Student Campus Climate Survey
Comprehensive Report

Spring 2006

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Skyline College
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Highlight of the Findings

- Students reported that counseling services were the most important to them, while student support services in general were the least important. Moreover, students were most satisfied with the registration process and least satisfied with safety and security.

- Academic advisors’ knowledge about transfer requirements ranked highest in both importance and satisfaction on the Academic Advising and Counseling scale. Consistent with the focus group study from fall 2005, students believed that counseling services are critical to their success and an important element to the college experience. Consequently, students commented they would like more counselors available and more convenient appointment times.

- The adequacy of library resources and services ranked highest on both importance and satisfaction on the Academic Services scale. Students commented that they are pleased to have access to computers and labs. However, the availability of up-to-date equipment in labs had the largest performance gap, indicating that the college fell short of students’ expectations in this area.

- The knowledge of admissions staff ranked highest in both importance and satisfaction on the Admissions and Financial Aid scale. However, there was a relatively large performance gap under the adequacy of financial aid, which was one of the top three factors students selected that influenced their decision to enroll.

- The caring and helpfulness of staff and enjoyable college experience received high scores on satisfaction. Similar to the results from the focus group study of fall 2005, many students commented that they liked the campus because it was small, cozy and conducive to learning. On the other hand, students said that the current building construction was a distraction and an inconvenience and made for an unpleasant atmosphere.

- The adequacy of career services ranked first on importance and second on satisfaction on the Campus Support Services scale. The availability of child care facilities had the smallest performance gap in the survey, indicating that the college met students’ expectations in this area.

- The question which asked about fair and unbiased treatment of the students by faculty ranked highest in both importance and satisfaction. However, students expressed and interest in having more opportunities available to voice their opinions and concerns.

- Students ranked the quality of instruction highest on both importance and satisfaction on the Instructional Effectiveness scale. Students commented that the faculty are generally very knowledgeable, friendly, helpful and approachable and that they are truly concerned about students’ success.

- Early notification of poor performance in class had one of the largest performance gaps in the survey, suggesting that students would like to know about their progress early enough in the semester to improve their performance.

- The convenience of class times ranked highest on importance on the Registration Effectiveness scale, but received the second to lowest score on satisfaction, creating a
relatively large performance gap. Yet, students said that it was much easier to get into classes at Skyline than at other colleges in the area.

- The Safety and Security scale ranked high on importance. However, the adequacy of student parking and the lighting in parking lots had the two largest performance gaps in the survey. Comments revealed that students would like more security officers patrolling the campus and parking lots, particularly in the evenings.

- The adequacy of smoking restrictions on campus had one of the largest gaps on the survey and numerous comments indicated that students were dissatisfied with the amount of smoking on campus.

- Factors of greatest importance in the decision to enroll at Skyline College were cost, academic reputation, and financial aid. Factors of least importance or influence were the opportunity to play sports, campus appearance, and recommendations by family and friends.

- The college experience at Skyline exceeded the expectations of 42% of respondents, while 70% were satisfied with their experience at the college thus far, and 63% said that if they had to do it over, they would probably or definitely enroll again.

- Students believed that the college was responsive to the diverse needs of its students. Many comments noted that the college offers something for everyone and that the convenience of the class schedule and variety of classes made it possible for the students to explore options they might not have explored otherwise.
Introduction
Overview

Skyline College administered a student perception survey to a representative sample of students during the first part of the spring 2006 semester. The survey provided information for the accreditation self-study process (site visit scheduled for fall 2007), as well as other college-wide assessment and planning initiatives including the Education and Facilities Master Plan. The self-study process requires an assessment of institutional performance in terms of student learning outcomes, quality of services and programs and effectiveness of operations with supporting evidence in each of these areas. One source of evidence is a campus climate study in which students provide feedback on programs, services and the learning environment. This survey provided partial evidence needed for the self-study.

It should be noted that during the administration of the survey the college was undergoing major campus construction (e.g., new buildings and building renovations). The disruption of normal academic life created by these major construction projects at Skyline may have influenced the students’ perceptions and opinions.

Purpose

The purpose of this survey study was to measure current student attitudes and perceptions toward Skyline College’s programs, services and learning environment. The results from the survey will be used to inform responses to the accreditation standards and may be used for planning and improvement efforts. The survey will also be useful for establishing benchmarks for future studies and for evaluating the college’s mission, goals and strategies.

Sample Design

In order to contain costs and to extract representative information that could be inferred back to the entire population of students, a stratified random sample was used to build the sampling framework. The sample size was based on a 95% confidence level at a ±5% confidence interval (approximately 1,200 survey respondents). The sampling framework included randomly selected classes from a variety of disciplines stratified by day and evening class times. Over-sampling was employed in order to compensate for the expected 70% response rate. Of the 60 classes randomly chosen, 57 participated, and 1,106 surveys were completed. The final response rate was 92%.

Instrumentation

In order to benchmark performance against other colleges, the Noel-Levitz Student Satisfaction Inventory was used. This instrument used a dual perception scale, measuring both satisfaction and importance. The instrument contained the following eleven scales: Academic Advising and Counseling, Academic Services, Admissions and Financial Aid, Campus Climate, Campus Support Services, Concern for the Individual, Instructional Effectiveness, Registration Effectiveness, Safety and Security, Service Excellence, and Student Centeredness. Additionally, the survey measured overall student satisfaction, the college’s responsiveness to the diversity of its students, factors that influenced student enrollment, ten customized items which the college created, and open-ended comments.

Methodology

In order to achieve representative and timely information on the entire population of students while containing costs, the data collection methodology selected for this survey
study was a scannable (paper and pencil) survey that was distributed during one class period.

Implementation

Communications: All of the shared governance groups, the college leadership, and management were informed and connected to the process through continuous communication as follows:

1. Review and selection of the instrument.
2. Electronic pre-notifications to students, staff and faculty.
3. Executive summary report of results and oral briefings.

Administration: The surveys were administered during the last week of February so that reports could be distributed during the first week of May. The Office of Planning, Research and Institutional Effectiveness (OPRIE) bundled and distributed the surveys along with instructions and return envelopes to the randomly selected instructors, who administered the survey during one class period. The instructor returned the completed surveys in a sealed envelope to the division, from whom OPRIE collected them for processing.

Respondent Profile

The survey respondents were fairly representative of Skyline College’s student body. The majority of survey respondents were female (56%) and 19 to 24 years old (52%). The survey respondents were Asian/Pacific Islander (42%), Caucasian/White (20%), Hispanic (16%), Black (2%) and other (20%). Thirty-seven percent of respondents were first year students, and 33% were second year students. About half were transfer-seeking (49%), and a quarter of the respondents were pursuing an associate’s degree (23%). Most of the respondents were employed either full-time (29%) or part-time (43%). The number of day classes (73%) and full-time students (56%) that were surveyed were slightly more than the college-wide average.

Interpreting the Results

The results from the survey yielded three different scores: 1) Importance, 2) Satisfaction, and 3) Performance gap (importance score minus satisfaction score). The importance score reflected student perception on the significance of an item, while the satisfaction score reflected student opinion about the quality of a given item. Using a seven-point Likert scale, a higher score on importance indicated greater significance to the student, and therefore a stronger expectation. Similarly, a higher score on satisfaction indicated a more favorable opinion on the particular item. The performance gap reflected how well the college met students' expectations. For example, a small performance gap indicated that the college met students' expectations. A large performance gap indicated that the college did not meet students' expectations. A negative performance gap indicated that the college exceeded students' expectations.

Importance and satisfaction scores were juxtaposed in order to pinpoint strengths and opportunities. Items containing high importance and high satisfaction ratings represented strengths that the college should highlight and continue to strengthen. Items containing high importance and low satisfaction ratings pinpointed areas in need of immediate improvement. Items with low importance and high satisfaction ratings suggested areas where it would be beneficial to redirect resources. Items containing low importance and
low satisfaction ratings suggested areas that need to be reexamined as areas of low priority for the college.

For the purpose of discussion and tracking trends, the following internal benchmarks were suggested for scale and item satisfaction and performance gap ratings:

- **Scale Satisfaction:** $\geq 5.03$
- **Scale Performance Gap:** $\leq 1.01$
- **Item Satisfaction:** $\geq 5.06$
- **Item Performance Gap:** $\leq .92$

In addition to the internal benchmarks found in the survey, comparisons and competitive benchmarking were performed between Skyline College’s student responses and responses of students from other community colleges in California who have taken the Noel-Levitz Student Satisfaction Inventory within the previous five years (i.e., Antelope Valley College, Bakersfield College, Cerritos College, Cerro Coso Community College, College of the Siskiyous, Cuesta College, Cypress College, El Camino College, Feather River Community College District, Long Beach City College, Los Angeles Valley College, Los Rios Community College, Palo Verde College, Palomar College, Rio Hondo College, Saddleback College, San Bernardino Valley College, Southwestern College, Taft College, and Victor Valley College).

Students wrote nearly 1,600 individual comments in response to the two open-ended questions (see Appendix D-Verbatim Comments). In order to summarize the comments and provide additional information and explanation of the quantitative results from the survey, a content analysis was conducted. The content analysis employed the inter-coder reliability method. A systematic random sample of comments were first selected then coded by two readers in order to extract common themes as they related to the survey. Comments were then grouped by themes and summarized to capture the essence of the group of comments and to note salient points. These summaries can be found in the narrative report under each scale and were generally representative of the entire pool of comments.
The Findings
How Well Are We Meeting Student Expectations?

The survey items were grouped into eleven scales. Importance scores for the scales ranged from 6.17 (Academic Advising and Counseling) to 5.46 (Campus Support Services). Satisfaction scores for the scales ranged from 5.31 (Registration Effectiveness) to 4.58 (Safety and Security). Performance gaps for the scales ranged from 1.48 (Safety and Security) to .70 (Campus Support Services).

Academic Advising and Counseling ranked highest on importance (6.17), but ranked sixth in overall satisfaction (5.02). Tied for second highest in overall importance with an average score of 6.13 were Instructional Effectiveness, which ranked third on satisfaction (5.12), and Registration Effectiveness, which ranked highest on satisfaction (5.21). Campus Support Services ranked lowest on importance (5.46) and second to lowest on satisfaction (4.76).

Academic Services ranked second highest in overall satisfaction (5.21) and tied for fourth on importance (6.06). Safety and Security ranked lowest in overall satisfaction (4.58), but tied for fourth on importance (6.06).

Academic Advising and Counseling

The survey items that comprised the Academic Advising and Counseling scale assessed the comprehensiveness of the academic advising program. Questions about academic advisors and counselors included their level of knowledge, approachability, competence, and personal concern for student success.

This scale was ranked as the most important overall (6.17) and the sixth highest on satisfaction (5.02), creating a performance gap between importance and satisfaction of 1.15. The comparison colleges also ranked this scale as the most important overall (6.13), but eighth highest on satisfaction (4.87), creating a performance gap of 1.26.
Importance scores ranged from 6.25 (advisor’s knowledge about transfer requirements) to 6.02 (counseling staff’s caring about students as individuals). Satisfaction scores ranged from 5.18 (advisor’s knowledge about transfer requirements) to 4.87 (advisor’s concern about the success of students as individuals). Performance gaps ranged from 1.29 (advisor’s concern about the success of the student as an individual) to 1.03 (advisor’s approachability).

The item in this scale that received the highest score on importance was regarding advisors’ knowledge about transfer requirements (6.25), which also received the highest score on satisfaction (5.18), leaving a performance gap of 1.07. The item with the second highest score on importance was regarding advisors’ knowledge about program requirements (6.23), which received the fourth highest score on satisfaction (5.01), leaving a performance gap of 1.22.

The item that received the second highest score on satisfaction was regarding advisors’ approachability (5.14). The item that received the lowest satisfaction rating was regarding advisors’ concern about the success of students as individuals (4.87).

Summary of Related Student Comment.
A number of students commented that their counselors were knowledgeable and helped them figure out which classes they needed to take to transfer to a four-year institution or to complete their major. Students also said that their counselors helped them choose a career or set up an educational goal. On the other hand, some students commented that counselors were unhelpful or gave them wrong information. Some students also wished that there were more counselors with more available and desirable meeting times because of high demand. Some students were pleased with their counselors’ concern for them, which was shown in such ways as wanting the best for them, believing in them, keeping them on track, taking their time with each student, and being approachable.

Academic Services
The survey items that comprised the Academic Services scale assessed the adequacy of the services students utilized to achieve their academic goals. These services included the library, computer labs, tutoring and study areas.
This scale was tied for the fourth most important overall (6.06) and ranked as the second highest on satisfaction (5.21), with a performance gap of .85. The comparison colleges ranked this scale as the fifth most important overall (6.03) and the highest on satisfaction (5.14), leaving a performance gap of .89.

Importance scores ranged from 6.23 (adequacy of library resources and services) to 5.96 (adequacy of academic support services). Satisfaction scores ranged from 5.57 (adequacy of library resources and services) to 4.90 (up-to-date equipment in lab facilities). Performance gaps ranged from 1.15 (up-to-date equipment in lab facilities) to .64 (helpfulness and approachability of library staff).

The item in this scale that received the highest score on importance was regarding the adequacy of library resources and services (6.23), which also received the highest score on satisfaction (5.57), leaving a performance gap of .66. The item with the second highest score on importance was regarding the adequacy and accessibility of computer labs (6.09), which received the third highest score on satisfaction (5.29), leaving a performance gap of .80.

The item that received the second highest score on satisfaction was regarding the helpfulness and approachability of library staff (5.36). The item that received the lowest satisfaction rating was regarding up-to-date laboratory equipment (4.90).

Summary of Related Student Comments

Library. A number of students commented that the library was useful (e.g., databases, computer and internet access, study rooms, and book collection), and the staff were helpful. There were also comments about the high noise level in the library and how it makes it difficult to study. Some students would like more study rooms. There were contradictory comments on the library hours. Some students liked the fact that the library stayed open late so that they could use it after work, while other students would like the library to have extended weekend hours. There were a number of comments about the need to have more computers in the library and more time to use them.

The Learning Center. Many students commented on the value and positive benefits of TLC. Students believed that TLC provided a service that helped them succeed in class.
and achieve their educational goals. They felt that the staff was helpful and that the workshops were useful. There were also a number of students who felt that there were not enough tutors and that some of the tutors were not qualified to be tutoring in a particular subject. Generally, the students believed that TLC was a place to get the help they needed to succeed and provided an opportunity to meet other students.

**Equipment and Labs.** Many students commented that they were pleased that they had access to computers and computer labs on campus because they didn’t have computers at home. On the other hand, there were many students who commented on the lack of computers available and that some of the labs had old computers and outdated software which hindered learning and preparation for entering the workforce. In addition, a number of students commented on the poor quality of the facilities and supplies in the science labs.

**Admissions and Financial Aid**

The survey items that comprised the Admissions and Financial Aid scale assessed the college’s ability to enroll students in an effective manner. This scale covered issues such as the competence and knowledge of admissions counselors as well as the effectiveness and availability of financial aid programs.

This scale was ranked as the seventh most important overall (5.94) and the ninth highest on satisfaction (4.88), with a performance gap of 1.06. The comparison colleges also ranked this scale as the seventh most important (5.93) and the ninth highest on satisfaction (4.75), with a performance gap of 1.18.

Importance scores ranged from 6.11 (knowledge of admissions staff) to 5.61 (accurate portrayal of campus in recruiting practices). Satisfaction scores ranged from 5.19 (knowledge of admissions staff) to 4.76 (helpfulness of financial aid counselors). Performance gaps ranged from 1.27 (adequacy of financial aid) to .83 (accurate portrayal of campus in recruiting practices).

The item in this scale that received the highest score on importance was regarding the knowledge of admissions staff (6.11), which also received the highest score on satisfaction (5.19), leaving a performance gap of .92. The item with the second highest score on importance was regarding the adequacy of financial aid (6.09), which received the third highest score on satisfaction (4.82), leaving a performance gap of 1.27.

The item that received the second highest score on satisfaction was regarding counselors’ responsiveness to prospective students’ needs and requests (4.93). The item that received the lowest satisfaction rating was regarding the helpfulness of financial aid counselors (4.76).
Summary of Related Student Comments

Staff. There were contradictory comments regarding the admissions and financial aid staff. Some students said that the staff was helpful, while others said that they were not. These students said that they would like more knowledgeable and qualified staff. They commented that the financial aid staff was not interested in helping them and did not provide them with useful information or enough information. In some cases, it was difficult for students to obtain financial aid, which meant that they could not pay their fees before the deadline. While some students wanted longer office hours, other students were happy about the extended hours available at the beginning of the semester.

Financial Aid Availability. Many students commented that they were very happy with the availability of financial aid, including the book vouchers and Board of Governor fee waivers. Other students, though, would like to see more financial aid available. Students who received financial aid said that the assistance made it possible for them to attend college.

Campus Climate

The survey items that comprised the Campus Climate scale assessed the extent to which the college provided experiences that promoted a sense of campus pride and feelings of belonging. This scale also assessed the effectiveness of the college’s channels of communication for students.

This scale was tied for eighth highest on importance (5.89) and ranked as the eight highest on satisfaction (4.96), with a performance gap of .93. The comparison colleges also ranked this scale as the eighth most important (5.87) but fifth highest on satisfaction (4.95), with a performance gap of .92.

Importance scores ranged from 6.32 (campus safety and security) to 5.30 (students’ sense of belonging). Satisfaction scores ranged from 5.18 (students feeling welcome on campus) to 4.51 (students know what is happening on campus). Performance gaps ranged from 1.29 (availability of channels for expressing complaints) to .33 (students’ sense of belonging).
The item in this scale that received the highest score on importance was regarding campus safety and security (6.32), which received the fourth highest score on satisfaction (5.12), creating a performance gap of 1.20. The item with the second highest score on importance was regarding the college helping students reach their educational goals (6.18), which received the eighth highest score on satisfaction (4.98), creating a performance gap of 1.20.

The item that received the highest score on satisfaction was regarding students feeling welcome on campus (5.18). Two items tied for the second highest score of 5.13: the caring and helpfulness of staff, and the enjoyableness of the student experience. The item that received the lowest satisfaction rating was regarding how well students know what is happening on campus (4.51).

Summary of Related Student Comments
Diversity. A number of students commented on how diverse Skyline College is and how they believed they learned more because of the varying perspectives of their peers. Students also believed that having a largely diverse student population helped them to
better understand and relate to people. It was also mentioned that they felt comfortable and felt like they fit in because of the diversity on campus.

**Atmosphere.** Many students commented on the how welcomed they felt on campus because staff and faculty were friendly, helpful and approachable. There were a number of comments about the gloominess of the campus. However, most comments were about how the campus itself contributed to the learning process because it was a small campus and easy to navigate, it was a quiet campus and conducive to studying, and the class size in general was small enough to get help when needed from the instructor.

**Physical.** While there were many comments on the run-down and dirty state of the campus (e.g., classrooms and bathrooms), the majority of comments related to the physical campus pertained to the construction that the college is currently undergoing. Many students commented on the noise, and thereby distraction, the construction has caused, making it difficult to concentrate and study while at school. Students also commented on the inconvenience that the construction has obstructed the usual pathways between buildings.

**Smoking.** Many students mentioned how unsavory the smoking on campus was and how they would like the campus to enforce a no smoking policy and/or designated areas for smokers. Students believed that smoking has been rampant and responsible for the lack of cleanliness on the campus as well as creating a potential health hazard to non-smokers.

**Sense of Belonging.** Some students commented that they liked the quality and quantity of information about events, activities, and clubs that was available to them. However, the majority of comments related to this topic were unfavorable. Many students mentioned that it was difficult to find information about events, activities, and clubs on campus and that they would like ready access to this information as well as increased opportunities to participate.

**Campus Support Services**

The survey items that comprised the Campus 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 career services, orientation, child care, and special programs veterans and displaced homemakers.

This scale was ranked as the least important overall (5.46) and the second to lowest on satisfaction (4.76), with a performance gap of .70. The comparison colleges also ranked this scale as least important (5.44) and second to lowest on satisfaction (4.74), with a performance gap of .70.

Importance scores ranged from 5.95 (helpfulness of career services for students deciding on a career) to 4.64 (helpfulness of Veterans’ Services personnel). Satisfaction scores ranged from 4.93 (helpfulness of new student orientation for the adjustment to college) to 4.42 (helpfulness of Veterans’ Services personnel). Performance gaps ranged from 1.04 (helpfulness of career services for students deciding on a career) to .13 (availability of child care facilities).

The item in this scale that received the highest score on importance was regarding the helpfulness of career services for students deciding on a career (5.95), which received the
second highest score on satisfaction (4.91), leaving a performance gap of 1.04. The item with the second highest score on importance was regarding the helpfulness of new student orientation for the adjustment to college (5.81), which received the highest score on satisfaction (4.93), leaving a performance gap of .88. The item that received the lowest satisfaction rating was regarding the helpfulness of Veterans’ Services personnel (4.42).

