



Student Campus Climate and Satisfaction Survey Executive Summary

Spring 2014

Prepared by:
Office of Planning, Research & Institutional Effectiveness
Skyline College

Table of Contents

Introduction

Overview.....	3
Purpose.....	3
Survey Population.....	3
Instrumentation.....	3
Methodology.....	3
Implementation.....	4
Respondent Profile.....	4
Interpreting the Results.....	5

<u>The Findings</u>	6
---------------------------	---

<u>Conclusions</u>	16
--------------------------	----

<u>Recommendations</u>	16
------------------------------	----

Appendixes

A. <u>Survey Instrument</u>	18
B. <u>Data Table B: Institutional Effectiveness</u>	25
C. <u>Data Table C: Student Support Services</u>	26
D. <u>Data Table D: Career and Transfer Preparedness</u>	27
E. <u>Data Table E: Social Learning Environment</u>	28
F. <u>Data Table F: Responsiveness to Diverse Populations</u>	29
G. <u>Data Table G: Physical Learning Environment</u>	30

Introduction

Overview

Skyline College administered a voluntary campus climate survey to students during the spring 2014 semester. Replacing the Noel – Levitz survey this cycle, this survey provided information for the district-wide community needs assessment, as well as other college-wide initiatives, including the Education Master Plan and accreditation.

Purpose

Locally, the purpose of this survey study was to measure current students' levels of satisfaction with and perceptions about Skyline College's programs, services and learning environment. The results from this survey may be used for planning and improvement efforts, and to inform responses to the accreditation standards. The survey also may be useful for establishing benchmarks for future studies and for evaluating the college's mission, vision, values, and goals. As an aggregate with our sister colleges, the results provided a snapshot for the district leadership of our efforts.

Survey Population

Out of a total of 9438 enrolled students, 955 responded. The final response rate was ten percent.

Instrumentation

The campus climate survey was first developed by the College of San Mateo in 2010, and was subsequently revised and added to in collaboration with Skyline College and Cañada College. At Skyline College, major participatory governance committees and individuals helped to shape the survey, such as the Institutional Planning Committee, Management Council, and the Stewardship for Equity, Equal Employment, and Diversity Advisory Committee. The survey included 50 items rated on a four-point Likert scale, ranging from strongly agree to strongly disagree, and a "does not apply" option. In addition, there were six multiple choice questions, five yes/ no questions, one open-ended comment, and nine demographic questions. (See [Appendix A](#))

Methodology

In order to maintain confidentiality and ensure easy access to the survey, NoviSurvey was used to create an online version. Data was collected through NoviSurvey, downloaded and then analyzed using Microsoft Excel. Throughout the process, the Office of Planning, Research, and Institutional Effectiveness had sole access to the data.

Implementation

Communications: College leadership and management were informed and connected to the process through the following shared governance groups: the Institutional Planning Committee, the Student Learning Outcomes and Assessment/ Institutional Effectiveness Committee, and a subcommittee from the Stewardship for Equity, Equal Employment and Diversity Advisory Committee. They participated in reviewing and revising the instrument, and eventually will receive a summary report of results, oral briefings, and an opportunity to participate in a facilitated dialogue about the findings.

Administration: Working in collaboration with the Marketing, Communications, and Public Relations Office, the Office of Planning, Research, and Institutional Effectiveness invited all students to participate via GWA mail, and QR codes on electronic billboard invitations and flyers. In addition, faculty and student government representatives were encouraged to make announcements about the survey. The Skyline College Bookstore/ World Cup Cafe contributed three \$100 gift certificates to students who took the survey whose names were randomly selected; survey respondents were assured that their responses would not be connected to their names, and that only summary data would be used.

Town Hall: On February 23, 2015, the Student Learning Outcomes Assessment Cycle/ Institutional Effectiveness committee cohosted a town hall with the Academic and Classified Senates to discuss the results. Analyses and potential action plans are woven into this document.

Respondent Profile

The respondent profile was not intended to be representative; sampling was not an intentional step in the process, unlike past campus climate surveys. However the survey results do provide a snapshot of a point in time in students' experiences. Eight hundred thirteen out of 955 survey respondents identified their backgrounds, with five fewer identifying their gender.

		N	Survey Population
Race / Ethnicity	African American or Black	28	3%
	Asian	179	22%
	Filipino	146	18%
	Hispanic/Latino	161	20%
	Multi-Racial	88	11%
	Native American	7	1%
	Other/Unknown	27	3%
	Pacific Islander	13	2%
	White	164	20%

Gender	Female	546	68%
	Male	262	32%
Age	19 or younger	222	27%
	20 – 25	265	33%
	26 – 30	93	11%
	31 – 39	92	11%
	40 – 49	65	8%
	50 or older	76	9%
Enrollment status	Part Time (fewer than 12 units)	393	49%
	Full Time (12 or more units)	420	52%
Semesters Taken	One	123	15%
	Two	203	25%
	Three- Four	224	28%
	Five- Six	107	13%
	More than Six	156	19%
Enrollment Times	Day	443	54%
	Evening	125	15%
	Mix of Day and Evening	208	26%
	Online	37	5%

Interpreting the Results

Findings are reported by survey dimension: Overall Satisfaction, Instructional Effectiveness, Student Support Services, Career and Transfer Preparedness, Social Learning Environment, Responsiveness to Diverse Student Populations, Physical Learning Environment, Programming Considerations, and Informational Sources. Items with the most and least favorable ratings in a dimension are reported as a way to distinguish the most salient perceptions. A summary of related comments for each dimension is also provided.

