

# SCC Office of Institutional Effectiveness and Rese

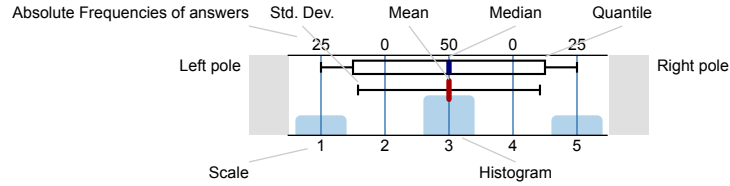
2015 SCC Student Satisfaction Survey ()  
No. of responses = 1151



## Survey Results

### Legend

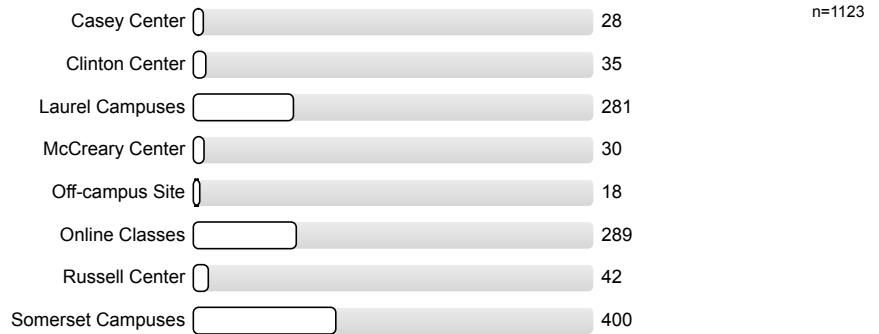
Question text



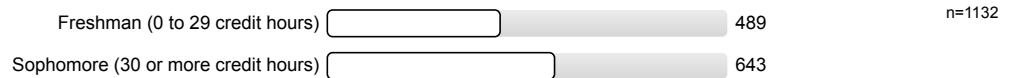
n=No. of responses  
av.=Mean  
md=Median  
dev.=Std. Dev.  
ab.=Abstention

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?



1.2) What is your academic level?



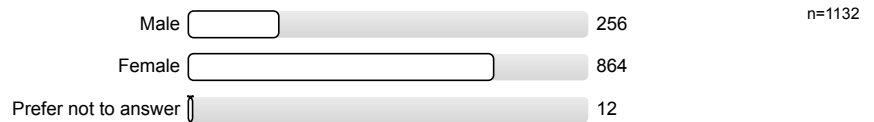
1.3) My enrollment status is:



1.4) What is your age?



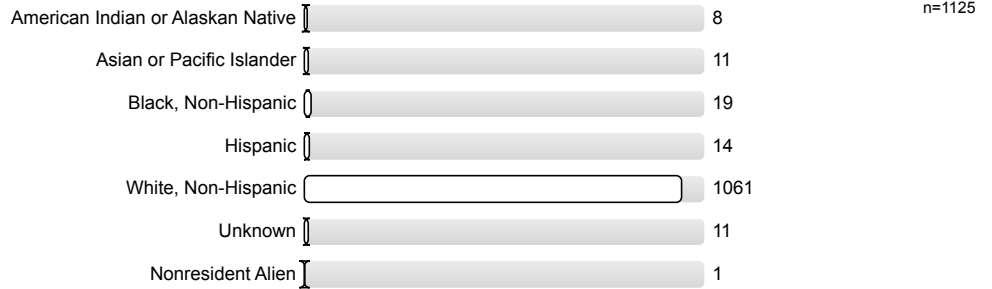
1.5) What is your gender?



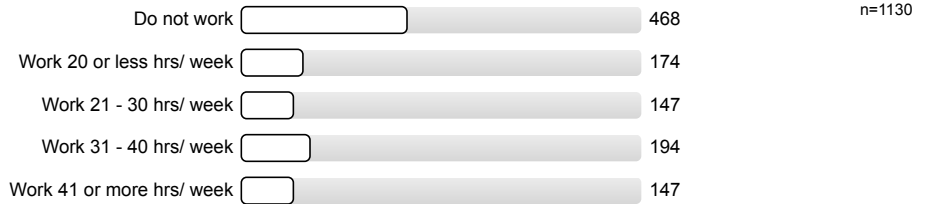
1.6) What is your marital status?



1.7) What is your ethnic group?



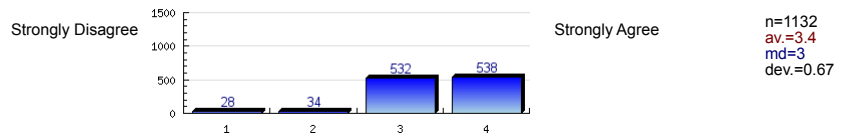
1.8) What is your work status?



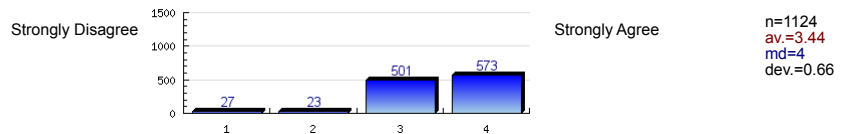
1.9) What is your family size?



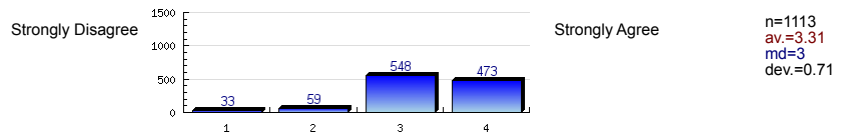
1.10) When I applied for admission to Somerset Community College, the Admissions staff answered my questions and provided all needed information.



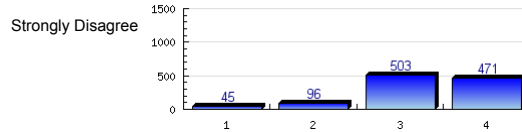
1.11) When visiting the Admissions Office, I am treated with courtesy and respect.



1.12) New Student Orientation provided me with information to set up my educational goals.



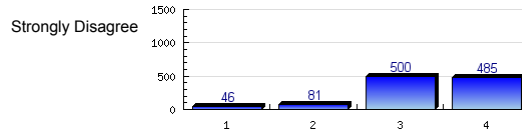
1.14) The Financial Aid Office helps me complete my financial aid forms.



