

## Student Satisfaction with Skyline College

**Question: In general, how satisfied are you with Skyline College?**

Response	Percent	Count
Very Satisfied	22.3%	137
Satisfied	54.8%	337
Neutral	20.0%	123
Dissatisfied	2.4%	15
Very Dissatisfied	0.5%	3
<b>Total</b>		<b>615</b>

### Student Perceptions of Skyline College

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**Directions: Indicate your level of agreement (where 5=strongly agree, 4=agree, 3=neutral, 2=disagree, and 1=strongly disagree) with each of the following statements about Skyline College.**

Agreement Average	Statement Text	% Agree	% Neutral	% Disagree	n
4.00	Instructors treat students in my racial/ethnic group with respect.	73.0%	24.1%	2.9%	615
3.93	I would recommend Skyline to friends and relatives.	71.0%	23.3%	5.7%	631
3.92	Instructors and administrators treat students of my gender with respect.	69.4%	26.7%	3.9%	618
3.88	Administrators and non-teaching staff treat students in my racial/ethnic group with respect.	68.9%	24.2%	6.9%	607
3.85	The registration process is student friendly.	68.2%	25.8%	6.1%	628
3.80	Computing services and facilities are available at the times I need them.	65.6%	25.6%	8.8%	578
3.79	My academic experiences have been positive.	65.9%	27.6%	6.5%	583
3.73	Students in my racial/ethnic group are treated with respect by students in other racial/ethnic groups.	59.9%	33.4%	6.7%	599
3.70	I feel a sense of general safety and security while on campus and attending classes.	62.2%	28.2%	9.6%	627
3.68	I feel that I fit in at Skyline College.	59.0%	30.7%	10.3%	622
3.62	Instruction is of high quality.	55.8%	34.7%	9.5%	620
3.62	Concern is shown for students as individuals.	56.8%	32.4%	10.8%	611
3.60	Overall, my program of study at Skyline has been sufficiently challenging.	57.1%	33.3%	9.6%	564
3.59	Skyline has a good reputation in the community.	53.4%	37.2%	9.4%	627
3.55	Most instructors are available outside of class time.	53.9%	35.3%	10.8%	553
3.49	Courses are available at the times I can take them.	53.7%	28.3%	18.0%	628

3.25	I received all the help I needed from the Fin. Aid Office personnel to make my application for financial aid.	44.5%	28.2%	27.3%	308
3.24	Academic advising is of high quality.	38.9%	43.2%	17.9%	530
2.82	I could not have attended Skyline without the financial aid I received.	30.3%	26.2%	43.5%	317
<b>Explanation of measures:</b>					
Agreement average = Responses ranked by agreement with 5=strongly agree, 4=agree, 3=neutral, 2=disagree, and 1=strongly disagree					
% Agree - Includes both agree and strongly agree responses					
% Disagree - Includes both disagree and strongly disagree responses					
n = the number of responses to each item excluding not applicable and blank responses					

### Why Students Choose Skyline

<b>Why Students Choose Skyline College</b>					
<b>Question: On a 5-point scale (where 5=very important and 1=not important), how important was each of the following in your decision to attend Skyline College?</b>					
<b>Importance Average</b>	<b>Item Text</b>	<b>Very Important</b>	<b>Moderately Important</b>	<b>Not Important</b>	<b>n</b>
3.95	Distance of the college from my permanent residence	66.4%	19.7%	13.9%	482
3.73	Cost of attending the college	56.0%	28.1%	15.9%	498
3.41	Variety of courses offered	40.1%	40.2%	19.7%	446
3.01	A particular program of study	35.0%	29.1%	35.8%	491
2.87	Academic reputation of the college	24.1%	42.7%	33.1%	489
2.82	Type of community in which the college is located	27.4%	31.9%	40.7%	486
2.58	Availability of financial aid or scholarship	27.5%	20.3%	52.2%	517
2.58	Distance of the college from my place of employment	24.9%	22.0%	53.1%	490
2.47	Entrance requirements	18.2%	31.7%	50.2%	518
2.46	Size of college	16.1%	31.8%	52.2%	485
2.25	Opportunity for part-time work	17.9%	19.6%	62.5%	514
1.46	Other	7.1%	4.4%	88.5%	366
<b>Explanation of measures:</b>					
Importance average = Responses ranked by importance with 5=very important, 3=moderately important, and 1=not important					
n = the number of responses to each item excluding blank responses					