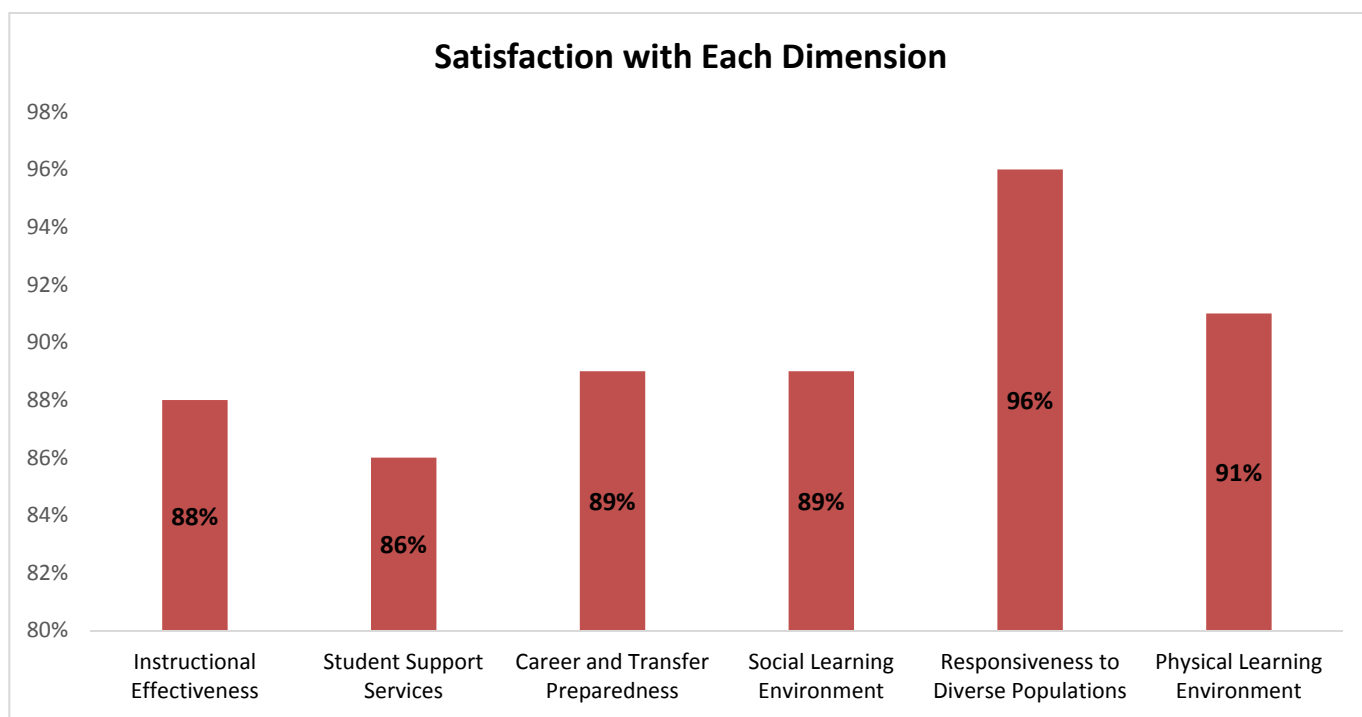
The Findings

Overall Satisfaction

The survey items that comprised the Overall Satisfaction scale assessed whether students would recommend Skyline College, and whether they would attend if they were starting over again. In addition, the aggregate results for each dimension provide a useful overview.

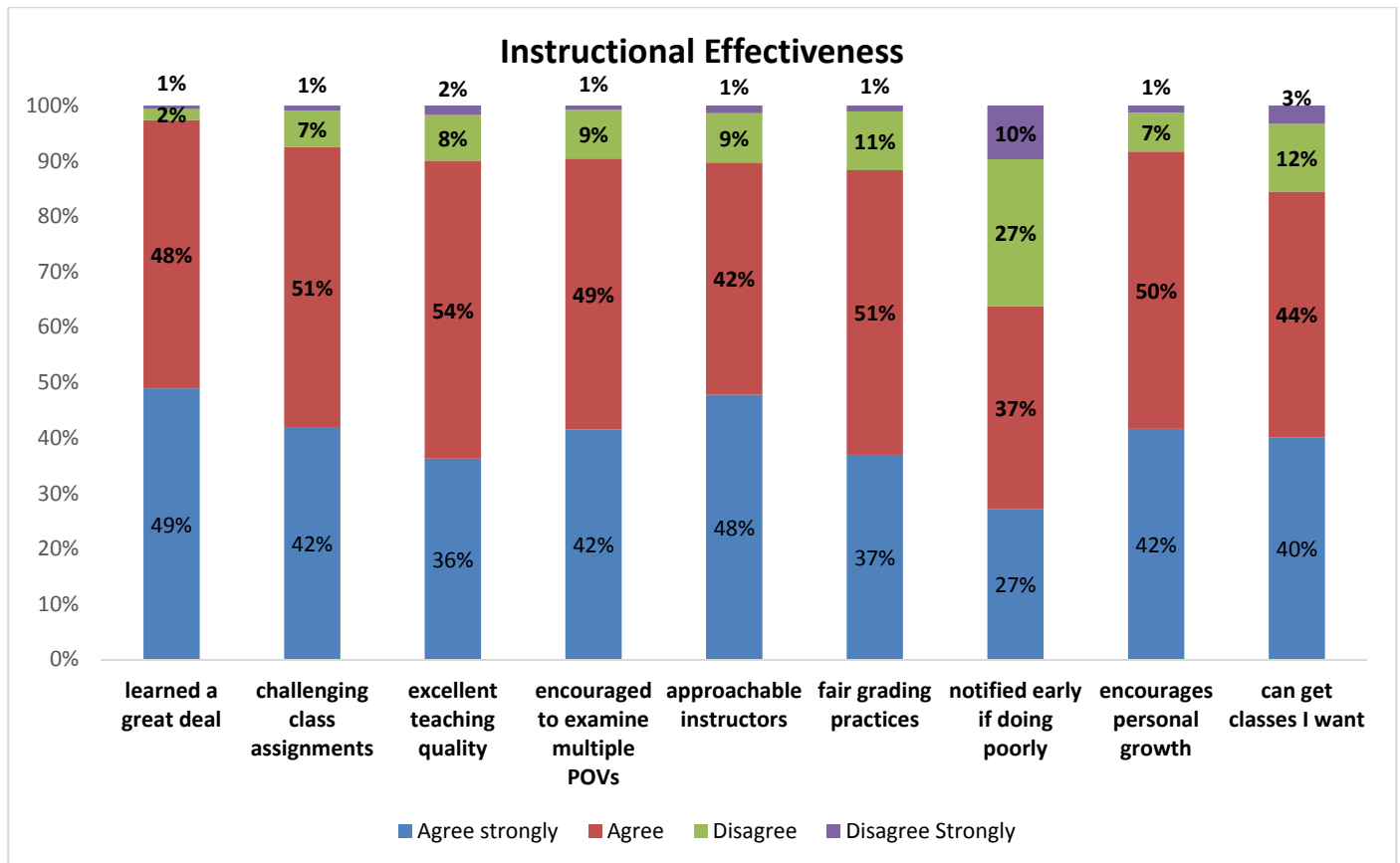
Results: With the two items, students expressed a high level of satisfaction. Of the 818 respondents, 97% indicated they'd recommend Skyline College to a family member or friend, and 91% would attend Skyline College if they were starting over.

Students also expressed a high degree of satisfaction with each dimension, 86% or higher. Ninety-one percent or more were especially satisfied with responsiveness to diverse populations, and the physical learning environment.



Instructional Effectiveness

The survey items that comprised the Instructional Effectiveness scale assessed the students’ academic experience and the campus’ overriding commitment to academic excellence. Items covered areas such as the impact on personal and intellectual growth, the effectiveness of faculty inside and outside the classroom, and class availability.