Strongly Agree

n=1115  
av.=3.26  
md=3  
dev.=0.78

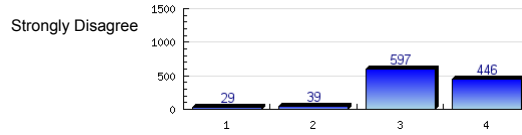
1.15) The Financial Aid Office provides adequate information on opportunities for financial assistance.



Strongly Agree

n=1112  
av.=3.28  
md=3  
dev.=0.77

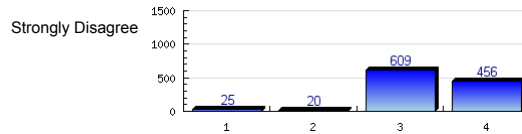
1.17) When I need information about my fees or other payments, the Business Office provides the information in a way I can understand.



Strongly Agree

n=1111  
av.=3.31  
md=3  
dev.=0.67

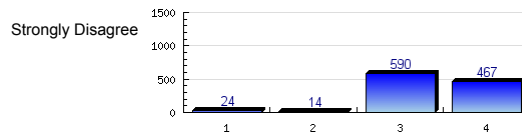
1.19) When I have a question concerning my records, every effort is made to provide me with the information I need.



Strongly Agree

n=1110  
av.=3.35  
md=3  
dev.=0.63

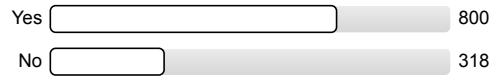
1.20) When visiting the Records Office, I am treated with courtesy and respect.



Strongly Agree

n=1095  
av.=3.37  
md=3  
dev.=0.62

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



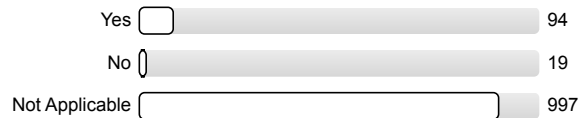
n=1118

1.22) Have you had an occasion to use Disability Services?



n=1116

1.23) Disability Services were helpful.



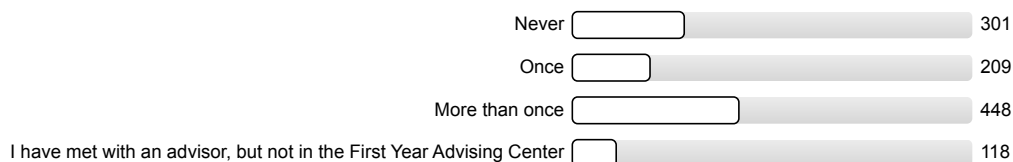
n=1110

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

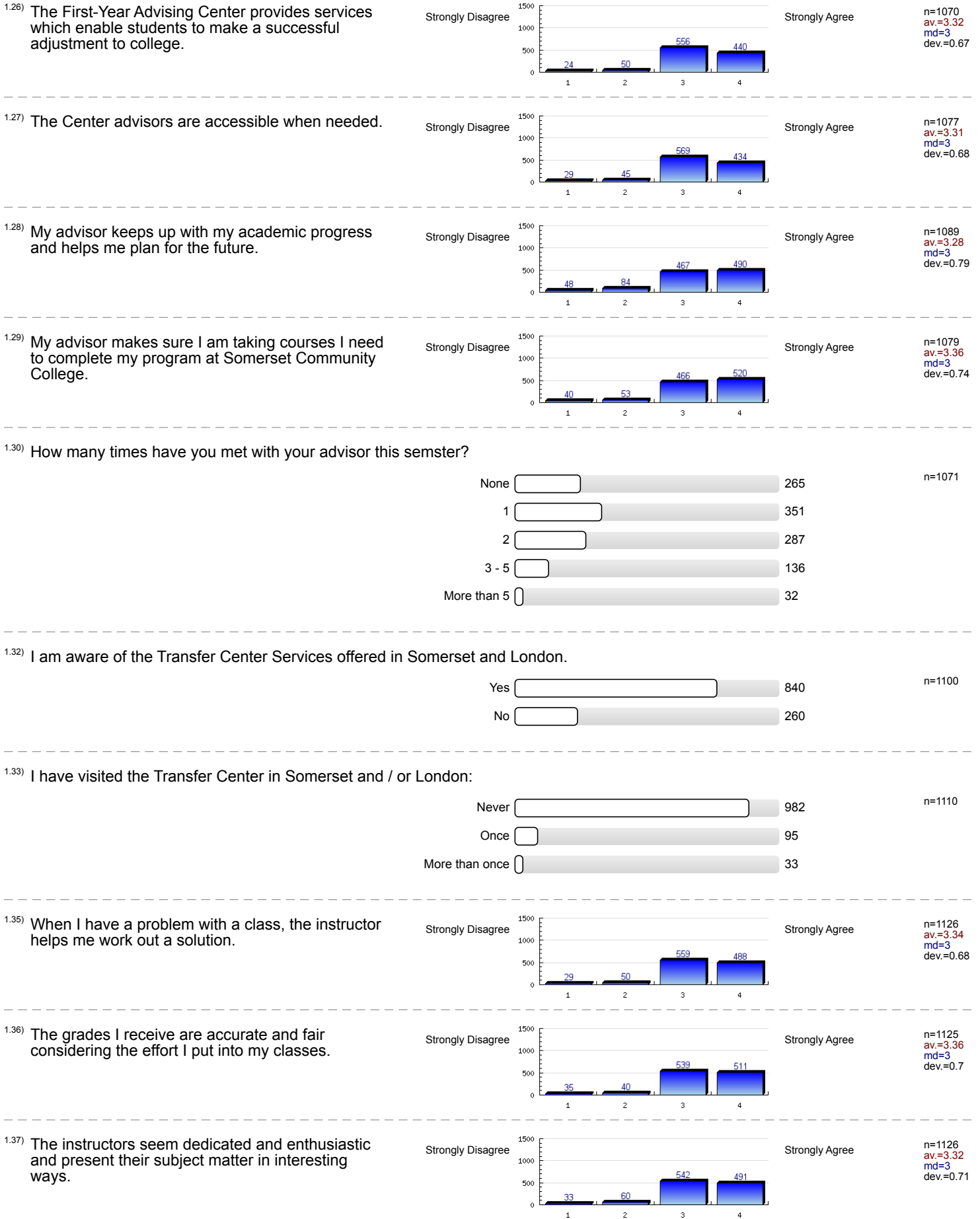


n=1097

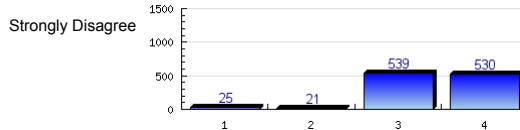
1.25) I have visited the First-Year Advising Center:



