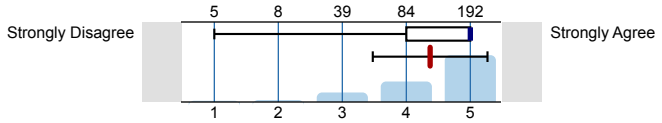
n=319
av.=4.1
md=4
dev.=0.9

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



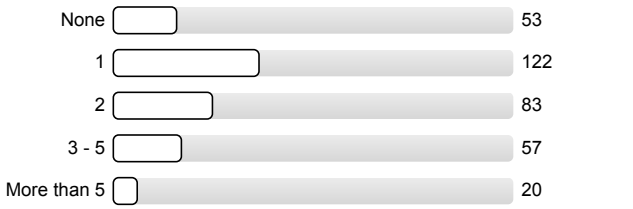
n=326
av.=4.21
md=5
dev.=0.99

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



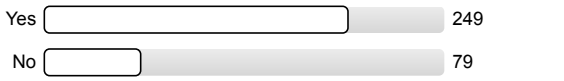
n=328
av.=4.37
md=5
dev.=0.9

1.28) How many times have you met with your advisor this semster?



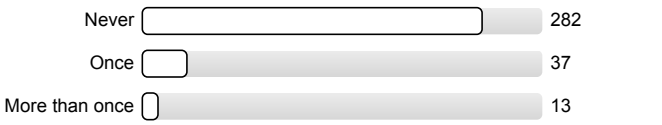
n=335

1.29) I am aware of the Transfer Center Services offered in Somerset and London.



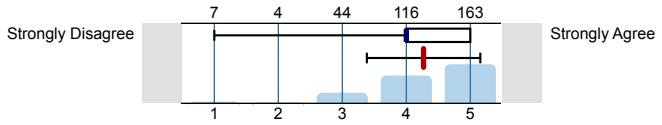
n=328

1.30) I have visited the Transfer Center in Somerset and / or London:



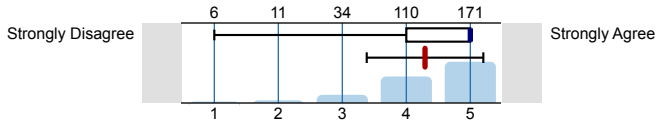
n=332

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



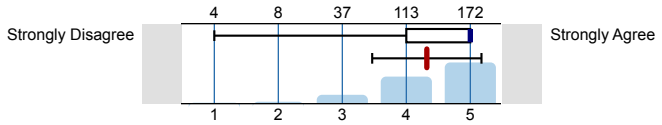
n=334
av.=4.27
md=4
dev.=0.89

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



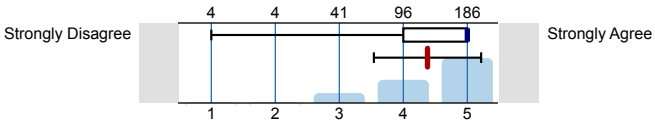
n=332
av.=4.29
md=5
dev.=0.91

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



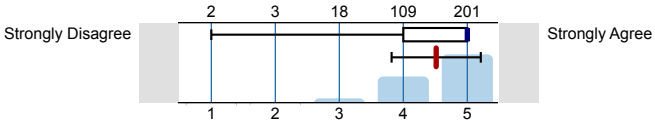
n=334
av.=4.32
md=5
dev.=0.85

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



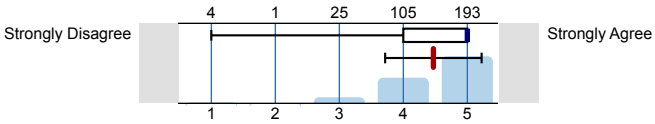
n=331
av.=4.38
md=5
dev.=0.84

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



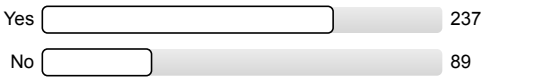
n=333
av.=4.51
md=5
dev.=0.7

1.36) My classes have provided knowledge about and experience in critical thinking.



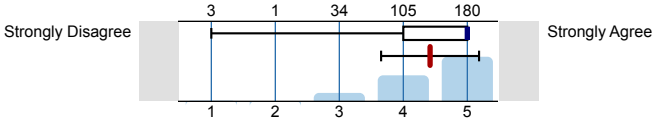
n=328
av.=4.47
md=5
dev.=0.75

1.37) Have you taken a distance learning course (ITV, KET, or online) at Somerset Community College?



