

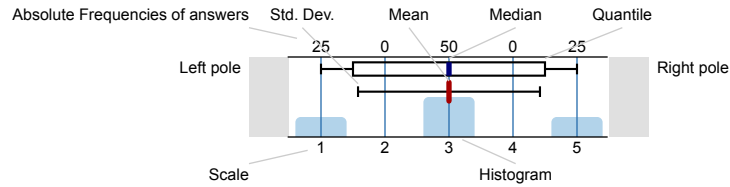
# SCC Office of Institutional Effectiveness and Rese

2017 Student Satisfaction Survey ()  
No. of responses = 757

## Survey Results

### Legend

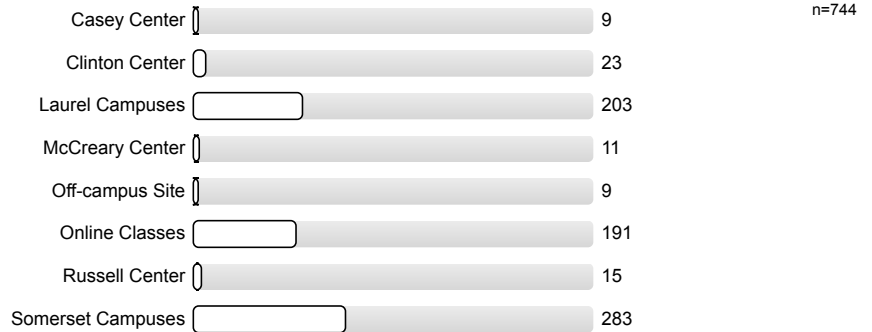
Question text



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?



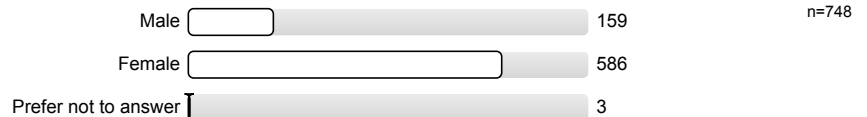
1.3) My enrollment status is:



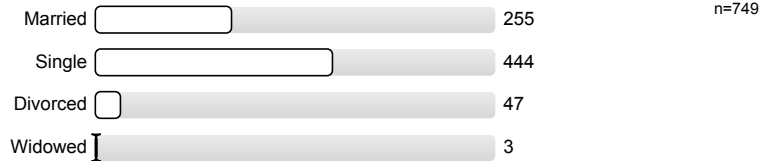
1.4) What is your age?



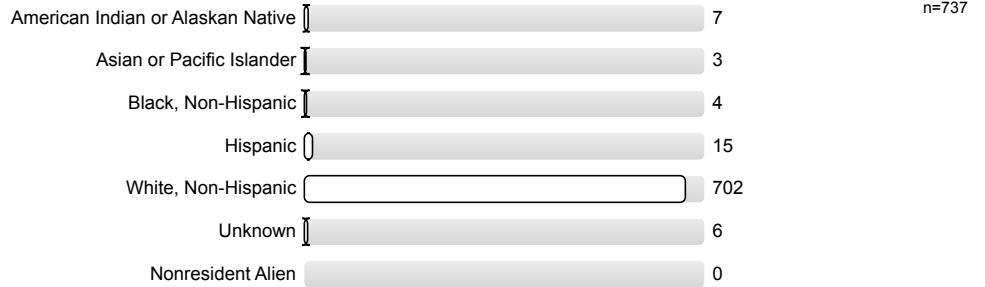
1.5) What is your gender?



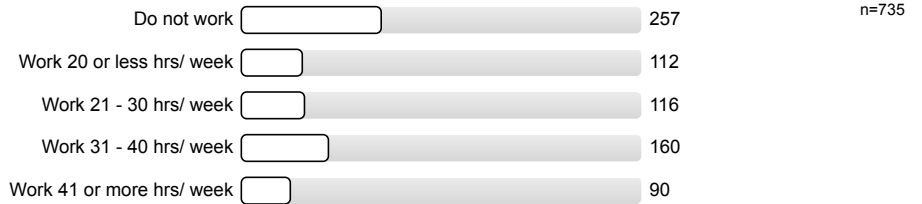
1.6) What is your marital status?



1.7) What is your ethnic group?



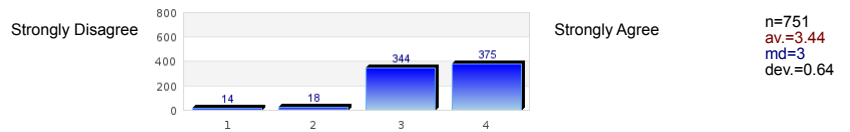
1.8) What is your work status?



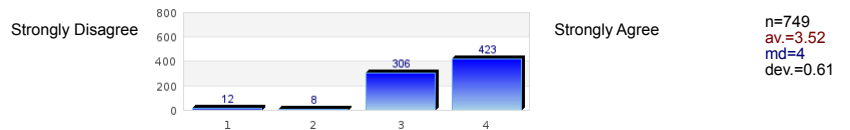
1.9) What is your family size?



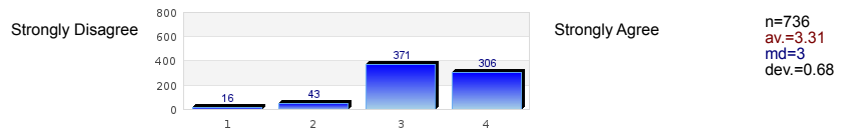
1.10) When I applied for admission to Somerset Community College, the Admissions staff answered my questions and provided all needed information.



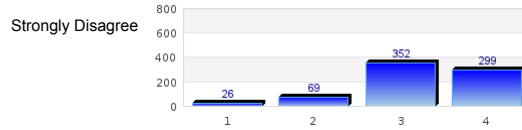
1.11) When visiting the Admissions Office, I am treated with courtesy and respect.