n=1076



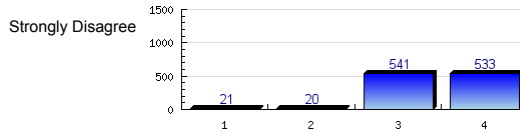
1.38) My classes meet on time and for the full class period.



Strongly Agree

n=1115  
av.=3.41  
md=3  
dev.=0.64

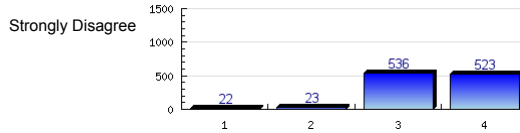
1.39) My classes adequately cover the course objectives that are stated in the syllabus.



Strongly Agree

n=1115  
av.=3.42  
md=3  
dev.=0.63

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



Strongly Agree

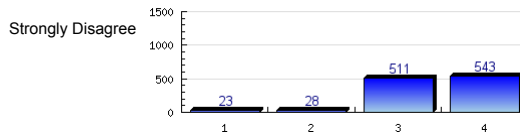
n=1104  
av.=3.41  
md=3  
dev.=0.64

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



n=1040

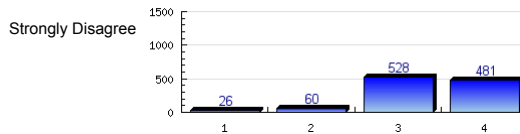
1.42) If I need to discuss my distance learning class(es) with my instructor, I know how to contact him / her.



Strongly Agree

n=1105  
av.=3.42  
md=3  
dev.=0.65

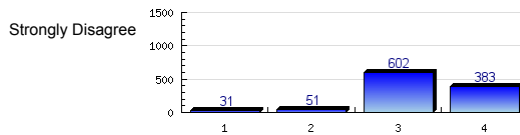
1.43) The distance learning faculty are dedicated and enthusiastic and present the subject in interesting ways.



Strongly Agree

n=1095  
av.=3.34  
md=3  
dev.=0.69

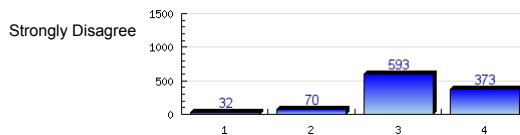
1.44) The Student Government Association provides the kind of services and activities I feel are needed.



Strongly Agree

n=1067  
av.=3.25  
md=3  
dev.=0.68

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



Strongly Agree

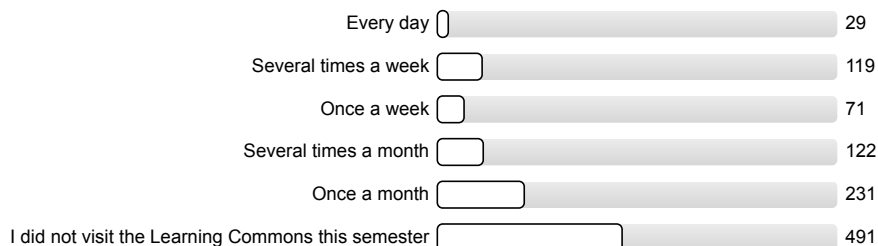
n=1068  
av.=3.22  
dev.=0.7

1.47) Have you visited the Learning Commons (Library) at any campus or center this semester?



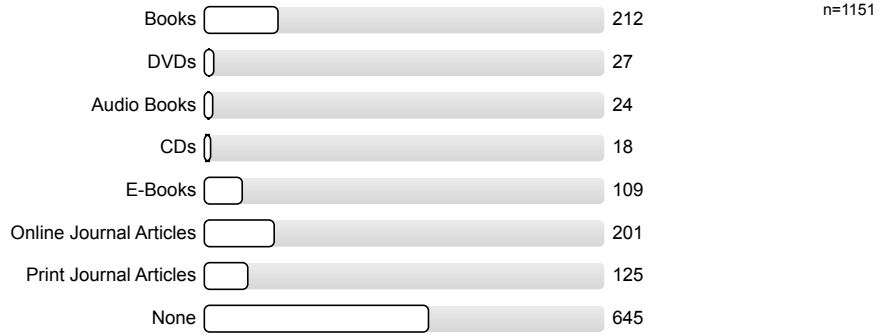
n=1111

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

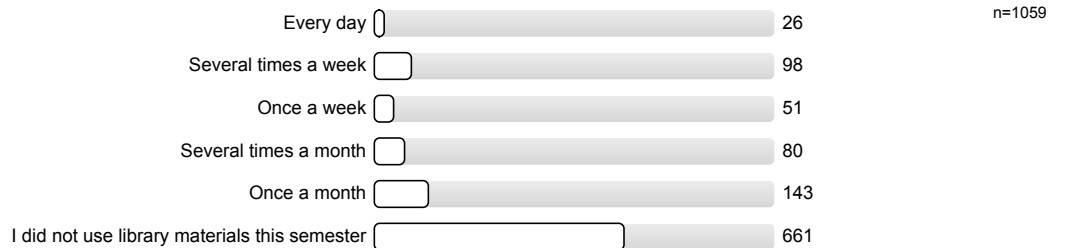


n=1063

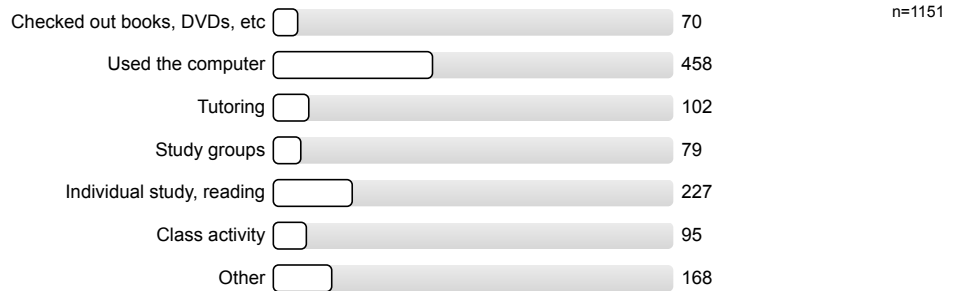
1.49) What Learning Commons (Library) materials have you used this semester?



