

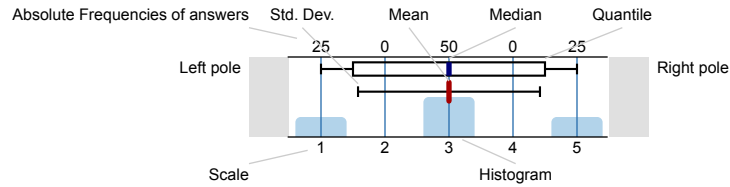
SCC Office of Institutional Effectiveness and Rese

2016 Student Satisfaction Survey ()
No. of responses = 738

Survey Results

Legend

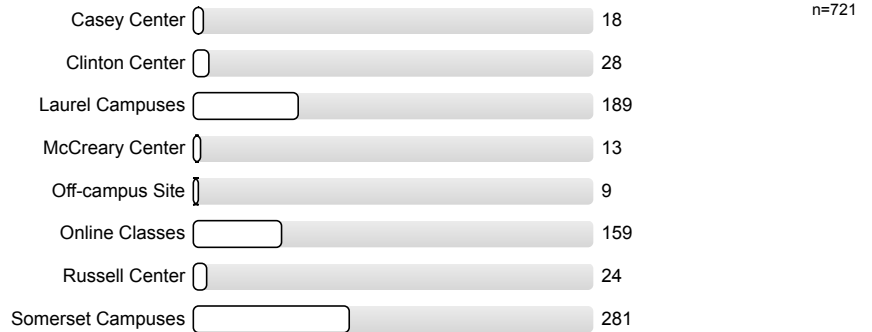
Question text



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.

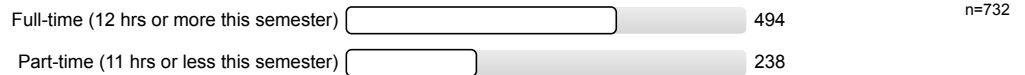
1.1) Which college location do you attend predominately?



1.2) What is your academic level?



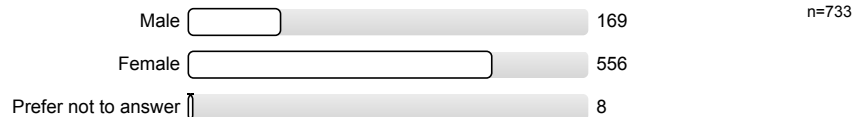
1.3) My enrollment status is:



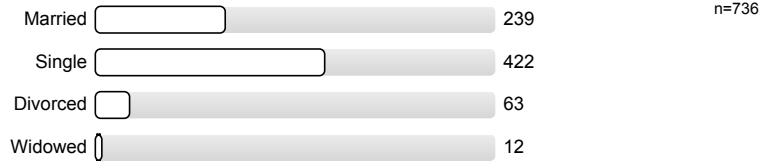
1.4) What is your age?



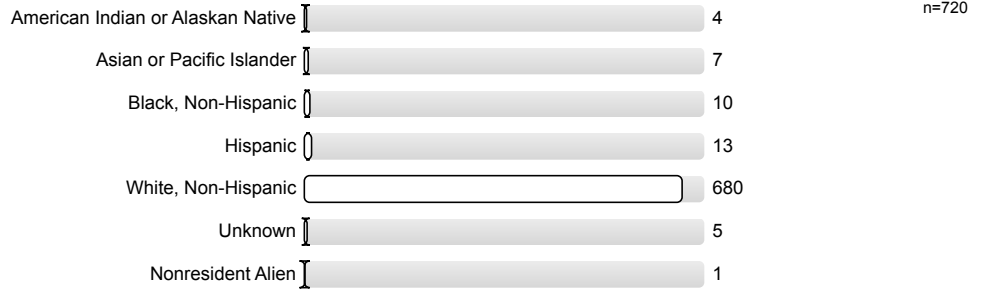
1.5) What is your gender?



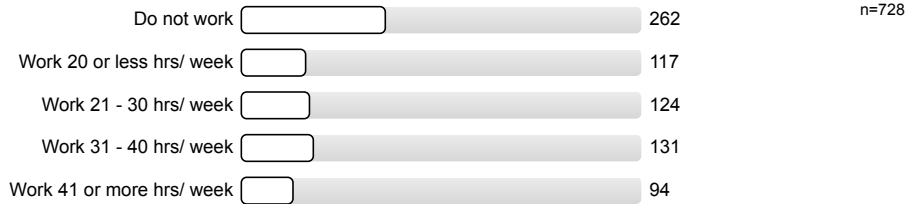
1.6) What is your marital status?



1.7) What is your ethnic group?



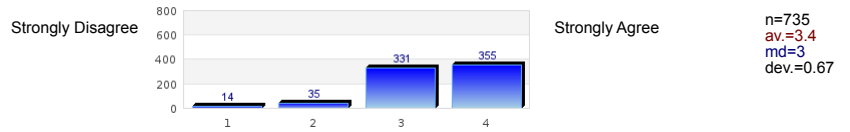
1.8) What is your work status?



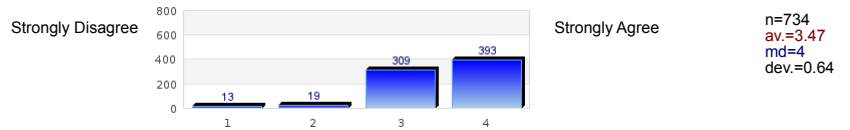
1.9) What is your family size?



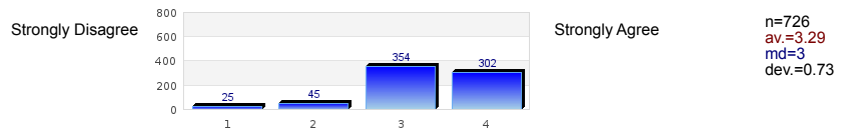
1.10) When I applied for admission to Somerset Community College, the Admissions staff answered my questions and provided all needed information.



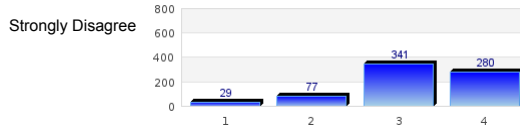
1.11) When visiting the Admissions Office, I am treated with courtesy and respect.