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



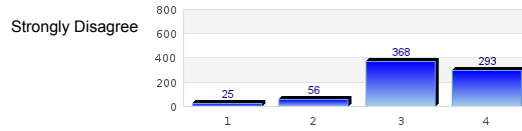
1.14) The Financial Aid Office helps me complete my financial aid forms.



Strongly Agree

n=746  
av.=3.24  
md=3  
dev.=0.76

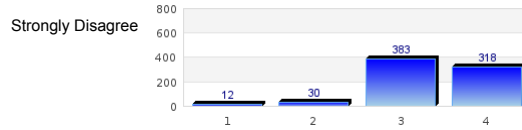
1.15) The Financial Aid Office provides adequate information on opportunities for financial assistance.



Strongly Agree

n=742  
av.=3.25  
md=3  
dev.=0.74

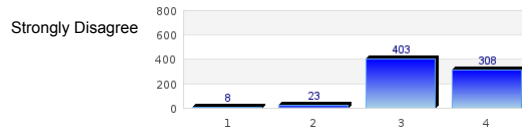
1.17) When I need information about my fees or other payments, the Business Office provides the information in a way I can understand.



Strongly Agree

n=743  
av.=3.36  
md=3  
dev.=0.64

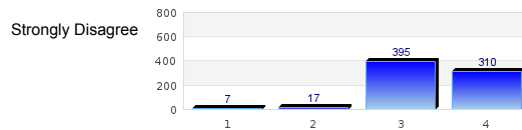
1.19) When I have a question concerning my records, every effort is made to provide me with the information I need.



Strongly Agree

n=742  
av.=3.36  
md=3  
dev.=0.6

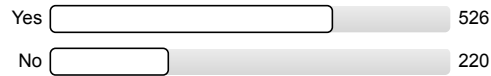
1.20) When visiting the Records Office, I am treated with courtesy and respect.



Strongly Agree

n=729  
av.=3.38  
md=3  
dev.=0.58

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



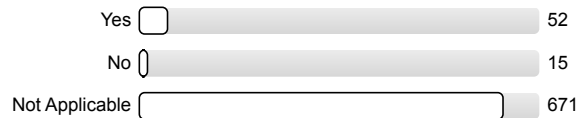
n=746

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



n=738

1.23) Disability Services were helpful.