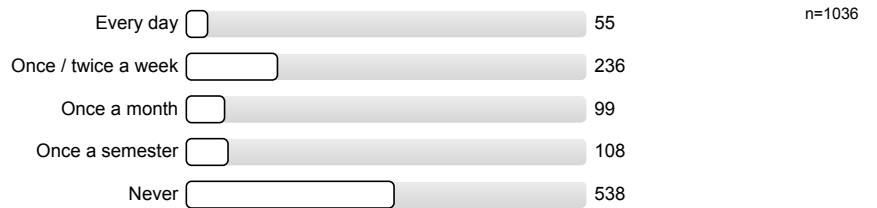
1.50) How often did you use Learning Commons (Library) materials this semester?



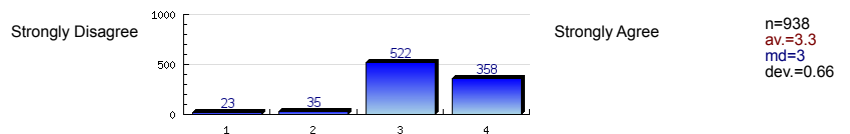
1.51) In which activities did you participate at the Learning Commons (Library) this semester?



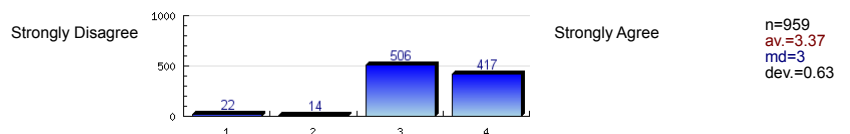
1.57) How much time have you spent in one of the computer labs other than the Learning Commons (Library)?

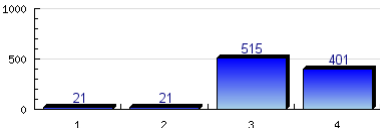
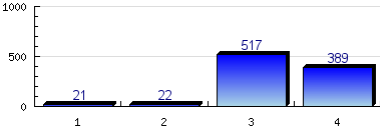
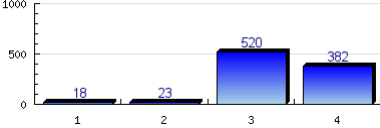
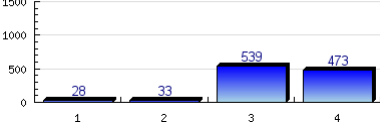
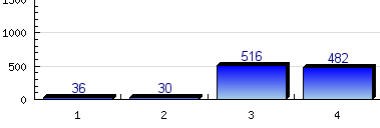
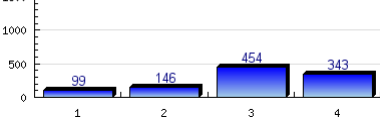
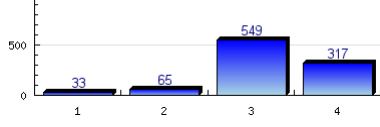
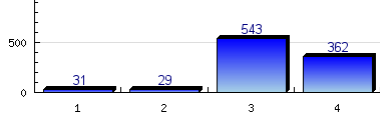
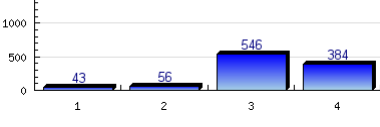
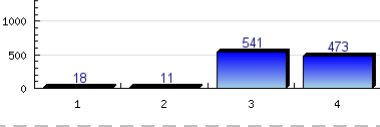
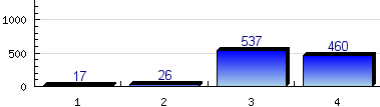


1.58) I find the computer lab assistants to be knowledgeable and helpful.

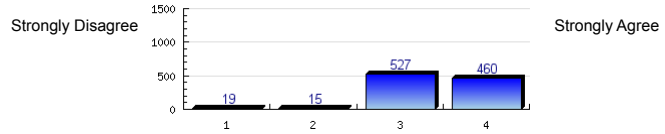


1.59) When I need to use a computer, one is available for my use.



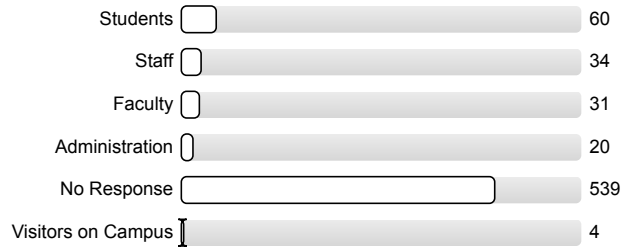
1.60) The computer and technology resources at SCC meet my needs as a student.	Strongly Disagree		Strongly Agree	n=958 av.=3.35 md=3 dev.=0.64
1.61) The access and quality of technology resources in SCC classrooms contribute to positive learning experience for me.	Strongly Disagree		Strongly Agree	n=949 av.=3.34 md=3 dev.=0.64
1.62) The Information Technology support services at SCC meet my needs as a student.	Strongly Disagree		Strongly Agree	n=943 av.=3.34 md=3 dev.=0.62
1.64) The bookstore provides the books and supplies I need for my classes.	Strongly Disagree		Strongly Agree	n=1073 av.=3.36 md=3 dev.=0.67
1.65) When visiting the bookstore, I am treated in a courteous and friendly manner.	Strongly Disagree		Strongly Agree	n=1064 av.=3.36 md=3 dev.=0.7
1.66) The bookstore buy-back policy is fair and equitable.	Strongly Disagree		Strongly Agree	n=1042 av.=3 md=3 dev.=0.92
1.68) The cafeteria menus offer enough variety.	Strongly Disagree		Strongly Agree	n=964 av.=3.19 md=3 dev.=0.7
1.69) The atmosphere in the cafeteria is pleasant and friendly.	Strongly Disagree		Strongly Agree	n=965 av.=3.28 md=3 dev.=0.67
1.70) SCC parking facilities are adequate and convenient for my needs.	Strongly Disagree		Strongly Agree	n=1029 av.=3.24 md=3 dev.=0.73
1.71) The overall appearance of the college campuses and centers is pleasing.	Strongly Disagree		Strongly Agree	n=1043 av.=3.41 md=3 dev.=0.61
1.72) I feel safe at SCC campuses and centers.	Strongly Disagree		Strongly Agree	n=1040 av.=3.38 md=3 dev.=0.62