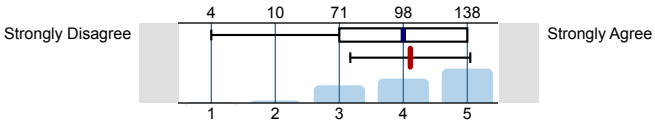
n=326

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



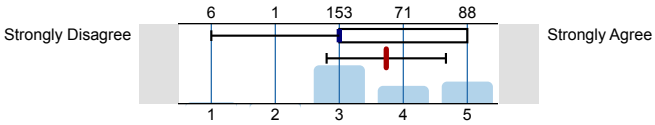
n=323
av.=4.42
md=5
dev.=0.77

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



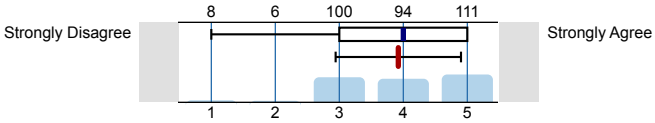
n=321
av.=4.11
md=4
dev.=0.94

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



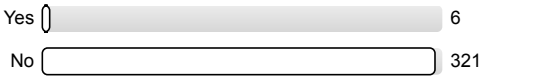
n=319
av.=3.73
md=3
dev.=0.93

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



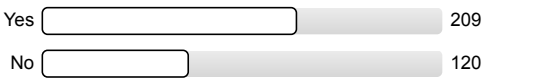
n=319
av.=3.92
md=4
dev.=0.98

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



n=327

1.43) Have you visited the Learning Commons at any campus or center this semester?



n=329

1.44) How often did you visit the Learning Commons at any campus or center this semester?

n=330

Every day	11
Several times a week	51
Once a week	31
Several times a month	32
Once a month	72
I did not visit the Learning Commons this semester	133

1.45) What Learning Commons materials have you used this semester?

n=339

Books	87
DVDs	9
Audio Books	9
CDs	4
E-Books	37
Online Journal Articles	93
Print Journal Articles	43

1.46) How often did you use library materials this semester?

n=317

Every day	4
Several times a week	32
Once a week	19
Several times a month	26
Once a month	50
I did not use library materials this semester	186

1.47) In which activities did you participate at the Learning Commons this semester?

n=339

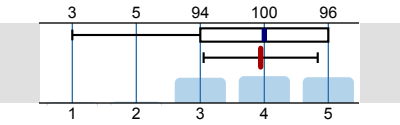
Checked out books, DVDs, etc	26
Used the computer	156
Tutoring	34
Study groups	16
Individual study, reading	71
Class activity	32
Other	38

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

n=321

Every day	25
Once / twice a week	111
Once a month	35
Once a semester	36
Never	114

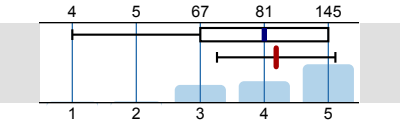
1.54) I find the computer laboratory assistants to be knowledgeable and helpful.

Strongly Disagree 

Strongly Agree

n=298
av.=3.94
md=4
dev.=0.89

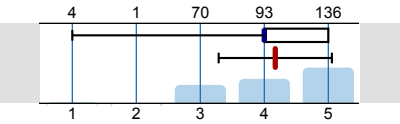
1.55) When I need to use a computer, one is almost always available for my use.

Strongly Disagree 

Strongly Agree

n=302
av.=4.19
md=4
dev.=0.93

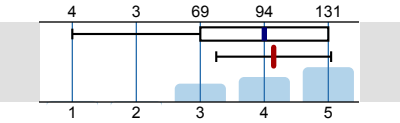
1.56) The computer and technology resources at SCC meet my needs as a student.

Strongly Disagree 

Strongly Agree

n=304
av.=4.17
md=4
dev.=0.88

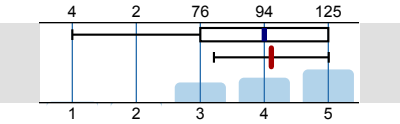
1.57) The access and quality of technology resources in SCC classrooms contribute to positive learning experiences.

Strongly Disagree 

Strongly Agree

n=301
av.=4.15
md=4
dev.=0.9

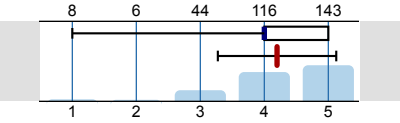
1.58) The Information Technology support services at SCC meet my needs as a student.

Strongly Disagree 

Strongly Agree

n=301
av.=4.11
md=4
dev.=0.9

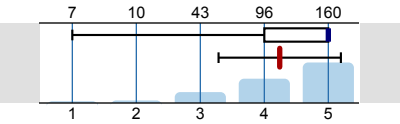
1.59) The bookstore provides the books and supplies I need for my classes.

Strongly Disagree 

Strongly Agree

n=317
av.=4.2
md=4
dev.=0.93

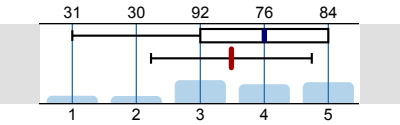
1.60) When visiting the bookstore, I am treated in a courteous and friendly manner.

Strongly Disagree 

Strongly Agree

n=316
av.=4.24
md=5
dev.=0.96

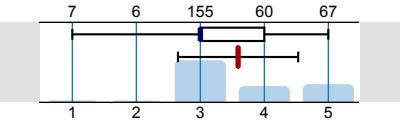
1.61) The bookstore buy-back policy is fair and equitable.