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

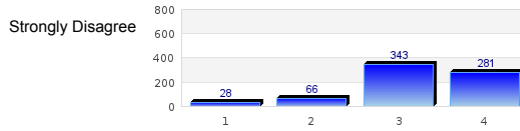


1.14) The Financial Aid Office helps me complete my financial aid forms.



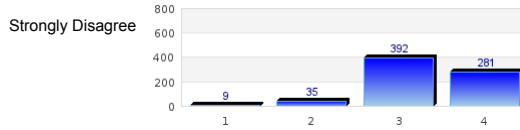
Strongly Agree
n=727
av.=3.2
md=3
dev.=0.78

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



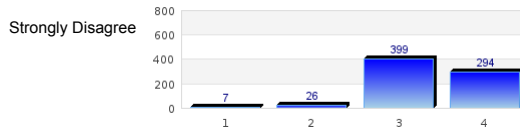
Strongly Agree
n=718
av.=3.22
md=3
dev.=0.77

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



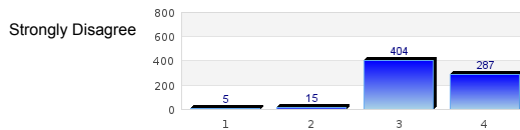
Strongly Agree
n=717
av.=3.32
md=3
dev.=0.62

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



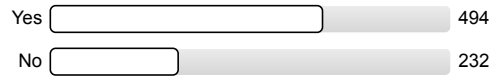
Strongly Agree
n=726
av.=3.35
md=3
dev.=0.6

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



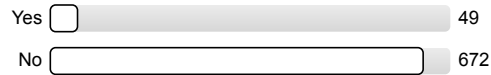
Strongly Agree
n=711
av.=3.37
md=3
dev.=0.56

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



n=726

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



n=721

1.23) Disability Services were helpful.



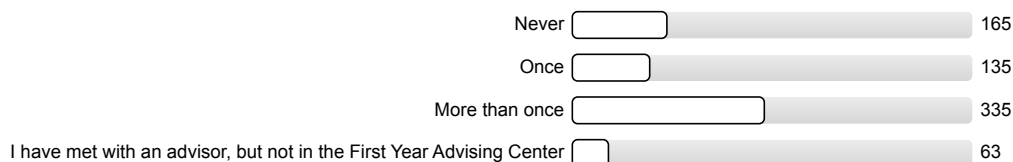
n=715

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

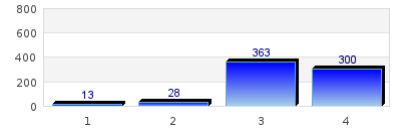
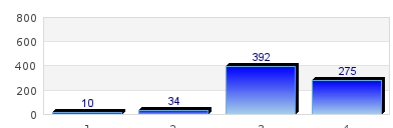
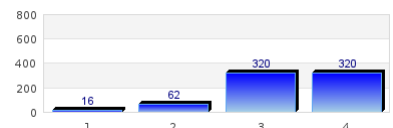
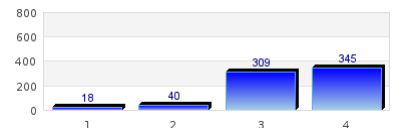
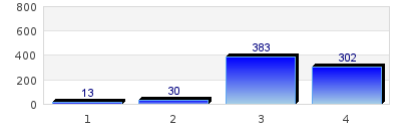
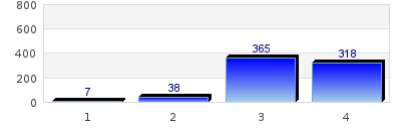
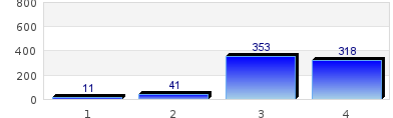


n=715

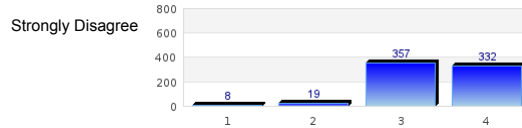
1.25) I have visited the First-Year Advising Center:



n=698

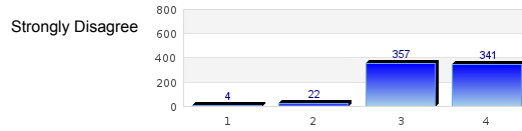
<p>1.26) The First-Year Advising Center provides services which enable students to make a successful adjustment to college.</p>	<p>Strongly Disagree</p> 	<p>Strongly Agree</p> <p>n=704 av.=3.35 md=3 dev.=0.65</p>
<p>1.27) The Center advisors are accessible when needed.</p>	<p>Strongly Disagree</p> 	<p>Strongly Agree</p> <p>n=711 av.=3.31 md=3 dev.=0.63</p>
<p>1.28) My advisor keeps up with my academic progress and helps me plan for the future.</p>	<p>Strongly Disagree</p> 	<p>Strongly Agree</p> <p>n=718 av.=3.38 md=3 dev.=0.72</p>
<p>1.29) My advisor makes sure I am taking courses I need to complete my program at Somerset Community College.</p>	<p>Strongly Disagree</p> 	<p>Strongly Agree</p> <p>n=712 av.=3.38 md=3 dev.=0.71</p>
<p>1.30) How many times have you met with your advisor this semester?</p>	<p>None <input type="text"/> 140</p> <p>1 <input type="text"/> 217</p> <p>2 <input type="text"/> 196</p> <p>3 - 5 <input type="text"/> 106</p> <p>More than 5 <input type="text"/> 52</p>	<p>n=711</p>
<p>1.32) I am aware of the Transfer Center Services offered in Somerset and London.</p>	<p>Yes <input type="text"/> 541</p> <p>No <input type="text"/> 184</p>	<p>n=725</p>
<p>1.33) I have visited the Transfer Center in Somerset and / or London:</p>	<p>Never <input type="text"/> 622</p> <p>Once <input type="text"/> 80</p> <p>More than once <input type="text"/> 19</p>	<p>n=721</p>
<p>1.35) When I have a problem with a class, the instructor helps me work out a solution.</p>	<p>Strongly Disagree</p> 	<p>Strongly Agree</p> <p>n=728 av.=3.34 md=3 dev.=0.64</p>
<p>1.36) The grades I receive are accurate and fair considering the effort I put into my classes.</p>	<p>Strongly Disagree</p> 	<p>Strongly Agree</p> <p>n=728 av.=3.37 md=3 dev.=0.63</p>
<p>1.37) The instructors seem dedicated and enthusiastic and present their subject matter in interesting ways.</p>	<p>Strongly Disagree</p> 	<p>Strongly Agree</p> <p>n=723 av.=3.35 md=3 dev.=0.66</p>