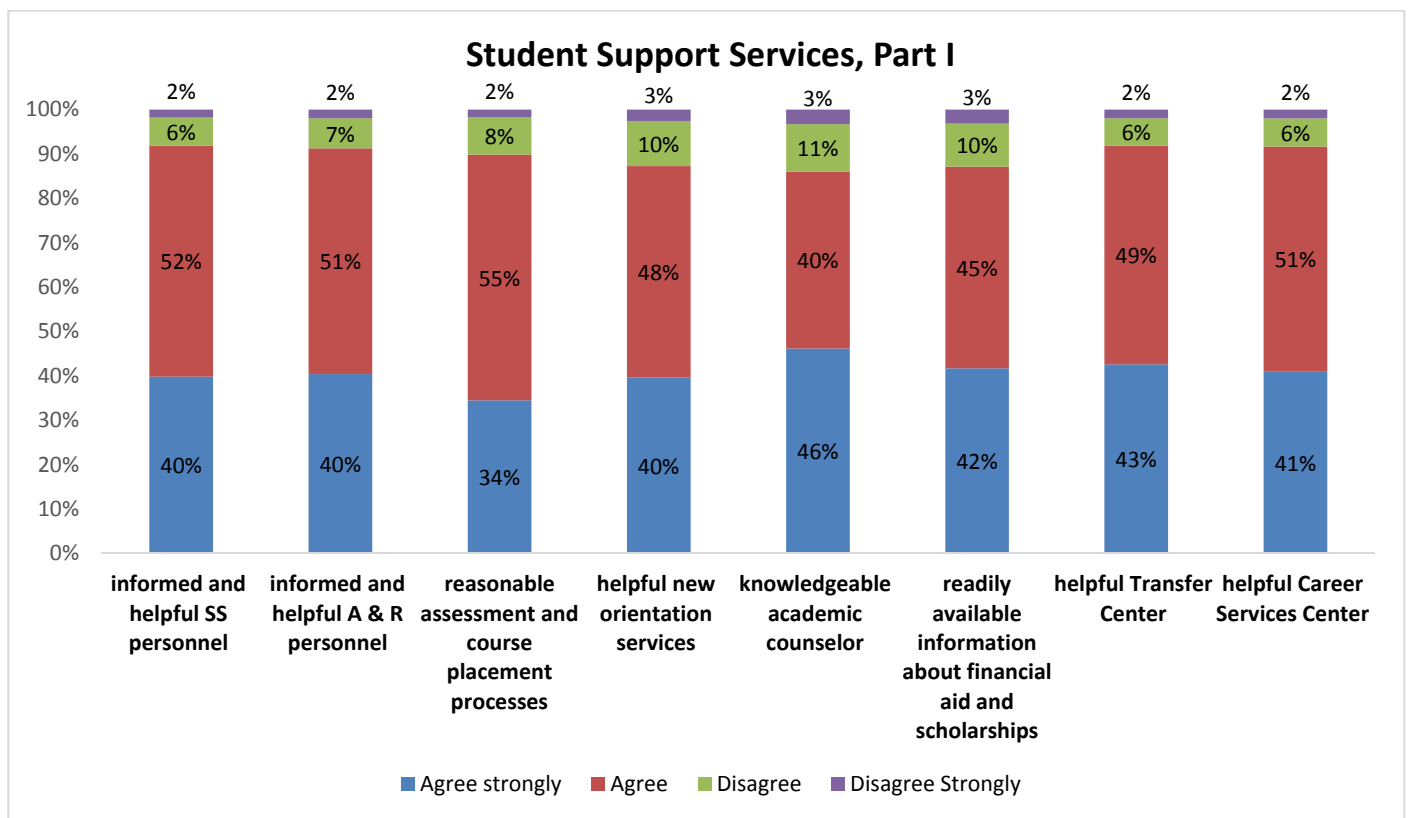


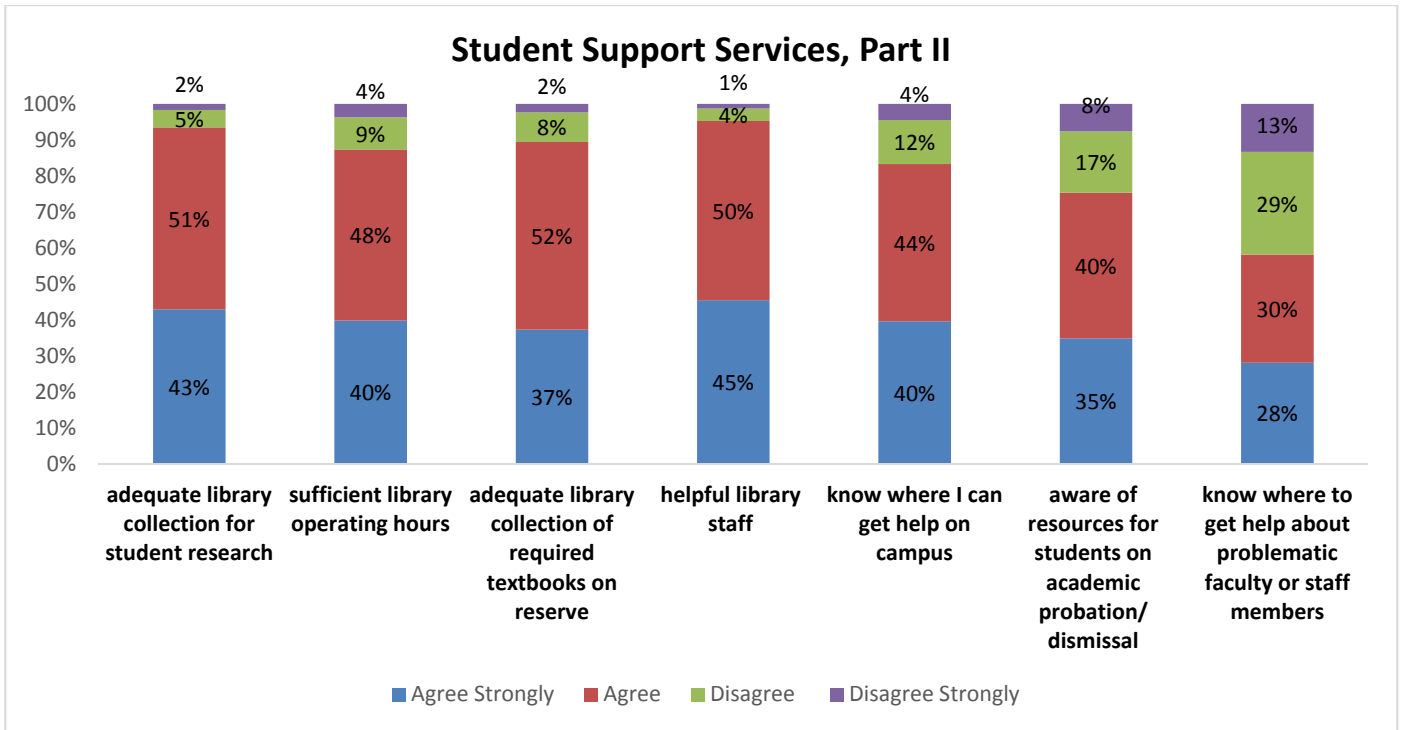
Results: Generally students are quite satisfied with their academic experiences. Ninety percent or more students indicated that they were satisfied with six out of the nine survey items. Of the two highest ranking items, 97% agreed that they “learn[ed] a great deal from my courses,” and 93% agreed that “Overall, class assignments have challenged me to do my best work.” The lowest ranked item pertained to being notified “early if they are doing poorly in class.” That response may be due to the statement being applicable to a limited number of students, which also accounts for why it had the fewest responses (826). But it may warrant further investigation. (See [Appendix B](#) for the data table.)

Student Support Services

Quite broad, the survey items that comprised the Student Support Services scale assessed the quality of the college’s support programs and services which students utilized to make their educational experiences more meaningful and productive. This scale covered personnel and services in the One Stop Center, including the Career and Transfer Centers, the Library, The Learning Center, and other relevant services. Questions included their level of knowledge, approachability, and competence.

The first table primarily covers services available in the One Stop Center, such as Admissions and Records, the Assessment Center, Financial Aid, the Transfer Center, and the Career Services Center. The second covers other pertinent services, including the Library.