**Summary of Related Student Comments**

**Transfer Services.** A number of students commented that Skyline College had a good transfer program. Students commented that the transfer services were helpful in such ways as providing information about schools, offering guidance on appropriate coursework, and preparing to transfer in a timely manner. However, other students suggested increasing awareness of services available. Students felt that the transfer center helped them reach their goal of attaining higher education.

**Career Services.** Students felt positive about the career center. Students commented that the career center helped them choose a career and provided useful information.

**Child Care Center.** A number of students felt that having a child care center on campus was helpful. Some of these students felt that they would not be able to attend college without it because of its affordability and the convenient access they have to their child while on campus.

**Orientation & Matriculation Services.** Students commented that they were unaware of the resources and programs available to them. They suggested ways that the college could help increase this knowledge, such as better promotion of the services, simplifying the process, offering a short orientation of the programs, and requiring mandatory meetings with counselors for incoming students.

**Concern for the Individual**

The survey items that comprised the Concern for the Individual scale assessed the college’s commitment to treating each student as an individual. Those groups who frequently dealt with students on a person level (e.g. faculty, advisors, and counselors) were included in this assessment.
This scale was tied for the fourth most important overall (6.06) and ranked as the seventh highest on satisfaction (4.98), with a performance gap of 1.08. The comparison colleges ranked this scale as sixth most important overall (6.02) and seventh highest on satisfaction (4.88), with a performance gap of 1.14.

Importance scores ranged from 6.22 (fair and unbiased faculty) to 5.89 (faculty caring about students as individuals). Satisfaction scores ranged from 5.17 (fair and unbiased faculty) to 4.83 (college’s concern for students as individuals). Performance gaps ranged from 1.29 (advisors’ concern about success of students as individuals) to .81 (faculty caring about students as individuals).

The item in this scale that received the highest score on importance was regarding fair and unbiased faculty (6.22), which also received the highest score on satisfaction (5.17), leaving a performance gap of 1.05. The item with the second highest score on importance was regarding advisors’ concern about success of students as individuals (6.16), which was fourth highest on satisfaction (4.87), creating a performance gap of 1.29.

The item that received the second highest score on satisfaction was regarding faculty caring about students as individuals (5.08). The item that received the lowest satisfaction rating was regarding the college’s concern for students as individuals (4.83).

**Instructional Effectiveness**

The survey items that comprised the Instructional Effectiveness scale assessed the students’ academic experience and the campus’ overriding commitment to academic excellence. This comprehensive scale covered areas such as the variety of courses offered, the curriculum, and the effectiveness of the faculty inside and outside of the classroom.

This scale was tied for the second most important overall (6.13) and ranked as the third highest on satisfaction (5.12), with a performance gap of 1.01. The comparison colleges ranked this scale as the third most important overall (6.12) and tied for the second highest on satisfaction (5.13), with a performance gap of .99.
Importance scores ranged from 6.42 (excellent quality of instruction) to 5.89 (practical experiences in class). Satisfaction scores ranged from 5.41 (excellent quality of instruction) to 4.49 (early notification of poor performance in class). Performance gaps ranged from 1.68 (early notification of poor performance in class) to .75 (practical experiences in class).

The item in this scale that received the highest score on importance was regarding the excellent quality of instruction (6.42), which also received the highest score on satisfaction (5.41), leaving a performance gap of 1.01. The item with the second highest score on importance was regarding course variety (6.31), which received the seventh highest score on satisfaction (5.14), creating a performance gap of 1.17.

The item that received the second highest score on satisfaction was regarding students’ ability to experience intellectual growth (5.39). The item that received the lowest score on satisfaction was regarding early notification of poor performance in class (4.49).
Summary of Related Student Comments

Programs. Many students commented on how outstanding many of the programs at Skyline College are (i.e., automotive technology, sports, music, art, telecommunications and science) and how these programs provided important skills and competencies for future work in industry and/or study at a four-year institution. There were a handful of students who wrote about the need for additional programs (e.g., nursing) to satisfy their intended educational goal. Students also made mention of the fact that Skyline offered programs that other colleges in the area did not.

Classes. A number of students commented that they liked the large variety of courses that were offered and that most classes were available, making it easy to transfer or complete a course of study in a timely manner. Students also wrote that they believed that there was something for everybody (e.g., working, part-time, and older returning students). According to these students, the large variety of courses allowed them to explore educational and career paths they might not have thought about or options they might not have considered otherwise. On the other hand, many students commented that they would like to see more variety in the course offerings, particularly in the art, music, health sciences and evening course offerings. Students also commented on how much they liked the small class size because they believed they were receiving the kind of personal attention from the instructor that they needed in order to learn and be successful.

Faculty. Many comments were made regarding the quality of instruction, and most were very positive. Students wrote that instructors were mostly very friendly, helpful, and approachable. They believed that instructors were generally available when students needed help and that they were interested in their students’ success. Students also commented on how knowledgeable the faculty was and they believed that most instructors were well-qualified to teach in their subject areas. They believed that instructors tried to make the class content not only interesting but relevant and appreciated in particular the hands-on and practical work that helped them prepare for real-world situations. Some students commented on the difficulty they had understanding some of the instructors’ accents and would like for instructors to speak more clearly. They also commented that there were some instructors who were no longer interested or motivated to teach, which created a non-stimulating learning environment. On the other hand, other students commented that their instructors were very inspiring and demonstrated commitment to their students and a passion for teaching. Some comments suggested conducting student evaluations of courses each semester to provide helpful feedback.

Registration Effectiveness

The survey items that comprised the Registration Effectiveness scale assessed issues associated with registration and billing. This scale also measured the college’s commitment to making this process as smooth and effective as possible.

This scale was tied for the second most important overall (6.13) and ranked as the highest on satisfaction (5.31), with a performance gap of .82. The comparison colleges ranked this scale as the most important overall (6.13) and tied for the second highest on satisfaction (5.13), with a performance gap of 1.00.

Importance scores ranged from 6.43 (convenience of class times) to 5.96 (convenience of business office hours). Satisfaction scores ranged from 5.56 (helpfulness of bookstore
The item in this scale that received the highest score on importance was regarding the convenience of class times (6.43), which received the second to lowest score on satisfaction (5.20), creating a performance gap of 1.23. The item with the second highest score on importance was regarding the ability to register for classes with few conflicts (6.37), which received the third highest score on satisfaction (5.40), leaving a performance gap of .97.

The item that received the highest score on satisfaction was regarding the helpfulness of bookstore staff (5.56). The item with the second highest score was regarding the convenient ways of paying the school bill (5.45). The item that received the lowest satisfaction rating was regarding the reasonableness of billing policies (5.09).

Summary of Related Student Comments

Convenient Class Schedule. There were contradictory comments about the convenience of the class schedule. A number of students commented that the class schedule offered a wide range of days and times that were flexible and fit their busy schedules, with plentiful choices, variety, and availability. However, other students wished that there were more choices of days and times for course offerings and better availability. These students said that some classes offered only one or two choices of days and times, which created schedule conflicts and forced students to choose between two classes that were offered at the same time. These students wished there were more day, evening, and Saturday course options. Meanwhile, other students said that they were happy with the plentiful options for morning, afternoon, evening, and weekend courses.

Ability to Register. There were contradictory comments regarding students’ ability to register for classes. A number of students said that the enrollment and registration processes were easy. They commented that classes were not crowded and not difficult to get into, unlike other colleges in San Francisco such as San Francisco State. However, other students said that classes were impacted. These students wished for more openings in current courses, more offerings of the same courses, and additional choices of instructors. A number of students commented that core courses, transfer courses, and
courses in science and nursing were highest in demand. Overall, students said that WebSMART was easy and convenient to use.

**Safety and Security**

The survey items that comprised the Safety and Security scale assessed the college’s responsiveness to students’ personal safety and security on campus. This scale measured the effectiveness of both personnel and campus facilities.

This scale was tied for the fourth most important overall (6.06) and lowest on satisfaction (4.58), creating a performance gap of 1.48. The comparison colleges also ranked this scale as fourth most important overall (6.08) and lowest on satisfaction (4.58), creating a performance gap of 1.50.

Importance scores ranged from 6.32 (campus safety and security) to 5.56 (helpfulness of security staff). Satisfaction scores ranged from 5.12 (safety and security of campus) to 4.19 (adequacy of student parking). Performance gaps ranged from 2.02 (adequacy of student parking) to 1.01 (helpfulness of security staff).

The item in this scale that received the highest score on importance was regarding campus safety and security (6.32), which also received the highest score on satisfaction (5.12), leaving a performance gap of 1.20. Two items tied for the second highest score of 6.21. The item regarding well-lit and secure parking lots received the second lowest score on satisfaction (4.44), creating a performance gap of 1.77. The item regarding the adequacy of student parking received the lowest score on satisfaction (4.19), creating a performance gap of 2.02.

Summary of Related Student Comments

**Parking Availability.** A number of students commented that parking on campus was plentiful, while the majority said that the campus needed more parking. Students wrote that they have been late to class or missed class entirely because they could not find parking. A few students commented that parking was a bigger problem at certain times of day, such as at 10am and at 7pm, and that staff parking was largely unused in the evening. Students suggested providing closer parking spaces to the buildings, which was particularly important for evening students who walked to their cars after dark, and
making parking free. There were also comments that parking for off-campus classes was plentiful and convenient.

Campus Safety. Students expressed in their comments their wish for improved security on campus. Some students felt unsafe, citing examples of stolen cars, theft, vandalism, graffiti, and being followed to their car by unknown, unwanted individuals. A number of students would like better lighting in the parking lots and a greater security presence in parking lots in the evening. Some students also commented on the need for staff-related improvements, such as better availability of security staff, faster response time, more helpfulness, and giving fewer parking tickets.

Service Excellence
The survey items that comprised the Service Excellence scale assessed the attitude of staff toward students, particularly front-line staff. This scale pinpointed the areas of the campus where quality service and personal concern for students were rated most and least favorably.

This scale was tied for eighth highest on importance (5.89) and tied for fourth highest on satisfaction (5.03), with a performance gap of .86. The comparison colleges ranked this scale as ninth highest on importance (5.86) and sixth highest on satisfaction (4.90), with a performance gap of .96.

Importance scores ranged from 6.10 (helpfulness of registration personnel) to 5.39 (students know what is happening on campus). Satisfaction scores ranged from 5.56 (helpfulness of bookstore staff) to 4.51 (students know what is happening on campus). Performance gaps ranged from 1.29 (availability of channels for expressing complaints) to .41 (helpfulness of bookstore staff).

The item in this scale that received the highest score on importance was regarding the helpfulness of registration personnel (6.10), which received the third highest score on satisfaction (5.25), leaving a performance gap of .85. The item with the second highest score on importance was regarding the helpfulness and approachability of library staff (6.00), which also received the second highest score on satisfaction (5.36), leaving a performance gap of .64.

The item that received the highest score on satisfaction was regarding the helpfulness of bookstore staff (5.56). The item that received the lowest satisfaction rating was regarding how well students know what is happening on campus (4.51).
Summary of Related Student Comments

Overall, students were pleased with the quality of service provided on campus. Praise was given to faculty, counselors, administrators, financial aid personnel, cashiers, and clerks. Students commented overwhelmingly on the helpfulness of staff, which made it easier for them to reach their educational goals. In addition, Skyline staff was described as knowledgeable, supportive, and caring. Students said that staff members were friendly while helping students succeed.

Student Centeredness

The survey items that comprised the Student Centeredness scale assessed the college’s effort to convey to students that they were important to the college. This scale measured the college’s attitude toward students and the extent to which they felt welcomed and valued.

This scale was ranked as the second to lowest on importance (5.88) and tied for fourth highest on satisfaction (5.03), with a performance gap of .85. The comparison colleges also ranked this scale as second to lowest on importance (5.84) and fourth highest on satisfaction (5.02), with a performance gap of .82.

Importance scores ranged from 6.05 (students feeling welcome on campus) to 5.30 (students’ sense of belonging). Satisfaction scores ranged from 5.18 (students’ feeling of welcome on campus) to 4.83 (college’s concern for students as individuals). Performance gaps ranged from 1.20 (college’s concern for students as individuals) to .33 (students’ sense of belonging).

The item in this scale that received the highest score on importance was regarding students feeling welcome on campus (6.05), which also received the highest score on satisfaction (5.18), leaving a performance gap of .87. The item with the second highest score on importance was regarding the college’s concern for students as individuals (6.03), which received the lowest score on satisfaction (4.83), creating a performance gap of 1.20. Two items tied for the second highest score on satisfaction (5.13): the caring and helpfulness of staff, and the enjoyableness of the student experience.
Summary of Related Student Comments
A number of students commented that the faculty and staff were caring and helpful. They believed that staff and faculty were interested in helping students achieve their educational goals. Students also commented that the college did what it could to accommodate students and to assist them in getting the classes and resources they needed to be successful. Although there were some comments about how impolite and/or unhelpful certain staff had been, most comments indicated that the college in general helped students make a smooth transition to the workplace or to a four-year institution.

Responsiveness to Diverse Populations
The survey items that comprised the Responsiveness to Diverse Populations scale assessed the college’s commitment to specific groups of students enrolled, such as under-represented populations, students with disabilities, commuters, part-time students, and older returning learners. Students rated these items on the scale of satisfaction.

This scale received an average satisfaction score of 5.18, compared with an average of 5.23 for the comparison colleges. Satisfaction scores ranged from 5.35 (college’s commitment to part-time students) to 5.02 (college’s commitment to commuters). The items in this scale that received the highest satisfaction scores were regarding the college’s commitment to part-time students (5.35) and to evening students (5.26). The item with the lowest score was regarding the college’s commitment to commuters (5.02).
Summary of Related Student Comments

Many students commented that the evening classes provided a convenient way to attend school while working full-time and/or raising a family. Although some students commented that the variety of evening classes was sufficient for them to stay interested in school and complete a program of study in a timely manner, many other students commented that there were not enough evening classes offered. These students dealt with conflicting priorities (work, school, and home) and believed that class choices and access to classes should be made easier and more convenient. Many of these students indicated that they would like more classes with alternative instructional delivery modes (e.g., online and weekend classes) so that they could fit going to school and studying into their busy schedules. They liked the convenience of off-campus classes particularly because the parking was more available and the classrooms were more accessible. A number of students with disabilities also commented that Skyline’s DSPS program and counselors provided the help they needed to succeed (e.g., books on tape and assessment services). Others believed that the college needed to improve certain areas (i.e., science labs) to better accommodate students with disabilities. Some of the older returning students commented that the college offered something for everyone and, since they began taking classes at Skyline, they became interested in subjects they may not have taken otherwise, which enriched their lives.

Campus-Specific Items

Ten customized items on the survey were developed by the college to assess topics specific to the campus. These topics included access to information and services, and policies to control cheating and smoking.

Importance scores ranged from 6.54 (WebSMART’s ease of use) to 5.99 (availability of support services). Satisfaction scores ranged from 6.08 (WebSMART’s ease of use) to 4.38 (sufficiency of smoking restrictions). Performance gaps ranged from 1.64 (sufficiency of the smoking restrictions) to .46 (WebSMART’s ease of use).

The item that received the highest score on importance was regarding WebSMART’s ease of use (6.54), which also received the highest score on satisfaction (6.08), leaving a performance gap of .46. The item with the second highest score on importance was
regarding the usefulness of the class schedule (6.41), which received the third highest score on satisfaction (5.80), leaving a performance gap of .61.

The item that received the second highest score on satisfaction was regarding the usefulness of the college’s website (5.81). The item that received the lowest satisfaction rating was regarding the sufficiency of the smoking restrictions (4.38).

Overall Satisfaction

Three items on the survey addressed the students’ overall satisfaction with their experience at Skyline College. These items provided a bottom-line summary of student perceptions.

The first item assessed how well the students’ experience at Skyline College met their expectation. Forty-two percent of respondents said that their experience was better, quite a bit better, or much better than expected. The second item assessed the students’ overall satisfaction with their experience thus far. Seventy percent of respondents said that they were somewhat satisfied to very satisfied. The third item assessed whether the students
would enroll at the college if they could do it over again. Sixty-three percent said they probably or definitely would enroll again.

96. So far, how has your college experience met your expectations?

- Much worse than expected: 2%
- Quite a bit worse than expected: 2%
- Worse than expected: 9%
- About expected: 47%
- Better than expected: 21%
- Quite a bit better than expected: 11%
- Much better than expected: 10%

97. Rate your overall satisfaction with your experience here thus far.

- Not satisfied at all: 1%
- Not very satisfied: 3%
- Somewhat dissatisfied: 7%
- Neutral: 18%
- Somewhat satisfied: 22%
- Satisfied: 35%
- Very satisfied: 13%

98. All in all, if you had it to do over again, would you enroll here?

- Definitely not: 2%
- Probably not: 4%
- Maybe not: 4%
- I don't know: 12%
- Maybe yes: 14%
- Probably yes: 31%
- Definitely yes: 32%

Factors in the Decision to Enroll
Students rated the importance of specific factors in their decision to enroll at Skyline College.
Importance scores ranged from 6.17 (cost) to 3.98 (opportunity to play sports). The factors that were rated most important were cost (6.17), academic reputation (5.63), and financial aid (5.56). The factors that were rated least important were the opportunity to play sports (3.98), recommendations for the college from family and friends (4.88), and campus appearance (5.16). Sixty-two percent of respondents indicated that Skyline College was their first choice of institutions to attend.

Summary of Related Student Comments
Many students commented that they liked attending Skyline College because of its location close to their work or home. They also commented that they liked that the campus was easy to access, was not too crowded, and that the cool, foggy weather was very conducive to studying. Some students commented that they believed the cost of going to Skyline was very affordable considering the quality of education they received. These students stated that the affordability allowed them to explore options and study at a pace that fit their lifestyle.
Conclusions & Recommendations
1. The Academic Advising and Counseling scale ranked highest on importance, implying that students believed counseling services were critical to their learning experience and success. This scale correlated to several components of the WASC/ACCJC accreditation standards which assess the quality of support services (i.e., II.B.1 and II.B.c). Students rated the items in this scale relatively high on satisfaction, indicating that they believed that Skyline counselors were knowledgeable about transfer and program requirements and were approachable. These sentiments were validated through the related comments which suggested that students were generally pleased with the level of services provided by the counseling department and that Skyline met their expectation. The only notable complaint was the lack of counselors and the long wait or difficulty obtaining a convenient appointment with a counselor. These results were consistent with the focus group study conducted in fall 2005 which found that Skyline students were serious about their learning outcomes and recognized the importance of counseling services. **Recommendations.** The counseling services at Skyline should be recognized as a strength to be maintained, as well as a service that is necessary in order to satisfy minimum student expectation.

2. The Academic Services scale included questions regarding the library, tutoring services and learning labs, ranked in the top five on importance. This is an indication that students believed this was an area that supported their learning success. The items in this scale also correlated to a number of components in the accreditation standards, particularly those components that assess the quality and adequacy of support services as well as the technology, laboratories, and equipment (i.e., II.B.1, II.C.1, III.C.1.c and III.B.1.b). This scale also rated second highest on satisfaction. The performance gaps between importance and satisfaction ranged from .64 to 1.15, some of the smallest gaps found in the survey. This suggested that the college met students’ expectations in this area. Students were particularly satisfied with the usefulness of the library and the helpfulness of the staff, as well as the value and positive benefits of tutoring services. On the other hand, the importance and satisfaction ratings as well as the comments regarding the laboratories and lab equipment indicated that Skyline fell short of student expectations in this area. **Recommendations.** While comments stated that students were generally pleased to have access to computers and computer labs, many students commented that the labs and lab equipment were outdated and the quality of the facilities and supplies were poor. Students also suggested in the comments that the library hours should be extended to accommodate student work and home-life schedules and that more tutors be added to The Learning Center.

3. The Admissions and Financial Aid scale captured student opinion toward how effectively Skyline enrolled students and whether financial aid was adequate. This scale correlated to a few components in the WASC/ACCJC accreditation standards that pertain to the college’s portrayal of programs and services as well as the quality of admissions and financial aid services (i.e., II.A.6.c and II.B.1) This scale ranked seventh in overall importance out of eleven scales and was ninth in overall satisfaction. These rankings were identical to the comparison group of California community colleges. The item with the largest gap between importance and satisfaction pertained to the adequacy of financial aid. Although a number of students commented that they were happy with the financial aid packages and the re-payment plans, some students commented that there was insufficient information about financial aid. This is a critical area of importance as evidenced by the survey results,
from the questions which asked about factors that contributed to students’ decision to enroll at Skyline. Students indicated that financial aid was one of the top three factors in their decision to enroll. However, other questions around this same topic indicated that it was likely that many students were unaware of the financial aid packages available to them.

Recommendations. Information on financial aid should continue to be part of the orientation and outreach communication efforts. Moreover, this information should be part of the college’s general marketing efforts.