1.73) While enrolled at Somerset Community College I have felt accepted by the campus community.



n=1021  
av.=3.4  
md=3  
dev.=0.62

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

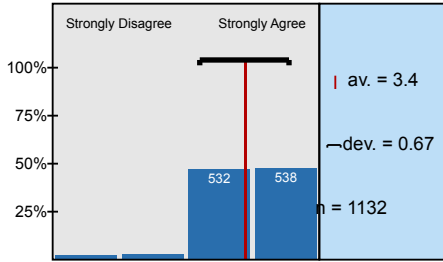


n=688

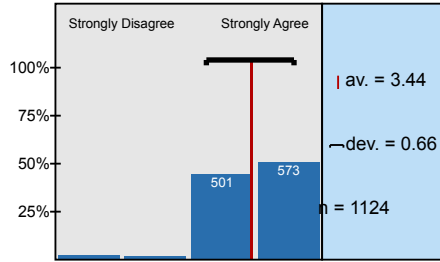


Histogram for scaled questions

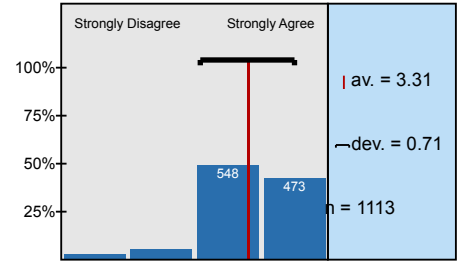
When I applied for admission to Somerset Community College, the Admissions staff answered my questions



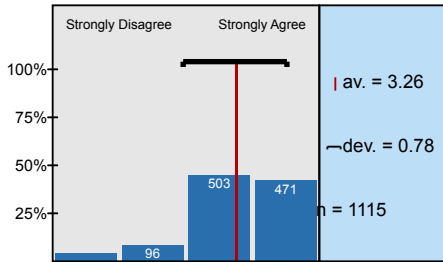
When visiting the Admissions Office, I am treated with courtesy and respect.



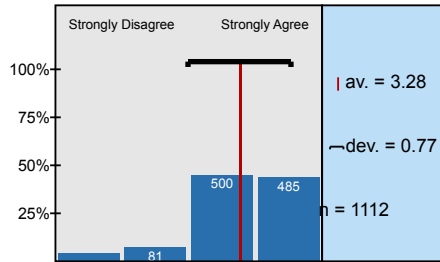
New Student Orientation provided me with information to set up my educational goals.



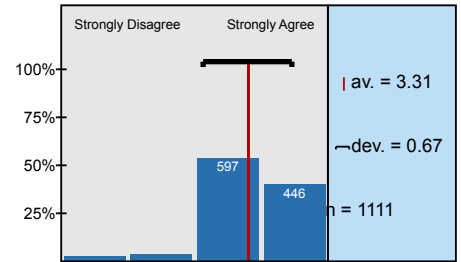
The Financial Aid Office helps me complete my financial aid forms.



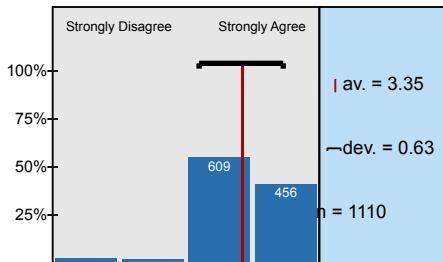
The Financial Aid Office provides adequate information on opportunities for financial assistance.



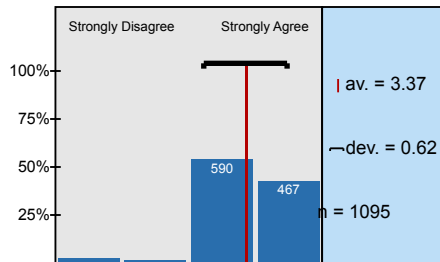
When I need information about my fees or other payments, the Business Office provides the information



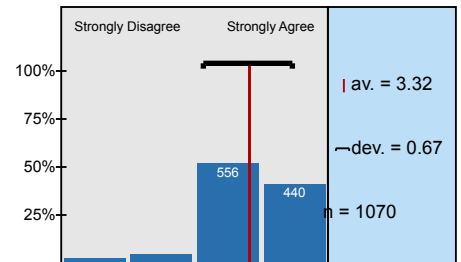
When I have a question concerning my records, every effort is made to provide me with the information I



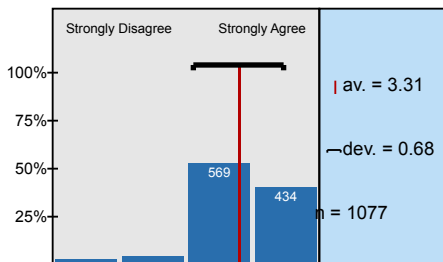
When visiting the Records Office, I am treated with courtesy and respect.



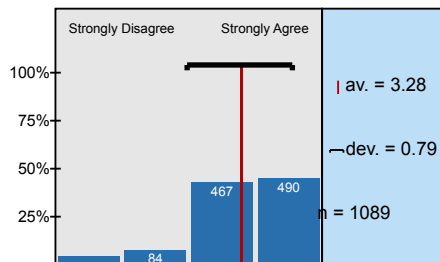
The First-Year Advising Center provides services which enable students to make a successful adjustment to



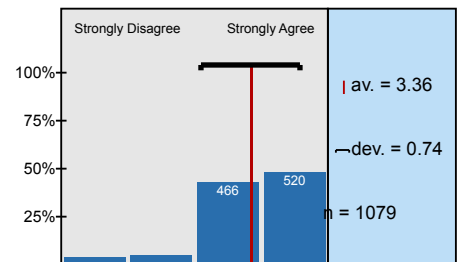
The Center advisors are accessible when needed.