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



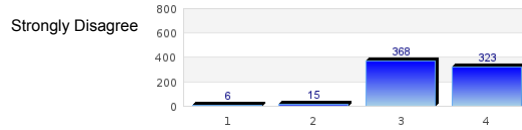
Strongly Agree
n=716
av.=3.41
md=3
dev.=0.6

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



Strongly Agree
n=724
av.=3.43
md=3
dev.=0.58

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



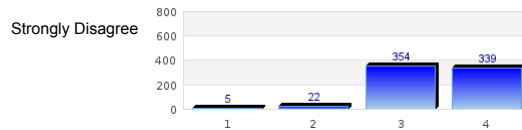
Strongly Agree
n=712
av.=3.42
md=3
dev.=0.58

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



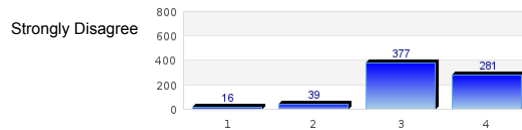
n=664

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



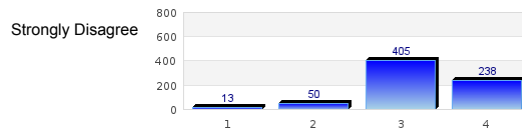
Strongly Agree
n=720
av.=3.43
md=3
dev.=0.59

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



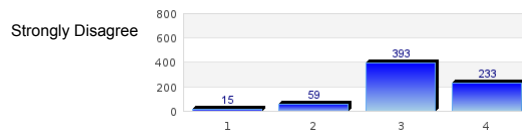
Strongly Agree
n=713
av.=3.29
md=3
dev.=0.67

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



Strongly Agree
n=706
av.=3.23
md=3
dev.=0.66

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



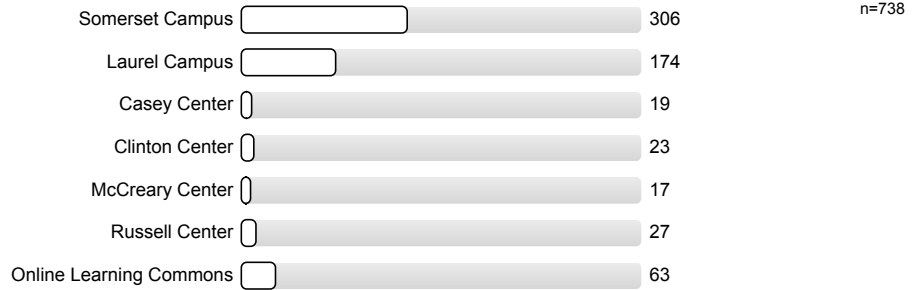
Strongly Agree
n=700
av.=3.21
md=3
dev.=0.68

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

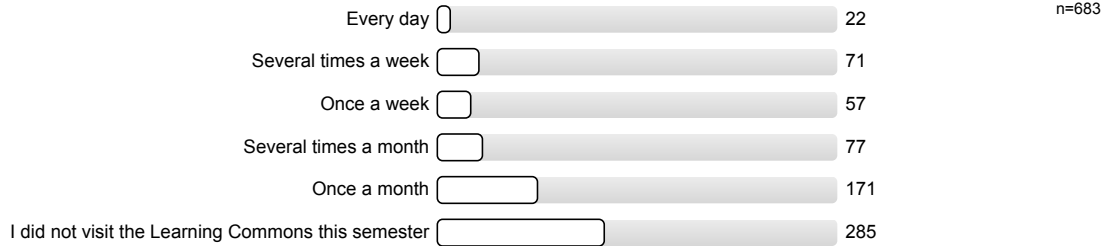


n=716

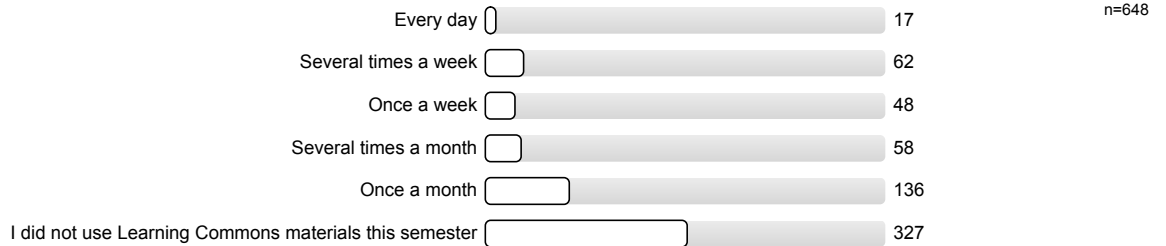
1.48) If you have visited the Learning Commons please select any that you have used.



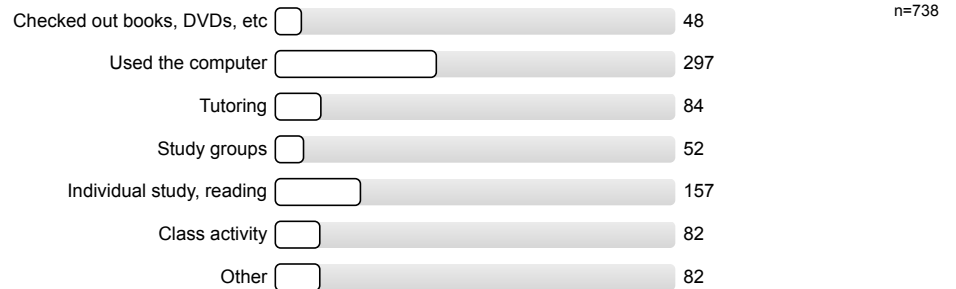
1.49) How often did you visit the Learning Commons at any campus or center this semester?