4. The **Campus Climate** scale ranked in the bottom five on overall importance and satisfaction. The three items that were rated highest on satisfaction were the items regarding the helpfulness of staff, the campus as a welcoming place, and how enjoyable the student’s experience was. Numerous comments clarified these ratings by claiming that the small campus and cool weather made for a cozy atmosphere which was conducive to learning. These same attributes were described by students in the fall 2005 focus group study. The following items within this scale ranked high on importance and low on satisfaction: campus safety and security, helping students reach their education goal, and providing students with channels for expressing complaints. These areas were discussed in the student comments and were perceived as hindrances to a successful learning experience. Students also commented that there was insufficient information about events, activities, and clubs that would help them to stay connected to the college community. Many of the items in this scale, along with the related comments, correlated to various components in the WASC/ACCJC accreditation standards, specifically the components which assess treatment of students and the learning environment (III.A.4.c).

Recommendations. The college should invest more energy and resources into communicating information about college programs, services, events and activities. Providing greater and more widespread communication in these areas would likely have a positive impact on both enrollment and student retention.

5. Although the **Campus Support Services** scale was ranked lowest in overall importance, the performance gaps between importance and satisfaction were relatively small (.33 to 1.04) with the majority of items falling in the lower end of the range. This is an indication that the college met and even exceeded student expectation in the area of campus support services (i.e., child care services and orientation services). Related comments were also indications that students were generally satisfied with many of the support services offered at Skyline, with particular mention of the transfer center, career services, child care center, and orientation/matriculation services. However, a number of comments indicated that there was lack of awareness and information about support services. Many of the items in this scale as well as related comments correlated to components in the WASC/ACCJC accreditation standards (i.e., II.B.1).

Recommendations. The services within the Campus Support Services scale potentially have a positive impact on student success and retention (Astin, 1985). It is important that the college continue to maintain the quality and accessibility of these and other support services, as well as continue to promote these services wherever possible.

6. The items found in the **Concern for the Individual** scale were focused on the degree to which the faculty, staff, and college as a whole treat the student. This scale tied for fourth on importance and ranked seventh highest on satisfaction. Performance gaps
ranged from .81 to 1.29, indicating that there were some areas in this scale where the college fully met students’ expectations and other areas where the college partially met student expectation. More specifically, the item regarding fair and unbiased treatment by the faculty rated highest on importance as well as on satisfaction. The item regarding the college’s concern for students as individuals rated high on importance but low on satisfaction. There was evidence in other parts of the survey and in the comments that this perception may in part have been due to lack of opportunities to express concerns or complaints as well as lack of information available on programs, services, and campus activities and events.

Recommendations. Students expressed an interest in having the college provide more opportunities for students to voice their opinions and concerns. The college has made some strides in this area the past year through the implementation of the student survey and the focus groups in the fall. The college should continue to provide opportunities for gathering students' opinions and may want to look at ways to collect on-going recommendations from students.

7. The *Instructional Effectiveness* scale ranked second most important overall and third highest on satisfaction with relatively small performance gap between importance and satisfaction of .82. Many of the items in this scale as well as related comments correlated to components in the WASC/ACCJC accreditation standards (i.e., II.A.1.a, II.A.2.c and III.A.4.c), specifically those items regarding the quality of instruction, treatment of students, and meeting diverse student needs. The items in this scale that rated highest on importance and satisfaction related to faculty’s concern for student success and treatment of students in an unbiased manner. The item that rated the lowest on satisfaction asked about students being alerted early in the term about their performance. The dissatisfaction in this area was echoed in a number of comments, claiming that students would like to know more about their progress early enough to do something about it. Other related comments in this scale indicated that most students were satisfied with the quality of instruction and the variety of courses and programs offered. Students believed that Skyline offered something for everyone, which allowed them to explore options they may not have considered otherwise.

Recommendations. The college may want to consider an early alert system as part of the retention and enrollment management strategy. It is evident from the survey responses and comments that the college has provided a transformative experience for many students and that the instructors provided an intellectually stimulating and motivating learning environment. These are strengths that the college should promote and look for ways in which to sustain.

8. The *Registration Effectiveness* scale also ranked second most important overall, but highest on satisfaction. The item that rated the highest on importance but lowest on satisfaction was regarding the convenience of the class schedule. Student comments in this area were conflicting. Many students commented that they were pleased with class scheduling and availability, which allowed for flexibility and choice. Many other students noted that they would like classes to be offered on more convenient days and times (e.g., Saturday classes, more evening classes, and more distance learning classes) and that many of the science classes filled up too quickly. A few of the items in this scale as well as related comments correlated to components in the WASC/ACCJC accreditation standards (i.e., II.B.1), specifically those related to the quality of support services.
Recommendations. The diverse demographics and changing needs of the students at Skyline has made it more challenging to meet the demands of all students. However, continuous investigation into enrollment trends and analysis of scheduling options will help to meet these challenges and respond to the needs of Skyline College students and the community.

9. The performance gap between overall importance and satisfaction in the Safety and Security scale was the largest scale gap in the survey (1.48). Students ranked this scale as the fourth most important overall and the lowest on satisfaction. The item in the scale that received the lowest on satisfaction with a high importance rating was regarding the adequacy of lighting and security in the parking lots. The comments echoed these ratings. Many students commented that they did not feel safe on campus, particularly at night, and would like better lighting and a greater presence of security staff patrolling the parking lots. A number of similar issues have surfaced as a result of the Education and Facilities Master Planning Project (EFMPP) which was being developed during the spring 2006 semester. Several items on the scale and related comments directly pertained to components in the WASC/ACCJC accreditation standards (i.e., III.B.1.b), which assess the college environment with regard to safety, security, healthfulness, and physical resources. Recommendations. The EFMPP will likely help to remedy some of the student concerns related to safety and security (e.g., lighting in the parking lot). Moreover, an in-depth assessment of this topic and action planning will occur as part of the accreditation self-study process which will also help to remedy some of these concerns. The college should conduct regular follow-up studies (annually or biannually) with the students to help determine how well these concerns are being addressed and if perceptions have changed.

10. The Service Excellence scale ranked in the bottom five on overall importance and in the top five on overall satisfaction. The areas within this scale that rated highest on satisfaction and importance related to registration services and library services. Student comments reflected general satisfaction with the level of service provided. Students believed that the staff was knowledgeable, supportive, helpful, and caring.

11. The scale that ranked second lowest on importance was Student Centeredness. This scale had relatively small performance gaps between importance and satisfaction on most of the items, indicating that the college met students’ expectations in this area. However, the item that rated second highest on importance rated lowest on satisfaction within this scale. This item asked whether the college was concerned about students as individuals. Comments related to this scale were somewhat mixed. Many students believed that faculty and staff cared about student success and achievement of their educational goal, while others believed that the college staff could be more helpful. Recommendations. Because of the conflicting results, this may be an area to further investigate through a focus group or a more narrowly focused survey.

12. The scale that asked students about how responsive the college was to varying student needs and interests, Responsiveness to Diverse Populations, examined these areas in terms of satisfaction only. This scale received an overall satisfaction rating of 5.18 on a seven point scale. The items that received the highest scores were regarding the college’s commitment to part-time and evening students. Many comments echoed these ratings. Students commented about the convenience of attending school at night
and how this allowed them to manage conflicting priorities such as school, work and family life. Many of these students also mentioned the need to have alternative instructional delivery modes (e.g., distance learning) available to them so that they could take classes at their convenience. Some students commented on the DSPS services and how these services helped them to succeed. Several other students commented that the college offered many opportunities for older, returning students, which had enriched their lives as a result. A few of the items in this scale as well as related comments correlated to components in the WASC/ACCJC accreditation standards (i.e., II.A.1.a) which assess the college’s responsiveness to diverse student needs.

**Recommendations.** This section of the survey verified students’ perceptions that there are many unexpected benefits including something for everyone and a convenient way to explore opportunities. These unexpected benefits and opportunities add to the college experience and should be promoted by the college as a value-added benefit.

13. The survey included ten **Campus-Specific Items** asked about the usefulness of the college’s website, the WebSMART registration system, class schedule, catalog, and student handbook. These items generally rated favorably with relatively high levels of importance. However, the item in this section that asked about the effectiveness of the smoking restrictions at Skyline rated the lowest on satisfaction. Numerous comments mentioned the need for a no smoking policy or smoking restrictions on campus. Many students believed there has been too much smoking on campus and that it was not only a health risk to those who did not smoke but made for an unpleasant environment.

**Recommendations.** As Skyline moves forward in its decision to manage the smoking issue on campus, it may be beneficial to communicate the effort throughout the process so that students are aware that it has been recognized as a concern and that it is being addressed.

14. Three items on the survey addressed **Overall Satisfaction.** The first item assessed whether the students’ experience at Skyline College met their expectations. Forty-two percent of students indicated that their experience met or exceeded their expectations while an additional 47% indicated that it was about what they expected. The second item on overall satisfaction assessed students’ experience thus far. Forty-nine percent of the students indicated that they were very satisfied or satisfied, and another 22% indicated that they were somewhat satisfied (70% total). The third item assessed whether the students would enroll at the college if they could do it over again. Sixty-three percent indicated they would probably or definitely enroll again. This figure was consistent with the college’s average term persistence rate of 63%.

**Recommendations.** Overall, the majority of students were satisfied with their college experience at Skyline and the majority would do it all over again. However, the survey and persistence data revealed that approximately 30% of the students were undecided about continuing at Skyline or college in general. This indicates that Skyline has the opportunity to influence approximately 2,500 students each semester in their decision to continue. This has strong implications for enrollment management (e.g., retention strategies).

15. Students were asked to rate various factors in their decision to enroll at Skyline. The three factors of greatest importance in their decision to enroll were cost, academic reputation, and financial aid. The three factors of least importance or influence were
the opportunity to play sports, campus appearance, and recommendations by family and friends.

**Recommendations.** Skyline has the opportunity to influence students decisions to enroll in a variety of ways. Two of the top three factors in the students’ decision to enroll at Skyline, academic reputation and financial aid, should be carefully leveraged through marketing, communication and other outreach efforts.
Appendix A
Survey Instrument
Dear Student,

Your institution is interested in systematically listening to its students. Therefore, your thoughtful and honest responses to this inventory are very important.

You are part of a sample of students carefully selected to share feedback about your college experiences thus far. Your responses will give your campus leadership insights about the aspects of college that are important to you as well as how satisfied you are with them.

To preserve confidentiality, your name is not requested. — Thank you for your participation.

Instructions:

- Use a No. 2 pencil only. Please do not use ink or ballpoint pen.
- Erase changes completely and cleanly.
- Completely darken the oval that corresponds to your response.

Each item below describes an expectation about your experience on this campus. To the left, tell us how important it is for your institution to meet this expectation. On the right tell us how satisfied you feel that your institution has met this expectation.

<table>
<thead>
<tr>
<th>Importance to me</th>
<th>My level of satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 - not important at all</td>
<td>not available/not used</td>
</tr>
<tr>
<td>2 - not very important</td>
<td>very satisfied - 7</td>
</tr>
<tr>
<td>3 - somewhat unimportant</td>
<td>satisfied - 6</td>
</tr>
<tr>
<td>4 - neutral</td>
<td>somewhat satisfied - 5</td>
</tr>
<tr>
<td>5 - somewhat important</td>
<td>neutral - 4</td>
</tr>
<tr>
<td>6 - important</td>
<td>somewhat dissatisfied - 3</td>
</tr>
<tr>
<td>7 - very important</td>
<td>not very satisfied - 2</td>
</tr>
</tbody>
</table>

1. Most students feel a sense of belonging here.
2. Faculty care about me as an individual.
3. The quality of instruction in the vocational/technical programs is excellent.
4. Security staff are helpful.
5. The personnel involved in registration are helpful.
6. My academic advisor is approachable.
7. Adequate financial aid is available for most students.
8. Classes are scheduled at times that are convenient for me.
9. Internships or practical experiences are provided in my degree/certificate program.
10. Child care facilities are available on campus.
11. Security staff respond quickly in emergencies.
12. My academic advisor helps me set goals to work toward.
13. Financial aid awards are announced to students in time to be helpful in college planning.
14. Library resources and services are adequate.
15. I am able to register for classes I need with few conflicts.
16. The college shows concern for students as individuals.
17. Personnel in the Veterans' Services program are helpful.
18. The quality of instruction I receive in most of my classes is excellent.
19. This campus provides effective support services for displaced homemakers.
20. Financial aid counselors are helpful.

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1. There are a sufficient number of study areas on campus.
2. People on this campus respect and support each other.
3. Faculty are understanding of students' unique life circumstances.
4. Parking lots are well-lit and secure.
5. My academic advisor is concerned about my success as an individual.
6. Library staff are helpful and approachable.
7. The campus staff are caring and helpful.
8. It is an enjoyable experience to be a student on this campus.
9. Faculty are fair and unbiased in their treatment of individual students.
10. The career services office provides students with the help they need to get a job.
11. The campus is safe and secure for all students.
12. My academic advisor is knowledgeable about my program requirements.
13. Admissions counselors accurately portray the campus in their recruiting practices.
14. Computer labs are adequate and accessible.
15. Policies and procedures regarding registration and course selection are clear and well-publicized.
16. Students are made to feel welcome on this campus.
17. Faculty take into consideration student differences as they teach their courses.
18. The student center is a comfortable place to study.
19. The amount of student participation on campus is adequate.
20. My academic advisor is knowledgeable about transfer requirements of other schools.
21. Admissions staff are knowledgeable.
22. The equipment and the facilities is kept up to date.
23. Class (course, lab) policies are reasonable.
24. I generally know what's happening on campus.
25. This institution has a good reputation within the community.
26. Faculty provide timely feedback about student progress in a course.
27. There are adequate services to help me decide upon a career.
28. Counseling staff care about students as individuals.
29. Admissions counselors respond to prospective students' unique needs and requests.
30. Tutoring services are readily available.
31. There are convenient ways of paying my school bill.
32. This school does whatever it can to help me reach my educational goals.
33. The assessment and course placement procedures are reasonable.
34. Faculty are interested in my academic problems.
35. Academic support services adequately meet the needs of students.
36. The business office is open during hours which are convenient for most students.
37. Administrators are approachable to students.
38. Nearly all of the faculty are knowledgeable in their fields.
39. New student orientation services help students adjust to college.
40. Billing policies are reasonable.
41. Faculty are usually available after class and during office hours.
42. Bookstore staff are helpful.
43. I seldom get the "run-around" when seeking information on this campus.
44. Nearly all classes deal with practical experiences and applications.
45. Students are notified early in the term if they are doing poorly in a class.
46. Program requirements are clear and reasonable.
47. Channels for expressing student complaints are readily available.
48. On the whole, the campus is well-maintained.
49. There is a good variety of courses provided on this campus.
50. I am able to experience intellectual growth here.
Your institution may choose to provide you with additional questions on a separate sheet. The section below numbered 71 - 80 is provided as a response area for those additional questions. Continue on to item 81 when you have completed this section.

Importance to me...
1. not important at all
2. not very important
3. somewhat unimportant
4. neutral
5. somewhat important
6. important
7. very important

My level of satisfaction
not available/not used
very satisfied - 7
satisfied - 6
neutral - 4
somewhat satisfied - 3
not very satisfied - 2
not satisfied at all - 1

(If items 71-80 not available, skip to item 81.)

71. 72. 73. 74. 75.
76. 77. 78. 79. 80.

How satisfied are you that this campus demonstrates a commitment to meeting the needs of:


How important were each of the following factors in your decision to enroll here?

87. 88. 89. 90. 91. 92. 93. 94. 95.

Choose the one response that best applies to you and darken the corresponding oval for each of the questions below.

96. So far, how has your college experience met your expectations?
(1) Much worse than I expected
(2) Quite a bit worse than I expected
(3) Worse than I expected
(4) About what I expected
(5) Better than I expected
(6) Quite a bit better than I expected
(7) Much better than I expected

97. Rate your overall satisfaction with your experience here thus far.
(1) Not satisfied at all
(2) Not very satisfied
(3) Somewhat dissatisfied
(4) Neutral
(5) Somewhat satisfied
(6) Satisfied
(7) Very satisfied

98. All in all, if you had it to do over again, would you enroll here?
(1) Definitely not
(2) Probably not
(3) Maybe not
(4) I don’t know
(5) Maybe yes
(6) Probably yes
(7) Definitely yes

CONTINUE TO THE NEXT PAGE
Choose the one response that best describes you and darken the corresponding oval for each of the items below.

99. Gender:
   ① Female
   ② Male

100. Age:
   ① 18 and under
   ② 19 to 24
   ③ 25 to 34
   ④ 35 to 44
   ⑤ 45 and over

101. Ethnicity/Race:
   ① African-American
   ② American Indian or Alaskan Native
   ③ Asian or Pacific Islander
   ④ Caucasian/White
   ⑤ Hispanic
   ⑥ Other
   ⑦ Prefer not to respond

102. Current Enrollment Status:
   ① Day
   ② Evening
   ③ Weekend

103. Current Class Load:
   ① Full-time
   ② Part-time

104. Class Level:
   (Years in attendance at this college)
   ① 1 or less
   ② 2
   ③ 3
   ④ 4 or more

105. Current GPA:
   ① No credits earned
   ② 1.99 or below
   ③ 2.0 - 2.49
   ④ 2.5 - 2.99
   ⑤ 3.0 - 3.49
   ⑥ 3.5 or above

106. Educational Goal:
   ① Associate degree
   ② Vocational/technical program
   ③ Transfer to another institution
   ④ Certification (initial or renewal)
   ⑤ Self-improvement/pleasure
   ⑥ Job-related training
   ⑦ Other

107. Employment:
   ① Full-time off campus
   ② Part-time off campus
   ③ Full-time on campus
   ④ Part-time on campus
   ⑤ Not employed

108. Current Residence:
   ① Residence hall
   ② Own house
   ③ Rent room or apartment off campus
   ④ Parent's home
   ⑤ Other

109. Residence Classification:
   ① In-state
   ② Out-of-state
   ③ International (not U.S. citizen)

110. Disabilities:
   Physical disability or a diagnosed learning disability?
   ① Yes
   ② No

111. When I entered this institution, it was my:
   ① 1st choice
   ② 2nd choice
   ③ 3rd choice or lower

112. Major:
   Fill in major code from list provided by your institution.

113. Item requested by your institution:
   ①
   ②
   ③
   ④
   ⑤
   ⑥

Thank you for taking the time to complete this inventory.
Please do not fold.

Social Security Number:
Write your Social Security number in the nine spaces of the box provided.
Completely darken the corresponding oval.

Your Social Security Number is requested for research purposes and will not appear on any report.

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Campus-Specific Items

71. The information on the college’s website is useful.
72. The on-line registration, Websmart, is easy to use.
73. The information in the class schedule is useful.
74. The information in the college catalog is useful.
75. The information in the student handbook is useful.
76. I am satisfied with the availability of student support services.
77. Classrooms and labs are adequately equipped with technology for learning.
78. Most students at Skyline College do their own work and do not participate in activities that might be considered cheating.
79. Skyline’s policies adequately control cheating and plagiarism.
80. Restrictions on smoking at Skyline College campus are sufficient.

Open-Ended Comments

1. What do you believe are the best things that Skyline College has to offer and how has this benefited you in achieving your educational goals?