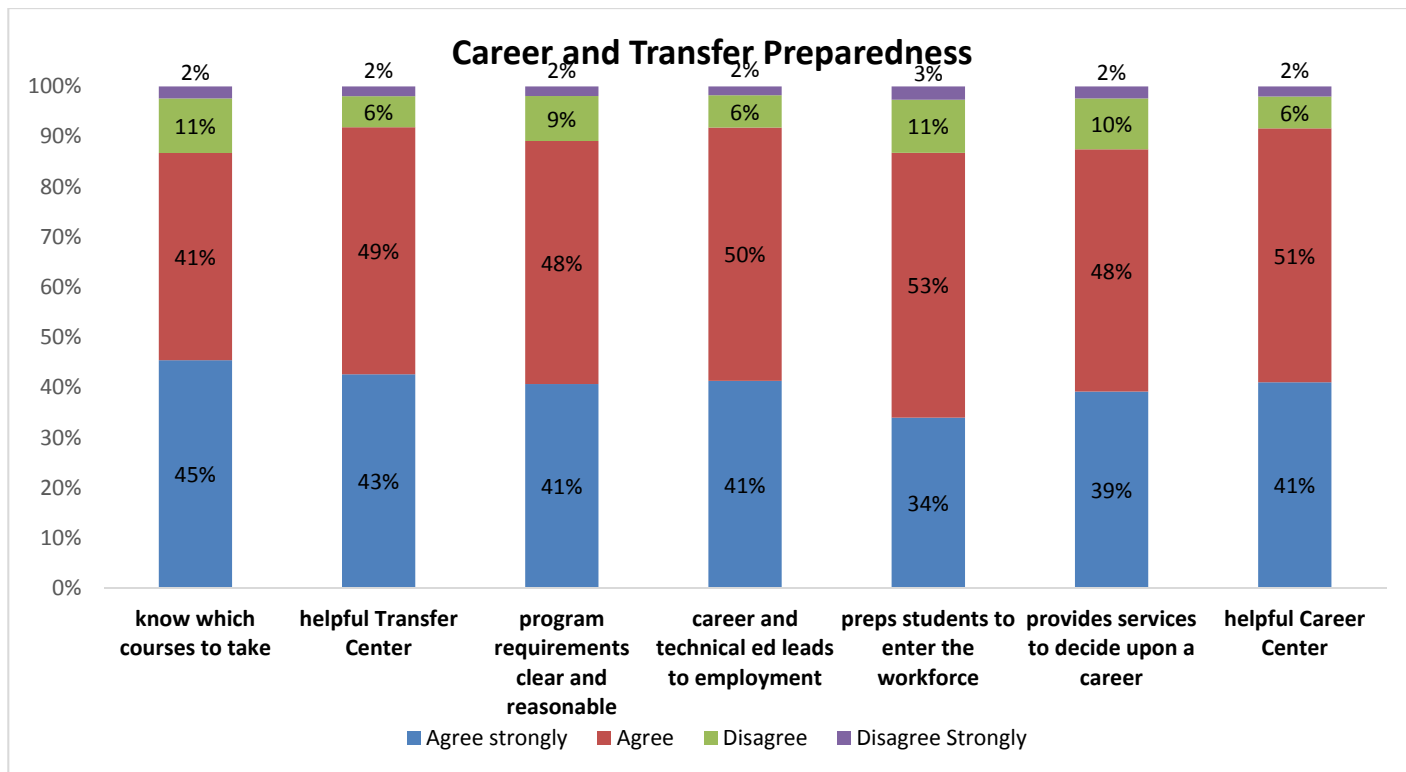


Results: At least 90% of students were satisfied with seven of the 16 items. Two of the seven highest pertained to the library; 95% felt that library staff were helpful, and 94% felt that the library has an adequate collection for student research. Three of the seven highest pertained to the One Stop Center: 92% found that “personnel in student support services were informed and helpful,” “The Transfer Center provides resources for students to make informed choices about how to transfer,” and “The Career Services Center provides students with the help they need to prepare for a career.” The Transfer and Career Center responses had the fewest responses, however (662 and 646 respectively). This response rate suggests that students who accessed the services felt quite satisfied with the resources provided. But the limited number of responses suggests that it may be worth investigating whether students who need these services are aware of them.

The two lowest ranked items pertained to resources for struggling students, but their ranking may be due to the limitations of the survey. For the first, 58% indicated that they “know where to get help [if they were to have a complaint about a faculty or staff member.” And for the second, 75% indicated that they are “aware that Skyline College provides resources for students who are on academic probation and/or dismissal.” Both statements pertain to specific circumstances—having problems with faculty or staff, and being on academic probation—that may not apply to many of the students that are taking this survey. A more precise survey could ask students if they were in these circumstances, and then inquired as to their satisfaction with the services available to address them if they were. In addition, a more precise survey could make a distinction between the various “resources,” for instance distinguishing between counseling and Learning Center resources. (See [Appendix C](#) for the data table.)

Career and Transfer Preparedness

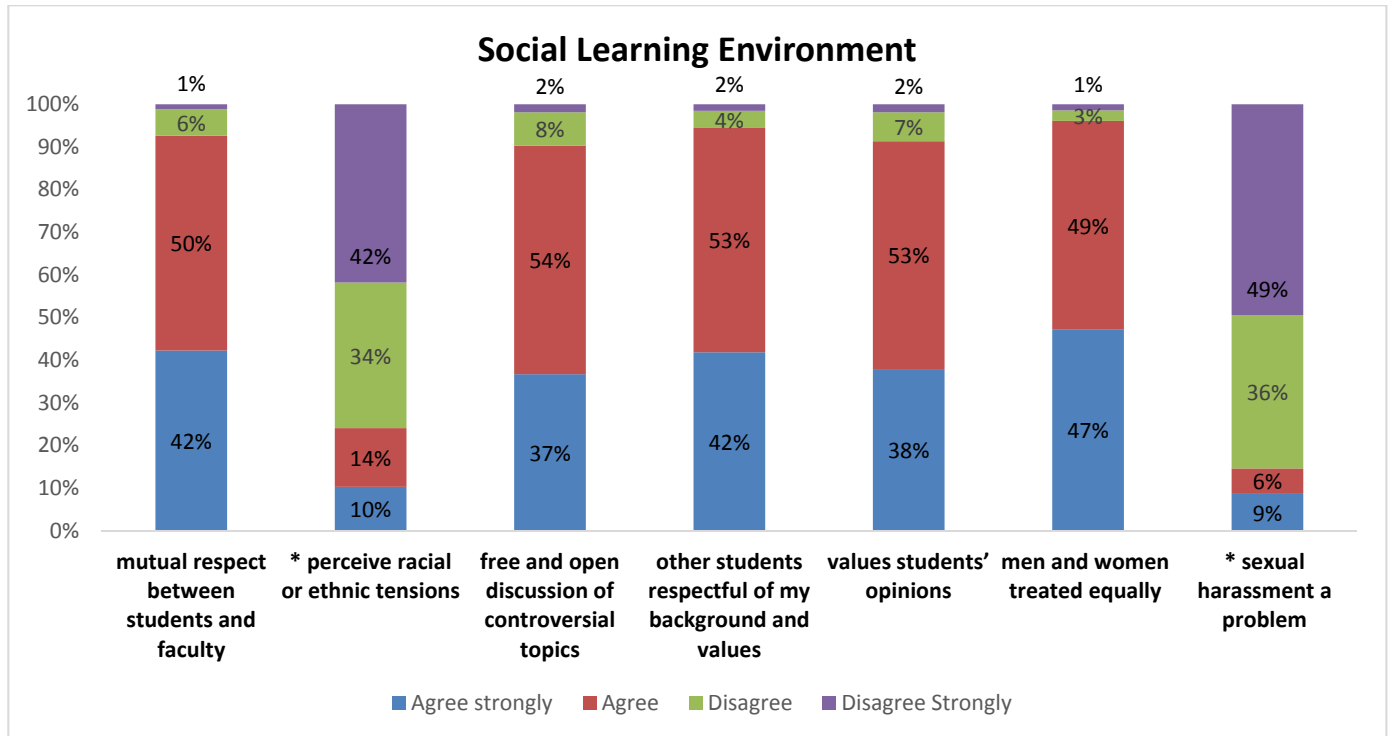
The survey items that comprised the Career and Transfer Preparedness scale assessed students' knowledge and satisfaction with transfer and career related resources.



Results: At least 90% of students agreed with three of the seven statements. At 92%, the two highest pertained to the Transfer and Career Centers when specifically mentioned. The Transfer and Career Center responses had the fewest responses in this category, however (662 and 646 respectively). This response rate suggests that students who accessed the services felt quite satisfied with the resources provided. But the limited number of responses suggests that it may be worth investigating whether students who need these services are aware of them. The two arguably “lowest” items, at 87%, pertained to the College adequately preparing students to enter the workforce, and providing adequate services to help students decide a career. (See [Appendix D](#) for the data table.)