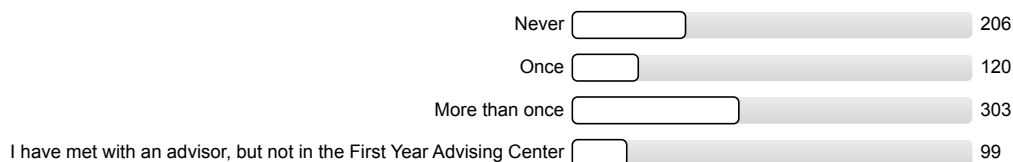
n=738

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

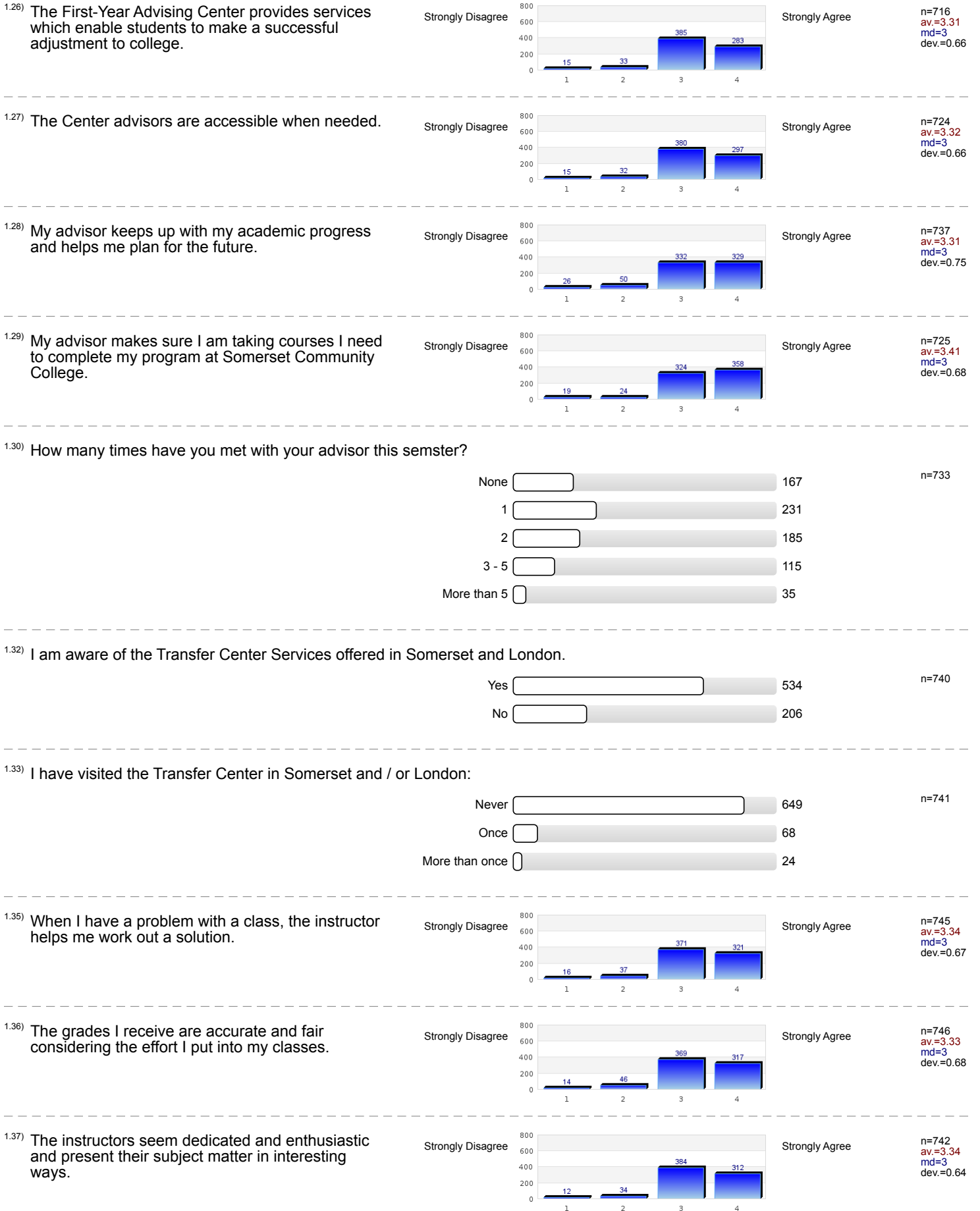


n=736

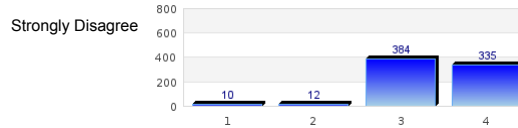
1.25) I have visited the First-Year Advising Center:



n=728



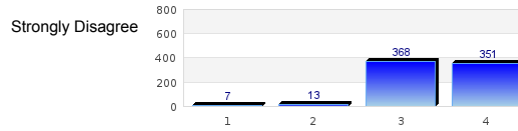
1.38) My classes meet on time and for the full class period.



Strongly Agree

n=741  
av.=3.41  
md=3  
dev.=0.6

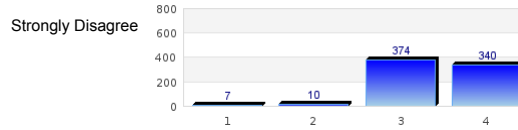
1.39) My classes adequately cover the course objectives that are stated in the syllabus.



Strongly Agree

n=739  
av.=3.44  
md=3  
dev.=0.58

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



Strongly Agree

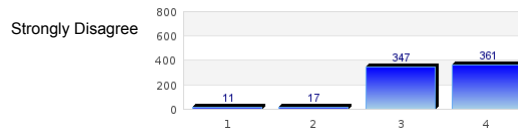
n=731  
av.=3.43  
md=3  
dev.=0.58

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



n=694

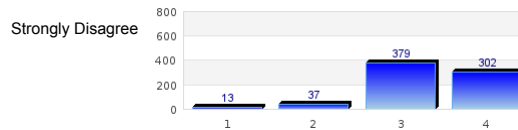
1.42) If I need to discuss my distance learning class(es) with my instructor, I know how to contact him / her.



Strongly Agree

n=736  
av.=3.44  
md=3  
dev.=0.62

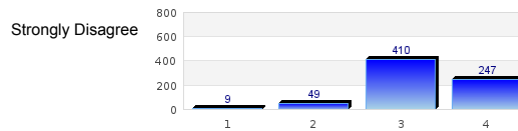
1.43) The distance learning faculty are dedicated and enthusiastic and present the subject in interesting ways.



Strongly Agree

n=731  
av.=3.33  
md=3  
dev.=0.65

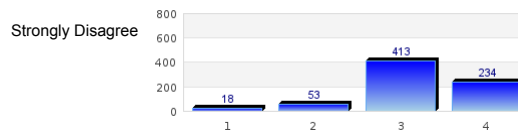
1.44) The Student Government Association provides the kind of services and activities I feel are needed.



Strongly Agree

n=715  
av.=3.25  
md=3  
dev.=0.63

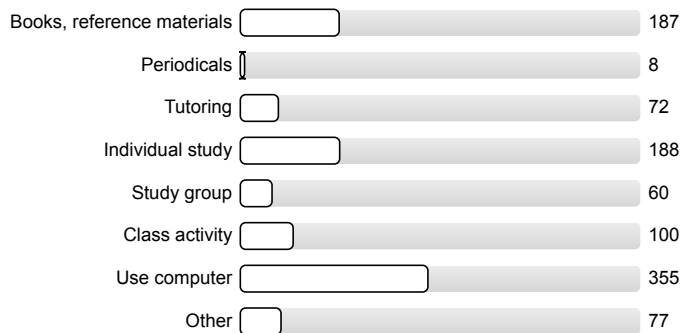
1.45) There is a wide range of extracurricular activities (plays, art exhibits, club meetings, etc).



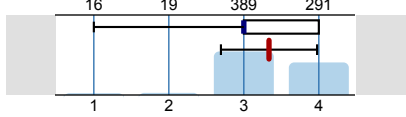
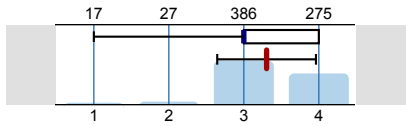
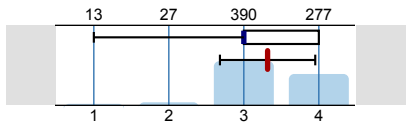
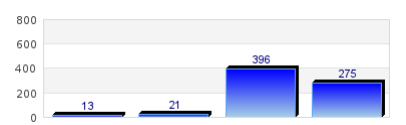
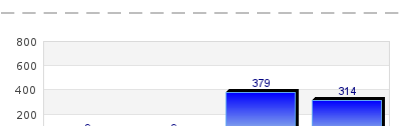
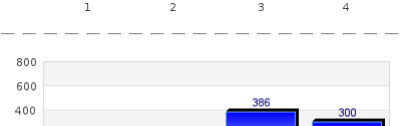
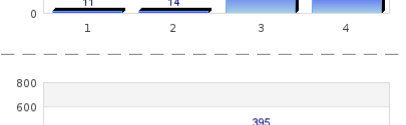
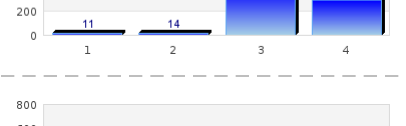
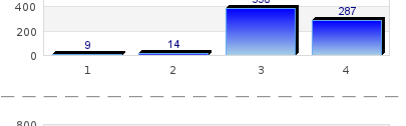
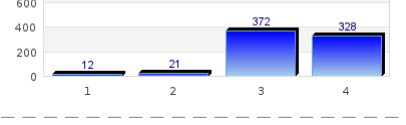
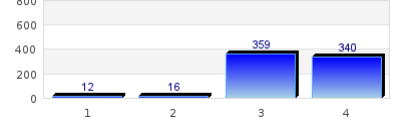
Strongly Agree