2. What do you believe Skyline College needs to improve on in order to provide a quality educational service to students and the community?
Appendix B
Item Analysis
## Institutional Summary - Student Campus Climate Survey 2006

### Scale Importance | Satisfaction | SD | Gap
--- | --- | --- | ---
Academic Advising/Counseling | 6.17 | 5.02 | 1.15 | 1.29
Academic Services | 6.06 | 5.21 | 0.85 | 1.05
Admissions and Financial Aid | 5.94 | 4.88 | 1.06 | 1.18
Campus Climate | 5.89 | 4.96 | 0.93 | 1.07
Campus Support Services | 5.46 | 4.76 | 0.70 | 1.13
Concern for the Individual | 6.06 | 4.98 | 1.08 | 1.22
Instructional Effectiveness | 6.13 | 5.12 | 1.01 | 1.07
Registration Effectiveness | 6.13 | 5.31 | 0.82 | 1.02
Safety and Security | 6.06 | 4.58 | 1.48 | 1.23
Service Excellence | 5.89 | 5.03 | 0.86 | 1.04
Student Centeredness | 5.88 | 5.03 | 0.85 | 1.15
Responsiveness to Diverse Populations | - | 5.18 | 1.23 | -

### Item Importance | Satisfaction | SD | Gap
--- | --- | --- | ---
1. Most students feel a sense of belonging here. | 5.30 | 4.97 | 0.33 | 1.38
2. Faculty care about me as an individual. | 5.89 | 5.08 | 0.81 | 1.43
3. The quality of instruction in the vocational/technical programs is excellent. | 5.87 | 5.11 | 0.76 | 1.33
4. Security staff are helpful. | 5.56 | 4.55 | 1.01 | 1.60
5. The personnel involved in registration are helpful. | 6.10 | 5.25 | 0.85 | 1.42
6. My academic advisor is approachable. | 6.17 | 5.14 | 1.03 | 1.58
7. Adequate financial aid is available for most students. | 6.09 | 4.82 | 1.27 | 1.65
8. Classes are scheduled at times that are convenient for me. | 6.43 | 5.20 | 1.23 | 1.59
9. Internships or practical experiences are provided in my degree/certificate program. | 5.85 | 4.40 | 1.45 | 1.60
10. Child care facilities are available on campus. | 4.79 | 4.66 | 0.13 | 1.41
11. Security staff respond quickly in emergencies. | 5.99 | 4.61 | 1.38 | 1.43
12. My academic advisor helps me set goals to work toward. | 6.21 | 5.03 | 1.18 | 1.67
13. Financial aid awards are announced to students in time to be helpful in college planning. | 5.96 | 4.77 | 1.19 | 1.59
14. Library resources and services are adequate. | 6.23 | 5.57 | 0.66 | 1.31
15. I am able to register for classes I need with few conflicts. | 6.37 | 5.40 | 0.97 | 1.50
16. The college shows concern for students as individuals. | 6.03 | 4.83 | 1.20 | 1.53
17. Personnel in the Veterans' Services program are helpful. | 4.64 | 4.42 | 0.22 | 1.26
18. The quality of instruction I receive in most of my classes is excellent. | 6.42 | 5.41 | 1.01 | 1.37
19. This campus provides effective support services for displaced homemakers. | 5.15 | 4.57 | 0.58 | 1.33
20. Financial aid counselors are helpful. | 5.93 | 4.76 | 1.17 | 1.59
21. There are a sufficient number of study areas on campus. | 6.05 | 5.04 | 1.01 | 1.52
22. People on this campus respect and are supportive of each other. | 5.89 | 4.81 | 1.08 | 1.44
23. Faculty are understanding of students' unique life circumstances. | 6.06 | 4.97 | 1.09 | 1.47
24. Parking lots are well-lighted and secure. | 6.21 | 4.44 | 1.77 | 1.73
25. My academic advisor is concerned about my success as an individual. | 6.16 | 4.87 | 1.29 | 1.63
26. Library staff are helpful and approachable. | 6.00 | 5.36 | 0.64 | 1.38
27. The campus staff are caring and helpful. | 5.99 | 5.13 | 0.86 | 1.36
28. It is an enjoyable experience to be a student on this campus. | 5.98 | 5.13 | 0.85 | 1.47
29. Faculty are fair and unbiased in their treatment of individual students. | 6.22 | 5.17 | 1.05 | 1.50
30. The career services office provides students with the help they need to get a job. | 5.80 | 4.76 | 1.04 | 1.40
31. The campus is safe and secure for all students. | 6.32 | 5.12 | 1.20 | 1.42
32. My academic advisor is knowledgeable about my program requirements. | 6.23 | 5.01 | 1.22 | 1.56
33. Admissions counselors accurately portray the campus in their recruiting practices. | 5.61 | 4.78 | 0.83 | 1.37
34. Computer labs are adequate and accessible. | 6.09 | 5.29 | 0.80 | 1.40
35. Policies and procedures regarding registration and course selection are clear and well-publicized. | 6.10 | 5.34 | 0.76 | 1.39
36. Students are made to feel welcome on this campus. | 6.05 | 5.18 | 0.87 | 1.46
37. Faculty take into consideration student differences as they teach a course. | 6.02 | 5.01 | 1.01 | 1.44
<table>
<thead>
<tr>
<th>Item</th>
<th>Importance</th>
<th>Satisfaction</th>
<th>SD</th>
<th>Gap</th>
</tr>
</thead>
<tbody>
<tr>
<td>38. The student center is a comfortable place for students to spend their leisure time.</td>
<td>5.72</td>
<td>4.88</td>
<td>0.84</td>
<td>1.49</td>
</tr>
<tr>
<td>39. The amount of student parking space on campus is adequate.</td>
<td>6.21</td>
<td>4.19</td>
<td>2.02</td>
<td>1.85</td>
</tr>
<tr>
<td>40. My academic advisor is knowledgeable about the transfer requirements of other schools.</td>
<td>6.25</td>
<td>5.18</td>
<td>1.07</td>
<td>1.55</td>
</tr>
<tr>
<td>41. Admissions staff are knowledgeable.</td>
<td>6.11</td>
<td>5.19</td>
<td>0.92</td>
<td>1.38</td>
</tr>
<tr>
<td>42. The equipment in the lab facilities is kept up to date.</td>
<td>6.05</td>
<td>4.90</td>
<td>1.15</td>
<td>1.43</td>
</tr>
<tr>
<td>43. Class change (drop/add) policies are reasonable.</td>
<td>6.16</td>
<td>5.24</td>
<td>0.92</td>
<td>1.47</td>
</tr>
<tr>
<td>44. I generally know what's happening on campus.</td>
<td>5.39</td>
<td>4.51</td>
<td>0.88</td>
<td>1.45</td>
</tr>
<tr>
<td>45. This institution has a good reputation within the community.</td>
<td>5.84</td>
<td>5.11</td>
<td>0.73</td>
<td>1.41</td>
</tr>
<tr>
<td>46. Faculty provide timely feedback about student progress in a course.</td>
<td>6.05</td>
<td>5.00</td>
<td>1.05</td>
<td>1.42</td>
</tr>
<tr>
<td>47. There are adequate services to help me decide upon a career.</td>
<td>5.95</td>
<td>4.91</td>
<td>1.04</td>
<td>1.44</td>
</tr>
<tr>
<td>48. Counseling staff care about students as individuals.</td>
<td>6.02</td>
<td>4.92</td>
<td>1.10</td>
<td>1.54</td>
</tr>
<tr>
<td>49. Admissions counselors respond to prospective students' unique needs and requests.</td>
<td>5.92</td>
<td>4.93</td>
<td>0.99</td>
<td>1.40</td>
</tr>
<tr>
<td>50. Tutoring services are readily available.</td>
<td>6.02</td>
<td>5.24</td>
<td>0.78</td>
<td>1.46</td>
</tr>
<tr>
<td>51. There are convenient ways of paying my school bill.</td>
<td>6.09</td>
<td>5.45</td>
<td>0.64</td>
<td>1.43</td>
</tr>
<tr>
<td>52. This school does whatever it can to help me reach my educational goals.</td>
<td>6.18</td>
<td>4.98</td>
<td>1.20</td>
<td>1.47</td>
</tr>
<tr>
<td>53. The assessment and course placement procedures are reasonable.</td>
<td>5.98</td>
<td>5.08</td>
<td>0.90</td>
<td>1.41</td>
</tr>
<tr>
<td>54. Faculty are interested in my academic problems.</td>
<td>5.91</td>
<td>4.85</td>
<td>1.06</td>
<td>1.46</td>
</tr>
<tr>
<td>55. Academic support services adequately meet the needs of students.</td>
<td>5.96</td>
<td>5.01</td>
<td>0.95</td>
<td>1.34</td>
</tr>
<tr>
<td>56. The business office is open during hours which are convenient for most students.</td>
<td>5.96</td>
<td>5.22</td>
<td>0.74</td>
<td>1.34</td>
</tr>
<tr>
<td>57. Administrators are approachable to students.</td>
<td>5.95</td>
<td>4.92</td>
<td>1.03</td>
<td>1.45</td>
</tr>
<tr>
<td>58. Nearly all of the faculty are knowledgeable in their fields.</td>
<td>6.24</td>
<td>5.36</td>
<td>0.88</td>
<td>1.34</td>
</tr>
<tr>
<td>59. New student orientation services help students adjust to college.</td>
<td>5.81</td>
<td>4.93</td>
<td>0.88</td>
<td>1.45</td>
</tr>
<tr>
<td>60. Billing policies are reasonable.</td>
<td>5.99</td>
<td>5.09</td>
<td>0.90</td>
<td>1.46</td>
</tr>
<tr>
<td>61. Faculty are usually available after class and during office hours.</td>
<td>6.14</td>
<td>5.34</td>
<td>0.80</td>
<td>1.35</td>
</tr>
<tr>
<td>62. Bookstore staff are helpful.</td>
<td>5.97</td>
<td>5.56</td>
<td>0.41</td>
<td>1.34</td>
</tr>
<tr>
<td>63. I seldom get the &quot;run-around&quot; when seeking information on this campus.</td>
<td>5.86</td>
<td>5.06</td>
<td>0.80</td>
<td>1.43</td>
</tr>
<tr>
<td>64. Nearly all classes deal with practical experiences and applications.</td>
<td>5.89</td>
<td>5.14</td>
<td>0.75</td>
<td>1.32</td>
</tr>
<tr>
<td>65. Students are notified early in the term if they are doing poorly in a class.</td>
<td>6.17</td>
<td>4.49</td>
<td>1.68</td>
<td>1.71</td>
</tr>
<tr>
<td>66. Program requirements are clear and reasonable.</td>
<td>6.16</td>
<td>5.20</td>
<td>0.96</td>
<td>1.35</td>
</tr>
<tr>
<td>67. Channels for expressing student complaints are readily available.</td>
<td>5.85</td>
<td>4.56</td>
<td>1.29</td>
<td>1.52</td>
</tr>
<tr>
<td>68. On the whole, the campus is well-maintained.</td>
<td>6.06</td>
<td>5.05</td>
<td>1.01</td>
<td>1.54</td>
</tr>
<tr>
<td>69. There is a good variety of courses provided on this campus.</td>
<td>6.31</td>
<td>5.14</td>
<td>1.17</td>
<td>1.50</td>
</tr>
<tr>
<td>70. I am able to experience intellectual growth here.</td>
<td>6.29</td>
<td>5.39</td>
<td>0.90</td>
<td>1.38</td>
</tr>
<tr>
<td>71. The information on the college's website is useful.</td>
<td>6.40</td>
<td>5.81</td>
<td>0.59</td>
<td>1.29</td>
</tr>
<tr>
<td>72. The on-line registration, Websmart, is easy to use.</td>
<td>6.54</td>
<td>6.08</td>
<td>0.46</td>
<td>1.21</td>
</tr>
<tr>
<td>73. The information in the class schedule is useful.</td>
<td>6.41</td>
<td>5.80</td>
<td>0.61</td>
<td>1.23</td>
</tr>
<tr>
<td>74. The information in the college catalog is useful.</td>
<td>6.29</td>
<td>5.70</td>
<td>0.59</td>
<td>1.23</td>
</tr>
<tr>
<td>75. The information in the student handbook is useful.</td>
<td>6.00</td>
<td>5.50</td>
<td>0.50</td>
<td>1.30</td>
</tr>
<tr>
<td>76. I am satisfied with the availability of student support services.</td>
<td>5.99</td>
<td>5.20</td>
<td>0.79</td>
<td>1.40</td>
</tr>
<tr>
<td>77. Classrooms and labs are adequately equipped with technology for learning.</td>
<td>6.27</td>
<td>5.22</td>
<td>1.05</td>
<td>1.35</td>
</tr>
<tr>
<td>78. Most students at Skyline College do their own work and do not participate in activities that might be considered cheating.</td>
<td>6.04</td>
<td>5.27</td>
<td>0.77</td>
<td>1.44</td>
</tr>
<tr>
<td>79. Skyline's policies adequately control cheating and plagiarism.</td>
<td>6.11</td>
<td>5.53</td>
<td>0.58</td>
<td>1.34</td>
</tr>
<tr>
<td>80. Restrictions on smoking at Skyline College campus are sufficient.</td>
<td>6.02</td>
<td>4.38</td>
<td>1.64</td>
<td>2.01</td>
</tr>
<tr>
<td>81. Institution's commitment to part-time students?</td>
<td>-</td>
<td>5.35</td>
<td>1.39</td>
<td>-</td>
</tr>
<tr>
<td>82. Institution's commitment to evening students?</td>
<td>-</td>
<td>5.26</td>
<td>1.46</td>
<td>-</td>
</tr>
<tr>
<td>83. Institution's commitment to older, returning learners?</td>
<td>-</td>
<td>5.25</td>
<td>1.40</td>
<td>-</td>
</tr>
<tr>
<td>84. Institution's commitment to under-represented populations?</td>
<td>-</td>
<td>5.06</td>
<td>1.39</td>
<td>-</td>
</tr>
<tr>
<td>85. Institution's commitment to commuters?</td>
<td>-</td>
<td>5.02</td>
<td>1.42</td>
<td>-</td>
</tr>
<tr>
<td>86. Institution's commitment to students with disabilities?</td>
<td>-</td>
<td>5.13</td>
<td>1.44</td>
<td>-</td>
</tr>
<tr>
<td>87. Cost as factor in decision to enroll.</td>
<td>6.17</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>88. Financial aid as factor in decision to enroll.</td>
<td>5.56</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>89. Academic reputation as factor in decision to enroll.</td>
<td>5.63</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>
### Institutional Summary-Student Campus Climate Survey 2006

<table>
<thead>
<tr>
<th>Item</th>
<th>Importance</th>
<th>Satisfaction</th>
<th>SD</th>
<th>Gap</th>
</tr>
</thead>
<tbody>
<tr>
<td>90. Size of institution as factor in decision to enroll.</td>
<td>5.19</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>91. Opportunity to play sports as factor in decision to enroll.</td>
<td>3.98</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>92. Recommendations from family/friends as factor in decision to enroll.</td>
<td>4.88</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>93. Geographic setting as factor in decision to enroll.</td>
<td>5.45</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>94. Campus appearance as factor in decision to enroll.</td>
<td>5.16</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>95. Personalized attention prior to enrollment as factor in decision to enroll.</td>
<td>5.23</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>96. So far, how has your college experience met your expectations?</td>
<td>-</td>
<td>4.55</td>
<td>1.25</td>
<td>-</td>
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<tr>
<td>97. Rate your overall satisfaction with your experience here thus far.</td>
<td>-</td>
<td>5.17</td>
<td>1.33</td>
<td>-</td>
</tr>
<tr>
<td>98. All in all, if you had to do it over, would you enroll here again?</td>
<td>-</td>
<td>5.57</td>
<td>1.49</td>
<td>-</td>
</tr>
</tbody>
</table>
Appendix C
Accreditation Matrix
<table>
<thead>
<tr>
<th>Standard</th>
<th>Scale</th>
<th>Item</th>
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<tbody>
<tr>
<td>II.A.6.a</td>
<td>Academic Advising &amp; Counseling</td>
<td>40</td>
</tr>
<tr>
<td>II.B.1</td>
<td>Academic Advising &amp; Counseling</td>
<td>6, 12, 25, 32, 40, 48, 52</td>
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<tr>
<td>II.B.3.b</td>
<td>Academic Advising &amp; Counseling</td>
<td>12, 25, 52</td>
</tr>
<tr>
<td>II.B.3.c</td>
<td>Academic Advising &amp; Counseling</td>
<td>6, 12, 25, 32, 40, 48, 52</td>
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<td>Academic Services</td>
<td>14, 21, 26, 34, 42, 50, 55</td>
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<td>Academic Services</td>
<td>14, 21, 34, 42, 50</td>
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<tr>
<td>II.C.1.c</td>
<td>Academic Services</td>
<td>14, 21, 26, 34, 42, 50, 55</td>
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<td>III.B.1.b</td>
<td>Academic Services</td>
<td>14, 21, 34, 42</td>
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<td>III.C.1.c</td>
<td>Academic Services</td>
<td>34, Comments</td>
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<td>II.A.6.c</td>
<td>Admissions &amp; Financial Aid</td>
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<td>II.B.1</td>
<td>Admissions &amp; Financial Aid</td>
<td>7, 13, 20, 41, 49</td>
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<tr>
<td>II.B.3.c</td>
<td>Admissions &amp; Financial Aid</td>
<td>20, 49</td>
</tr>
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<td>II.A.3.c</td>
<td>Campus Climate</td>
<td>Comments</td>
</tr>
<tr>
<td>III.A.4.c</td>
<td>Campus Climate</td>
<td>1, 16 63, 67 Comments</td>
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<td>II.A.6.a</td>
<td>Campus Support Services</td>
<td>Comments</td>
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<td>II.B.1</td>
<td>Campus Support Services</td>
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<td>II.B.3.b</td>
<td>Campus Support Services</td>
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<td>III.B.1.b</td>
<td>Campus Support Services</td>
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<tr>
<td>II.A.3.c</td>
<td>Campus-Specific Items</td>
<td>78, 79</td>
</tr>
<tr>
<td>II.A.6.c</td>
<td>Campus-Specific Items</td>
<td>71-75</td>
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<td>II.A.7.b</td>
<td>Campus-Specific Items</td>
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<td>II.A.7.c</td>
<td>Campus-Specific Items</td>
<td>74, 75</td>
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<td>II.B.2</td>
<td>Campus-Specific Items</td>
<td>74-75</td>
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<td>II.B.3.b</td>
<td>Campus-Specific Items</td>
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<td>III.A.4.c</td>
<td>Campus-Specific Items</td>
<td>78, 79</td>
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<tr>
<td>II.A.1.a</td>
<td>Instructional Effectiveness</td>
<td>37 Comments</td>
</tr>
<tr>
<td>II.A.2.a</td>
<td>Instructional Effectiveness</td>
<td>Comments</td>
</tr>
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<td>II.A.2.c</td>
<td>Instructional Effectiveness</td>
<td>18, 54, 58, 64, 69, 70, Comments</td>
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<td>II.A.2.d</td>
<td>Instructional Effectiveness</td>
<td>2, 23, 37, 46, 61, 64, 65</td>
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<td>Instructional Effectiveness</td>
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<td>II.B.3.a</td>
<td>Instructional Effectiveness</td>
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<tr>
<td>II.B.3.b</td>
<td>Instructional Effectiveness</td>
<td>70</td>
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<td>III.A.4.c</td>
<td>Instructional Effectiveness</td>
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<tr>
<td>II.B.1</td>
<td>Registration Effectiveness</td>
<td>5, 62</td>
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<tr>
<td>III.A.4.c</td>
<td>Registration Effectiveness</td>
<td>35, 60</td>
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<tr>
<td>II.A.1.a</td>
<td>Responsiveness to Diverse Populations</td>
<td>81-86</td>
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<tr>
<td>II.B.3.a</td>
<td>Responsiveness to Diverse Populations</td>
<td>81-86, Comments</td>
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<tr>
<td>III.B.1.b</td>
<td>Safety &amp; Security</td>
<td>24, 31, Comments</td>
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Verbatim Comments

What do you believe are the best things that Skyline College has to offer and how has this benefited you in achieving your educational goals?

1. The cost is reasonable for classes compared to a CSU or UC which makes everything easier.
2. Good teachers that helped me better understand the subject(s) - approachable teachers
3. The counselors are very knowledgeable.
4. I think that the classes are the best thing and I benefit from it by doing all I need to do for my major and still understand everything so I know what I am doing.
5. The location is convenient, which has allowed me to attend classes daily. Educational resources are great. Career department is great with informing students on material that needed for major.
6. Tutoring in the Learning Center - Financial Aid - close location to home
7. Skyline is a very multi-oriented community college. It covers everything from student services, sports, classes, scholarship opportunities, financial aid, & personal attention. The Learning Center, EOPS, STAARS, PTK, Honors program are all part of my success at this community college (except PTK). Teachers have been great, assistant, & supportive. I extended my stay b/c I would rather take my classes here than any other university. Being at a community college has made transferring a much easier experience & will be hard to leave here.
8. Something to me is that its close to my house and I love the cold weather. I really hasn't except for the money situation.
9. The best thing Skyline offers would be the learning center. It helped me achieve higher grades.
10. The best things that I enjoy at Skyline is the learning center because its a place where I can go to do research and not be distracted.
11. The science dept. (Good bio, physics, and chemistry labs) The MESA Center is very helpful.
12. Have enough equipments for student to participate: students can pratically involve on the labs
13. Best things about Skyline is the programs/classes we are offered. We get to choose which ever one we’d like with many different, but good classes. The instructors are also very educated.
14. Skyline College can offer up to date equipment for lab. They offer good tools and services to learn in the auto department.
15. Automotive program with an Associate in Automotive technology. Benefit me because I’m going to work in the Auto Industry.
16. Like how Skyline College has specialty courses on job/work learning experiences. The automotive program at Skyline is one of these programs. Taught me what I wanted to learn in the job field I want to get into or already in currently
17. On hand work experience has benefited me in achieving my educational goals
18. Skyline College has a morning afternoon and evening program to best fit my schedule.
19. Some teachers at this campus are great. They are easy to talk to and make the entire class feel comfortable. Without them, the course would not be the same and I would not have done so well either.
20. Skyline College has a wonderful automotive program with staff and faculty that care about teaching and helping others. The convenience of having all the latest equipment better prepares the students for future employment, and the exposure to various stimulations helps not only knowledge but also with the physical experience. The campus is definitely clean and it seems like nobody is a stronger to any one else.
21. Auto programs, make me improve my on the job skill.
22. The Automotive Program!
23. Great Automotive Program with great instructors. Shop equipment is kept up to date.
25. Provide more space for Automotive program and more job carrier for student.
27. Skyline College has to offer automotive offer more faculty.
29. The learning center and tutors are very helpful to me. I also like how the library is open until 10.
30. great teachers/counselors - good educational classes for major
31. The teachers & staff here actually & genuinely try to accommodate and help students w/ getting their desired classes
32. Skyline College is a wonderful & diverse learning environment. Skyline instructors are remarkably well qualified and care about their students. I have attended 2 other community colleges and truly see the difference here
at Skyline. Skyline has enabled me to go from academic probation to Phi Theta Kappa and become a Deans list honor student. Thanks for letting my dreams come true.