Social Learning Environment

The survey items that comprised the Social Learning Environment scale assessed the extent to which students felt there was mutual respect, whether it be related to ethnographic factors, or discussing potentially controversial viewpoints. Two of the statements were negatively worded, perceiving racial or ethnic tensions, and sexual harassment as being a problem (second from the left and the far right). As opposed to gauging how many students “agree” with the statements in order to compare them with the other responses, they should be analyzed in terms of how many students “disagreed” with them.

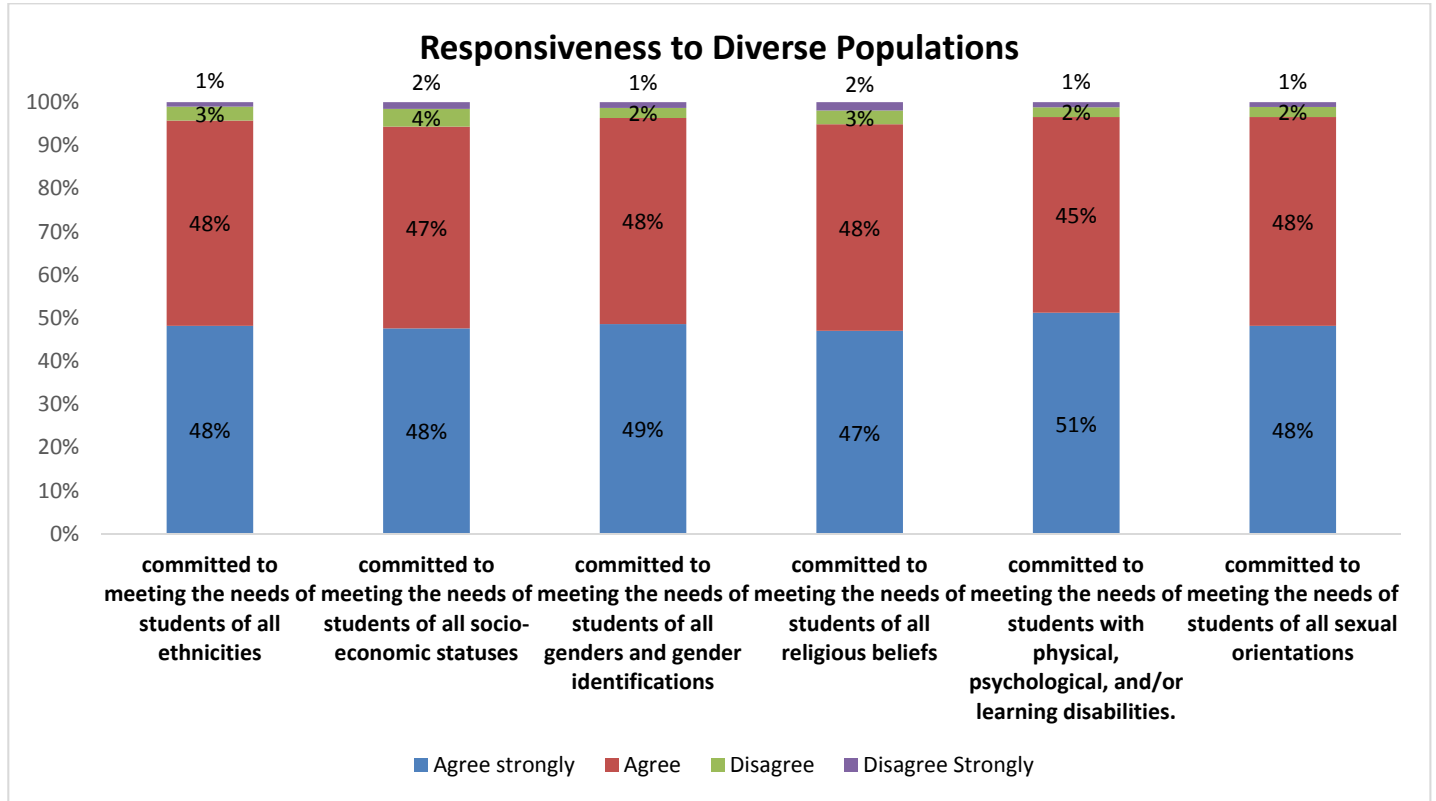


*Note that these statements are negatively worded.

Results: Of the seven items, at least 90% of students agreed with five of the statements. The two lowest pertained to the statements that were negatively worded; the wording may have impacted students' responses since they're accustomed to responding in the affirmative. In addition, fewer students responded to these two questions than the others. If analyzed as suggested, 85% of students don't think sexual harassment is a problem, which bodes well given that the majority of survey respondents are female. This response, combined with the one in which 96% of students feel that women and men are treated equally, suggests that there is gender equity. As for the second statement, 76% don't perceive racial or ethnic tensions at Skyline College. Twenty-four percent do, however; the challenge is how to reconcile that result with the 95% that feel that “other students are respectful of my background and values.” (See [Appendix E](#) for the data table.)

Responsiveness to Diverse Populations

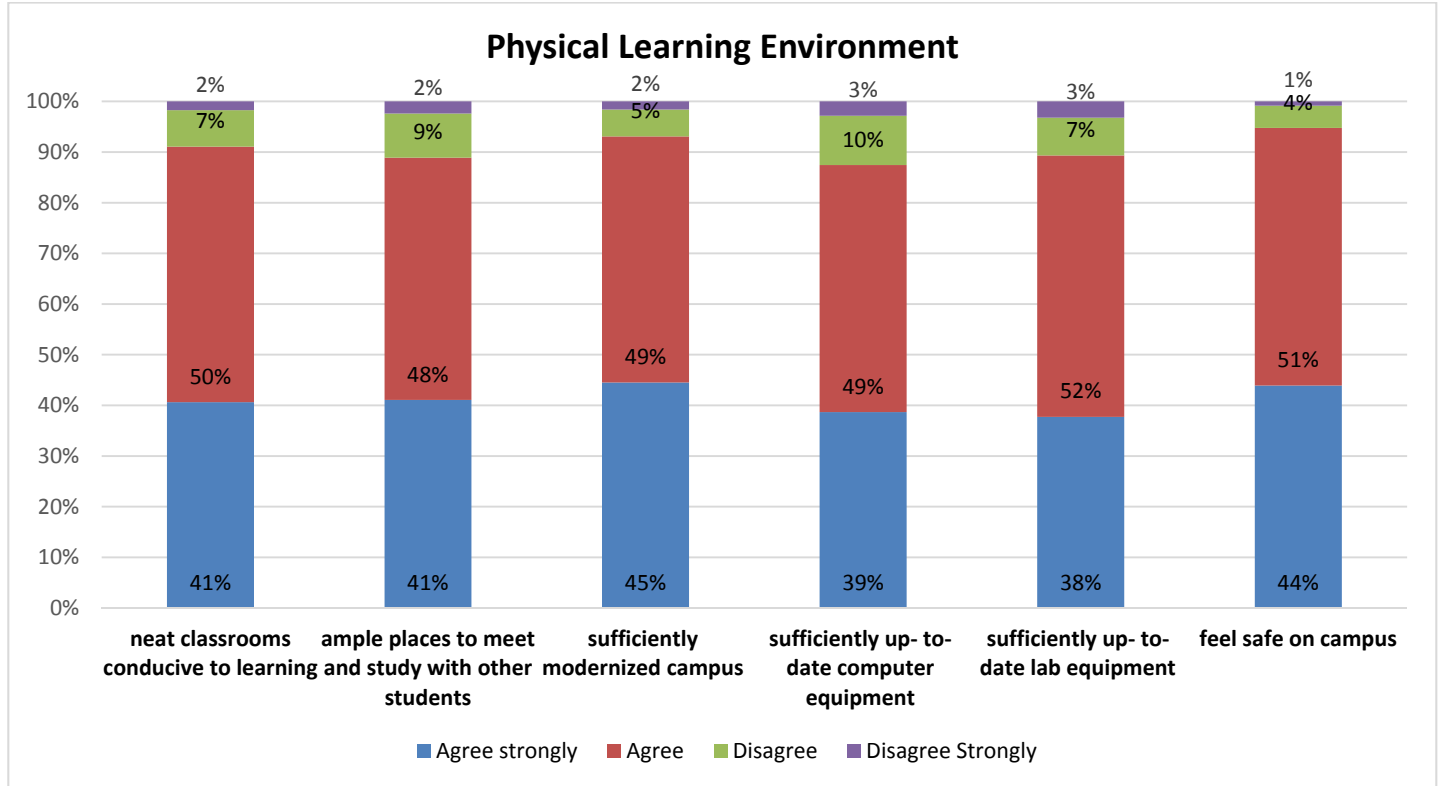
The survey items that comprised the Responsiveness to Diverse Populations scale assessed the college’s commitment to meeting the needs of specific groups of students enrolled: under-represented populations, different socioeconomic backgrounds, genders and gender identifications, religious practices, sexual orientations, and students with disabilities.