n=718  
av.=3.2  
md=3  
dev.=0.68

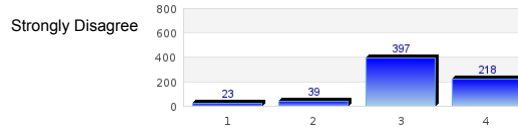
1.47) In which activities did you participate at the Learning Commons this semester?



n=757

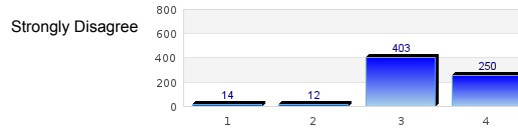
1.50) The Learning Commons library services and resources meet my needs as a student.	Strongly Disagree		Strongly Agree	n=715 av.=3.34 md=3 dev.=0.64
1.51) The Learning Commons tutoring services and resources meet my needs as a student.	Strongly Disagree		Strongly Agree	n=705 av.=3.3 md=3 dev.=0.66
1.52) I find the Learning Commons staff to be knowledgeable and helpful.	Strongly Disagree		Strongly Agree	n=707 av.=3.32 md=3 dev.=0.64
1.53) I find the computer lab assistants to be knowledgeable and helpful.	Strongly Disagree		Strongly Agree	n=705 av.=3.32 md=3 dev.=0.62
1.54) When I need to use a computer, one is available for my use.	Strongly Disagree		Strongly Agree	n=711 av.=3.4 md=3 dev.=0.59
1.55) The computer and technology resources at SCC meet my needs as a student.	Strongly Disagree		Strongly Agree	n=711 av.=3.37 md=3 dev.=0.61
1.56) The access and quality of technology resources in SCC classrooms contribute to positive learning experience for me.	Strongly Disagree		Strongly Agree	n=706 av.=3.35 md=3 dev.=0.6
1.57) The Information Technology support services at SCC meet my needs as a student.	Strongly Disagree		Strongly Agree	n=700 av.=3.36 md=3 dev.=0.59
1.59) The bookstore provides the books and supplies I need for my classes.	Strongly Disagree		Strongly Agree	n=733 av.=3.39 md=3 dev.=0.63
1.60) When visiting the bookstore, I am treated in a courteous and friendly manner.	Strongly Disagree		Strongly Agree	n=727 av.=3.41 md=3 dev.=0.62
1.61) The bookstore buy-back policy is fair and equitable.	Strongly Disagree		Strongly Agree	n=716 av.=3.1 md=3 dev.=0.83

1.63) The cafeteria menus offer enough variety.



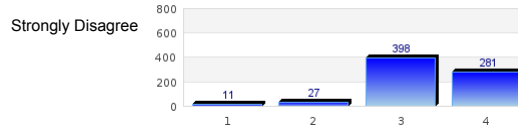
n=677  
av.=3.2  
md=3  
dev.=0.69

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



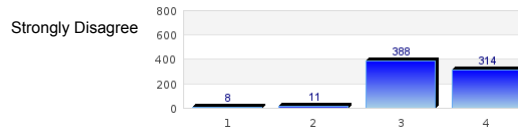
n=679  
av.=3.31  
md=3  
dev.=0.61

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



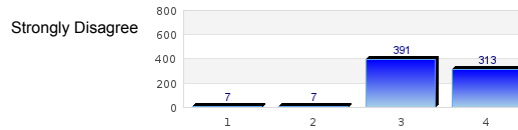
n=717  
av.=3.32  
md=3  
dev.=0.62

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



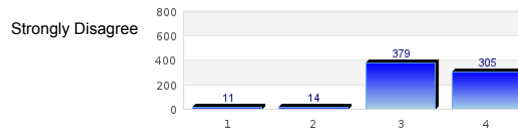
n=721  
av.=3.4  
md=3  
dev.=0.58

1.67) I feel safe at SCC campuses and centers.



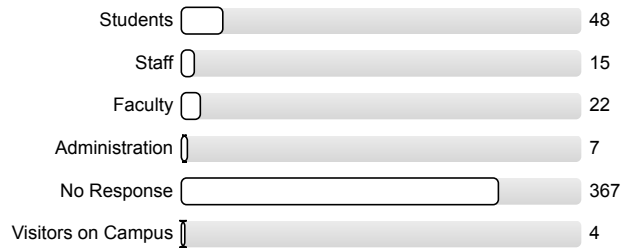
n=718  
av.=3.41  
md=3  
dev.=0.57

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



n=709  
av.=3.38  
md=3  
dev.=0.61

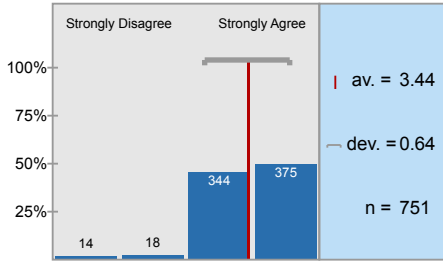
1.70) To which group did the person who primarily made you feel less than accepted belong?