33. I think that the teaching staff at Skyline is superb. Every teacher that I have had so far has helped me achieve a great understanding of the subjects and form a solid knowledge base. I am returning to school after a 12 year absence, so I really appreciate the help and guidance my teachers have provided.

34. I started my college education at SF State and then came here just this semester because I couldn’t get into any of the classes I needed. Skyline offered me all the classes I needed & at all the perfect times. Now I can transfer to a nursing program b/c I finished all my prereqs this spring.

35. Large number of classes. It has made it easier to complete the classes I need for transfer without wasting time.


37. A good amount of the teachers here are pretty good. Career center is a great idea, helps students make their choices!

38. Variety of courses offered

39. There are teachers who are very helpful to their students; and show care to our needs.

40. The student counseling has been a huge help to me since coming to Skyline. It has greatly benefited me in finding which classes will be the most advantageous towards transferring and completing classes toward my major.

41. Friendly & supportive teachers, staff

42. A good education at a cheaper cost

43. A less crowded environment

44. Skyline has small classes which benefits everyone because it means more access to the teacher. Academic advisors/counselors are readily available and extremely knowledgeable. Teachers are the best at what they do and energetic in teaching their subject.

45. They got one-on-one counselors that will really go their way and take time with each student to guide them for transferring to other schools.

46. Wide range of subjects

47. The extended opportunity program has helped me a lot with my educational goals especially the counselors.

48. The best things that Skyline offers are the instructors. This is my first semester here and all of my instructors are very enthusiastic, professional, and helpful. All of the employees from the library to the admissions office and counselors have been very nice and helpful when I had questions.

49. Great Teachers! That’s all I need to get to my goal!

50. The best things that Skyline College has to offer is to hire more full time instructors. Because I can hardly contact to my instructor whenever I need them. Sent E-mail to them it hardly got reply.

51. One of the best things Skyline has to offer is the Learning Center. The tutors and workshops are really helpful when it comes to learning the new subjects. Another good thing is the career center. The career center helps w/picking a career and finding information.

52. Great teachers, affordable classes, easy access to library & counseling.

53. The cost for attending Skyline is very affordable, we have great teachers that don’t mind spending extra to help out these students in understanding a certain subject. It is close to where I live so it makes me want to attend college.

54. The best things Skyline College has to offer was great parking and small class size. These offers benefits me greatly because one no worries about parking, two smaller classes helps me concentrate more.

55. The best things that Skyline College offer is that benefit a disable students program because this programs provide the best counseling and physic tools to disable students can achieving their goals. Another thing is the Financial Aid Services.

56. Disabilitie testing and athletics because its hard to get tested and its hard to find this sport in college.

57. In my opinion, Skyline College should offer more classes like Counseling 100.

58. I think best thing Skyline has offer to me is Financial Aid because if I didn’t have Financial Aid it would be hard for to pay for my fees.

59. The LD/DSPS office is really good. It has a lot of good classes and more than enough to get what I want.

60. The transfer program is going to help me transfer to an institute of my choice (CSU).

61. The DSPS Program has really helped me out because I can get books on CD and extended time on tests.

62. I think the selection of classes is the best. I need the classes to get my degree.

63. Learning Center - DSPS - Arts Department The learning center was important to me because I needed TUTOR aid for my Math & Science classes. DSPS has given me a better understanding of why I learn the way I do also it helps me succeed even when I really may doubt myself. The Arts department is where I excell and for that I know that the ARTS are important.

64. The best thing Skyline has to offer is cheap ground work education so you can transfer latter.
65. The best thing about Skyline is that the teacher is willing to help you if you need help. There are programs that will help you if you need help or if you need something.

66. The learning disabilities program. It has helped me a lot.

67. I like the fact that Skyline has many programs and staff to help students with their school work. Also the majority of the instructors I have had at Skyline are always willing to help me out if I need something. I also like Websmart because it makes things easier and more convenient.

68. I think some of the programs, such as TRIO/STAARS, workshops, or EOPS. I’m currently in the TRIP program & I think it has benefited me a lot because the grant I received helped with my expenses. The workshops also have helped me because it helps me prepare for exams and how to take them.

69. The counseling center has been great. I have been to counseling centers in other JC’s and Skylines is the best. This is also the 1st year I have used the Learning Center. It has been very helpful.

70. The best thing Skyline has to offer is the amount of assistance available, such as the learning center. The learning center has helped in succeeding in many of my classes. As well as the workshops that help improve in various areas such as note taking.

71. Skyline College has excellent teachers, helpful counseling department, a good library with a lot of resources, WEBSMART, good choice of books, clean environment & good student service. All of these help me achieve my educational goals.

72. I guess the best thing that Skyline College offers to the students is the tutoring, workshop at Learning Center. Students are able to ask help from professionals regarding any academic struggles that they may have.

73. The quality of instructors is superb. They are very knowledgeable in the courses that they are teaching and from this excellent quality of teaching, I believe that it is making a better learner.

74. The bottom line is that Skyline has some awesome teachers (most of them) that are pretty dedicated to helping the students. But basically these teachers not only teach you the subject you’re signed up for, they really do teach you about life. (Sounds corny but it’s true) But Skyline has been great for these reasons, what it all comes down to is that Skyline finds a pretty good balance of holding your hand yet helping you to succeed independently so that you are prepared for the next step.

75. Skyline has some very good Math teachers. It is however, very unfortunate that Skyline finds it acceptable to keep on teachers who have demonstrated their lack of interest in teaching.

76. I firmly believe that Skyline College has such a great counseling staff as well as the whole administration staff. They are very important to my success in setting up my educational goals.

77. I would have to say the learning center is one of the best things Skyline has to offer. The math tutors were really great when I was in math 120 and 200. When I got stuck on things they helped me until I got it. Also the beg and financial aid is a big help to my education. If it wasn’t for the financial aid I probably wouldn’t be going to college.

78. Classes for my major and websmart

79. Counselors are very interested in individuals and are always there to help you decide. The programs like “trio”, and other programs are also available for students. School need to put more advertisements to the students and outsiders.

80. The quality of information that the administration has is very helpful, and allows me to easily find out information. Also, the athletics program is excellent, and provides goals not only on the field but also in the classroom. Instead of being focused only on that sport, the coaches are also dedicated to our success, and moving forward past Skyline College.

81. The best thing Skyline College has to offer is the availability of classes & its flexible schedules. This has benefited me in achieving my educational goals by allowing me to continue going to school since I work part-time (30 hrs. a week) and I am a single mother.

82. The best thing about Skyline is the small class sizes.

83. Skyline offers good personal teaching with small class sizes and helpful staff.
90. Very easy to choose classes. Staff is very easy to talk with. Administration office provides a lot of help.
91. Cheap classes. Learning Center tutors. Good staff of professionals
92. The classes to transfer out.
93. The educational goal plan is very well organized! Helps me know what courses I need to take to meet specific requirements for me to transfer and do what my goals are!
94. The Learning Center is very beneficial at Skyline College because they offer you help all the time.
95. I believe that the teachers and the learning center is what Skyline’s best attribute are. So far, the teachers & classes I’ve had are very good.
96. A good program for allowing transfer to a four year university, thorough programs.
97. The administration of justic program is great.
98. Great professors that are really intuned w/ individual needs of students
99. Teachers are cool.
100. Financial Aid, counselors, professors, library, and tutoring has been very helpful through out my educational goals.
101. Breakfast Burritos in the morning.
102. I like the small size of the campus/quaint
103. They offered a lot of “free” parking tickets. Didn’t benefit from this.
104. Well, this college has been very helpful in my ESOL English classes, and now in my classes to get paralegal certificate.
105. In my opinion, the best things would be the easy registration process and the availability of classes. Also, for the size of the campus, it has a wide variety of fields to study. This has benefited me in achieving my educational goals by allowing me to earn my A.A. and soon transfer to San Jose State.
106. The counselors are really great. They are very helpful. The Amin. of Justice teachers are excellent and very helpful in achieving my goals.
107. Nothing. Skyline is a school for people that just want to get their units and go. If you want to socialize go to CSM. If you want to get units and get out & leave.
108. The best thing that Skyline has to offer is its staff because they explain things clearly and thoroughly.
109. Wide range of classes & time that best suites my schedule.
110. a variety of course topics
111. The career center & library
112. The help it has for students. The tutoring & Learning Center. I have a place to get help.
113. Using Websmart is an easy way to register for classes. It helps me because Internet access is easy. Also having Internet access is helpful for projects.
114. The best things Skyline College has offered is the Learning Center. It helped me in tutoring.
115. nothing
116. The variety of classes and the availability of classes has been very helpful.
117. Skyline has programs that many other JC’s don’t have and at a cheap price
118. Career Center, although it’s difficult to get an appointment – it’s worth waiting to speak to a career center.
119. I don’t know…
120. I believe the best thing that Skyline College has to offer is Faculties’ room hours because I am able to meet with them whenever I need to.
121. My assigned counselor has helped me time & time again w/fast responses to my forever questions on best approaches to obtain academic goals. The website is helpful & support services (tutoring, etc) are useful.
122. ability for student to work and to go to school at same time without the restrictions of a major university
123. Flexibility of class times
124. The best thing that colleges has offer to me is Learning Center. Tutors has help me to pogress in my education.
125. The best thing so far that I’ve experienced was taking a personality test at the transfer center for my humanities class. It helped me academically because it helped me discover what kind of personality I have prior to picking a suitable major for myself later.
126. The tutoring center is the best thing that Skyline has to offer – it gives students a chance to meet other students and work on there weaknesses.
127. Has plenty of music programs, unlike many other community colleges
128. The baseball program is outstanding an very helpful in reaching a university level of education
129. The Mesa Center is very helpful & has helped me achieve my educational goals by offering educational help & support. It seems that the Mesa Center is always open & ful of tutors.
130. It has classes to meet your schedule, so you can pick your own time.
131. they got a cool little learning center, if you really try that place can help you out a lot in your class’s
132. Being able to have the opportunity to attend to even have educational goals thru financial aid.
133. There are good times for classes.
134. N/A no comments
135. They help me.
136. dunno
137. There are less people here. and it’s easier for me to get my classes
138. Lots of outside activities
139. Skyline College has very good teachers that are dedicated to giving, us as students, the education we would
learn at a “higher” institution.
140. Variety of courses. It hasn’t benefited me yet.
141. Financial Aid & Quality of teaching => very important
142. I believe everything is good.
143. The classes are offered at times that will fit my schedule. I like the variety of classes & times available to the
students.
144. The best thing for me was the location and the legal professors.
145. Night classes which are useful in “real work” areas. It is very helpful for the full-time employed person
146. Financial Aid & student services. This is what helped me continue my education. With out it. I never could.
147. I think they have a good staff and the are very reasonable. It makes me not stress out.
148. They are very good teachers at this school that inspire me to work hard and reach my goals. They are very
motivating
149. Low cost, gives most people the opportunity to attend college. Some good certificate + vocational programs
(cosmetology, paralegal). I was able to take some prerequisites without having to spend alot of money. Convenient
location
150. Skyline College offers an affordable education, which is very important to me. Skyline also offers a positive
mental attitude.
151. The best things that Skyline offers is its academic programs & a great faculty. It has benefitted me in keeping
me motivated in pursuing my career goals.
152. paralegal program
153. Evening classes are great. I can work full time and go to school at the same time.
154. They have offered classes at times that are available and convinient to me since I am a full time student at a
university and also work part-time.
155. Best things Skyline College has to offer are convenient class times, locatable classes, friendly faculty, use of
comp. labs and unpressured environments. It has benefited me in a good way since I work in the day time.
156. The school’s academic advisor helped me a lot in setting academic goals to work toward.
157. Night classes are convenient for those students that works in the daytime. Good program
158. The best thing Skyline College has to offer students is low-cost tuition.
159. This campus has offered great staff (Teachers, counselors, office clerks) that not only care about making you
understand what you need to know to achieve your goals, but also, you, as an individual your cares or concerns and
how they can make it better or easier. Great selection of highly qualified people who are definitely an asset to this
school.
160. Educators who are knowledgeable, creative, patient and persistent with students. Knowledgeable and creative
educators are the greatest motivational and inspirational resource that the school has + should persist and strive to
maintain. Such educators who have proper challenging expectations will contribute to their success.
161. - Variety: In faculty (attitudes/difficulty levels of teaching/personality). Courses: Various courses are offered.
Wide range to choose from - Great view! - Helpful (yet not always open to listening) counselors.
162. The best things Skyline has to offer would be its wide selection of courses and the instructors.
163. Easy class registration.
164. The most important thing to me is the availability of classes & the quality at what their taught at. Skyline has a
decent amount of classes & overall I’m satisfied.
165. Excellent tertiary instruction close to where I live
166. N/A
167. The number of tutors and workshops are the best things. It allows me more tutoring help besides from my
professor.
168. Everything is satisfactory and benefits my goals
169. The student center and the tutoring programs. This can help me improve my writing or any other skills I need
to work on.
170. The faculty are very helpful, if you ask for help, they will help you.
171. I love the student success workshop. The information I got in the student success workshop helped get my educational goal setup and provided me with information I didn’t know and don’t think my counselor would’ve provided.
172. Classes are available to add.
173. The geographic setting
174. Availability of education to older students
175. The learning center & it’s tutors have helped me greatly. I enjoy the teachers as well, very open.
176. As an older returning student I like that art students can take many classes ongoing.
177. There is a wide range of subjects regarding classes. I had a very easy time enrolling, because Skyline isn’t over crowded. More teachers I have are laid back, respectful & very approachable.
178. Wonderful bio labs/experience made me switch majors. Extensive science major support.
179. Great massive library, but should extend library hours due to studying for most students
180. No comment.
181. Skyline cares for the students and is objective on helping students achieve their goals. I have an easier life here in Skyline.
182. That they have sport and other course that you can take to transfer.
183. A solid learning experience in a welcoming community with a fair array of courses. It has allowed me to explore interesting subjects.
184. Skyline College has a wide range of courses that would allow people with different majors to exceed their goals. I like how they have certain programs here that benefits me in reaching my goal of becoming in the medical field.
185. You can take classes at the preferred time.
186. Skyline has helped me get into going to school again, and Made find a love for learning I didn’t know I had before.
187. The college has a fairly wide offering of both programs + course offerings. The disabled students staff is very helpful and supportive.
188. The learning center is a very good resource. Whenever I’m confused about homework I go there for help.
189. Well they give some good classes here at Skyline. They have the learning center so you can use the computers for your work and they have tutors to help you.
190. The computers, other than that nothing.
191. - Financial Aid - Campus provides effective support services for every student.
192. Good teachers, take their time explaining and are always available for extra help.
193. I think that Skyline has done a very good job at supplying students with many study resources. It has many great quiet study atmospheres which is very helpful. It is a great, secure campus. It has really helped me to get some quiet time to get my work finished. Knowing that with every corner I turn there is somewhere to go or someone to ask for help really makes me feel good.
194. I love how they have a lot of tutoring and people who are here to help you. They also have security officers going around, which makes me feel safe.
195. The life + career planning class. Since it’s my first year in college it helps me choose a path that I want to go.
196. I believe that the small class sizes allow more one on one and personal time with the instructor. Skyline College also has a very diverse catalog of courses.
197. I think the best thing that Skyline has to offer is the cost. A lot of college students decide to go to Skyline because its much cheaper than most other schools.
198. The learning center, computers and 1 on 1 help are always available.
199. They have a lot of workshop. There also a learning center to help you an your HW. And you don’t have to pay.
200. I think the best things would be all the help I could get from a class get turned for other classes.
201. I believe Skyline has a good cosmetology program and that is what I want to major in. Skyline has good teachers that care alot about students.
202. Skyline College provide good counselors who help our educational goals.
203. Good choice to students who have an undecided major or and can’t right away afford a State or UC education.
204. - classes aren’t as hard to get as opposed to CCSF - I can transfer faster
205. The best things Skyline has to offer are an introduction in the college world, and the chance to experiment with subjects.
206. The staff! The teachers! The counselors.
207. Skyline College has a small knit community that allows students feel that they are learning because classes does not seem overcrowded – and instructors seem to know their field of teaching.
208. Its commitment in making college experience more life enriching and educationally beneficial. It has helped me find or explore more interests that could direct me in a more narrow career plan for myself.
209. The academic counselors helped me organize the classes that is required of me in order to transfer to a CSU and taking different classes let me realize my interests in pursuit of a career.
210. - EOPS and Financial Aid - counseling service is excellent and very helpful same with EOPS (book voucher) helps students buy books.
211. I go the program in Skyline that help student to make their goals.
212. Best thing Skyline College has to offer is transfer center, career center.
213. Has a diverse community.
214. The fact that the electives are open to all majors. That is why I came here b/c I couldn’t get into an Art class at my school b/c it was for majors only.
215. EOPS TRIO Learning Center
216. It’s close to the ocean. It’s small therefore teachers give more personal time to the students.
217. EOPS program (Enrollment opportunity program) It has helped me throughout my years at Skyline. they paid for my books & answered all my questions. also in helping me picking out my classes.
218. The large selection of G.E. classes.
219. get all my classes and transfer to a four year college. meet new people. it was easier to get classes
220. It offers the students to experience what it would be like to go to a community college, and be able to get them ready for transferring to a 4 yr school.
221. Counseling is good. It really helps me which classes I need to transfer to a University.
222. Skyline College provides me with a future job in an automotive dealer. They also give me a good price for tools.
223. Child care on campus is very helpful to me because I am able to take full time classes with it’s help.
224. Location
225. All the advisors and teachers are understandable. They all want you to succeed so they are really approachable and easy to talk to.
226. Skyline has all but two of my lower requirements needed to fulfill the UC’s requirements, so I would say Skyline offers an excellent choice of classes.
227. Classes are good
228. The ability to go and see a counselor at any time.
229. very good accommodation specialist from DSPS. The staff and counselors are very helpful and knowledgeable from this Department
230. Counselors => help you plan/achieve your goal.
231. The best things are its tutoring services which help me improve my skills in writing.
232. Easily accessible education offerings and I believe they have done a good job providing this.
233. I think that it has allowed me to learn Arabic, a language that is not offered at the local community colleges. If it wasn’t for Skyline I wouldn’t have had reached my goal. I highly advise Skyline to keep teaching it here.
234. Arabic language. I am using it for personal enrichment. This is my first and only class at Skyline because CSM & Canada do not offer Arabic
235. The only reason I go to this school is because it offers Arabic courses. CSM is much more convenient for me.
236. Skyline offers classes for personal enrichment that you do not have to be enrolled working towards a degree to attend. I am happy with this because I already have a degree but wanted to learn about subjects of interest to me.
237. A wide variety of classes has helped me keep my options open.
238. Unable to answer. Only taking one course for fun.
239. First of all, the price and location of Skyline College have benefitted me the most. Instruction has been good as have the lab materials.
240. Yes, very useful, and full of knowledgeable staff.
241. This is my second semester and I haven’t really been around the school yet.
242. me finishing my GE + transferring out in another year
243. The teachers are good for the most part.
244. The best things that I think Skyline has to offer are the class choices. I’m a biotech. major, and it’s useful to have a good variety of biology classes.
245. N/A
246. To achieve my educational goal I would like to join the auto program here at Skyline. Also finish my classes so I can transfer to a four year university is a lot faster and easier.
247. All the many programs that Skyline offers, for example EOPS, STAARS, F.A., also the many wonderful counselors.
248. learning center – available tutor
249. The learning center.
250. I like how there is a variety of class times, so it can fit everyones busy life style.
251. I think about the teachers and lecturers. I wish Skyline has a longer schedule for student at afternoon (after 2pm-4pm) because sometimes I want to spend studying whole day on the same day, but it is unvalaible because the schedule almost close at 1pm.
252. I think it would have to be the learning center. It helps out so much.
253. I believe everyone has to do their best in order to succeed to their goals.
254. My math teacher is a great instructor w/a positive attitude.
255. - financial aid - Great campus - nice and understanding people - Skyline makes everything easy for us to enroll and makes sure we don’t regret it.
256. Technology Classes
257. Library. It is very useful at all times.
259. The tutoring in the Learning Center.
260. The price isn’t bad and pretty convinient for commute.
261. Good transferring programs. - Helpful tutoring programs have really helped me get through.
262. The learning center and tutoring are very helpful to me. I have acheived many goals.
263. The learning and mesa center helps a lot with tutoring.
264. Skyline has a good schedule. It helps me balance out work with school.
265. The best thing Skyline College has to offer is the library and the learning center. It helps me benefit achieving my goals by having help/tutors to be there for me when Im not getting math.
266. - great learning center - wonderful teachers - great counselors and staff - I am always able to get any sort of help I need
267. The best things are that the class I am taking is transferable through SMCCD and the teachers are patient and clear when teaching their subject.
268. Skyline College has to offer more class opening so that students take course anytime they like.
269. I think Skyline already reached the students needs to achieve their educational goals so they dont really need that much to improve.
270. Resources are very much available to students such as the learning center and the availability to talk to counselors.
271. The best things that Skyline College has to offer is the variety of classes and the different time the classes are. My educations goal is to work part-time and just finish my G.Ed. and with the time of classes, I can adjust my work schedule.
272. More one on one help w/special programs, etc. because of the smaller population & nicer staff than other community colleges.
273. The best thing the college has to offer would be the sports programming. The programs help me stay academically on point.
274. I believe Skyline has a lot of resources on campus, but it’s up to you to seek and find out what Skyline has to offer.
275. Online courses & library. I am able to come to the library, use its functions and complete what I need to get done successfully.
276. I have had good musical experiences in my concert band.
277. automotive & biology classes. Because of the auto dept, I’m graduating w/an A.S. degree and now have more job opprotunities
278. The fact that there is still a concert band is a rare opportunity. Also, there are art & creative writing courses and all kinds of computer classes.
279. In truth, I don’t know yet. I haven’t been enrolled long enough to fully appreciate or take advantage of Skylines facilities.
280. Good location, excellent music department with knowledgeable staff.
281. Skyline College has been a cheap place to go. They have been somewhat beneficial. A few teachers that have been better than others has been
282. Offer great music classes- which I take for pleasure.
283. Night time performance arts
284. Flexible evening courses
285. Guarenteed transfer to UC, Easy classes, Band is only class that has made this school bearable
286. It offers all that the students need and no less; the unsatisfied will never be satisfied.
Skyline provides a broad selection of practical courses which enrich the lives of seniors. As a retiree I have benefitted from these opportunities.