Strongly Disagree 

Strongly Agree

n=313
av.=3.49
md=4
dev.=1.26

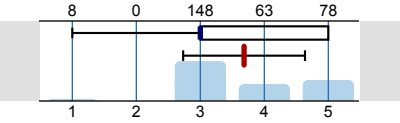
1.62) The food in the cafeteria is good and the menus offer enough variety.

Strongly Disagree 

Strongly Agree

n=295
av.=3.59
md=3
dev.=0.94

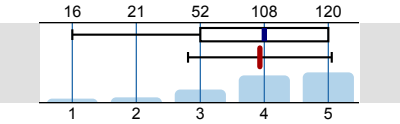
1.63) The atmosphere in the cafeteria is pleasant and friendly.

Strongly Disagree 

Strongly Agree

n=297
av.=3.68
md=3
dev.=0.95

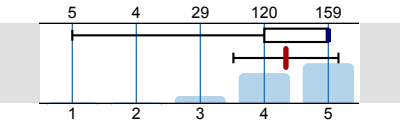
1.64) SCC parking facilities are adequate and convenient for my needs.

Strongly Disagree 

Strongly Agree

n=317
av.=3.93
md=4
dev.=1.12

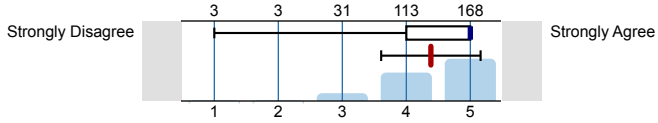
1.65) The overall appearance of the college campuses and centers is pleasing.

Strongly Disagree 

Strongly Agree

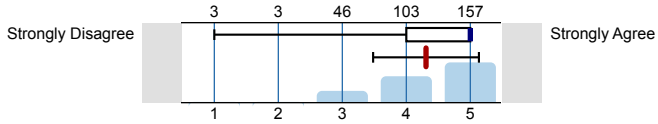
n=317
av.=4.34
md=5
dev.=0.82

1.66) I feel safe at SCC campuses and centers.



n=318
av.=4.38
md=5
dev.=0.78

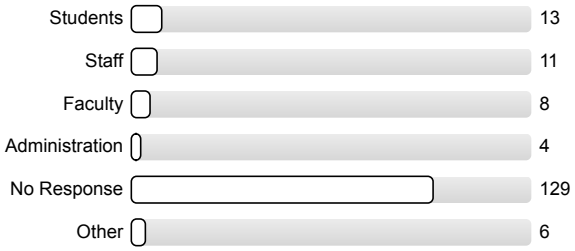
1.67) While enrolled at Somerset Community Colege I have felt accepted by the campus community.



n=312
av.=4.31
md=5
dev.=0.83

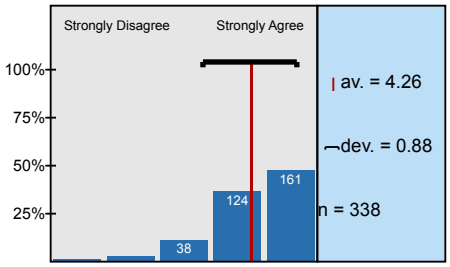
1.69) To which group did the person who primarily made you feel less than accepted belong?

n=171

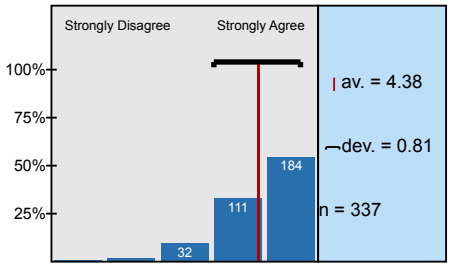


Histogram for scaled questions

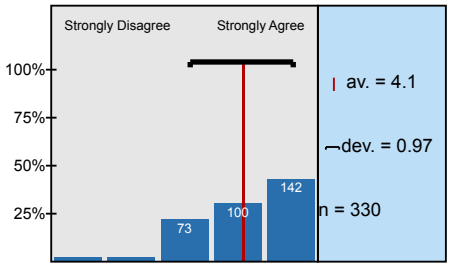
When I applied for admission to Somerset Community College, the Admissions staff answered my questions



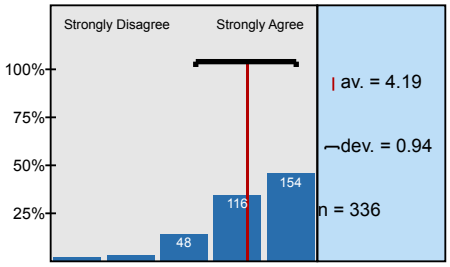
When visiting the Admissions Office, I am treated with courtesy and respect.