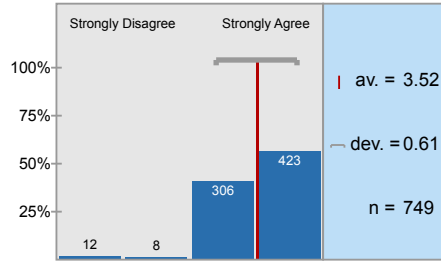
n=463

Histogram for scaled questions

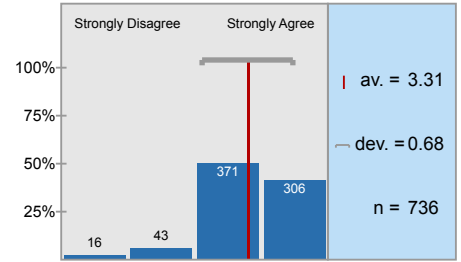
When I applied for admission to Somerset Community College, the Admissions staff answered my questions



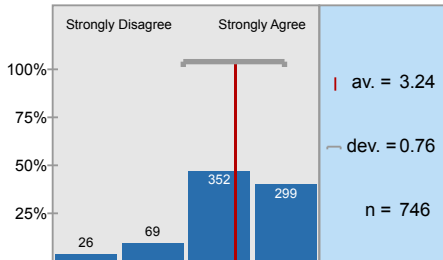
When visiting the Admissions Office, I am treated with courtesy and respect.



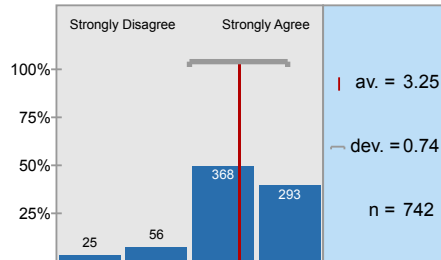
New Student Orientation provided me with information to set up my educational goals.



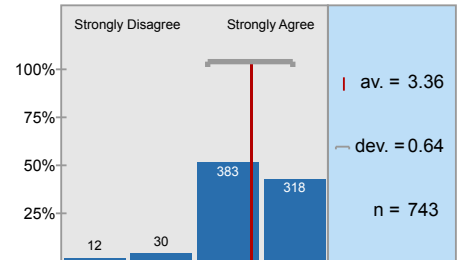
The Financial Aid Office helps me complete my financial aid forms.



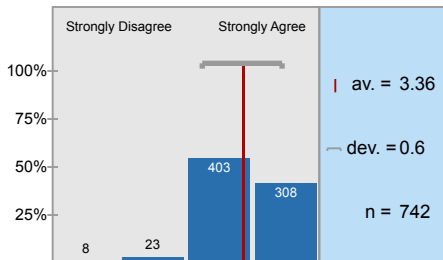
The Financial Aid Office provides adequate information on opportunities for financial assistance.



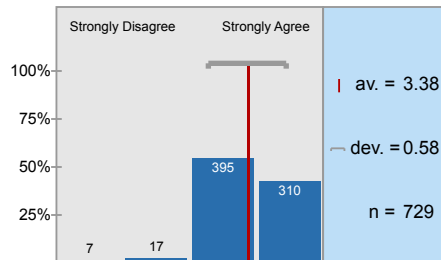
When I need information about my fees or other payments, the Business Office provides the information



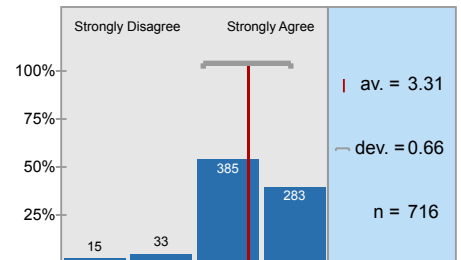
When I have a question concerning my records, every effort is made to provide me with the information I



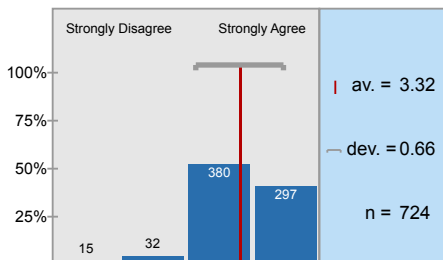
When visiting the Records Office, I am treated with courtesy and respect.



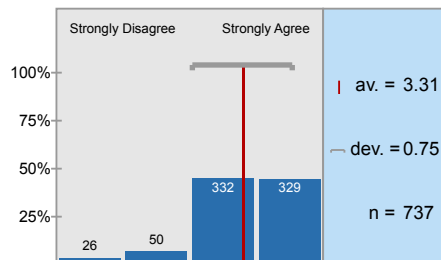
The First-Year Advising Center provides services which enable students to make a successful adjustment to



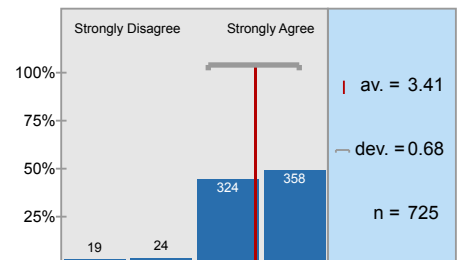
The Center advisors are accessible when needed.



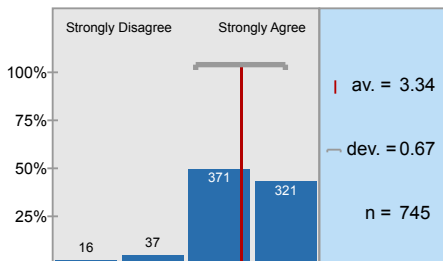
My advisor keeps up with my academic progress and helps me plan for the future.



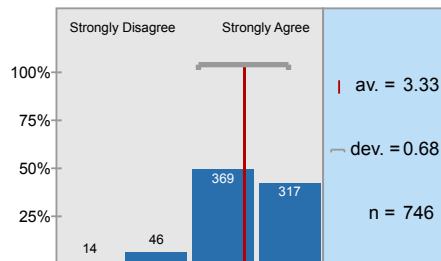
My advisor makes sure I am taking courses I need to complete my program at Somerset Community



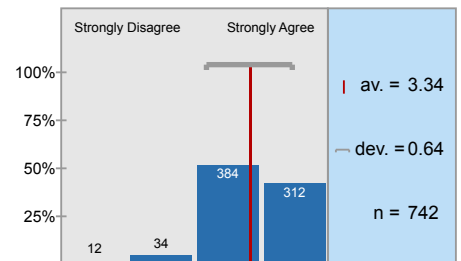
When I have a problem with a class, the instructor helps me work out a solution.