Results: Students ranked this category the highest out of the six, with a 96% average. All were 95% or higher, which suggests that students feel supported by the College. Town hall participants thought that overall the campus is supportive, but the statements didn’t allow for students to speak to their own experiences on campus, such as with their classmates. (See [Appendix F](#) for the data table.)

Physical Learning Environment and Resources

The survey items that comprised the Physical Learning Environment and Resources scale assessed the campus facilities and resources that support student learning, ranging from the classroom and places to study, and sufficiently modernized lab and computer equipment.



Results: Students ranked this category the second highest out of the six, with a 91% average. At least 90% of students were satisfied with four out of six items. Ranking highest at 95% was that students feel safe on campus. Close behind at 94% was that students feel the campus is sufficiently modernized. The lowest ranked item, at 88%, pertained to computer equipment being sufficiently up to date. (See [Appendix G](#) for the data table.)

Programming Considerations

Two out of the three questions regarding programming considerations pertained to the time frame in which they’re likely to take classes, and whether they’d enroll in a two-year degree bearing program.

Results: Out of 818 respondents, 92% (882) are most likely to take 16 week semester courses, 40% (382) 6-8 week intensive sessions, and 16% (157) weekend classes.

A vast majority of the 956 respondents, 91% (873), indicated that they’d enroll in a program in which the College offers a structured package of courses in which they’re guaranteed a seat and completion of their degree within two years.

Informational Sources

Seven questions were posed regarding informational sources, with the majority soliciting information about how and how frequently students accessed the college catalog. The three most pertinent to the broader campus community pertain to how students access information about Skyline College, whether the website is easily navigable, and what information students seek from the college catalog.

Results: Regarding where students get information about Skyline College, the 818 respondents primarily gain information from WebSMART (81%), the schedule of classes (59%), student e-mail communications from the college (57%), the catalog (53%), and Rate my Professor (47%). Students seem to be mainly pursuing information about their courses, given that four out of the top five directly pertain to instruction.

61. Which of the following do you use to get information about Skyline College? Check all that apply. (N= 818)	Count	Percent
WebSMART	775	81%
WebSCHEDULE	434	45%
Skyline College Schedule of Classes	559	59%
Skyline College Catalog	505	53%
Skyline College Event Calendar	237	25%
Social Media: Facebook, LinkedIn, Twitter	110	12%
Rate My Professor	451	47%
Campus postings/ marketing materials	211	22%
Bulletin board postings (posters/fliers)	215	23%
Electronic messaging on campus	181	19%
Brochures	176	18%
Student e-mail communications from college (my.smccd.edu)	545	57%
College Center Counter (Student Ambassadors)	86	9%
Other	23	2%
Not answered	138	14%

As for the college website being easy to navigate, 77% (734 out of 818) of the respondents felt that was the case.

Another important source of information is the college catalog, which is in both print and online form. Of the 818 respondents, 67% seek information about courses and programs, and 57% about admissions and registration.

59. What information do you look up [in the printed/online college catalog]? Check all that apply.	Count	Percent
Admissions/ Registration	546	57%
Campus Resources and Services	289	30%
Course/ Program Descriptions	641	67%
Policies	141	15%
Programs & Services	359	38%
Transfer Information	392	41%
Do Not Use the Catalog	45	5%
Not Answered	138	14%

Conclusions

1. In general, students expressed satisfaction with their experiences at Skyline College.
2. Number one was the College's responsiveness to the needs of diverse student populations.
3. Second was the physical learning environment. Respondents felt safe on campus, and that the campus was sufficiently modernized.
4. Third was the social learning environment. Respondents felt that generally there was mutual respect between all parties. Particularly noteworthy is that they felt men and women are treated equally, with the majority of survey respondents being women.
5. Although instructional effectiveness was fourth out of six dimensions, ninety percent or more students were satisfied with six out of the nine survey items. Respondents felt challenged in their coursework, and they felt their instructors taught well and were accessible.
6. In Student Support Services, much is to be lauded, particularly transfer and career preparedness. The first three elements of the Student Success Support Program focus on orientation, assessment and placement, and counseling, advising and other education planning services.
 - a. Regarding orientation, well over 90% of respondents felt that student services personnel, including admissions and records personnel, were informed and helpful. Eight-eight percent felt that orientation services were helpful.
 - b. Regarding assessment, 90% felt that the course placement process was reasonable.
 - c. Regarding counseling, advising, and other education planning services, respondents were especially satisfied with the services they received in The Transfer Center and the Career Center.
7. Respondents gave high marks to the library staff and services.

Recommendations

1. If the College administers this survey again, some of the "lower" ranked items (typically around the mid-eighties) should be revised so that only the students who are facing those circumstances are prompted to evaluate the services intended to address those circumstances (e.g., on academic probation). Secondly, survey items explicitly addressing services available in the Learning Center should be added.
2. The College should continue its work in revamping the Early Alert Program, one of the "lower" ranked items. Currently efforts are underway in investigating better technological interfaces that will connect students to needed personnel and services.
3. The College should continue its efforts to implement the Skyline Promise, a two-year pathways program in which students are guaranteed a space in the required classes, or some variation. Ninety-one of the respondents indicated they'd enroll in such a program if it existed.

Appendix A

Skyline College Student Campus Climate & Satisfaction Survey

Skyline College is committed to continuously improve our offerings. Your thoughtful and honest responses to this survey are very important to providing our campus leadership insights about how Skyline College can best serve your needs.

This survey will take about twenty minutes to complete. At the completion of the survey, you are welcome to submit your name to enter to win one of three \$100 gift certificates to the Skyline Bookstore/ World Cup Cafe. The results of this survey will not be connected to any individual; only summary data will be provided.