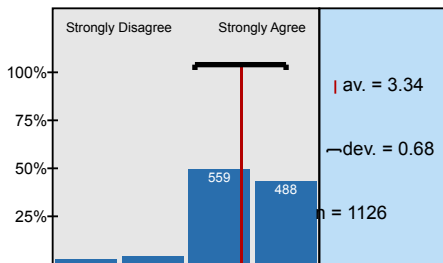
My advisor keeps up with my academic progress and helps me plan for the future.



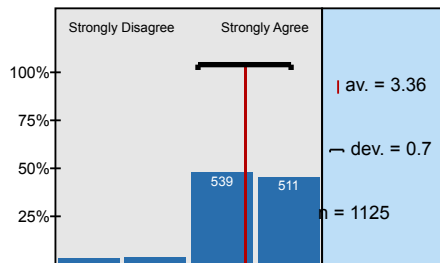
My advisor makes sure I am taking courses I need to complete my program at Somerset Community



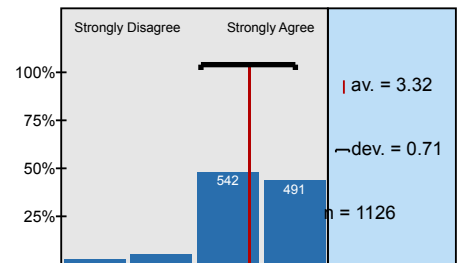
When I have a problem with a class, the instructor helps me work out a solution.



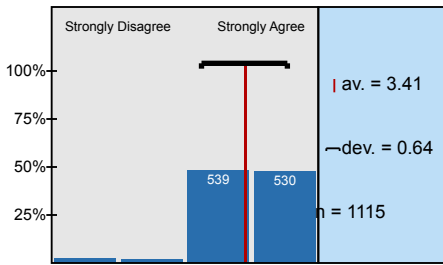
The grades I receive are accurate and fair considering the effort I put into my classes.



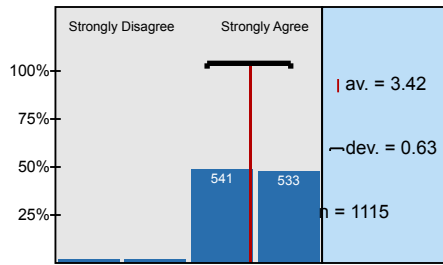
The instructors seem dedicated and enthusiastic and present their subject matter in interesting ways.



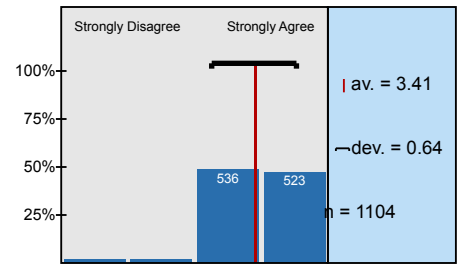
My classes meet on time and for the full class period.



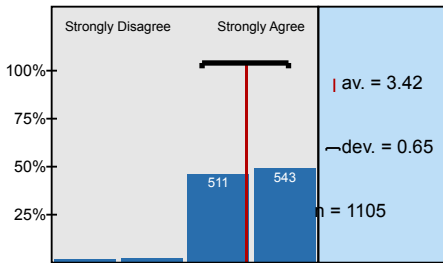
My classes adequately cover the course objectives that are stated in the syllabus.



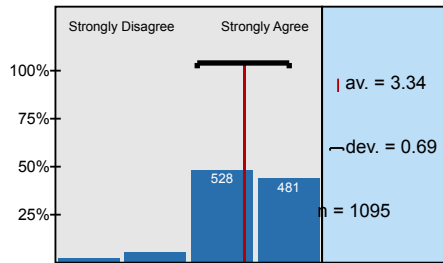
My classes have provided knowledge about and experience in critical thinking.



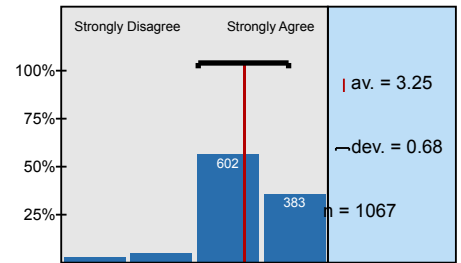
If I need to discuss my distance learning class(es) with my instructor, I know how to contact him / her.



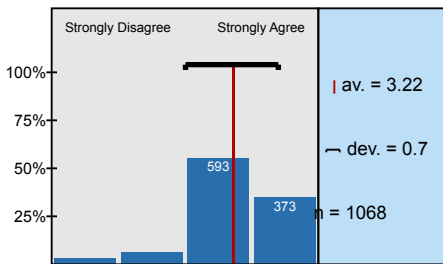
The distance learning faculty are dedicated and enthusiastic and present the subject in interesting



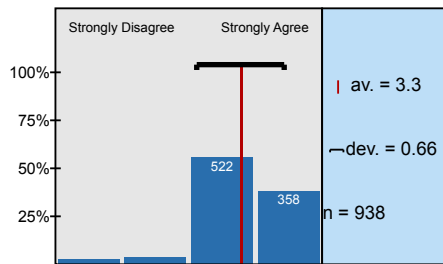
The Student Government Association provides the kind of services and activities I feel are needed.



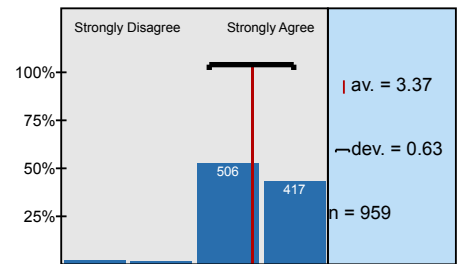
There is a wide range of extracurricular activities (plays, art exhibits, club meetings, etc).