The music program. The evening classes are excellent for adults and working students. There is a high level of cooperation in attaining ensemble skills; the music is varied and challenging. There is a great range in student skills which makes for depth of instrumentation.

good classrooms w good lighting. Provide more $ for creative arts to buy supplies.
a great conductor who attracts good students.

Education
No opinion
Every teacher I’ve had has met my expectations & needs for a class. The services, overall, have been pretty satisfactory to me.
The DPS services are very good here. Without there support I would of quit.
The transfer counselors are awesome. They helped me a lot in figuring what classes I need to take to transfer to a 4-year University.
Service and helpfulness, this may benefit me of having achieving my educational goals.
In the recent years I have attended Skyline College, I would say that the best things at Skyline and the professors and the numerous classes and subjects available.
The best thing Skyline was to offer is the learning center working with math tutors and English tutors. The math tutors have definitely helped me here.
I appreciated the proximity of the campus to my home, the low cost of classes here, and the convenience of night classes.
Teachers that all well educated and caring about the students. The more a teacher cares about me the more I want to learn.
An adequate and a competitive line up of courses to meet a student’s educational goal.
- Personal attention to my needs to transfer to a 4 yr institution - Childcare services –without the sliding scale, I would have never been able to afford care for my small child while attending school.
I’m not usually on campus B/C i only take one class a semester but i really like how you offer free wireless in the cafeteria. It helps me eat, review my notes, and research school material in a comfortable setting.
Library & student center
Class times and days that are different than other institutions such as CSM
Helping a student who are from the other country to adjust to their community and help them to feel more at home in this school, and feels them very important in their needs.
The library, looking on the internet for any projects & study time.
You (I) feel welcome here.
I go to SFSU and I chose to come to Skyline as well because getting classes at state is impossible! I love Skyline! I just wish I could get my Bachelors in nursing here
Materials for homeworks, computer materials are very helpful. Easy to access.
The IGETC papers for the transfer requirements to transfer for a specific major and school.
class schedules
I am not sure. I’m never here, except for classes, so I say, The learning Center.
It is close to home and I get the classes I need. It isn’t as crowded as other schools.
The teacher take their time in teaching their students their concern of the progress of the student and are very kindful. It makes me want to come to class.
Free food for Skyline’s anniversary of existence - lots of parking space The food makes me happy and gives me energy to learn. The parking space is good so I can go to class.
The best thing in Skyline – the teachers. All my teachers were great.
Financial Aid & EOPS. By receiving financial assistance I am able to continue my education.
Some of the best things that Skyline has to offer are financial aid and childcare in school campus.
The different groups you can join such as Honor’s Transfer Program, Puente, ASTEP, Student Gov’t
Great teachers, sports facilities are nice, parking space is good, counseling or counselors are helpful
Small campus
small classrooms, devoted teachers
They have a lot of classes I need to graduate school. The people are very helpful.
The centers they have for students. the library to study. etc.
class size is great most are small (few students) - Lots of class’s
Quality courses & very knowledgable faculty members - excellent student services
Commuting here is not too much of a hassle. The faculty is knowledgeable in their area of teaching.
329. Flexibility to take classes
330. Good help from staff.
331. Counseling is very important for me. It is very effective way of choosing the right career and achieving educational goal. Also instructors are very helpful and understanding, and they are matching my learning style.
332. The teacher. I have good teacher who want you to learn and I am.
333. I think Skyline has a great facility. Everyone is so helpful, With their guidance, I will be able to make it through my educational goals.
334. It has classes that help you to get back to college life, especially if you have not been in college for many years
335. I feel it has benefited by showing thing in class that I didn’t know
336. the opportunity to learn and grow no matter what age you are.
337. Gate way program
338. I want to go work for Genetech Co. Through Gateway resources, they find a similar course to help me to achieve my goal.
339. They are very helpful with their students and will try to help them the best way the can.
340. Great. The teacher are very well able to teach the way I want.
341. convienient scheduling, excellent professors.
342. The sports program I think is the best thing it offers because if it didn’t have a good one I wouldn’t be here.
343. Skyline has allot of good teachers who are willing to work with there students.
344. The available classes and their schedules that meet most of the students times. Many classes that helps through for a career.
345. a chance to transfer to another institution and w/ a cheaper price w/ more caring teachers.
346. The Learning Center is a helpful aid towards my English classes. I achieved high grades in my English classes because of the tutor’s help. The parking spaces are also adequate and plentiful so I am able to make it to class on time.
347. Convient class schedules, most teachers are really good people!
348. Academic counselors must have the sufficient knowledge of the major that students are planning to take in. Enough science class like Human Anatomy Bio 250 and other
349. Early Childhood Education program is great here. I enjoyed the free books and the program which you could recieve free classes if you were work in a childhood program.
350. Skyline has good tutoring centers with sometimes there’s not enough tutors.
351. One of the best things about Skyline College is the cost of fees. I didn’t qualify for any financial aid but the cost was reasonable enough for me to attend college. I also like the flexibility and availability of classes.
352. Good teachers – easy to approach, helpful when in needs of help.
353. - I think it is their hands-on help to the students who were just starting to adapt to college life. – their accessible resources in the library - Approachable counselors, tutors and people around the campus.
354. sports education
355. sports.
356. Skyline offers a transfer plan to the UC system that I plan to take advantage of as soon as I have the credits earned.
357. I think the best things at Skyline College is my counselor He is very helpful in achieving my goals. What makes me happy is that he encourages me to obtain degrees that I thought I would never obtain. He’s even excited for me. Keep up the good work!
358. Small class sizes, for small group discussions and learning experience.
359. degree variety, it benefits fine
360. MESA program & tutors. I have met many people who I can learn from as well as teach. Everyone is so willing to help & I have learned so much in science & math.
361. The things that I like about this institution is that the cost of each unit is alot lower than most colleges. I am a person who supports myself pretty much, and it is extremely important that I don’t get tied down with loans early on in life. This featured has allowed me to take my general education classes without paying a fortune.
362. The administrative office was great. When they see a student with concerns, they would approach the student, the cashiers, administrative and financial aid office staffs were very helpful. They would contact you by phone to let you know the status of your issue.
363. baseball b/c they have guaranteed me a free education at the university level.
364. Excellent faculty and staff; equal or better than most 4 year college.
365. I like that the counselors help in planning what classes I need to take in order to get my A.S. and to transfer. It has helped me take the correct classes.
A smaller campus so it’s very easy to get from class to class. A nice teacher experience. Most teachers here seem knowledgeable and fairly nice.

Low price and schedule. I can go to school without having to quit my job.

Counselors helped me with the required classes I need for my major.

Not too crowded. This helps students get to class on-time.

Pretty neutral on this subject. I just want classes at flexible times, available resources, and a place to study. All necessary to transferring.

The variety of art classes and the G.E. classes available.

Great faculty, good reputation, location, websmart, and times of classes.

The best thing is the counseling office they keep students out a lot.

The teachers are willing to cooperate with students and want to help.

I think that Skyline is better than the U.C’s classwise its not as big so people get more needed help.

I like my professors here at Skyline. I enjoy going to my classes whether it is in the day or in the evening and I am focused with my work.

Skyline College offers students the chance to take more or less the same general educational classes that are offered at four year colleges or universities for a lot less money.

There are many things about Skyline that are beneficial. There are counselors that help you get what you exactly want by coming to Skyline. I think the best things about Skyline are the programs, counseling and structure.

The resource center at Skyline is very helpful. They have a lot of tutors and people that are help in all classes.

The best things are the ease of their college, where there is a lot of flexibility from the teachers, and the other thing is the affordable COST.

The one thing I really like about Skyline are the counselors. Originally I was to attend College of San Mateo, and when I went to set up my first semester of classes, the counselor was not helpful at all. When I met with Counselor A here at Skyline, she was so helpful and easy-going that we were able to plan out the rest of my years in community college. Because of her genuine care, I feel comfortable enough to go to her whenever I need advising.

Skyline College offers good tutoring service in the English dept. of the TLC. The Kababayan program offers a built-in tutor w/c is good. As well as counselors always available. Good teachers too, they are all excellent!

I truly appreciate the counselors in the transfer center – they’ve helped me so much w/ all my questions. Without those counselors, I don’t know how I would have gone through my first 2 semesters @ Skyline. I’m now in my second semester and I feel confident about transferring to my 4-year college in time & prepared.

It can offer more important transferable classes that.

Skyline has various learning communities that may help a student identify their selves. I’m currently in a learning community, and we have our own tutor and counselor (besides the teacher) within this community, so it’s easy for me to get academic help like transferring.

Location, cost, and class scheduling are good. Most classes can be taken here before the need to transfer to a more expensive campus.

Security staff are helpful, library resources and services are adequate, scheduled for classes, counselors are helpful.

The best thing that Skyline has to offer is transfer center, learning center.

Required courses, geographical proximity, economical tuition fees, great teaching.

The student success workshop because it gave me allot of info about how to drop your classes properly or how cred/no credit classes won’t mess with your G.P.A.

Cost

Skyline College offers convenience and affordability of classes. The availability of classes has helped me to reach transfer status in 2 years.

Small classes and is close to home. Large variety of classes to choose from.

Excellent teachers, affordable, close to home.

The best thing the I believe is the Auto Program at Skyline. It benefits me because I love to work on cars and helping other people with their problems with their car. Also, the P.E. classes, which helps me to stay in shape.

Technology

My goals are personal enrichment. Have taken art classes, computer and now weight conditioning. And had great experiences.

None

N/A

It offer small classes under 30 student.

Choosing classes was very easy and the timing works out good.
402. Skyline has many classes I would enjoy to take. They also have many option and the staff there are available a lot of the time.
403. For the most part teachers at Skyline are qualified and friendly. However there are a few who are pompous and indifferent towards students.
404. small classes, cheap, good quality
405. Teacher are good, very helpful with students.
406. nice campus, good classes, and good location.
407. It’s small and not so packed. Teachers are great.
408. What I believe in my own experience is they offer financial aid, tutoring, and take classes when convenient for you, that really helps me.
409. The counselors are willing to help and they seem like they want the best for you.
410. The teachers are mostly helpful.
411. They really help in the learning center. They push you to achieve your goals.
412. I enjoy the professors. I feel they all have a unique style of teaching.
413. Good teachers
414. The large assortment of classes has helped me stay interested in school.
415. Tuition is relatively cheap.
416. They offer good classes at a good price.
417. Education at a reasonable price.
418. Good timing of classes. Fit nicely together.
419. The classes and the student planning
420. The best thing would be the counselors and staff. They have helped me tremendously in my efforts to improve my education.
421. proximity
422. Skyline provides me with an accredited institution where I can take relevant coursework. That’s about it, though. I am taking one course that is excellent but the rest are poorly staffed. One online course (Intro to Flash) had a professor who was so unresponsive and indifferent that I had no choice but to drop and enroll at CCSF instead. I am having a horrible experience here and it is the fault of the staff.
423. The same as when I attended Skyline 20 yr’s ago, its small, there’s more cohesiveness with the students here.
424. Counseling and transfer center counseling as well has helped me out quite a bit in acquiring information about other schools and also what classes to choose.
425. Skyline College has open the door for me in terms of achieving my other career goal. The introduction of the women on writing gave me motivation to write more and enjoy reading different genres.
426. certificates
427. classes are small and instructors are easy to approach
428. Lots of tutoring/reading programs and help w/homework. They also have excellent classes that help improve skills for work (AutoTech, ECE, etc.)
429. The ECE program is one of the best things it offers. It makes it possible for older people w/children and young people w/children to get their degree’s and education.
430. There are a vast amount of classes/majors to choose from. I am going thru a career change (Business to ECE) and it’s nice to receive the necessary academics requirements to make the change.
431. The schedule of subjects should match with bus schedules for students who do not drive so that we could easily take subjects w/in our limits but the best so far is that the Financial Aid given here.
432. The ECE classes are great – as well as the staff. I wish for this to continue.
433. I like the attentiveness of my counselor with the classes I needed to take to accomplish my goal.
434. Location & selection of classes. It is close to home and the classes I take are available
435. I like Skyline’s diversity in staff as well as students. So far all staff and teacher’s I’ve had have been knowledgeable and helpful.
436. I wish Skyline can provide food service. Sorry I think you may already have it. I am new here
437. evening classes & advanced math courses
438. They offer a chance to do whatever you want and they let you choose when it is convenient to you
439. I only attend Skyline for 1 class one day a week so I rarely have no comments. The majority of my class are taken at CSM.
440. Variety of courses, knowledgeable faculty members & instructors (very nice teachers!)
441. career center, variety of classes
442. on the most part the school is good.
The Admissions and Registration process was the most hassle-free experience, due to the resources provided. Most of the faculty is extremely friendly. The Tagalog course is definitely a bonus! The TLC and Library are valuable resources. Counselors are very warm individuals.

The best thing Skyline College has to offer in benefiting my goal is a career class, and financial aid that will help me get through college.

- Career Center would be good if they didn’t spend almost a month approving an online resume.
- Staff is really professional in my classes. I have found classes enjoyable and challenging.
- Computer center is a great tool.
- Wi-fi is also a plus.
- Admissions Office was very helpful.
- Most counselors are helpful and knowledgeable.

Evening classes that are varied by subjects

Skyline College offers different hours for classes. The schedules help working students achieve their degrees. Very positive atmosphere.

The best things this school has to offer is its dedicated, helpful staff (ex. counselors) and financial aid programs such as EOPS.

The upgrade and improve working skills of your college career in five years or less. Also, to obtain a new job.

I have really appreciated the academic counseling. I meet with once a semester & she helps me stay on track.

The WIT Seminar class was great too. I also got a lot out of the ‘Life & Career Planning’ class. Personally, I think that class should be required.

Night classes for people who work but still like to learn for self improvement. I can tell that with each Spanish class I am getting better & better.

many classes +

I believe the best things @ Skyline are new building coming up and the upkeep of the school.

W/A. I am currently enrolled in the only course I have ever taken @ Skyline. Do not have sufficient information to reply.

Easy access, affordable classes and a chance for many students to complete a two year program before entering a more expensive, and therefore, unaffordable university. Also, there are many “career” vocational/technical paths that students can take here – ie. automotive classes, cosmetology – early child care, etc.

Night classes one a week. Good instructors.

The best thing Skyline College has to offer is the size of the classes they offer. Class size is smaller and is better for both students and teachers to know each other. I get more one on one attention.

affordable courses, an opportunity to learn a second language, a usable art studio/sculpture space to do my art in.

Skyline College has done everything possible to provide me w/ the best education possible and at Skyline I have completed the 2 yr. requirement “gen” ed, so yes Skyline has achieve it’s goals.

The campus is beautiful, and the teachers care about their students.

Offers classes I need on days and times convenient for me

Practical, applicable classes. Flexible times for classes

The photo lab & the learning center. These are the only things I use but they are both great.

Variety of courses, excellent instructors, although fees have increased, it’s still affordable for me.

Skyline has a good schedule for evening students and I believe is very helpful for working people.

I love the library and spinning class!

The best thing Skyline has to offer that relate to me is a transfer program so I can go on and complete a B.A.

Skyline College has some of the greatest instructor’s/professors around. Many of them have been extremely helpful to me not only in the area pertaining to that particular class, but also in helping understand the whole “college experience.” They’ve given me very useful advice. *I also think the Learning Center is wonderful; very helpful!!

Good cheap learning

affordable classes, parking permit, tutoring service, workshops.

No comment

The best part of Skyline is that it is a small campus w/small class sizes, therefore making each class a more personal experience. Help is always available and you can have an identity to faculty and the students. It feels like a community.

The diversity allows me to understand people better and the schedule/classes are flexible.

No comment

Being a Daly City resident, Skyline campus is a perfect location. I don’t need to drive a distance to earn a degree/A.A.

Probably the variety of classes available

Allowing adults the chance to take classes at a very reasonable price.
478. Photography classes! Instruction is great, stimulating.
479. Close proximity to my house. Dedicated and interesting teachers. Teachers are personable and helpful.
Promote the arts with student shows. Friendly atmosphere. Allow you to do individual studies. I do not have
educational goals since I already have a career. However, this school has allowed me to pursue a dream i.e. learn
more about art and improve my skills.
480. Good counselor support.
481. Chance to play sports and transfer’s chance to another college.
482. The weather is Great for learning (its foggy usually)
483. Skyline has to offer alot of transfer opportunity because the staff has alot of info on it.
484. Its my first semester so I dont really have anything to add. Im getting some requirements done for a state
college. That which ultimately help me reach my goals.
485. I believe that the best thing that Skyline College has to offer that benefits achieving my educational goals is
ability to speak to your counselor, and have transfer websites.
486. This is my first semester in Skyline and I didn’t really get a chance to find everything out just yet.
487. Transfer programs help me get where I want to go.
488. The technology such as the useful computer labs for students who can’t manage to buy a computer it is very
helpful
489. The Learning Center has helped me with many subjects, (Math, English especially). help me maintain my
grades in my classes
490. Skyline College has an excellent tutorial system that is helpful when needed, which has helped explain difficult
subjects over my semesters here.
491. It ability to cater to part time students or worker and full time students
492. The best thing at Skyline College would be counsler and how they help prepare me for my future and school to
transfer to
493. Friendly teachers, teachers who are approachable and not judgemental. Teachers who care about you as an
individual. Interesting teachers, who mix in real life situations to catch your attention and to better explain.
494. Classes and conselor help.
495. The many associate degree programs provide the student with a broad amount of choices to make a valuable
choice
496. The learning resource center and the availability of the tutoring class both in math and English. I wish there is
a tutoring class also for sciences like them, physic
497. I think Skyline has good sources. There are a lot of additional sources that supplement my clases, like info trac
or books on reserve at the library.
498. The Learning Center. It provides tutors esp. for Math and English. They are helpful. They let you improve
your grade/gpa.
499. Great classes. With good teachers that are most of the time helpful.
500. They have vending machines
501. Skyline College has plenty of student services, tutoring, workshops. The environment is quiet and great for
studying students. The teachers are experienced in their respective fields and are great communicators, instructors.
502. Skyline College has some good resources for students. They are very helpful and accessible.
503. Skyline has conveniet class times.
504. I really like the cafeteria.
505. the readily available technology, influency, advice/help and respect.
506. Skyline has the classes that will lead me to my educational goals.
507. Great for improving your skills to get a better job.
508. Counseling, the trio program counseling has made a very positive impact in my educational life, it has helped
me to decide my goals in life and has showed me how to achieve them.
509. Night + evening classes is the best thing, because I am able to work full time + do my continuing education in
my free time
510. Skyline College offered the best telecommunication degree as far as I’m concern. It help me land a job with
AT+T. The AS degree I achieved at Skyline College guided me with my career goals at AT+T.
511. Practical knowledge presented by instructor, clean + pretty campus grounds, free parking on Saturdays
512. Classes enrolled in Skyline were very useful in work-life experiences. Evening and weekend classes are very
convenient.
513. variety of classes
514. Most of the instructors do care about each student and that each student in their minds can be successfull. The
teachers influence the students to be better and they inspire
weekend classes really helped me a lot because I have a full-time job every weekdays. I know that thru this
class that I am attending I know I can achieve my goals in life.

they offer a lot of stuff. there is always someone there to help you if you need it or just to answer any questions
you have. I feel like they should be more nicer with the hole financial aid and let more people slide so they can get
money to help them pay their way through school

All the extra help provided at the learning center and the teachers that care. Make this place a great place. I
generally go to the learning center when I need help.