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

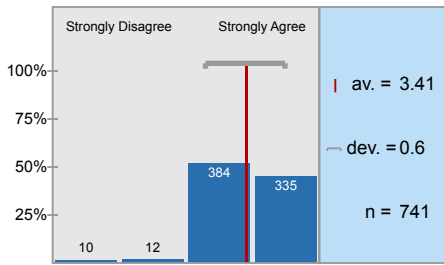


The instructors seem dedicated and enthusiastic and present their subject matter in interesting ways.

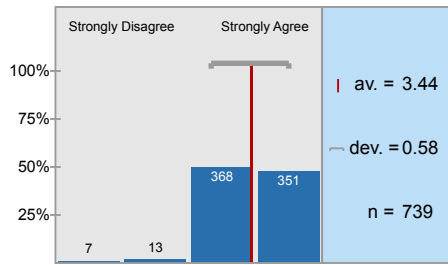




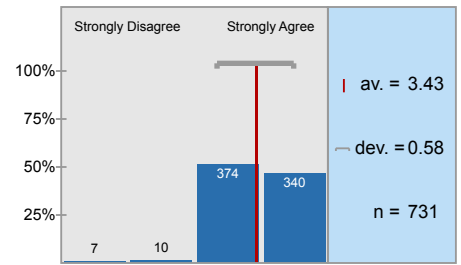
My classes meet on time and for the full class period.



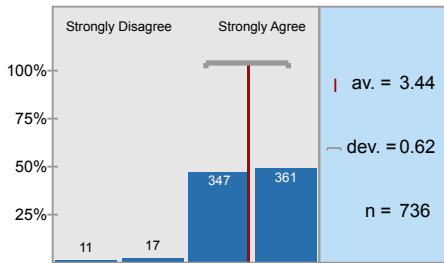
My classes adequately cover the course objectives that are stated in the syllabus.



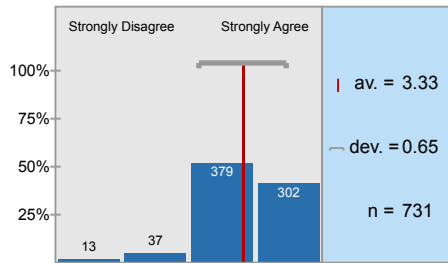
My classes have provided knowledge about and experience in critical thinking.



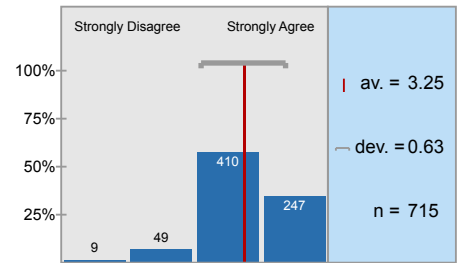
If I need to discuss my distance learning class(es) with my instructor, I know how to contact him / her.



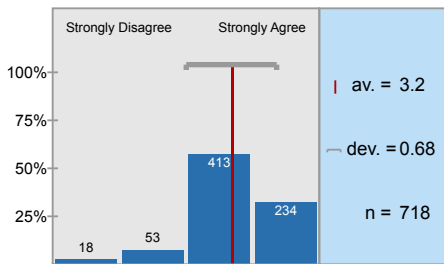
The distance learning faculty are dedicated and enthusiastic and present the subject in interesting



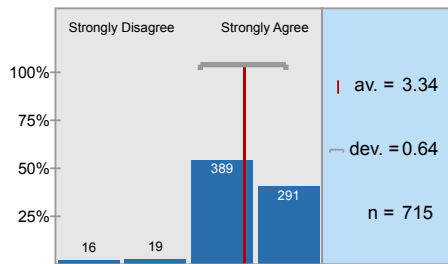
The Student Government Association provides the kind of services and activities I feel are needed.



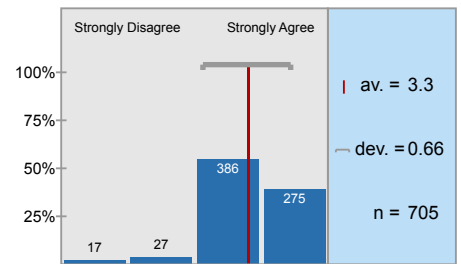
There is a wide range of extracurricular activities (plays, art exhibits, club meetings, etc).



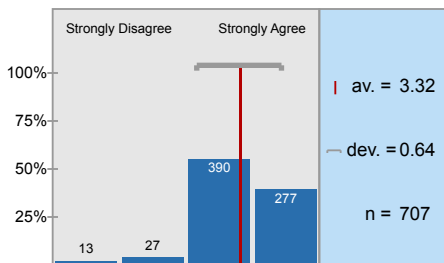
The Learning Commons library services and resources meet my needs as a student.



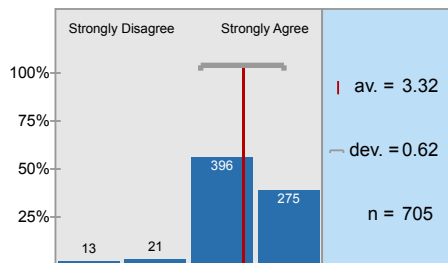
The Learning Commons tutoring services and resources meet my needs as a student.



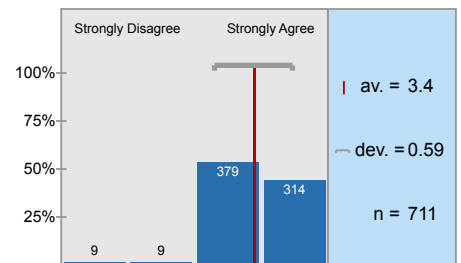
I find the Learning Commons staff to be knowledgeable and helpful.