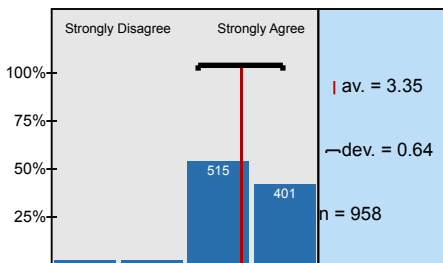
I find the computer lab assistants to be knowledgeable and helpful.



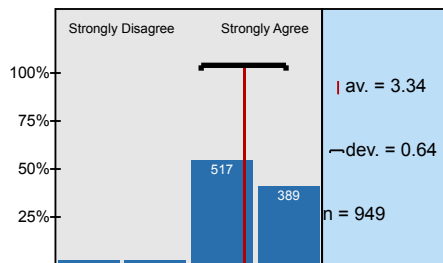
When I need to use a computer, one is available for my use.



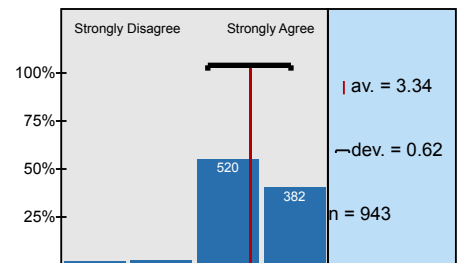
The computer and technology resources at SCC meet my needs as a student.



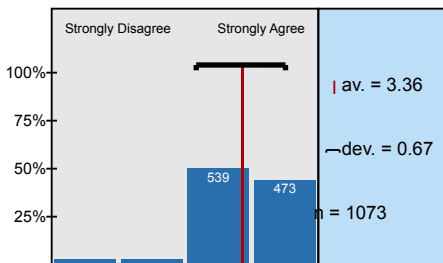
The access and quality of technology resources in SCC classrooms contribute to positive learning



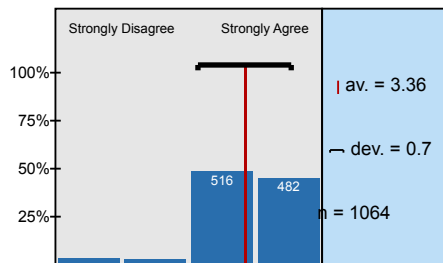
The Information Technology support services at SCC meet my needs as a student.



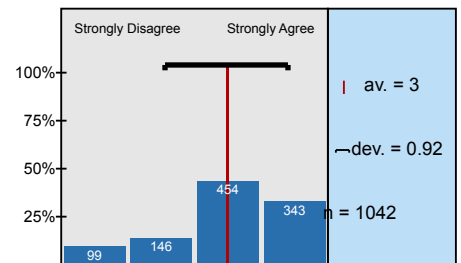
The bookstore provides the books and supplies I need for my classes.



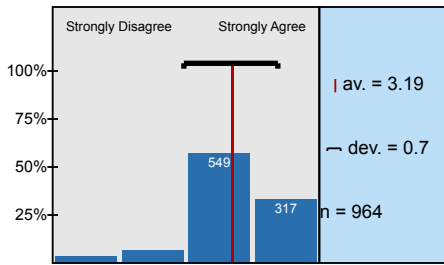
When visiting the bookstore, I am treated in a courteous and friendly manner.



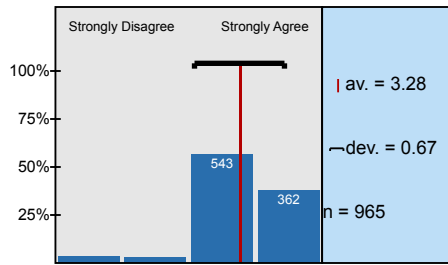
The bookstore buy-back policy is fair and equitable.



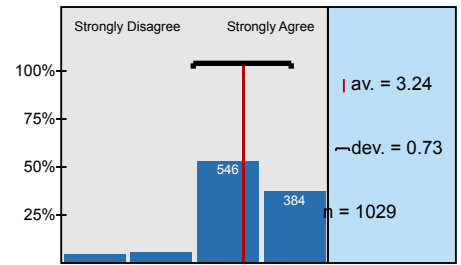
The cafeteria menus offer enough variety.



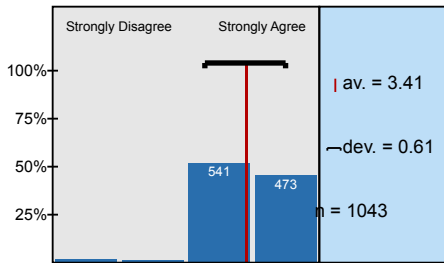
The atmosphere in the cafeteria is pleasant and friendly.



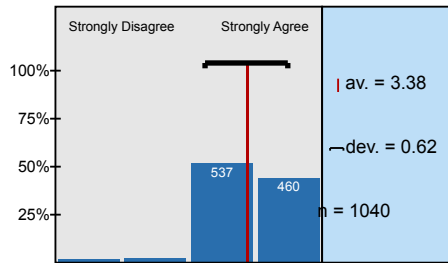
SCC parking facilities are adequate and convenient for my needs.



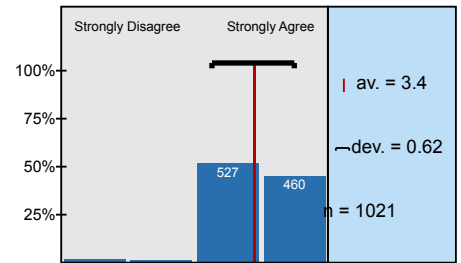
The overall appearance of the college campuses and centers is pleasing.



I feel safe at SCC campuses and centers.



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



# Profile

Subunit: General Surveys  
 Name of the instructor: SCC Office of Institutional Effectiveness and Rese  
 Name of the course: 2015 SCC Student Satisfaction Survey  
 (Name of the survey)

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.