MY SKYLINE COLLEGE EXPERIENCE
(Rate Agreement)

Agree Strongly

Agree

Disagree

Disagree Strongly

Does not Apply

1. Why did you choose to enroll at Skyline College? Check all that apply.
- Academic reputation
 - Recommendation of high school counselor or teacher
 - Recommendation of family members or friends
 - Live close by
 - Affordable cost
 - Offers the courses I wanted
 - Complete my lower division courses here and then transfer
 - Was unsure of my educational goals and wanted to explore options
 - Other – please specify: (open-ended option)

ACADEMIC PROGRAM/ INSTRUCTION

2. Overall, I have learned a great deal from my courses.
3. Overall, class assignments have challenged me to do my best work.
4. Overall, the quality of teaching is excellent.
5. Faculty encourage students to examine different points of view.
6. If I have questions about course assignments or readings, I feel comfortable approaching my instructor to ask questions.
7. Overall, the grading practices (exams, quizzes, papers, etc.) used to evaluate students are fair.

8. Students are notified early if they are doing poorly in class.
9. Skyline College provides an environment that encourages personal growth.
10. I am able to get the classes I want most of the time.
11. The Skyline College environment can generally be characterized as one of mutual respect between students and faculty.
12. I perceive racial or ethnic tensions at Skyline College.
13. Skyline College encourages the free and open discussion of controversial topics.
14. Other students at Skyline College are respectful of my background and values.
15. Skyline College values students' opinions.
16. Men and women are treated equally at Skyline College.
17. Sexual harassment is a problem at Skyline College.
18. I know which courses I need to graduate or transfer.
19. Program requirements are clear and reasonable.
20. Skyline College offers career and technical program education leading to employment.
21. Skyline College does a good job of preparing students to enter the workforce.
22. Skyline College provides adequate services to help me decide a career.
23. What courses and/or programs do you think we should offer that are not currently options?
(Text box)
24. In what time frame are you most likely to take classes? Check all that apply.
 - 16 week semester
 - 6-8 week intensive sessions
 - Weekend classes
25. If the College were to offer a structured package of courses in which you are guaranteed a seat and completion of your degree within two years, would you enroll?
 - Yes
 - No

STUDENT SUPPORT SERVICES

26. Personnel in student support services are informed and helpful.
27. Personnel in admissions and registration are informed and helpful.

28. Assessment and course placement processes are reasonable.
29. New student orientation services help students adjust to college.
30. My academic counselor is knowledgeable about program requirements.
31. Information about financial aid and scholarships is readily available.
32. The Transfer Center provides resources for students to make informed choices about how to transfer.
33. The Career Services Center provides students with the help they need to prepare for a career.
34. The library has an adequate collection (books, periodicals, and online resources) for student research.
35. The library maintains sufficient operating hours.
36. The library has an adequate collection of required course textbooks on reserve.
37. Library staff answer my questions helpfully and find resources that help me complete my assignments and research projects.
38. If I have a problem with my classes, I know where I can get help on campus.
39. I am aware that Skyline College provides resources for students who are on academic probation and/or dismissal.
40. I am aware of the consequences for unethical behavior (cheating, academic dishonesty, plagiarism, etc.).
41. If I were to have a complaint about a faculty or staff member, I know where to get help.

LEARNING ENVIRONMENT

42. Classrooms are clean, neat, and conducive to learning.
43. There are ample places on campus for me to meet and study with other students.
44. The overall physical campus is sufficiently modernized for student needs.
45. Computer equipment is sufficiently up to date.
46. Lab equipment is sufficiently up to date.
47. I feel safe on campus.

48. Skyline College demonstrates a commitment to meeting the needs of students of all ethnicities.
49. Skyline College demonstrates a commitment to meeting the needs of students of all socio-economic statuses.
50. Skyline College demonstrates a commitment to meeting the needs of students of all genders and gender identifications.
51. Skyline College demonstrates a commitment to meeting the needs of students of all religious beliefs.
52. Skyline College demonstrates a commitment to meeting the needs of students with physical, psychological, and/or learning disabilities.
53. Skyline College demonstrates a commitment to meeting the needs of students of all sexual orientations.

OVERALL EXPERIECES AT SKYLINE COLLEGE

54. Would you recommend Skyline College to a family member or friend? Yes No
55. If you were starting over, would you attend Skyline College? Yes No

SOURCES OF INFORMATION

56. Have you accessed information from a college catalog since you've been a student at Skyline College?
- Yes
 - No
57. Do you own a copy of the college catalog?
- Yes
 - No
58. How did you obtain a copy of the catalog to use? Consider the means you most frequently use to access it. (Choose One)
- Online
 - At Orientation
 - Bookstore
 - Counselor
 - Used someone else's copy

- Do not have/did not use a catalog

59. What information do you look up? Check all that apply.

- Admission/Registration
- Campus Resources & Services
- Course/Program Descriptions
- Policies
- Programs & Services
- Transfer Information
- Do not use the catalog

60. How often do you look up information? (Choose One)

- Once a month
- Once a semester
- Once a year
- Not since enrollment
- Never

61. Which of the following do you use to get information about Skyline College? (Check all that apply)

- WebSMART
- WebSCHEDULE
- Skyline College Schedule of Classes
- Skyline College Catalog
- Skyline College Event Calendar
- Social Media: Facebook, LinkedIn, Twitter,
- Rate My Professor
- Campus postings/marketing materials
- Bulletin board postings (posters/fliers)
- Electronic messaging on campus
- Brochures
- Student email communications from college (my.smccd.edu)
- College Center Counter (Student Ambassadors)
- Other – please specify: (with a text box)

62. The college website is easy to navigate. (Strongly agree...scale)

DEMOGRAPHICS

63. During the Spring 2014 term, how many units were you enrolled in?

- 12+ units
- 6-11 units
- Fewer than 6 units

64. Which types of classes do you most frequently enroll at Skyline College?

- Day
- Evening
- Mix of day and evening
- Online

65. How many semesters have you taken classes at Skyline?

- One
- Two
- Three to Four
- Five to Six
- More than Six

66. My age:

- 19 or younger
- 20-25
- 26-30
- 31-39
- 40-49
- 50 or older

67. My gender:

- Male
- Female
- Other – please specify: (with a text box for them to provide the information)

68. My ethnicity:

- African American or Black
- Asian
- Filipino
- Hispanic/Latino
- Native American
- Pacific Islander
- White
- Multi-Racial
- Other – please specify: (with a text box for them to provide the information)

69. Work:

- unemployed
- unemployed and looking for work
- retired
- working fewer than 10 hours per week
- working 10-20 hours per week
- working 21-40 hours per week
- working more than 40 hours per week

70. Educational goal at Skyline College (check all that apply)

- Pursue personal enrichment
- Improve personal well-being
- Improve a new job skill
- Improve my employability
- Transfer to a 4-year college or university
- Earn an AA or AS degree
- Earn a certificate
- Fill a gap in my program at another college or university
- Still deciding

71. Click on all of the instruction and/or services that you access at Skyline College:

- The Disabled Resource Center
- ESOL classes
- Veterans Center
- Financial Aid
- EOPS
- TRiO
- Sparkpoint
- CalWorks

Thank you for completing the survey. You have the option to submit your name to win one of three \$100 gift certificates to the Skyline Bookstore/ World Cup Cafe. The results of this survey will not be connected to any individual; only summary data will be provided. Please provide your name, your G#, and the best way to contact you if you win. (Text Box)