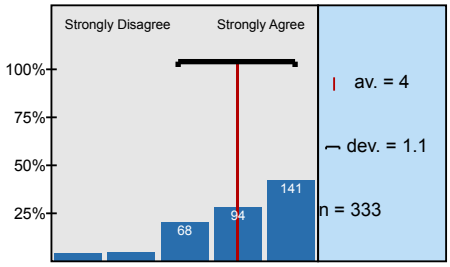
New Student Orientation provided me with enough information to enable me to adjust to college more



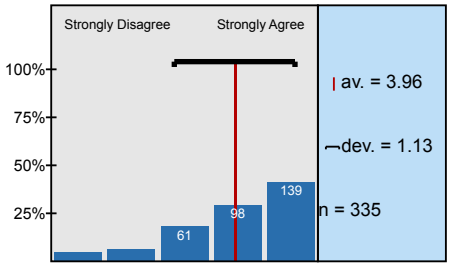
My ACT / COMPASS scores placed me in the appropriate entry-level mathematics, English and



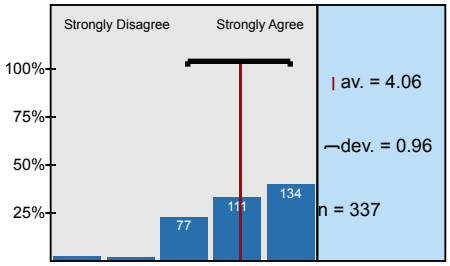
The Financial Aid Office helps me complete my financial aid forms correctly.



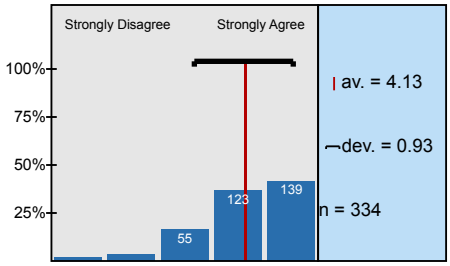
The Financial Aid Office provides adequate information on opportunities for financial assistance.



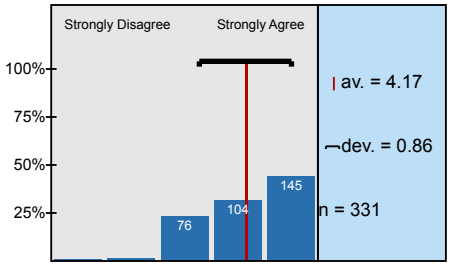
When I need information about my fees or other payments, the Business Office provides the information



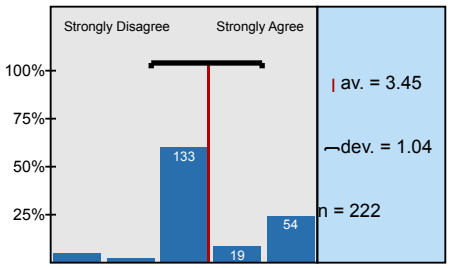
When I have a question concerning my records, every effort is made to provide me with the information I



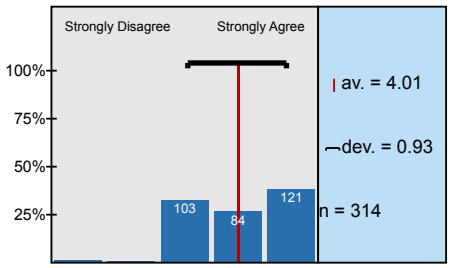
When visiting the Records Office, I am treated with courtesy and respect.



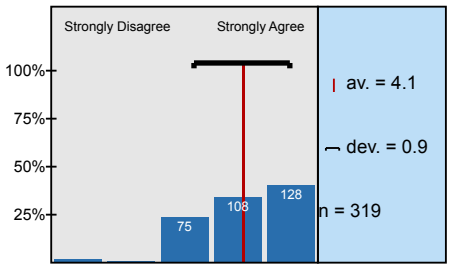
Disability Services were helpful.



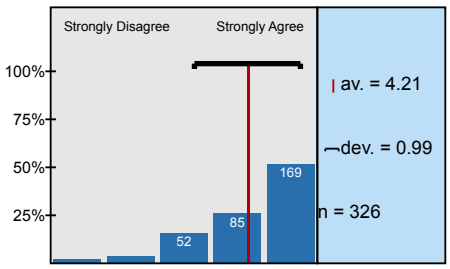
The First-Year Advising Center provides services which enable students to make a successful adjustment to



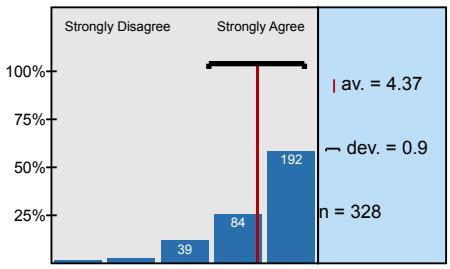
The Center advisors are accessible to students.



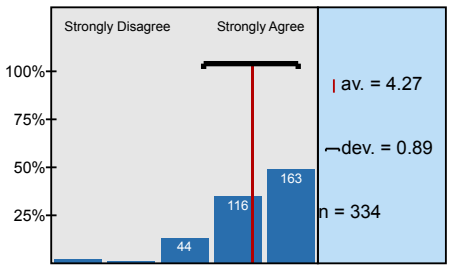
My advisor keeps up with my academic progress and helps me plan for the future.