## What is Important to Skyline Students

<b>What Is Important to Skyline Students</b>					
<b>Question: On a 5-point scale (where 5=very important and 1=not important), how important is it to you to accomplish each of the following?</b>					
<b>Importance Average</b>	<b>Item Text</b>	<b>Very Important</b>	<b>Moderately Important</b>	<b>Not Important</b>	<b>n</b>
4.68	To have time for my personal/family interests	92.2%	7.1%	0.7%	574
4.64	To have a steady, secure job	88.9%	9.4%	1.8%	619
4.52	To be self-reliant	85.8%	12.9%	1.3%	549
4.15	To make a lot of money	66.2%	30.7%	3.1%	521
3.95	To help others who are in need	57.3%	38.7%	4.0%	452
3.92	To be a parent	63.6%	25.1%	11.3%	550
3.86	To meet new and interesting people	53.6%	40.1%	6.2%	466
3.03	To own and operate my own business	29.0%	42.8%	28.3%	459
2.96	To be active in my community	20.4%	58.4%	21.1%	445
2.27	To make a theoretical/practical contribution to science	7.5%	42.5%	50.0%	480
<b>Explanation of measures:</b>					
<b>Importance average = Responses ranked by importance with 5=very important, 3=moderately important, and 1=not important</b>					
<b>n = the number of responses to each item excluding blank responses</b>					

## Student Growth through Educational Experiences

<b>Student Growth through Educational Experiences</b>					
<b>Question: On a 5-point scale (where 5=major contribution and 1=no contribution), how much have your experiences at Skyline College contributed to your growth in each of the following areas?</b>					
<b>Contribution to Growth Average</b>	<b>Item Text</b>	<b>Major Contribution</b>	<b>Moderate Contribution</b>	<b>No Contribution</b>	<b>n</b>
3.91	Increasing my	60.1%	32.9%	7.0%	426

	academic competence				
3.61	Enriching my intellectual life	44.0%	47.2%	8.9%	405
3.53	Learning skills needed specifically for my current or future job	50.1%	31.2%	18.7%	401
3.38	Identifying the training/skills required for career opportunities that fit my interests/abilities	40.0%	44.0%	16.0%	405
3.33	Developing self-confidence	37.0%	42.8%	20.3%	414
3.16	Developing an openness to opinions other than my own	31.9%	45.1%	23.1%	386
3.02	Communicating with others in the work setting	28.2%	44.5%	27.4%	380
2.99	Learning to use a computer for my personal tasks	30.7%	36.6%	32.7%	407
2.92	Learning to use a computer for my work-related tasks	32.9%	28.0%	39.1%	368
2.91	Learning effective leadership skills	26.7%	39.8%	33.4%	374
2.86	Learning to work effectively as a member of a team	24.0%	44.1%	32.0%	388
<b>Explanation of measures:</b>					
<b>Contribution to growth average = Responses ranked by contribution with 5=major contribution, 3=moderate contribution, and 1=no contribution</b>					
<b>n = the number of responses to each item excluding not applicable and blank responses</b>					

### Student Identification of Problems and Educational Barriers

<b>Identification of Student Problems and Educational Barriers* (N=1783)</b>						
<b>Problem/educational barrier</b>	<b>Major Problem</b>		<b>Some Problem</b>		<b>No Problem</b>	
	Count	%	Count	%	Count	%
Finances	397	24%	721	43%	566	34%
Health	71	4%	332	20%	1269	76%

Child Care	91	6%	171	11%	1350	84%
Finding a Job	235	14%	490	30%	920	56%
Transportation	133	8%	377	23%	1162	69%
Housing	85	5%	247	15%	1317	80%
Lack of Motivation	231	14%	653	39%	781	47%
Work Conflicts	200	12%	655	39%	815	49%
Family Problems	161	10%	454	27%	1052	63%
Low Self-esteem	130	8%	481	29%	1052	63%
Lack of Basic Skills	145	9%	567	34%	959	57%
Inadequate Counseling	171	10%	579	35%	890	54%
Courses not Convenient	315	19%	813	49%	539	32%
Courses Full	289	17%	708	43%	668	40%
Methods of Instruction	91	5%	718	43%	862	52%
Discrimination	81	5%	276	17%	1298	78%

\*Student survey respondents were asked to indicate whether each of the sixteen possible problems/educational barriers was a major problem, somewhat of a problem, or no problem.