Appendix B

INSTRUCTIONAL EFFECTIVENESS	N	% Agree and Strongly Agree	Agree strongly	%	Agree	%	Disagree	%	Disagree Strongly	%	Does not Apply
2. Overall I have learned a great deal from my courses.	950	97%	465	49%	460	48%	19	2%	6	1%	6
3. Overall, class assignments have challenged me to do my best work.	947	93%	396	42%	480	51%	62	7%	9	1%	9
4. Overall, the quality of teaching is excellent.	946	90%	343	36%	508	54%	79	8%	16	2%	10
5. Faculty encourage students to examine different points of view.	930	91%	386	42%	455	49%	82	9%	7	1%	26
6. If I have questions about course assignments or readings, I feel comfortable approaching my instructor to ask questions.	944	90%	451	48%	396	42%	84	9%	13	1%	12
7. Overall, the grading practices (exams, quizzes, papers, etc.) used to evaluate students are fair.	942	88%	348	37%	484	51%	100	11%	10	1%	14
8. Students are notified early if they are doing poorly in class.	826	64%	224	27%	303	37%	219	27%	80	10%	130
9. Skyline College provides an environment that encourages personal growth.	927	92%	386	42%	464	50%	65	7%	12	1%	29
10. I am able to get the classes I want most of the time.	940	84%	377	40%	417	44%	115	12%	31	3%	16

Appendix C

STUDENT SUPPORT SERVICES	N	% Agree and Strongly Agree	Agree strongly	%	Agree	%	Disagree	%	Disagree Strongly	%	Does not Apply	Not answered
26. Personnel in student support services are informed and helpful.	774	92%	308	40%	403	52%	49	6%	14	2%	78	104
27. Personnel in admissions and registration are informed and helpful.	812	91%	328	40%	413	51%	55	7%	16	2%	39	105
28. Assessment and course placement processes are reasonable.	789	89%	272	34%	437	55%	66	8%	14	2%	63	104
29. New student orientation services help students adjust to college.	699	88%	277	40%	333	48%	71	10%	18	3%	153	104
30. My academic counselor is knowledgeable about program requirements.	756	86%	349	46%	301	40%	81	11%	25	3%	96	104
31. Information about financial aid and scholarships is readily available.	787	87%	328	42%	358	45%	76	10%	25	3%	65	104
32. The Transfer Center provides resources for students to make informed choices about how to transfer.	662	92%	282	43%	326	49%	41	6%	13	2%	190	104
33. The Career Services Center provides students with the help they need to prepare for a career.	646	92%	265	41%	327	51%	41	6%	13	2%	206	104
34. The library has an adequate collection (books, periodicals, and online sources) for student research.	767	94%	329	43%	388	51%	37	5%	13	2%	85	104
35. The library maintains sufficient operating hours.	774	88%	308	40%	368	48%	69	9%	29	4%	78	104

36. The library has an adequate collection of required textbooks on reserve.	719	89%	268	37%	375	52%	59	8%	17	2%	133	104
37. Library staff answer my questions helpfully and find resources that help me complete my assignments and research projects.	713	95%	324	45%	355	50%	25	4%	9	1%	139	104
38. If I have a problem with my classes, I know where I can get help on campus.	774	84%	327	40%	361	44%	101	12%	37	4%	26	104
39. I am aware that Skyline College provides resources for students who are on academic probation and/or dismissal.	719	75%	251	35%	292	40%	123	17%	55	8%	131	104
41. If I were to have a complaint about a faculty or staff member, I know where to get help.	713	58%	225	28%	241	30%	229	29%	107	13%	50	104
62. The college website is easy to navigate.	813	90%	283	35%	451	55%	59	7%	20	2%	5	138

Appendix D

CAREER AND TRANSFER PREPAREDNESS	N	% Agree and Strongly Agree	Agree strongly	%	Agree	%	Disagree	%	Disagree Strongly	%	Does not Apply	Not answered
18. I know which courses I need to graduate or transfer.	918	86%	417	45%	379	41%	100	11%	22	2%	38	0
32. The Transfer Center provides resources for students to make informed choices about how to transfer.	662	92%	282	43%	326	49%	41	6%	13	2%	190	104
19. Program requirements are clear and reasonable.	927	89%	377	41%	449	48%	83	9%	18	2%	29	0
20. Skyline College offers career and technical program education leading to employment.	852	91%	352	41%	430	50%	55	6%	15	2%	104	0
21. Skyline College does a good job of preparing students to enter the workforce.	830	87%	282	34%	438	53%	88	11%	22	3%	126	0
22. Skyline College provides adequate services to help me decide a career.	868	87%	340	39%	419	48%	88	10%	21	2%	88	0
33. The Career Services Center provides students with the help they need to prepare for a career.	646	92%	265	41%	327	51%	41	6%	13	2%	206	104

Appendix E

SOCIAL LEARNING ENVIRONMENT	N	% Agree and Strongly Agree	Agree strongly	%	Agree	%	Disagree	%	Disagree Strongly	%	Does not Apply
11. The Skyline College environment can generally be characterized as one of mutual respect between students and faculty.	937	92%	396	42%	472	50%	58	6%	11	1%	19
12. I perceive racial or ethnic tensions at Skyline College. *	799	24%	82	10%	110	14%	273	34%	334	42%	157
13. Skyline College encourages the free and open discussion of controversial topics.	848	91%	311	37%	455	54%	66	8%	16	2%	108
14. Other students at Skyline College are respectful of my background and values.	901	95%	377	42%	474	53%	36	4%	14	2%	55
15. Skyline College values students' opinions.	900	91%	341	38%	481	53%	61	7%	17	2%	56
16. Men and women are treated equally at Skyline College.	919	96%	433	47%	450	49%	23	3%	13	1%	37
17. Sexual harassment is a problem at Skyline College. *	767	15%	66	9%	46	6%	276	36%	379	49%	189

*Note that this question is negatively worded.

Appendix F

RESPONSIVENESS TO DIVERSE POPULATIONS	N	% Agree and Strongly Agree	Agree strongly	%	Agree	%	Disagree	%	Disagree Strongly	%	Does not Apply	Not answered
48. Skyline College demonstrates a commitment to meeting the needs of students of all ethnicities.	778	96%	375	48%	370	48%	25	3%	8	1%	50	128
49. Skyline College demonstrates a commitment to meeting the needs of students of all socio-economic statuses.	779	95%	371	48%	364	47%	32	4%	12	2%	49	128
50. Skyline College demonstrates a commitment to meeting the needs of students of all genders and gender identifications.	767	97%	373	49%	366	48%	18	2%	10	1%	61	128
51. Skyline College demonstrates a commitment to meeting the needs of students of all religious beliefs.	727	95%	342	47%	348	48%	23	3%	14	2%	101	128
52. Skyline College demonstrates a commitment to meeting the needs of students with physical, psychological, and/or learning disabilities.	757	96%	388	51%	343	45%	17	2%	9	1%	71	128

53. Skyline College demonstrates a commitment to meeting the needs of students of all sexual orientations.	732	96%	353	48%	354	48%	17	2%	8	1%	96	128
--	-----	-----	-----	-----	-----	-----	----	----	---	----	----	-----

Appendix G

PHYSICAL LEARNING ENVIRONMENT	N	% Agree and Strongly Agree	Agree strongly	%	Agree	%	Disagree	%	Disagree Strongly	%	Does not Apply	Not answered
42. Classrooms are clean, neat, and conducive to learning.	817	91%	332	41%	412	50%	59	7%	14	2%	11	128
43. There are ample places on campus for me to meet and study with other students.	801	89%	329	41%	383	48%	70	9%	19	2%	27	128
44. The overall physical campus is sufficiently modernized for student needs.	811	94%	361	45%	394	49%	43	5%	13	2%	17	128
45. Computer equipment is sufficiently up to date.	781	88%	302	39%	381	49%	76	10%	22	3%	47	128
46. Lab equipment is sufficiently up to date.	684	90%	258	38%	353	52%	51	7%	22	3%	144	128
47. I feel safe on campus.	822	95%	361	44%	418	51%	36	4%	7	1%	6	128