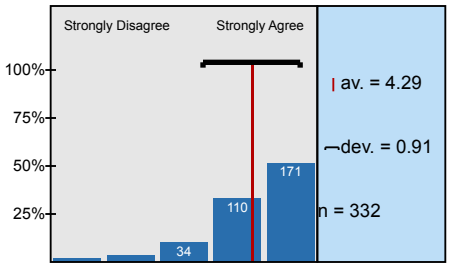
My advisor makes sure I am taking courses I need to complete my program at Somerset Community



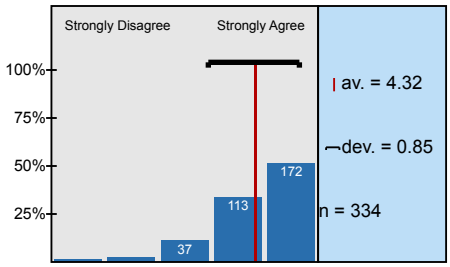
When I have a problem with a class, the instructor helps me work out a solution.



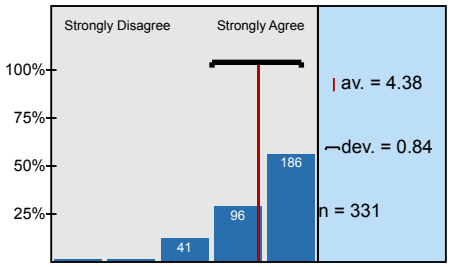
The grades I receive are accurate and fair considering the effort I put into my classes.



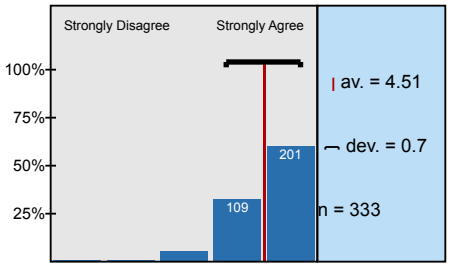
The instructors seem dedicated and enthusiastic and present their subject matter in interesting ways.



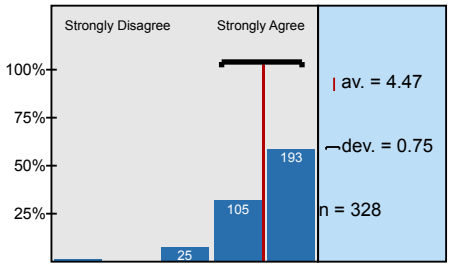
My classes meet on time and for the full class period.



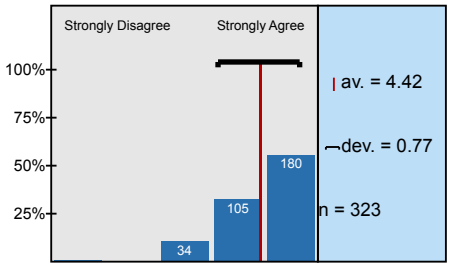
My classes adequately cover the course objectives that are stated in the syllabus.



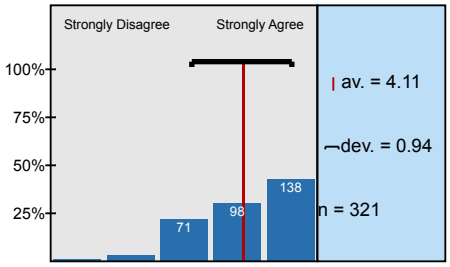
My classes have provided knowledge about and experience in critical thinking.



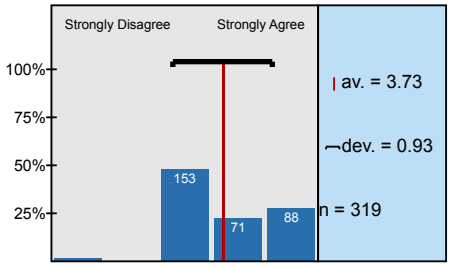
If I need to discuss my distance learning class(es) with my instructor, I know how to contact him / her.



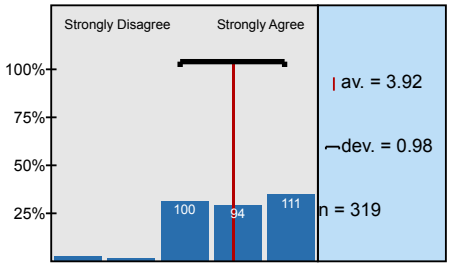
The distance learning faculty are dedicated and enthusiastic and present the subject in interesting



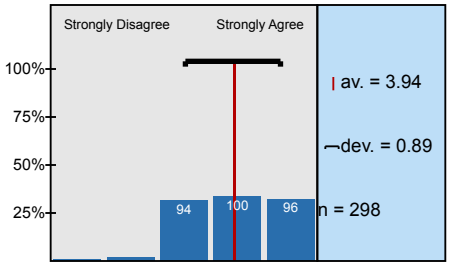
The Student Government Association provides the kind of services and activities I feel are needed.