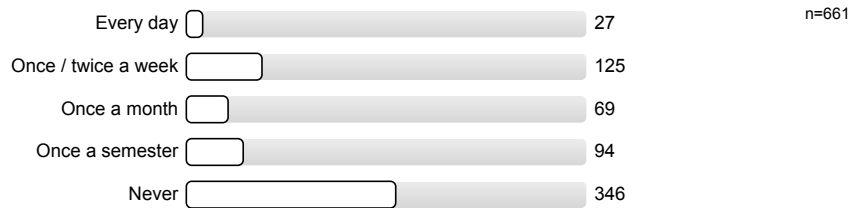
1.50) How often did you use Learning Commons materials this semester?



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

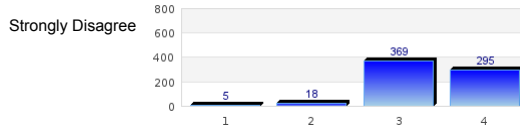


1.54) How much time have you spent in one of the computer labs other than the Learning Commons?



1.55) I find the computer lab assistants to be knowledgeable and helpful.	Strongly Disagree	<p>A bar chart showing the distribution of responses for item 1.55. The x-axis represents ratings from 1 to 4. The y-axis represents the number of responses, ranging from 0 to 800. The bars are blue and labeled with their respective counts: 10 for rating 1, 23 for rating 2, 354 for rating 3, and 223 for rating 4.</p>	Strongly Agree	n=610 av.=3.33 md=3 dev.=0.62
1.56) When I need to use a computer, one is available for my use.	Strongly Disagree	<p>A bar chart showing the distribution of responses for item 1.56. The x-axis represents ratings from 1 to 4. The y-axis represents the number of responses, ranging from 0 to 800. The bars are blue and labeled with their respective counts: 7 for rating 1, 11 for rating 2, 345 for rating 3, and 247 for rating 4.</p>	Strongly Agree	n=610 av.=3.36 md=3 dev.=0.58
1.57) The computer and technology resources at SCC meet my needs as a student.	Strongly Disagree	<p>A bar chart showing the distribution of responses for item 1.57. The x-axis represents ratings from 1 to 4. The y-axis represents the number of responses, ranging from 0 to 800. The bars are blue and labeled with their respective counts: 9 for rating 1, 14 for rating 2, 353 for rating 3, and 237 for rating 4.</p>	Strongly Agree	n=613 av.=3.33 md=3 dev.=0.6
1.58) The access and quality of technology resources in SCC classrooms contribute to positive learning experience for me.	Strongly Disagree	<p>A bar chart showing the distribution of responses for item 1.58. The x-axis represents ratings from 1 to 4. The y-axis represents the number of responses, ranging from 0 to 800. The bars are blue and labeled with their respective counts: 7 for rating 1, 18 for rating 2, 354 for rating 3, and 237 for rating 4.</p>	Strongly Agree	n=616 av.=3.33 md=3 dev.=0.59
1.59) The Information Technology support services at SCC meet my needs as a student.	Strongly Disagree	<p>A bar chart showing the distribution of responses for item 1.59. The x-axis represents ratings from 1 to 4. The y-axis represents the number of responses, ranging from 0 to 800. The bars are blue and labeled with their respective counts: 8 for rating 1, 15 for rating 2, 361 for rating 3, and 228 for rating 4.</p>	Strongly Agree	n=612 av.=3.32 md=3 dev.=0.59
1.61) The bookstore provides the books and supplies I need for my classes.	Strongly Disagree	<p>A bar chart showing the distribution of responses for item 1.61. The x-axis represents ratings from 1 to 4. The y-axis represents the number of responses, ranging from 0 to 800. The bars are blue and labeled with their respective counts: 11 for rating 1, 26 for rating 2, 364 for rating 3, and 301 for rating 4.</p>	Strongly Agree	n=702 av.=3.36 md=3 dev.=0.63
1.62) When visiting the bookstore, I am treated in a courteous and friendly manner.	Strongly Disagree	<p>A bar chart showing the distribution of responses for item 1.62. The x-axis represents ratings from 1 to 4. The y-axis represents the number of responses, ranging from 0 to 800. The bars are blue and labeled with their respective counts: 13 for rating 1, 34 for rating 2, 332 for rating 3, and 317 for rating 4.</p>	Strongly Agree	n=696 av.=3.37 md=3 dev.=0.67
1.63) The bookstore buy-back policy is fair and equitable.	Strongly Disagree	<p>A bar chart showing the distribution of responses for item 1.63. The x-axis represents ratings from 1 to 4. The y-axis represents the number of responses, ranging from 0 to 800. The bars are blue and labeled with their respective counts: 53 for rating 1, 96 for rating 2, 322 for rating 3, and 215 for rating 4.</p>	Strongly Agree	n=686 av.=3.02 md=3 dev.=0.87
1.65) The cafeteria menus offer enough variety.	Strongly Disagree	<p>A bar chart showing the distribution of responses for item 1.65. The x-axis represents ratings from 1 to 4. The y-axis represents the number of responses, ranging from 0 to 800. The bars are blue and labeled with their respective counts: 20 for rating 1, 37 for rating 2, 364 for rating 3, and 204 for rating 4.</p>	Strongly Agree	n=625 av.=3.2 md=3 dev.=0.69
1.66) The atmosphere in the cafeteria is pleasant and friendly.	Strongly Disagree	<p>A bar chart showing the distribution of responses for item 1.66. The x-axis represents ratings from 1 to 4. The y-axis represents the number of responses, ranging from 0 to 800. The bars are blue and labeled with their respective counts: 16 for rating 1, 14 for rating 2, 372 for rating 3, and 224 for rating 4.</p>	Strongly Agree	n=626 av.=3.28 md=3 dev.=0.63
1.67) SCC parking facilities are adequate and convenient for my needs.	Strongly Disagree	<p>A bar chart showing the distribution of responses for item 1.67. The x-axis represents ratings from 1 to 4. The y-axis represents the number of responses, ranging from 0 to 800. The bars are blue and labeled with their respective counts: 11 for rating 1, 27 for rating 2, 385 for rating 3, and 250 for rating 4.</p>	Strongly Agree	n=673 av.=3.3 md=3 dev.=0.62

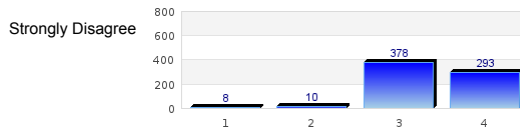
1.68) The overall appearance of the college campuses and centers is pleasing.