The best thing about Skyline are the staff and how organized everything is. I like how helpful the faculty is.
Feel very welcome.

One of the best thing Skyline has is its diversity. That way I can relax and be able to ask for help when I need it
from someone I know.

Skyline offer the best student assistant center. Students helping other students in one of the most important
way to help students develop their skills an increase their knowledge in various subject matters.

I believe the best thing that Skyline College had to offer me is the Different Learning Skills class. It helped
diagnose my learning dissatisfaction as a student and allow me the accomodations I needed to help me do better in class.
The staff was very helpful and clear in explaining to me my disability, while not making me feel stupid in the
process. They were very helpful, and informative in helping me find ways to compensate for those disabilities.

I believe Skyline understands that most of it’s students are here to transfer to another institution and with this
they pride themselves on making that transition as smooth as possible.

I am not sure, because I am a new comer here. For now, I am satisfied with the staff and faculty in library,
course it offer help to me.

The best thing is the counselors and teachers because the counselors know where you want to head to and
understands your needs. I don’t like all the counselors here but there are some that are so great that they never give
up on you and believe in you. This helps me achieve my educational goals because it makes me look forward to
meet my counselor.

I think that the range in course difficulty and pacing to support people of all skill levels, the quality of
instructors, and the convenient class times are the best things Skyline has to offer. They have helped me with both
remedial and advanced classes. The counselors and the differential learning services are great, too.

The learning center is very helpful and tutoring.

The best things I believe that Skyline College has to offer is the size of the classes and the cost of enrollment. I
come from a poor family, so it would be difficult for me to enroll in a four-year for the whole four years.

The best thing is knowledgeable instructors and instructors office hours. This does benefited me a lot.

Skyline College and other community colleges offer EOPS, financial aid + the learning center help me achieve
my goal because money is an issue for me right now and when I need help the learning center is always there

The best things that Skyline College has to offer is the flexible class schedual. It is helpful for me to make my
plan if the class schedual is flexible.

It has helped me a lot. Unfortunately I don’t have all the time I wish to become a full time student.

I believe that the best thing that Skyline College has to offer is the computer labs. There a lots of computer labs
on campus which help me with my homework.

I am happy about the location, I also like the library and the bookstore. The library has books you can’t get in a
public library and the book store has a variety of items like a stationary store.

A prod and clean study environment. Many study places for the students.

Skyline College provides many night classes that I would have time to attend school since I work at the day
time.

I think Skyline College offers help to establish your educational goals and appropriate equipment to support
and achieve your learning process. Counselors are very important because they help you and guide you to choose
your classes and meet your goal.

I think the best things are the English courses at Skyline College also the Learning center provide a lot of help.
I have been a student at night class more than 1 year and I think the night classes in Skyline College are good.
Instructors are professional and considerate about students who are full-time worker. Moreover, tutors in learning
center are nice. When I have problems about my essays, they always give useful suggestions.

The english placement test. Because of this test, I can have opportunity to demonstrate how I learn so far in my
overall English skills.

Its teaching staff. They’ve taught me real life, usable information & skills. They care about me & my
goals/future.

DSPS has really helped me with my learning difficulties.
542. The international program, in particular the counselor of the international program, is very understanding approachable and supportive.
543. The counselors are very helpful and most of the faculty are very knowledgeable. They help me to chose my major.
544. The DSPS office and labs have made it easier on me to achieve my educational goals. Also, the teacher I have for Bus. 401 has been more than helpful!! We need more teachers like her.
545. Skyline College is a diverse community where you learn not only from the faculty but also from peers. You get different ideas that are helpful in and outside college. This college also wants the students to achieve in their goals and take every step in aiding them.
546. Practical courses
547. Flexible schedule, times that classes are offered for those who work full-time
548. Conveniently close, weekend class are a plus, easy access to instructors & material
549. Real estate courses that are accepted by CA DRE. The courses that I’ve taken are required to take the Real Estate Brokers examination
550. Varieties of classes with different time and day
551. Skyline College has great counselors, making it easier for me to get pointed in the right direction.
552. I believe that there are classes offered for people who would like to take after work. Also give me an opportunity to excel in my field/to work & study.
553. There are a selection of many different courses. Skyline offers many more classes than CSM or Canada with better time slots.
554. Flexible class schedule for full-time working adults. Faculty that understands there are mature students that also have conflicting priorities between work, school & home. Variety of coursework available. Websmart.
Administration staff is helpful + late hrs held by the Reg/Adm. office during the beginning of a semester is helpful to working adults taking evening classes. Same for the Bookstore.
555. Class are flexible, they also have a lot computer ablilible.
556. Biology labs
557. The teachers are well educated in their course of teaching and are helpful in providing information
558. The best things Skyline has had to offer is the tutoring services and computer labs. When I need help I go to them and I am very satisfied.
559. Affordable education
560. Classes are not sufficiently big which helps create a better learning experience. Teachers have more one on one time with students, which is more personal.
561. Skyline has been great and the transfer rate is really good hopefully I can get out of here and into USF
562. The best things that Skyline College has to offer are the counseling and the learning center. I can know clearly and support my educational goals.
563. Teachers are very helpful + easy going. Teachers also seem concerned with their students. Tutoring + the library services are also helpful.
564. A library to do my work in
565. Transfer programs are good.
566. The best things Skyline has to offer is the diversity. It has helped me become more social with those who are majoring in nursing as well. They have helped me decide what classes I should take to fulfill my goal of becoming a registered nurse.
567. It has good tutoring for math and English. EOPS program very helpful, financially, with tutors, great counselors. Starts good counselors try to help students as much as they can. Good sport program (soccer).
568. Skyline College have all the things that each student needs to achieve their educational goal and I personaly think that all the students here were offered enough of things for their education goal.
569. Great computer classes and respective teachers. Great physical education classes especially yoga.
570. I’ve had great experiences at Skyline. The instructors are knowledgeable and helpful. The website is great.
571. The counselors and teachers are helpful. They support & lead me in the direction I’m looking forward to.
572. It was close to my house & had the classes that I needed.
573. As for students, if we failed to pass the class, we would have 3 chances to pass the class. There is always a person or staff help us in the learning center.
574. Skyline provides an opportunity to take prerequisite classes for nursing for less costs.
575. The teachers are very helpful and there is alot of tutors to help out when needed. It is a pretty nice campus for a JC.
576. evening classes is the best thing Skyline’s offered to me because I work full time & cant make it during the day.
577. Instructors have helped me on personal and academic levels. I appreciate sincerity and investment in students.
578. The best things the Skyline College has to offer is how much help is available for all students. This benefits me because I have good choices in what I want to do, and where I could get help.
579. Convenient location, convenient times, cost.
580. I enjoy the yoga class + the teacher
581. I haven’t been in this school long enough to really comment on benefits of the college. I have spoken to lots of people at my job in a hospital about the courses offered for training and have gotten good remarks.
582. Learning Disabled Program has been very useful, staff that are approachable and understanding
583. They have everything somebody needs. to reach. their goals, however is depend on each individual.
584. because is one of the most prestige college around of the state.
585. Since this is my first year. I had no comments. I could not see anything wrong.
586. Skyline offers classes in the evenings, making it possible to have a full time job and go to school
587. N/A
588. Counselor were giving advise what class to take for each semester.
589. ?
590. Some helpful teachers
591. I like the night classes for students who work during the day but want to continue their education.
592. I’m feel very satisfied because at Skyline College I meet all my expectation on my education. Thanks.
593. The teacher here at the college are helpful.
594. Flexible hours and enough options for evening classes because I work full time
595. Course and schedule are the best thing for me. I’m able to keep my job and study.
596. Good teachers. They’ve helped me get on track with outside class assistance.
597. It has a variety of classes offered in different languages. The classes’s scheludes help to meet the student’s needs. Also councilers that speak the students language. Financial Aid, and childcare.
598. So far, the best thing that Skyline College has to offer is the learning center. It provides lots of help with the tutoring service.
599. Evening classes, starting at 7pm allowed me to have ample time to get off work check my kids and be in class on time, Did not have to rush.
600. Lots of evening match classes due to the fact many students need a lot of these to pursue their goals. Nice variety of classes are available.
601. the placement test was beneficial to me to know what types of classes I needed to take for English + Math
602. Classes are reasonable. Easy to register. Most classes I need, I can take at night. Can get into classes I need.
603. They accept students that want to go/pursue a college life w/o bias
604. Variety of classes and plenty of class times to choose from. Skyline is close so makes it easier for me drive from work.
605. So far I feel I haven’t really been challanged at this school & why must roll be taken daily? we’re not in high school anymore & no other real college takes roll.
606. Good transfer counseling – they guide you
607. small community
608. honors program: *****! really good profs. diverse campus
609. The study rooms in the library & the computers.
610. Learning Center
611. Mesa and Student Learning Center. These centers allow student to ask questions and get help.
612. umm… the best things at Skyline College is the library & the computer center. It allows the student to have more access for information to further there education.
613. I really didn’t have a choice just because the school is near where I live. I would prefer to go somewhere else because the cost for the tuition fee is too high for international student. The best thing that this school offer is a lot of parking lot.
614. I like the fact that all the people that worked at Skyline are very helpful, which makes the school good.
615. helpful & friendly teachers/staff
616. science classes => good/needed for my major & good teachers => good training
617. Registration dept, parking, tutoring
618. Financial aid, office hours, computer labs.
619. It offers excellent accessible education at a very reasonable price. I’m always surprised at the level of education I recieve at the community college level. This has been extremely useful to me as I change careers.
620. Skyline College offers courses that are transferable to many CSU campuses and even to private universities.
621. Teachers are concerned w/ students which I appreciate much.
Skyline has offered a place for me to study in the library. It is a place you can go to when you are unsure about what it is you want to do. It’s been somewhat helpful getting me to where I want to go.

So far the best benefited for me in school is the Learning Center. On overall the people there are very helpful.

I think Skyline College offers good courses they needed to choose their career. The science classes teach at a very high standard which prepares us for later on.

Better teachers and more open classes.

There aren’t many people from my high school so it helps me focus on classes. Skyline College offers good tutoring in the Learning Center esp. on my essays. My Eng 846 & 100 AK program provides a built-in tutor & that’s very beneficial to me. So far it’s my 2nd sem. here & I’ve got great teachers.

Affordable tuition fee, availability of financial aid.

I take advantage of the Learning Center when I can. I like the tutors that are available & find their times to be acceptable. The Library @ Skyline, its very nice & the people working are always helpfull. I enjoy the fact that Skyline is small, It’s intimate and you have a lot of one on one with the teachers. The science department @ Skyline is great!

Skyline has excellent on-site childcare, that has given me the freedom to attend college + not spend so much on chilcare. Since its really close, I have access to my daughter at any time.

the educational help support.

small size campus

staff is helpful when in need

the availability of confidential emailing for advice on intimate concerns like askBonnie.com. Short workshops supportive staff an ability to listen & empathize w/ students problems helps the student want to succeed & excel despite the challenges & misfortunes that come in the way.

the accessibility of modern tech having lectures of instructors online for student access recorded lectures for students who are sick or who miss class due to inclement weather. Online workshops like Dianahacker.com to practice English weaknesses so you can practice at any hour w/o disturbing the instructors. Expert advice on academic matters w/ guest speakers from State etc. very good environment for learning atmosphere politeness & knowledge of instructors

pro => atmosphere/faculty. Faculties are knowledgeable, helpful and friendly.

Right now. The classes are just good for me. And it’d be better the equipment in the lab is kept up to date.

Real Estate Classes. Got my license by taking/learning Real Estate Principle here.

They have the courses I want to take at the times and days I am able to take them. Moreover, the instructors are professionals in the field. Finally, Skyline is the most affordable education around!

Night classes in telec, it prepare me for what I want to do in the future.

It has hands-on classes, which provides a great experience to learning the course material.

Evening and weekend schedule

Evening classes for working people (Telco) weekend classes for working people Cisco/Telco/Telcom

Convenience, class availability, excellent instruction, new student.

Students feel a sense of belonging here.

The staff is very knowlageble and helpful.

The best thing that Skyline College has is the learning center. An the workers are approachable and friendly. I haven’t experience any disappointment from them as a matter of fact they are a big help to me.

The extended opportunity program had helped me in planning and achieving my educational goals with their book vouchers and especially their counseling programs. Financial Aid

Good and approachable counseling for transfer team, flexible hours for students, lots of computers for each student, good tutoring services in terms of availability and the help they provide to students

Learning Center and tutoring are great and have helped me accomplish many assignments I could not have done on my own.

commute convenience, cost

Honestly, being here this long, I really have not seen too much stuff that Skyline has to offer. In general there has been classes offered to meet my educational needs. But the quantity of courses need to be raised.

The learning center has tutors available, which is very helpful. Also, the classroom sites are smaller for more one on one support from teachers.

Skyline College should offer more tutoring services, as this might benefit me by able to learn things more understandable thus able to achieve educational goals much more efficiently.

I believe that Skyline College offers classes that is transferable to UC’s and States.
Taking gen. ed. courses that are transferrable to other schools. The instructors I’ve had are mostly approachable and fair in giving grades. The school welcomes adult & others & help them out w/ their educational needs.

The best things that Skyline has to offer are the Learning Center. It provides help for many student, Internet, and computers. This has allowed me to research homework, study, and has helped improve my educational goal.

The Transfer program because they help you out and give you advise on the school you plan on going to. I the Learning Center helps as well because I do my homework in there.

The financial aid is easy to navigate through, and the classes are timed well without many conflicts.

I’m just going here, because it is the closest college to my home, but overall I like it.

I have benefitted a lot from the tutoring services offered at the learning center, and most of my instructors have been excellent.

I don’t have anything to say about this

Skyline has a lot to offer in the library. The staff is friendly & helpful. It has benefited me greatly when it comes to doing research

Student services is excellent and since I have started seeing my counciler, I have gotten a better understanding of what I want to do as a career.

The location is very beneficial for S.F. residents who want to get out of the crowded life and concentrate. The school is clean and friendly and the faculty really cares.

The academic clubs provided and open to anyone. The availability of the instructor hours.

Skyline is an overall pretty good environment for students. I really like being able to have access to certain resources such as the transfer center & career center & counselors.

The counselors are more helpful to me then those at CSM. Skyline is also closer to my home. Skyline helped me make my goal and transfer with an agreement.

The availability of computers/technology such as the learning center, library, microcomputer lab and CAOT lab. The campus has a track, soccer field, tennis courts and constructing a new gym. I really enjoyed the P.E. courses: spinning & pilates.

Skyline College offers many opportunities that help students to attend at lower rate and expenses. The faculty is really great in acquiring all the needs of the students and provide a lot of help to let them reach their goal and finish their education

I believe that the career center is the best thing that Skyline College has. It is because for the two years that I stayed here it really improved.

There’s nothing because Skyline has offered everything that any student needs to complete his/her success of education.

A more helpful councilor, & able to give more option about educational goals. So able to achieve educational goals that I expect.

Skyline College care about the student. Staffs and tutor center are very helpful. Financial aid are available. There are sufficient facilities in this campus. Things that I like most here is that I feel comfortable to study here and easy to commute to here.

More classes. financial aid. tutoring service.

No comment

The Financial Aid & EOPS this programs are very helpful esp. for us students who doesn’t have enough income to support our stidies.

It is the fast respond from the Registration office’s officer when I first attend this college.

Skyline College offers flexible classes time, so people can attend college anytime.

My academic advisor is helpful. She explains everything clearly. As a non-native speaker, I feel comfortable to study in this college. Library tutoring service is remarkable. They know what they need to do. English tutors help me how to develop my ideas instead of changing my ideas. They make sure I understand what they say before I leave.

Library provides database for doing research. It really helps me to get useful information to complete my assignment.

EOPS students have the priority on registering the classes and I’m as EOPS student also got the piority of registering classes. Registering class early is very important because there are many people majoring in business therefore it’s harder for me to add my major classes if I wasn’t in piority list.

The opportunity to transfer with inexpensive tuition.

Well, I don’t really know much about Skyline, but I’m glad they have an automotive course for ppl!!

The teachers are very helpful and the resources are good.

Offers general education so I can get those out of the way and transfer
689. Eve classes
690. Wide variety of classes for a highly diverse community. It gives me more options without the need to spend a lot of money
691. Flexible evening classes. I work full time in the day time.
692. Your theater events
693. Class schedule. Fits my schedule.
694. The library is open late so I can come after work and study.
695. Don’t know.
696. Class schedules are flexible.
697. What is good about Skyline is that classes don’t fill up and there is usually room in classes I need. Also, Financial Aid & the Library (access to internet) are very convenient.
698. I think the teachers are the best thing Skyline has to offer. I’ve had the most incredible fortune in having tremendous teachers in all of my classes. The fact that I’ve had great, approachable teachers has benefited me b/c I try hard to do well in class, and my teachers have inspired me to transfer and further my education. Also, the soccer program is awesome!
699. The learning center, because teachers have too big of egos to talk to them.
700. The best thing I think that Skyline has offered was the workshops and Starrs Trio program. The workshops helped me understand stuff I did not know how to do for a certain subject example grammer or essay writing.
701. small classes has helped me learn more from the faculty. The faculty is able to tailor classes to specific class problems.
702. Firstly it helps me realize what I want to do in life. An the environment helps a student alot.
703. Skyline Colleges offers a great oppurtunity for counseling services, as well as a chance to help students focus on a career.
704. Skyline College offers the best soccer program and baseball programs. The soccer team has motivated me to continue with school. I think these programs are a big help in motivating students to continue with school.
705. counsellors, tutoring, small campus positive support towards acheiving my educational goal, assistance in setting up a plan.
706. The college was instrumental in assisting my transfer to SF State.
707. umm… It’s close to my house!
708. the financial help, the programs it offers.
709. N/A
710. People are helpful w/program info. On the phone and in person.
711. I don’t know
712. I believe that all the teachers I have had so far in ECE classes are great that I feel that I want to come to class.
713. The best things Skyline College has to offer are that classes are scheduled at times convenient for me and that financial aid & counselors are helpfull.
714. N/A
715. The financial Aid and student service offices.
716. The best thing that I believed Skyline College can offer to me is to help me have my Teacher’s Permit. This I believed will help me a lot to have a stable job as a teacher. I will feel secured and happy if ever the school, Skyline College, will assist and guide me to have this Teachers’ Permit so I can achieve my educational goal.
717. Skyline offers excelent educators for their E.C.E. program!
718. I believe that night classes are great because I don’t have to miss work in order to get my learn on.
719. Great ECE teacher’s. Very flexible and understand everyday life. Very knowledgeable and teach necessary things for the field.
720. Skyline is close to where I live. That’s basically why I chose Skyline. I had no expectations and I’m very satisfied with the school. I like the administrative staff
721. Its very easy to find information for just about anything that you’ll need (i.e registration, transfer programs, financial aid etc.)
722. Skyline College is my local college. She has to offer labary, computer system to all the US. I think that is the best things. and that helps achieve & students educational goal.
723. The transfer programs are really good. Get the help whenever needed
724. I’m here to earn P.E credits to transfer to my high school and the yoga class I took last summer was great!
725. The variety of classes offered in the evenings allows me to work during the day, It helped me stay in school and recently received my Associates degree.
726. Offer most classes and schedules, so i can in order to finish my education in a two year.
727. Financial Aid Center – to help out with the fees
As a returning student planning on applying to graduate school, I have found Skyline College to be so convenient with their classes offered, timings & staff. Skyline professors have a certain passion & love for their students & this is embodied in the way the classes are taught. Returning to college has been a wonderful experience & I’ve enjoyed every class that I’ve taken here.

Skyline has a great education staff everything is great. I have really benefited greatly w/ learning although the college should offer internships and give more job opportunities.

The class schedules.

The best thing in Skyline is the fact that classes aren’t as hard to get into compared to colleges in San Francisco.

The administration staff are helpful, and counselors are easy to approached They’ve helped me alot in helping me to transfer to a 4-year college.

Good counselor and the staff The environment of Learning Center and Library is good for study

I am not sure. I am only here on evenings for P.E. classes.

The ESL Program, the Respiratory Therapy program.

I believe the best things that Skyline College has offered was the class and the time schedule. So it help me a lot and save my time to get a job. It also achieving my educational goals which prevening my major.

The general education, it allows me to transfer to a 4 yr college with GE taken care of.

None

The counseling department. Everything a student needs/looks for from a counselor they have. They’ve motivated me, believed in me, kept me on my feet and on track.

Canselors and teachers has been very helpful. They igide you as you accomplish and complete each semester.

I think financial is the best offer for me, because it gives me the free enrollment fee to enter college. And it give me chances to get in that I could not affort for it.

I like the transfer program, It helps most of the student a lots. school reconstruction – great environment for student in learning. Hope to see the new building as soon as posible.

No comment.

The times classes are scheduled well fits my work/home schedule.