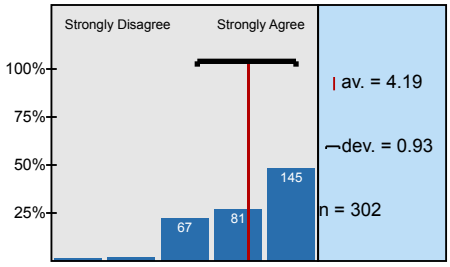
There is a wide range of extracurricular activities (plays, art exhibits, club meetings, intramural sports).



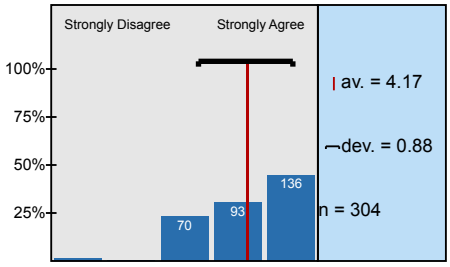
I find the computer laboratory assistants to be knowledgeable and helpful.



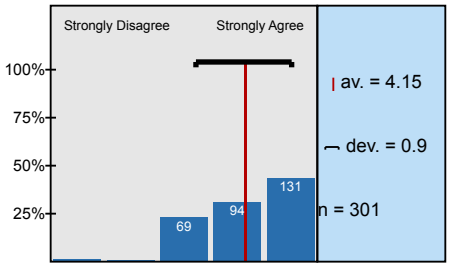
When I need to use a computer, one is almost always available for my use.



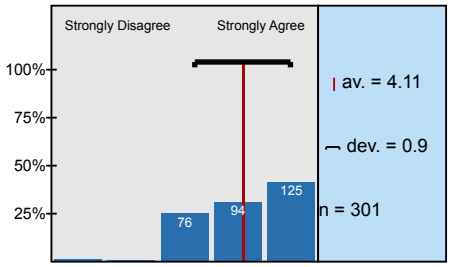
The computer and technology resources at SCC meet my needs as a student.



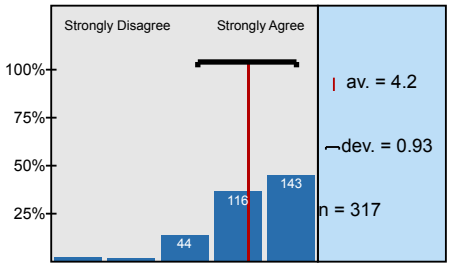
The access and quality of technology resources in SCC classrooms contribute to positive learning



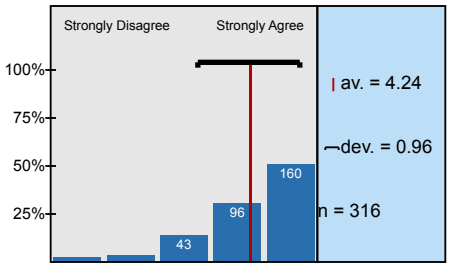
The Information Technology support services at SCC meet my needs as a student.



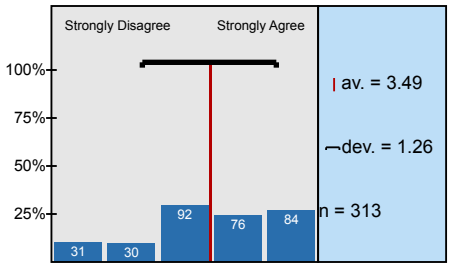
The bookstore provides the books and supplies I need for my classes.



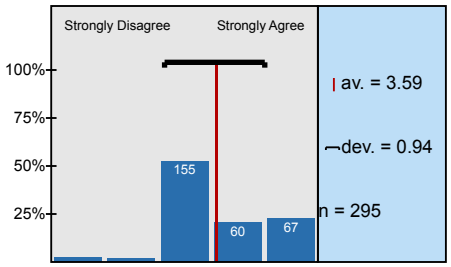
When visiting the bookstore, I am treated in a courteous and friendly manner.



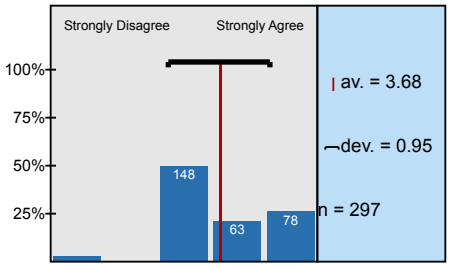
The bookstore buy-back policy is fair and equitable.



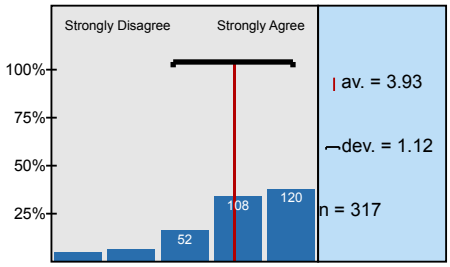
The food in the cafeteria is good and the menus offer enough variety.