Strongly Agree

n=687
av.=3.39
md=3
dev.=0.58

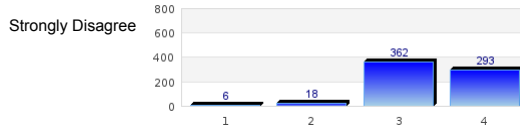
1.69) I feel safe at SCC campuses and centers.



Strongly Agree

n=689
av.=3.39
md=3
dev.=0.58

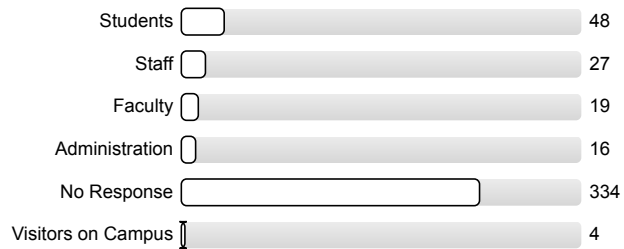
1.70) While enrolled at Somerset Community College I have felt accepted by the campus community.



Strongly Agree

n=679
av.=3.39
md=3
dev.=0.59

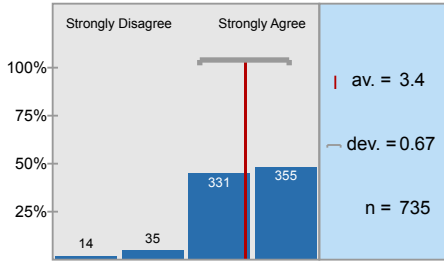
1.72) To which group did the person who primarily made you feel less than accepted belong?



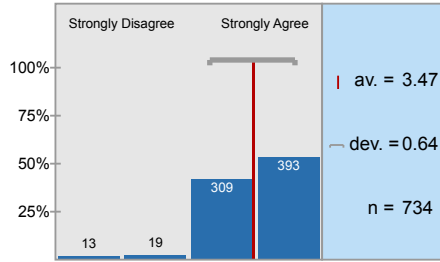
n=448

Histogram for scaled questions

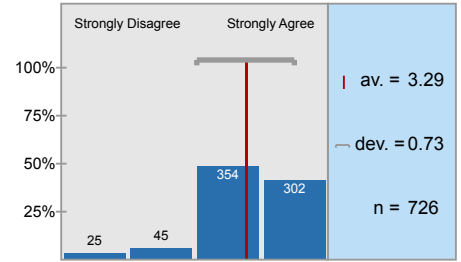
When I applied for admission to Somerset Community College, the Admissions staff answered my questions



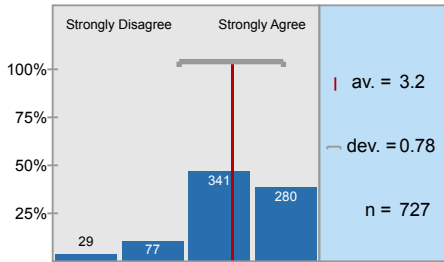
When visiting the Admissions Office, I am treated with courtesy and respect.



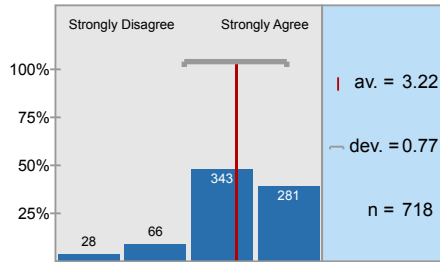
New Student Orientation provided me with information to set up my educational goals.



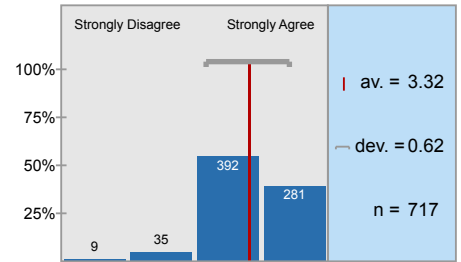
The Financial Aid Office helps me complete my financial aid forms.



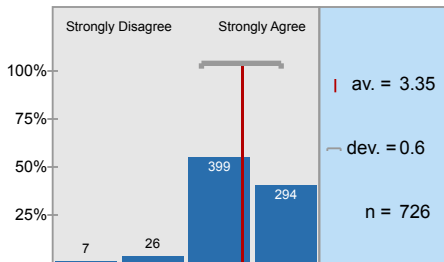
The Financial Aid Office provides adequate information on opportunities for financial assistance.



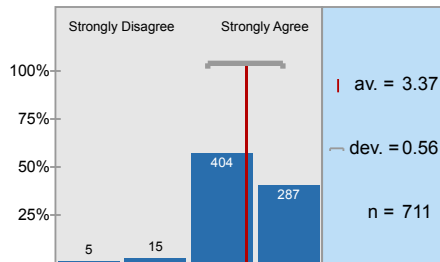
When I need information about my fees or other payments, the Business Office provides the information



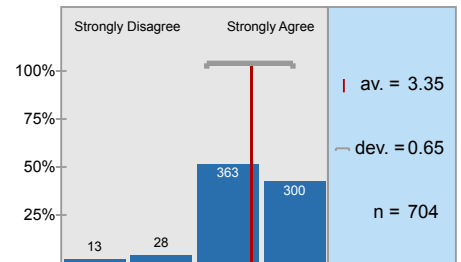
When I have a question concerning my records, every effort is made to provide me with the information I



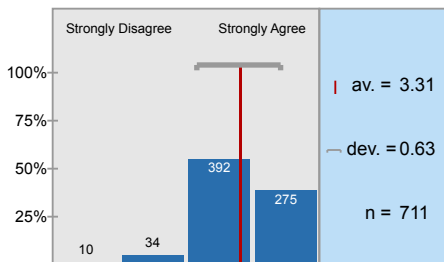
When visiting the Records Office, I am treated with courtesy and respect.