1.10) When I applied for admission to Somerset Community College, the Admissions staff answered my questions and provided all	Strongly Disagree					Strongly Agree	n=1132 av.=3.40 md=3.00 dev.=0.67
1.11) When visiting the Admissions Office, I am treated with courtesy and respect.	Strongly Disagree					Strongly Agree	n=1124 av.=3.44 md=4.00 dev.=0.66
1.12) New Student Orientation provided me with information to set up my educational goals.	Strongly Disagree					Strongly Agree	n=1113 av.=3.31 md=3.00 dev.=0.71
1.14) The Financial Aid Office helps me complete my financial aid forms.	Strongly Disagree					Strongly Agree	n=1115 av.=3.26 md=3.00 dev.=0.78
1.15) The Financial Aid Office provides adequate information on opportunities for financial assistance.	Strongly Disagree					Strongly Agree	n=1112 av.=3.28 md=3.00 dev.=0.77
1.17) When I need information about my fees or other payments, the Business Office provides the information in a way I can understand.	Strongly Disagree					Strongly Agree	n=1111 av.=3.31 md=3.00 dev.=0.67
1.19) When I have a question concerning my records, every effort is made to provide me with the information I need.	Strongly Disagree					Strongly Agree	n=1110 av.=3.35 md=3.00 dev.=0.63
1.20) When visiting the Records Office, I am treated with courtesy and respect.	Strongly Disagree					Strongly Agree	n=1095 av.=3.37 md=3.00 dev.=0.62
1.26) The First-Year Advising Center provides services which enable students to make a successful adjustment to college.	Strongly Disagree					Strongly Agree	n=1070 av.=3.32 md=3.00 dev.=0.67
1.27) The Center advisors are accessible when needed.	Strongly Disagree					Strongly Agree	n=1077 av.=3.31 md=3.00 dev.=0.68
1.28) My advisor keeps up with my academic progress and helps me plan for the future.	Strongly Disagree					Strongly Agree	n=1089 av.=3.28 md=3.00 dev.=0.79
1.29) My advisor makes sure I am taking courses I need to complete my program at Somerset Community College.	Strongly Disagree					Strongly Agree	n=1079 av.=3.36 md=3.00 dev.=0.74
1.35) When I have a problem with a class, the instructor helps me work out a solution.	Strongly Disagree					Strongly Agree	n=1126 av.=3.34 md=3.00 dev.=0.68
1.36) The grades I receive are accurate and fair considering the effort I put into my classes.	Strongly Disagree					Strongly Agree	n=1125 av.=3.36 md=3.00 dev.=0.70
1.37) The instructors seem dedicated and enthusiastic and present their subject matter in interesting ways.	Strongly Disagree					Strongly Agree	n=1126 av.=3.32 md=3.00 dev.=0.71
1.38) My classes meet on time and for the full class period.	Strongly Disagree					Strongly Agree	n=1115 av.=3.41 md=3.00 dev.=0.64
1.39) My classes adequately cover the course objectives that are stated in the syllabus.	Strongly Disagree					Strongly Agree	n=1115 av.=3.42 md=3.00 dev.=0.63
1.40) My classes have provided knowledge about and experience in critical thinking.	Strongly Disagree					Strongly Agree	n=1104 av.=3.41 md=3.00 dev.=0.64
1.42) If I need to discuss my distance learning class (es) with my instructor, I know how to contact him / her.	Strongly Disagree					Strongly Agree	n=1105 av.=3.42 md=3.00 dev.=0.65
1.43) The distance learning faculty are dedicated and enthusiastic and present the subject in interesting ways.	Strongly Disagree					Strongly Agree	n=1095 av.=3.34 md=3.00 dev.=0.69
1.44) The Student Government Association provides the kind of services and activities I feel are needed.	Strongly Disagree					Strongly Agree	n=1067 av.=3.25 md=3.00 dev.=0.68

1.45) There is a wide range of extracurricular activities (plays, art exhibits, club meetings, etc).	Strongly Disagree					Strongly Agree	n=1068 av.=3.22 md=3.00 dev.=0.70
1.58) I find the computer lab assistants to be knowledgeable and helpful.	Strongly Disagree					Strongly Agree	n=938 av.=3.30 md=3.00 dev.=0.66
1.59) When I need to use a computer, one is available for my use.	Strongly Disagree					Strongly Agree	n=959 av.=3.37 md=3.00 dev.=0.63
1.60) The computer and technology resources at SCC meet my needs as a student.	Strongly Disagree					Strongly Agree	n=958 av.=3.35 md=3.00 dev.=0.64
1.61) The access and quality of technology resources in SCC classrooms contribute to positive learning experience for me.	Strongly Disagree					Strongly Agree	n=949 av.=3.34 md=3.00 dev.=0.64
1.62) The Information Technology support services at SCC meet my needs as a student.	Strongly Disagree					Strongly Agree	n=943 av.=3.34 md=3.00 dev.=0.62
1.64) The bookstore provides the books and supplies I need for my classes.	Strongly Disagree					Strongly Agree	n=1073 av.=3.36 md=3.00 dev.=0.67
1.65) When visiting the bookstore, I am treated in a courteous and friendly manner.	Strongly Disagree					Strongly Agree	n=1064 av.=3.36 md=3.00 dev.=0.70
1.66) The bookstore buy-back policy is fair and equitable.	Strongly Disagree					Strongly Agree	n=1042 av.=3.00 md=3.00 dev.=0.92
1.68) The cafeteria menus offer enough variety.	Strongly Disagree					Strongly Agree	n=964 av.=3.19 md=3.00 dev.=0.70
1.69) The atmosphere in the cafeteria is pleasant and friendly.	Strongly Disagree					Strongly Agree	n=965 av.=3.28 md=3.00 dev.=0.67
1.70) SCC parking facilities are adequate and convenient for my needs.	Strongly Disagree					Strongly Agree	n=1029 av.=3.24 md=3.00 dev.=0.73
1.71) The overall appearance of the college campuses and centers is pleasing.	Strongly Disagree					Strongly Agree	n=1043 av.=3.41 md=3.00 dev.=0.61
1.72) I feel safe at SCC campuses and centers.	Strongly Disagree					Strongly Agree	n=1040 av.=3.38 md=3.00 dev.=0.62
1.73) While enrolled at Somerset Community College I have felt accepted by the campus community.	Strongly Disagree					Strongly Agree	n=1021 av.=3.40 md=3.00 dev.=0.62