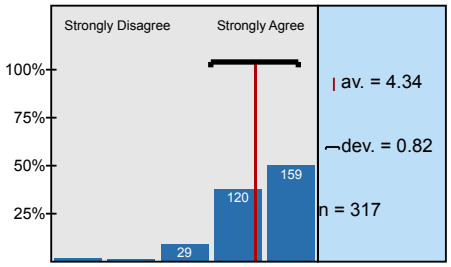
The atmosphere in the cafeteria is pleasant and friendly.



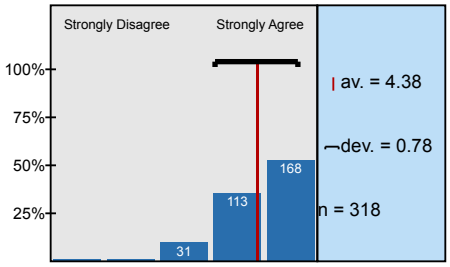
SCC parking facilities are adequate and convenient for my needs.



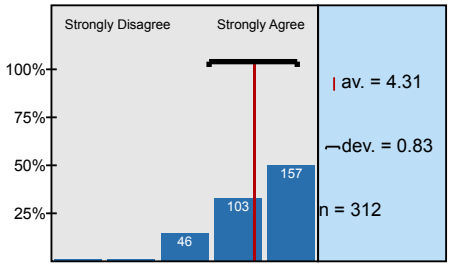
The overall appearance of the college campuses and centers is pleasing.



I feel safe at SCC campuses and centers.



While enrolled at Somerset Community Colege I have felt accepted by the campus community.

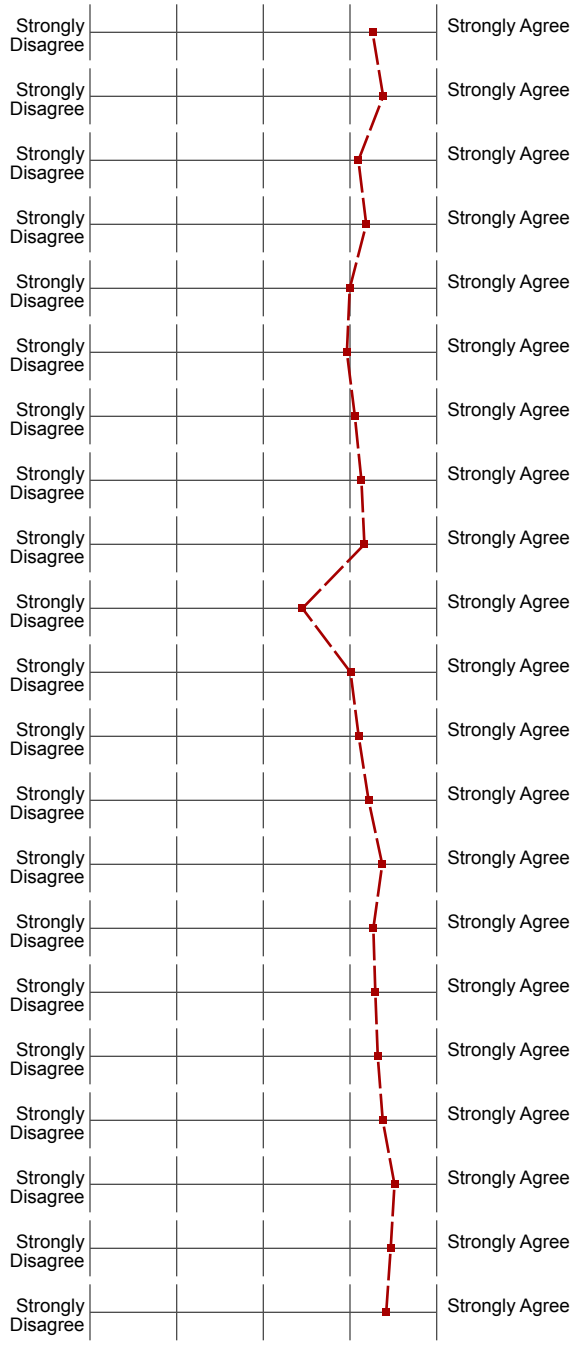


Profile

Subunit: General Surveys
Name of the instructor: GSAdmin
Name of the course: (Name of the survey) SCC Student Satisfaction Survey Fall 2013

Values used in the profile line: Mean

1. This survey is your chance to reflect on your SCC experiences and to share both positive experiences and constructive feedback for areas of challenge. Your responses will be reported anonymously. Thank you for your participation.