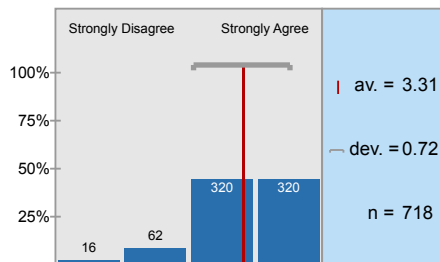
The First-Year Advising Center provides services which enable students to make a successful adjustment to



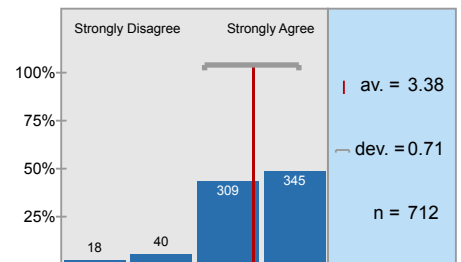
The Center advisors are accessible when needed.



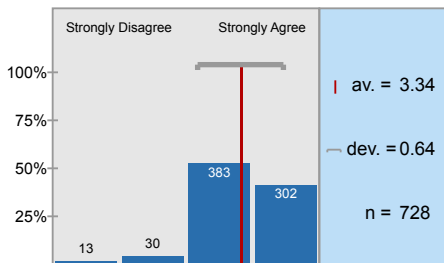
My advisor keeps up with my academic progress and helps me plan for the future.



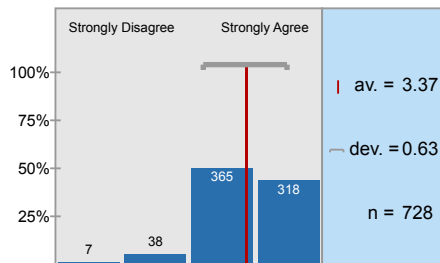
My advisor makes sure I am taking courses I need to complete my program at Somerset Community



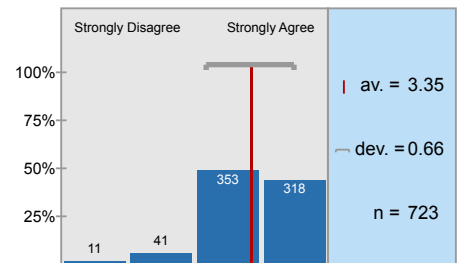
When I have a problem with a class, the instructor helps me work out a solution.



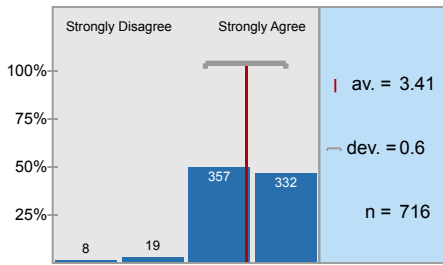
The grades I receive are accurate and fair considering the effort I put into my classes.



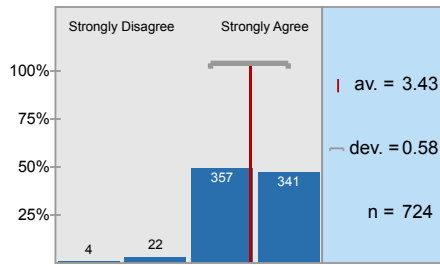
The instructors seem dedicated and enthusiastic and present their subject matter in interesting ways.



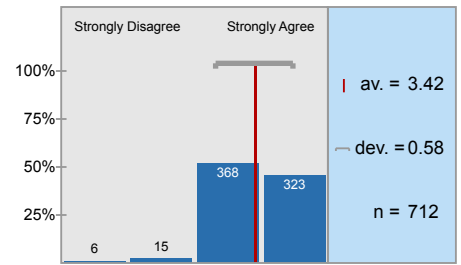
My classes meet on time and for the full class period.



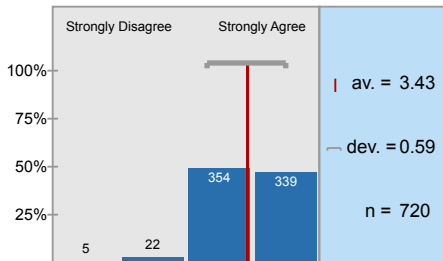
My classes adequately cover the course objectives that are stated in the syllabus.



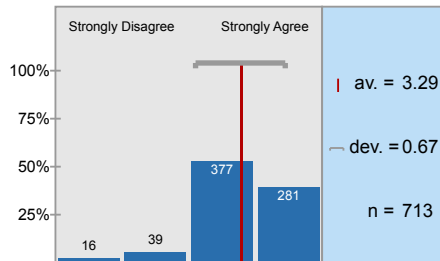
My classes have provided knowledge about and experience in critical thinking.



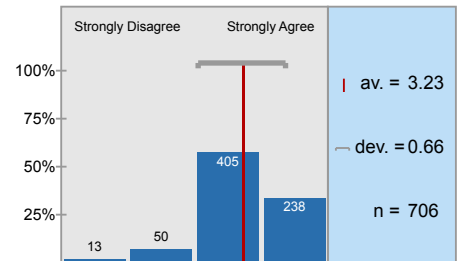
If I need to discuss my distance learning class(es) with my instructor, I know how to contact him / her.