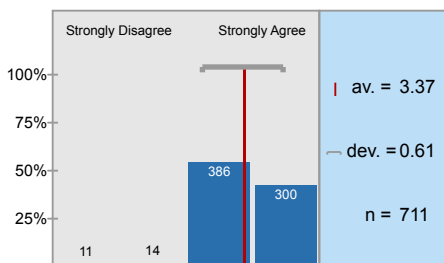
I find the computer lab assistants to be knowledgeable and helpful.



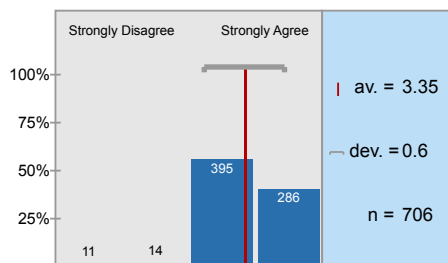
When I need to use a computer, one is available for my use.



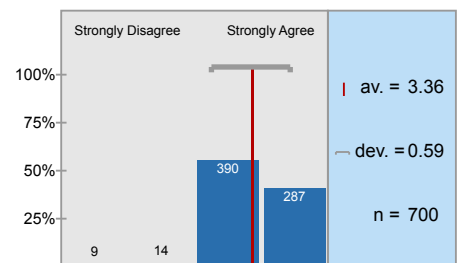
The computer and technology resources at SCC meet my needs as a student.



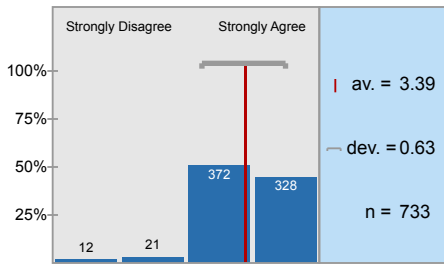
The access and quality of technology resources in SCC classrooms contribute to positive learning



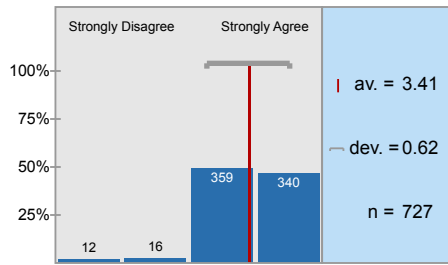
The Information Technology support services at SCC meet my needs as a student.



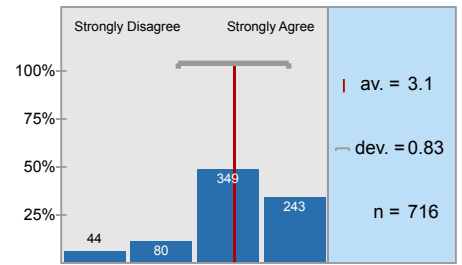
The bookstore provides the books and supplies I need for my classes.



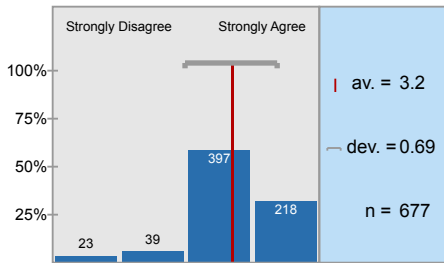
When visiting the bookstore, I am treated in a courteous and friendly manner.



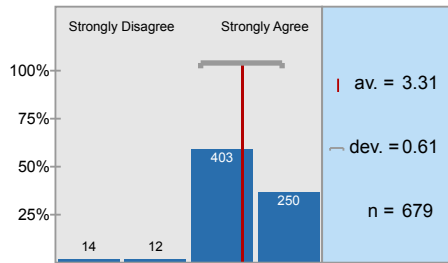
The bookstore buy-back policy is fair and equitable.



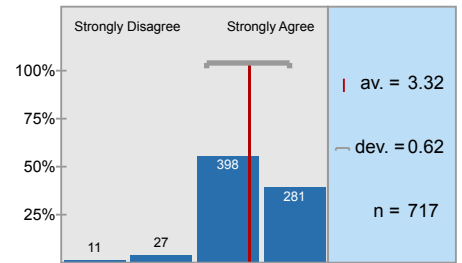
The cafeteria menus offer enough variety.



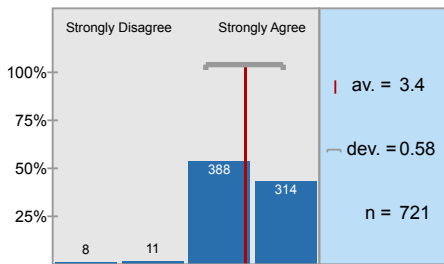
The atmosphere in the cafeteria is pleasant and friendly.



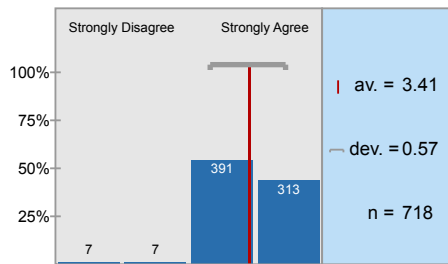
SCC parking facilities are adequate and convenient for my needs.



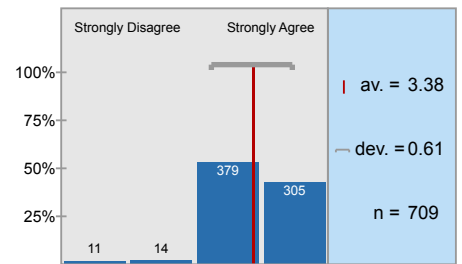
The overall appearance of the college campuses and centers is pleasing.