		n	av.	md	dev.
1.10)	When I applied for admission to Somerset Community College, the Admissions staff	n=338	av.=4.26	md=4.00	dev.=0.88
1.11)	When visiting the Admissions Office, I am treated with courtesy and respect.	n=337	av.=4.38	md=5.00	dev.=0.81
1.12)	New Student Orientation provided me with enough information to enable me to	n=330	av.=4.10	md=4.00	dev.=0.97
1.13)	My ACT / COMPASS scores placed me in the appropriate entry-level mathematics,	n=336	av.=4.19	md=4.00	dev.=0.94
1.14)	The Financial Aid Office helps me complete my financial aid forms correctly.	n=333	av.=4.00	md=4.00	dev.=1.10
1.15)	The Financial Aid Office provides adequate information on opportunities for financial	n=335	av.=3.96	md=4.00	dev.=1.13
1.16)	When I need information about my fees or other payments, the Business Office	n=337	av.=4.06	md=4.00	dev.=0.96
1.17)	When I have a question concerning my records, every effort is made to provide me	n=334	av.=4.13	md=4.00	dev.=0.93
1.18)	When visiting the Records Office, I am treated with courtesy and respect.	n=331	av.=4.17	md=4.00	dev.=0.86
1.21)	Disability Services were helpful.	n=222	av.=3.45	md=3.00	dev.=1.04
1.24)	The First-Year Advising Center provides services which enable students to	n=314	av.=4.01	md=4.00	dev.=0.93
1.25)	The Center advisors are accessible to students.	n=319	av.=4.10	md=4.00	dev.=0.90
1.26)	My advisor keeps up with my academic progress and helps me plan for the future.	n=326	av.=4.21	md=5.00	dev.=0.99
1.27)	My advisor makes sure I am taking courses I need to complete my program at	n=328	av.=4.37	md=5.00	dev.=0.90
1.31)	When I have a problem with a class, the instructor helps me work out a solution.	n=334	av.=4.27	md=4.00	dev.=0.89
1.32)	The grades I receive are accurate and fair considering the effort I put into my classes.	n=332	av.=4.29	md=5.00	dev.=0.91
1.33)	The instructors seem dedicated and enthusiastic and present their subject	n=334	av.=4.32	md=5.00	dev.=0.85
1.34)	My classes meet on time and for the full class period.	n=331	av.=4.38	md=5.00	dev.=0.84
1.35)	My classes adequately cover the course objectives that are stated in the syllabus.	n=333	av.=4.51	md=5.00	dev.=0.70
1.36)	My classes have provided knowledge about and experience in critical thinking.	n=328	av.=4.47	md=5.00	dev.=0.75
1.38)	If I need to discuss my distance learning class(es) with my instructor, I know how	n=323	av.=4.42	md=5.00	dev.=0.77

1.39)	The distance learning faculty are dedicated and enthusiastic and present the subject in	Strongly Disagree / Strongly Agree	n=321	av.=4.11	md=4.00	dev.=0.94
1.40)	The Student Government Association provides the kind of services and activities I feel	Strongly Disagree / Strongly Agree	n=319	av.=3.73	md=3.00	dev.=0.93
1.41)	There is a wide range of extracurricular activities (plays, art exhibits, club	Strongly Disagree / Strongly Agree	n=319	av.=3.92	md=4.00	dev.=0.98
1.54)	I find the computer laboratory assistants to be knowledgeable and helpful.	Strongly Disagree / Strongly Agree	n=298	av.=3.94	md=4.00	dev.=0.89
1.55)	When I need to use a computer, one is almost always available for my use.	Strongly Disagree / Strongly Agree	n=302	av.=4.19	md=4.00	dev.=0.93
1.56)	The computer and technology resources at SCC meet my needs as a student.	Strongly Disagree / Strongly Agree	n=304	av.=4.17	md=4.00	dev.=0.88
1.57)	The access and quality of technology resources in SCC classrooms contribute to	Strongly Disagree / Strongly Agree	n=301	av.=4.15	md=4.00	dev.=0.90
1.58)	The Information Technology support services at SCC meet my needs as a student.	Strongly Disagree / Strongly Agree	n=301	av.=4.11	md=4.00	dev.=0.90
1.59)	The bookstore provides the books and supplies I need for my classes.	Strongly Disagree / Strongly Agree	n=317	av.=4.20	md=4.00	dev.=0.93
1.60)	When visiting the bookstore, I am treated in a courteous and friendly manner.	Strongly Disagree / Strongly Agree	n=316	av.=4.24	md=5.00	dev.=0.96
1.61)	The bookstore buy-back policy is fair and equitable.	Strongly Disagree / Strongly Agree	n=313	av.=3.49	md=4.00	dev.=1.26
1.62)	The food in the cafeteria is good and the menus offer enough variety.	Strongly Disagree / Strongly Agree	n=295	av.=3.59	md=3.00	dev.=0.94
1.63)	The atmosphere in the cafeteria is pleasant and friendly.	Strongly Disagree / Strongly Agree	n=297	av.=3.68	md=3.00	dev.=0.95
1.64)	SCC parking facilities are adequate and convenient for my needs.	Strongly Disagree / Strongly Agree	n=317	av.=3.93	md=4.00	dev.=1.12
1.65)	The overall appearance of the college campuses and centers is pleasing.	Strongly Disagree / Strongly Agree	n=317	av.=4.34	md=5.00	dev.=0.82
1.66)	I feel safe at SCC campuses and centers.	Strongly Disagree / Strongly Agree	n=318	av.=4.38	md=5.00	dev.=0.78
1.67)	While enrolled at Somerset Community Colege I have felt accepted by the campus	Strongly Disagree / Strongly Agree	n=312	av.=4.31	md=5.00	dev.=0.83