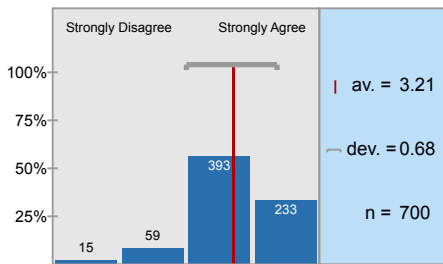
The distance learning faculty are dedicated and enthusiastic and present the subject in interesting



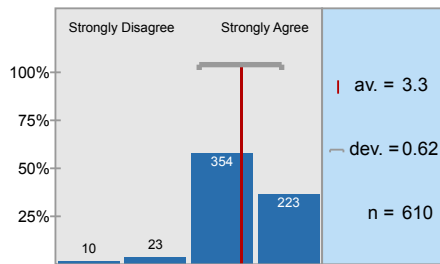
The Student Government Association provides the kind of services and activities I feel are needed.



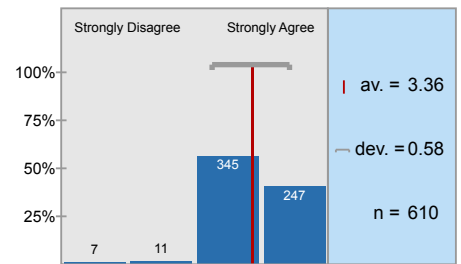
There is a wide range of extracurricular activities (plays, art exhibits, club meetings, etc).



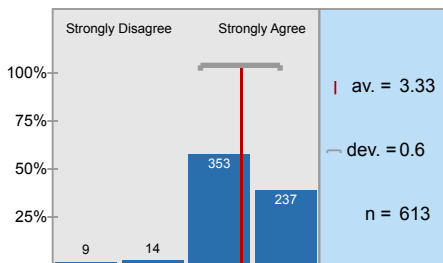
I find the computer lab assistants to be knowledgeable and helpful.



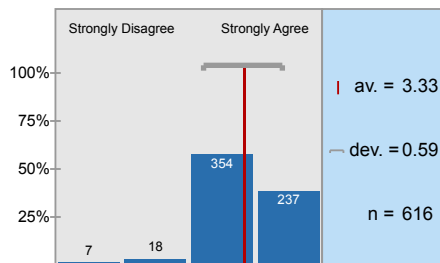
When I need to use a computer, one is available for my use.



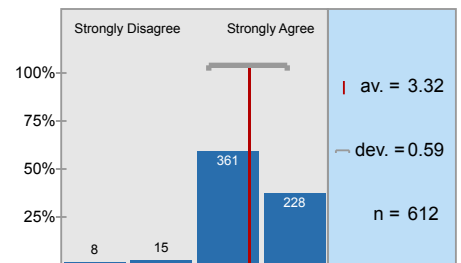
The computer and technology resources at SCC meet my needs as a student.



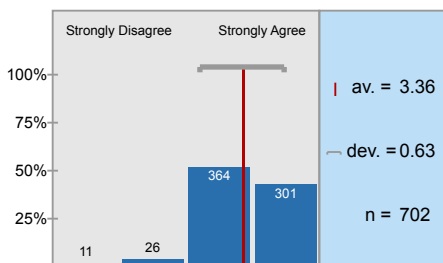
The access and quality of technology resources in SCC classrooms contribute to positive learning



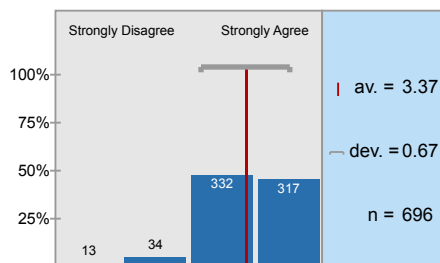
The Information Technology support services at SCC meet my needs as a student.



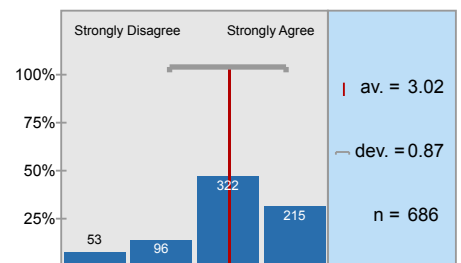
The bookstore provides the books and supplies I need for my classes.



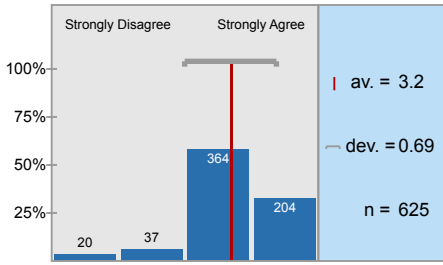
When visiting the bookstore, I am treated in a courteous and friendly manner.



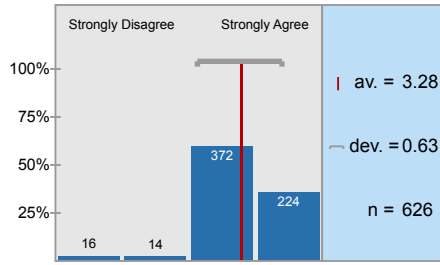
The bookstore buy-back policy is fair and equitable.



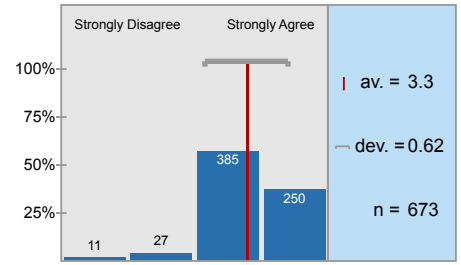
The cafeteria menus offer enough variety.



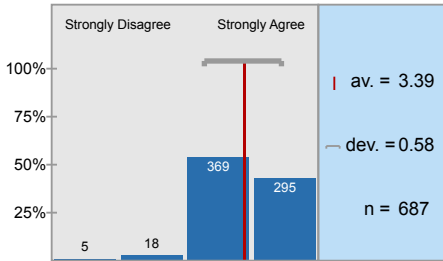
The atmosphere in the cafeteria is pleasant and friendly.