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: 2017 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=751	av.=3.44	md=3.00	dev.=0.64
1.11) When visiting the Admissions Office, I am treated with courtesy and respect.	Strongly Disagree				Strongly Agree	n=749	av.=3.52	md=4.00	dev.=0.61
1.12) New Student Orientation provided me with information to set up my educational goals.	Strongly Disagree				Strongly Agree	n=736	av.=3.31	md=3.00	dev.=0.68
1.14) The Financial Aid Office helps me complete my financial aid forms.	Strongly Disagree				Strongly Agree	n=746	av.=3.24	md=3.00	dev.=0.76
1.15) The Financial Aid Office provides adequate information on opportunities for financial assistance.	Strongly Disagree				Strongly Agree	n=742	av.=3.25	md=3.00	dev.=0.74
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=743	av.=3.36	md=3.00	dev.=0.64
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=742	av.=3.36	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=729	av.=3.38	md=3.00	dev.=0.58
1.26) The First-Year Advising Center provides services which enable students to make a successful adjustment to college.	Strongly Disagree				Strongly Agree	n=716	av.=3.31	md=3.00	dev.=0.66
1.27) The Center advisors are accessible when needed.	Strongly Disagree				Strongly Agree	n=724	av.=3.32	md=3.00	dev.=0.66
1.28) My advisor keeps up with my academic progress and helps me plan for the future.	Strongly Disagree				Strongly Agree	n=737	av.=3.31	md=3.00	dev.=0.75
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=725	av.=3.41	md=3.00	dev.=0.68
1.35) When I have a problem with a class, the instructor helps me work out a solution.	Strongly Disagree				Strongly Agree	n=745	av.=3.34	md=3.00	dev.=0.67
1.36) The grades I receive are accurate and fair considering the effort I put into my classes.	Strongly Disagree				Strongly Agree	n=746	av.=3.33	md=3.00	dev.=0.68
1.37) The instructors seem dedicated and enthusiastic and present their subject matter in interesting ways.	Strongly Disagree				Strongly Agree	n=742	av.=3.34	md=3.00	dev.=0.64
1.38) My classes meet on time and for the full class period.	Strongly Disagree				Strongly Agree	n=741	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=739	av.=3.44	md=3.00	dev.=0.58
1.40) My classes have provided knowledge about and experience in critical thinking.	Strongly Disagree				Strongly Agree	n=731	av.=3.43	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=736	av.=3.44	md=3.00	dev.=0.62
1.43) The distance learning faculty are dedicated and enthusiastic and present the subject in interesting ways.	Strongly Disagree				Strongly Agree	n=731	av.=3.33	md=3.00	dev.=0.65
1.44) The Student Government Association provides the kind of services and activities I feel are needed.	Strongly Disagree				Strongly Agree	n=715	av.=3.25	md=3.00	dev.=0.63

1.45) There is a wide range of extracurricular activities (plays, art exhibits, club meetings, etc).	Strongly Disagree					Strongly Agree	n=718 av.=3.20 md=3.00 dev.=0.68
1.50) The Learning Commons library services and resources meet my needs as a student.	Strongly Disagree					Strongly Agree	n=715 av.=3.34 md=3.00 dev.=0.64
1.51) The Learning Commons tutoring services and resources meet my needs as a student.	Strongly Disagree					Strongly Agree	n=705 av.=3.30 md=3.00 dev.=0.66
1.52) I find the Learning Commons staff to be knowledgeable and helpful.	Strongly Disagree					Strongly Agree	n=707 av.=3.32 md=3.00 dev.=0.64
1.53) I find the computer lab assistants to be knowledgeable and helpful.	Strongly Disagree					Strongly Agree	n=705 av.=3.32 md=3.00 dev.=0.62
1.54) When I need to use a computer, one is available for my use.	Strongly Disagree					Strongly Agree	n=711 av.=3.40 md=3.00 dev.=0.59
1.55) The computer and technology resources at SCC meet my needs as a student.	Strongly Disagree					Strongly Agree	n=711 av.=3.37 md=3.00 dev.=0.61
1.56) The access and quality of technology resources in SCC classrooms contribute to positive learning experience for me.	Strongly Disagree					Strongly Agree	n=706 av.=3.35 md=3.00 dev.=0.60
1.57) The Information Technology support services at SCC meet my needs as a student.	Strongly Disagree					Strongly Agree	n=700 av.=3.36 md=3.00 dev.=0.59
1.59) The bookstore provides the books and supplies I need for my classes.	Strongly Disagree					Strongly Agree	n=733 av.=3.39 md=3.00 dev.=0.63
1.60) When visiting the bookstore, I am treated in a courteous and friendly manner.	Strongly Disagree					Strongly Agree	n=727 av.=3.41 md=3.00 dev.=0.62
1.61) The bookstore buy-back policy is fair and equitable.	Strongly Disagree					Strongly Agree	n=716 av.=3.10 md=3.00 dev.=0.83
1.63) The cafeteria menus offer enough variety.	Strongly Disagree					Strongly Agree	n=677 av.=3.20 md=3.00 dev.=0.69
1.64) The atmosphere in the cafeteria is pleasant and friendly.	Strongly Disagree					Strongly Agree	n=679 av.=3.31 md=3.00 dev.=0.61
1.65) SCC parking facilities are adequate and convenient for my needs.	Strongly Disagree					Strongly Agree	n=717 av.=3.32 md=3.00 dev.=0.62
1.66) The overall appearance of the college campuses and centers is pleasing.	Strongly Disagree					Strongly Agree	n=721 av.=3.40 md=3.00 dev.=0.58
1.67) I feel safe at SCC campuses and centers.	Strongly Disagree					Strongly Agree	n=718 av.=3.41 md=3.00 dev.=0.57
1.68) While enrolled at Somerset Community College I have felt accepted by the campus community.	Strongly Disagree					Strongly Agree	n=709 av.=3.38 md=3.00 dev.=0.61