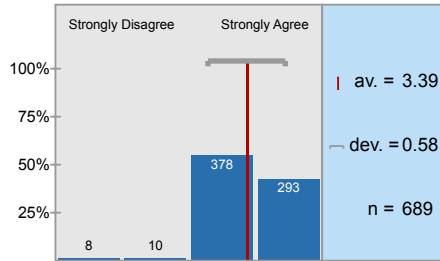
SCC parking facilities are adequate and convenient for my needs.



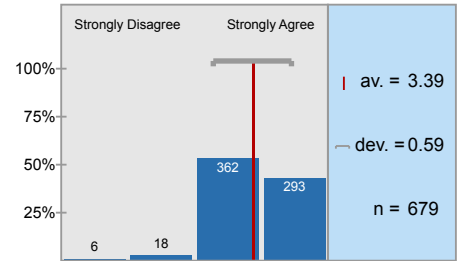
The overall appearance of the college campuses and centers is pleasing.



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: 2016 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=735	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=734	av.=3.47	md=4.00	dev.=0.64
1.12) New Student Orientation provided me with information to set up my educational goals.	Strongly Disagree					Strongly Agree	n=726	av.=3.29	md=3.00	dev.=0.73
1.14) The Financial Aid Office helps me complete my financial aid forms.	Strongly Disagree					Strongly Agree	n=727	av.=3.20	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=718	av.=3.22	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=717	av.=3.32	md=3.00	dev.=0.62
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=726	av.=3.35	md=3.00	dev.=0.60
1.20) When visiting the Records Office, I am treated with courtesy and respect.	Strongly Disagree					Strongly Agree	n=711	av.=3.37	md=3.00	dev.=0.56
1.26) The First-Year Advising Center provides services which enable students to make a successful adjustment to college.	Strongly Disagree					Strongly Agree	n=704	av.=3.35	md=3.00	dev.=0.65
1.27) The Center advisors are accessible when needed.	Strongly Disagree					Strongly Agree	n=711	av.=3.31	md=3.00	dev.=0.63
1.28) My advisor keeps up with my academic progress and helps me plan for the future.	Strongly Disagree					Strongly Agree	n=718	av.=3.31	md=3.00	dev.=0.72
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=712	av.=3.38	md=3.00	dev.=0.71
1.35) When I have a problem with a class, the instructor helps me work out a solution.	Strongly Disagree					Strongly Agree	n=728	av.=3.34	md=3.00	dev.=0.64
1.36) The grades I receive are accurate and fair considering the effort I put into my classes.	Strongly Disagree					Strongly Agree	n=728	av.=3.37	md=3.00	dev.=0.63
1.37) The instructors seem dedicated and enthusiastic and present their subject matter in interesting ways.	Strongly Disagree					Strongly Agree	n=723	av.=3.35	md=3.00	dev.=0.66
1.38) My classes meet on time and for the full class period.	Strongly Disagree					Strongly Agree	n=716	av.=3.41	md=3.00	dev.=0.60
1.39) My classes adequately cover the course objectives that are stated in the syllabus.	Strongly Disagree					Strongly Agree	n=724	av.=3.43	md=3.00	dev.=0.58
1.40) My classes have provided knowledge about and experience in critical thinking.	Strongly Disagree					Strongly Agree	n=712	av.=3.42	md=3.00	dev.=0.58
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=720	av.=3.43	md=3.00	dev.=0.59
1.43) The distance learning faculty are dedicated and enthusiastic and present the subject in interesting ways.	Strongly Disagree					Strongly Agree	n=713	av.=3.29	md=3.00	dev.=0.67
1.44) The Student Government Association provides the kind of services and activities I feel are needed.	Strongly Disagree					Strongly Agree	n=706	av.=3.23	md=3.00	dev.=0.66

1.45) There is a wide range of extracurricular activities (plays, art exhibits, club meetings, etc).	Strongly Disagree					Strongly Agree	n=700 av.=3.21 md=3.00 dev.=0.68
1.55) I find the computer lab assistants to be knowledgeable and helpful.	Strongly Disagree					Strongly Agree	n=610 av.=3.30 md=3.00 dev.=0.62
1.56) When I need to use a computer, one is available for my use.	Strongly Disagree					Strongly Agree	n=610 av.=3.36 md=3.00 dev.=0.58
1.57) The computer and technology resources at SCC meet my needs as a student.	Strongly Disagree					Strongly Agree	n=613 av.=3.33 md=3.00 dev.=0.60
1.58) The access and quality of technology resources in SCC classrooms contribute to positive learning experience for me.	Strongly Disagree					Strongly Agree	n=616 av.=3.33 md=3.00 dev.=0.59
1.59) The Information Technology support services at SCC meet my needs as a student.	Strongly Disagree					Strongly Agree	n=612 av.=3.32 md=3.00 dev.=0.59
1.61) The bookstore provides the books and supplies I need for my classes.	Strongly Disagree					Strongly Agree	n=702 av.=3.36 md=3.00 dev.=0.63
1.62) When visiting the bookstore, I am treated in a courteous and friendly manner.	Strongly Disagree					Strongly Agree	n=696 av.=3.37 md=3.00 dev.=0.67
1.63) The bookstore buy-back policy is fair and equitable.	Strongly Disagree					Strongly Agree	n=686 av.=3.02 md=3.00 dev.=0.87
1.65) The cafeteria menus offer enough variety.	Strongly Disagree					Strongly Agree	n=625 av.=3.20 md=3.00 dev.=0.69
1.66) The atmosphere in the cafeteria is pleasant and friendly.	Strongly Disagree					Strongly Agree	n=626 av.=3.28 md=3.00 dev.=0.63
1.67) SCC parking facilities are adequate and convenient for my needs.	Strongly Disagree					Strongly Agree	n=673 av.=3.30 md=3.00 dev.=0.62
1.68) The overall appearance of the college campuses and centers is pleasing.	Strongly Disagree					Strongly Agree	n=687 av.=3.39 md=3.00 dev.=0.58
1.69) I feel safe at SCC campuses and centers.	Strongly Disagree					Strongly Agree	n=689 av.=3.39 md=3.00 dev.=0.58
1.70) While enrolled at Somerset Community College I have felt accepted by the campus community.	Strongly Disagree					Strongly Agree	n=679 av.=3.39 md=3.00 dev.=0.59