I really like the learning center and staffs are helpful. Because of Skyline’s close campus system I can able to access one place to another easily.

The Learning Center helped me when I had difficulties on a subject.

The Honors Transfer Program (alliance w/UCLA), easy registration

Good scheduling, but wish classes would except more students. Registration dates are unfair. Been going to Skyline for 3 yrs & my registration date is always late.

Computer labs, library, learning center.

It is a cheaper alternative for students looking for a 4 year degree. The overall personality of the campus is welcoming.

It has benefited me by getting me the hell out of here into where I should of gone in the first place, a U.C. All in all, it was a good school, no complaints except student who participate in academic dishonesty. Professors rule here, every professor was a good professor

Job opportunities on/off campus that are related to student majors. Internships. Admission’s agreement with 4 year university.

Career counseling and courses to determine career interest. Helped in selecting major. Good transfer counseling services. Helped in choosing a transfer college. Also helped in course selection. Campus clubs. Provides an avenue for student participation.

The best thing Skyline has to offer is definitely the learning center because tutors are readily available to help you.

The schedule, the campus is okay for me

Career center – great programs & info. Library – quit place to go, but needs more study rooms. Accounting lab!

The best thing Skyline has to offer is it’s class size and the price per unit. This has benefited my goals in that smaller class size allows for one on one interaction with the professors. Also having lower costs for the units taken in comparison to university and state colleges has been helpful. It allows me to continue going to school without paying high prices, it’s affordable.

The teachers are definitely the best “things” here. They are friendlier and more competent to teach students than CSM. I was unsatisfied w/my experience there. It is the total opposite @ Skyline.

They have the available classes for me to take to transfer to a four-year university. I am able to get classes that are first or second choice.
Free printing at some computer labs related to subject. More parking than most colleges. Cheaper parking. Some interesting professors who makes class more enjoyable. Financial Aide. EOPS

Skyline has always had a variety of classes – and a variety of professors who know how to lecture & teach their students – Counseling services are somewhat adequate – but could be more aggressive. Online counseling services have also been very helpful – The Learning Center is a good place to study & get the help you need.

An accommodating academic & transfer advising center. I met with a transfer counselor, & he provided me will all of the academic information I needed to continue my plan in seeking higher education.

The best things that Skyline has to offer is the amount of chances it gives its students that are failing or on probation.

The friendly, helpful, and education staff has made my presence at Skyline wonderful. The care and worrys they hold over each and every student gives a sense of hope and wants to achieve higher.

They offer a range of variety of classes and have a good transfer program and staff. This has all helped me in my goal of transferring to another college.

I enjoy taking evening classes off campus. I work full-time as a teacher in the east bay & having an evening class fits into my schedule.

Providing several classes to choose from during the evenings. I would not have had a lot of opportunity without

Skyline offers a safe environment for their students as well as knowledgable staff. They way it has benefited me, has been the great knowledge I gain through each professor which have been also approachable.

Off campus classes. Very convenient – I work at Highlands Christian School and have had several classes here. Good close parking. Have also gone to Daly City and SSF.

It would be nice if the staff that works in the Registration will be very understanding to some of the students that doesn’t know anything about computer, how to register themselves. Not all the students that come to register are knowledgeble in high tech computer.

The best things Skyline College has offered is the access to differents kinds of majors and a good education. I benefited on taking classes at night and provided refund on my tuition. It has also benefit on the easy access to rent books.

It offers off campus classes, which are better. They have better parking, locations than at campus when you take evening classes you feel safer. I am able to take more classes because they are off campus and more enjoyable

I love the parking situation for the students who have classes near the child care center. I’m taking only this class and I’m so grateful for the parking. I was very glad to see the security team driving around so frequently also.

I believe the best thing that Skyline College has to offered is a great, knowledgeable, and supportive advisor. She has been an inspiration to me in helping me to achieve my educational goals in my ECE Career. Another thing is the knowledgeable instructors that I have had in my past classes. They made the classes I took enjoyable and interesting. Another good thing is the helpful staff on campus. The staff in the Admission Building

The good quality classes in the evening. I have to go evenings and I need the classes to improve my employment opportunities

Having the classes available at Highlands Christian Schools has helped a lot of teachers catch up on their ECE classes.

I don’t know. I come for my two classes and then leave. I’m mainly a student at Canada College in Redwood City.

I think the learning center and tutors are a good thing Skyline offers. It has helped me with some of my homework.

Skyline College offers prerequisite classes and various transfer protocols at a relatively cheaper rate per unit than four year institutions, especially valuable to low-income students.

I think overall Skyline has lot of good teachers teaching. I think it is very important that teachers teach well and students get benefit from learning through these teachers. Also I really like the way Skyline has set up for tutoring for those who need help on any subjects.

The library is nice because there are individual study rooms to use. The TLC is useful because there are many computers available to access and very helpful tutors.

I think that most of the teachers here at Skyline do care for their students in the form that they emphasize going to ask for help and seeing them during their office hours. Also the student services at Skyline do serve the students well.

The counseling service has provided me information for my transfer that was beneficial to my education goals.

I believe the best things are the hours for the T.L.C., on campus tutoring and easy to talk to counslours. The counslers help me alot to prioritise what I need to get done to get out on time.

Great class options with good teachers. All have helped me to complete the requirements for my major.
The best things about Skyline are the small class room sizes and the transfer center counselors are very helpful.

Small educational community helps class size get equal attention from teacher.

Skyline college should change or offers new computers for the learning center, cause its the only one that we could use there computers anytime and its not that good, it always give us a hard time.

Skyline College has a wide range of classes that I need to pursue my major.

I think that Skyline College should build more computers at library, also more study tables at the second floor.

This is my first semester here @ Skyline College and so far I have found that everyone is very helpful and encouraging.

I think there are more afternoon class (at 2 => 4pm) It gives me more opportunity to enroll more three class each day

I think it’s good that Skyline has counselors to help us in achieving our educational goals. Also, the library + learning center are good to have as resources.

The best thing is that I know where to get information. It is easy to see a counselor who can answer many questions. The Learning Center gave me help so I wouldn’t fall behind.

I like the learning center where you can get help on all problems you have w/ school I’m not really sure actually, as a person just trying to get done g.e. to transfer the course work is fine, teachers is good

good staff, good counseling, variety of courses

I believe the kindness of the teachers and the wide variety of help available on campus best help me in achieving my educational goals. The counselors are also wonderful.

Pretty good class availability, some good teachers.

Counseling. Guidance.

Skyline College is very close to where I live. It benefits me because I'm never really late to class

My favorite part about Skyline College that I’ve truly benefited from would have to be the amazing staff and small class sizes. Each of my professors this semester has made entering/matriculation for this spring semester a very challenging and rewarding experience thus far.

The best thing Skyline College has to offer is the learning center where students can get assistance on any of their courses.
What do you believe Skyline College needs to improve on in order to provide a quality educational service to students and the community?

1. Skyline needs to work on parking, construction and sexual harassment policies.
2. Have a better solution to overcrowded parking lots Open more sections of popular subjects (ie. Nursing prerequisites) Offer a Nursing program
3. I feel everyone should be able to attend college without being subjected to smokers.
4. Skyline need a more efficient policy for security and their smoking on campus policy should be enforce thoroughly and majorly.
5. Weekend tutoring more study areas controlled noise a lot more clubs and activities offer more classes
6. More personal attention, better tutoring Assistants in classes, More campus Activities or events. Such as plays, dances & not just poetry & WOW programs,
7. A football team and more stuff
8. a better community where others are welcomed. A lot of students arent very welcoming.
9. It seems like parking may be a small problem but I don’t know if that can be fixed
10. Better parking. Perhaps more of the same science courses just, with different days/time. It is difficult to set schedule when classes overlap (conflict in schedule)
11. More automotive faculty.
12. Skyline College needs to improve the campus. The campus is not very attractive and the atmosphere with the students seems to be not as energetic. Students also need a place they can go to and relax, study, or deal with what is needed.
13. Cafeteria needs to take credit/debit cards. Big name bank ATM machines.
14. Maybe new ways of teaching the material
15. More parking; more variety in cafeteria; arcade/rec room. debit credit card acceptance: atm’s
16. The parking lot should be more secure.
17. Get more funding. The price of going to school is now not as appealing than before. It is also better to have more class sections open to decrease class sizes.
18. More computers with internet access would be helpful. Increase security patrol because many cars are getting broken into.
19. Better equipment
20. Get MORE Nissans!
21. I hope Skyline College will continue to put funds into the Automotive Program so the program will continue to be able to upgrade their automotive equipments and facility.
22. Provide more space + equipments for Auto. Tech.
23. Improve the parking lot lighting and parking spot at night.
24. Perhaps try the quarter system or trisemester instead of a short summer semester.
25. Skyline College needs more tutor to provide educational.
26. Free parking!
27. more parking lots so we can get to class on time!
28. Better counselors helping students map their educational journey.
29. Simplify the Matriculation & Orientation process. Curb the vandalism & graffiti problems
30. I have no suggestions, only that I look forward to the completion of the construction!
31. Improve library and internet services. Also, the summer session drop date is far too early and inflexible.
32. Increase number of open slots in Nursing Program.
33. If I can really choose, I would say the weather! However, realistically speaking, I recommend more tutors & counselors because sometimes it takes forever to seek help w/them. And of course, more science classes are needed, if possible b/c it’s impossible to add those classes. One last time, personally I feel that it’s the biggest rip off if I buy a brand new book for 20$, & school buys it back for 2$.
34. More science classes!! It’s a struggle for students to add classes such as anatomy, physio, micro… many students fall behind because they wait semester after semester trying to get into those science classes which are required prerequisites for their major. Please enforce the smoking policy.
35. The availability of classes and improve the quality of student services.
36. I think they could have more counselors because of the high demand and awkward meeting times sometimes given. That’s about it, and possibly more teacher evaluations at the end of every semester
37. More parking space
38. more classes at different times.
39. I haven’t had many problems so I’m not sure. One thing is to keep a tighter eye on cheaters because it’s extremely unfair for a student to get better grades because they have all the notes and test answers from friends who already took the class.
40. The number of available slots for each class especially the science classes.
41. More teachers teaching the same subject/course in one semester so one isn’t forced to choose a teacher they don’t like. more online courses.
42. Needs more parking lot
43. I believe Skyline College needs to have bigger class sizes especially for the major classes for certain courses like microbiology, chemistry, and other classes.
44. Same important issue. In order to maintain student’s academic quality. Full time instructors must needed.
45. One thing I think they should improve on is to have more areas where people can study, do homework, and have study groups.
46. Better classrooms, the buildings look run down & old. Vending machines broken, better cafeteria. Offer more science classes (microbiology) and remodel or “fix up” the lab rooms.
47. Parking needs to improve a lot because I have missed class due to not being able to find parking anywhere close. The construction is sometimes annoying when taking a test.
48. Skyline College needs to improve on hire more teacher so more choices of class hours are optional to provide quality educational services.
49. I strongly believe that Skyline College need to do a radical change in the Biology and Chimistry Department to provide opportunity to disible students which deserve to be scientific too.
50. I do not know.
51. The campus police!
52. What Skyline need to improve is security in campus. because there has been couple of stolen cars, so in order for people to feel safe they need to provide security.
53. Making the school look a little better. Make it aesthetically a little more pleasing to look at. Nothing besides that
54. Counseling, campus security
55. Everything besides the weather is perfect.
56. Nope
57. No comment
58. The school need to intise students to want to be on campus
59. As of now I do not see anything that need a change.
60. I think more help to students needs and their wants maybe.
61. Offer more classes or different hours in some classes like Chem 410. It is only offered at night.
62. I think the college needs to get better counselors because I have went through 3 counselors because they all tell me something different + some of them have given me wrong information. Also, I think the programs’ counselors needs to be more serious + help or they need to get more counselors for the program.
63. Have more science classes. Library is very noisy when trying to study. Students do not turn off ringers on cell phones. I find the library a bad place to study.
64. Needs to improve on some of the supplies available to students in class. For example in geology the mineral samples we have to use are incomplete and old due to wear from students past. It makes it hard not only on us students but on the teachers as well who have to spend valuable time digging up supplies that are less worn.
65. More classes in science subjects so that more students can enroll especially for the students majoring in nursing & respiratory therapy.
66. Financial Aid – not really helpful – don’t provide enough information – therefore students can’t afford to pay before deadline. The learning center is absolutely helpful. Fully staffed and I get alot of work done
67. Keep hiring high quality instructors and continue on employing instructors that have shown this excellent qualities.
68. I think a lot of people (myself included) can get a little lost in the middleground known as community college. I think perhaps for incoming freshman at least, there should be (a) mandatory meeting(s) with a counselor who could make sure they get off to the right start.
69. So far I see Skyline College have provided us with adequate assistance with everything I needed.
70. I think Skyline needs to improve their learning environments the most. Some of classes are so packed seats are unavailable. Also, cutting the cost of enrollment would probably bring a lot more students in.
71. Counseling services
72. The time in which the faculty & staff respond to problems the student has with classes should be sooner.
73. More teachers that are willing to help you succeed.
74. security
I have had my share of teachers (very few) who did not have regular class meetings “just because” very often throughout the semester, which made it difficult to do well and understand the material.

Increase parking space, that would make students happier here. Some faculty teachers do not help the students enough to learn.

Advertisements on school! To catch high school students’ attention.

Skyline only needs to improve only on the smoking, which is seemingly out of control in the courtyard, which becomes annoying after a while of being here.

I believe Skyline should add more courses of study, especially in the Science dept.

As a community college I think Skyline is doing a superb job.

Skyline needs to improve the number of classes and spread out the classes more to make it easier to schedule with other classes.

More parking  More teacher-student meeting  Guaranteed Transfer to larger amount of U.C.’s.

Ugly school, too many prerequisites, move parking, finish construction, nicer classroom, bigger desks, more info on study abroad programs and internships. More classes and times.

Academic needs/financial needs

The construction is noisy and at times it doesn’t help students concentrate on their work and exams they are taking.

Nothing else, everything is fine the way it is.

Hurry the development process! Make more of the same classes available.

More classroom space

Paying on campus is hard. Most of parking is taken if your classes start at 10:00 AM, very hard to find.

Nothing

Parking spaces.

Offer job or internship programs for the major, have some additional programs such as E.O.P.S.

Strictly enforce the smoking rules. Start giving fines to people who throw their cigarette butts on the floor or ground.

Adding more/different classes would be great. More varied class schedule

Parking needs to be improved. Have teachers that speak fluent English. When teaching their subject. (Math teachers).

In my case what I need is that my core classes were available at day time, not in evening time.

I would say that better labs & science classrooms. Also, provide more internship opportunities, especially in Admin. of Justice.

More computers  WIFI Access throughout whole school

Facilities

All areas are covered

Bigger campus  More food – such as fast food restaurants  Bigger library

complete the construction of the new buildings quicker.

Better more experience faculty, and career advisors.

offer more classes

More classes that are not so impacted.

They have to make the parking lots bigger.

concentrate more on academic future. provide more financial aid  help those who do not have a set major

Cleanliness.

Environmental teachers that you can understand

Financial Aid – not really helpful – don’t provide enough information – therefore students can’t afford to pay before deadline. The learning center is absolutely helpful. Fully staffed and I get a lot of work done

The staff has to be more charismatic and show that they care for their students.

Skyline College needs to improve by making the campus feel more colleg like. At times, the mood is like high school, so no importance is put on the academic level.

Offering more math courses (having a heck of a time getting Geometry) & more times for full-time workers. Maybe some weekend (SAT) courses? Also, courses offered one day/week during the day? (Instead of only 710pm)

more dances

Nothing I can think of right now

More computers in the library flexible to do your homework reports such as big essays. and more tutors.

I’m not sure. I think they need to have to medical assisting program here again instead of at Canada College.
118. The College needs to improve on its regular counseling programs. Many students have complained that they had been mislead and in the end it cost them more time and money. Some had to drop out.

119. Better computers.

120. I feel that there should be more school activities & clubs so people like myself can join. I want to join a club but I haven't heard of any I can join. Adding these types of activities can help students feel like they belong at Skyline.

121. More learning programs and student help.

122. The appearance, this place is kinda depressing, and more parking.

123. Once all the construction is completed it will be a lot quieter. 

124. Closer parking

125. No Comments

126. I have no idea.

127. Dunno

128. More parking lot. And more classes.

129. More classrooms and smaller classes

130. Make this place look nicer. Other than that, not much else

131. Counseling courses

132. Improve student’s security. More facilities & courses

133. It’s good enough.

134. The response of Faculty to the needs & problems that students have regarding their classes.

135. Closer parking, and safer parking at night. Also paralegal morning classes.

136. Better and more adequate parking areas. Parking areas closer to the class buildings.

137. Better lighting. Parking lots. Cafeteria needs to stay open later than 8pm. More needs & attention for us night students who are forced to work all day by society! Thanks!

138. Class availability. Ex: some classes may only have 1 day and time available and that makes it hard especially if it conflicts with another class.

139. I think they need short night calls. They end to late of a person who gets up in the morning and works a full day.

140. Nothing they are doing a great job!

141. More courses, better science lab facilities, lower cost for textbooks!

142. Skyline needs to improve on security in the parking lots and a newer outer appearance for its buildings. The classes should offer specific software related to that career.

143. Skyline needs to do more student evaluations on instructors.

144. Get the paralegal program a.b.a. accredited

145. More lights in the parking lot.

146. Have more available hours to see academic and financial aid counselors.

147. Skyline College needs to have more evening courses and more courses in their major field programs.

148. Everything is satisfactory to me

149. N/A

150. I would appreciate Skyline College offering more Saturday classes.

151. Offer more classes in a semester for the paralegal field instead of separating and only offering a few at a time per semester.

152. Evening office hours of counselors + or advisors for those students who work full-time days.

153. Parking is hideous. The construction represents many problems. (I am aware its to better the school, but in that case, fees shouldn’t be so high).


155. Teachers!

156. More financial aid.

157. Larger variety of class times.

158. More parking spaces.

159. N/A

160. Nothing really!

161. More diverse classes… more parking space.

162. None

163. Parking

164. I think there needs to be more classes offered in the evening. Have more classes offered in different times. I think there’s not too much of an option for many students.
165. More classes. More language classes like Farsi & German. Get rid of the W on the dropclass.
166. Parking, prices of books, + science classes
167. Finishing the construction would be nice.
168. I think Skyline needs theater, a radio program, an art gallery, more culture around to be seen.
169. Skyline needs to improve its counseling staff. The few appointments I had with counselors usually proved uneventful. They were not very informative and they made me feel rushed.
170. The campus seems “dead” a lot of the time. Not a lot is ever going on so students tend to leave more. More connection between the college as a whole w/ its students could help the overall morale.
171. Stronger class structure. Needs to acomindate all levels in the class. More inter action with students.
172. Introductory chem labs are inadequate/dirty. (Broken scales, problems with hoods.)
173. Convenient walking areas, I have to walk around a fence to get to a short area.
174. No comment.
175. In fact I can’t think of any; I think it’s good as it is now
176. Nothing it is fine as it is.
177. More classes, especially core ones.
178. Skyline College should improve on stricter rules about the smoking areas and maintain students to a behaved state so others don’t get distracted.
179. Some english teachers need to be more motivated at what their doing.
180. Class sizes, and better technology and equipment.
181. About the only improvement that I can think of is additional parking
182. The books shouldn’t be that expensive, also we shouldn’t have to buy parking permits.
183. Teachers need to be more involved and help us a little more.
185. Parking Spaceace.
186. I think that Skyline really needs to consider limiting its smoking areas. It is very uncomfortable for me to be bombarded by cigaret smoke every second of the day.
187. More parking
188. Classrooms, campus, parking.
189. nothing
190. I think Skyline needs to improve the teachers. Some teachers are older teachers that just because they’ve been teaching a long time feel they are good teachers. But some of them really aren’t the best. Some have negative attitudes and are very unencouraging. Another thing that can be improved is the computer lab. We don’t have head phones and I noticed that some teachers have a hard time reserving it.
191. need more classes, but buildings are being made in progress.
192. Notting really, they doing a good job!
193. I think more homework and more tougher questions so we could learn better.
194. I believe Skyline needs to finish its construction. I feel that nobody wants to go to school where all they see is a construction site. Skyline is a good school, but the environment is not.
195. I think Skyline College needs more tutors in math for students. Also, I want it to provide more classes.
196. Bigger bookstore Smoking on campus is bad Construction is too slow Office room for all staff Updated buildings.
197. have more teachers who love their jobs and who care about their students as individuals more elective classes, languages & arts
198. Skyline needs to improve it’s focus on class goals. Many classes I have taken were a combination of two or more courses with thirty plus students in attendance. This has been very strenuous on my academic carerr.
199. More Art programs. better art facilities. More classes in general. Animation program.
200. I believe Skyline College is improving to offer more classes (technical classes), but we need more class times that are convienient.
201. Equipments on lab
202. They could have a teacher’s aid so there’s more individual attention
203. Parking space and more security around the campus
204. The classrooms should be cleaned
205. More counols, add carrer
206. Easier parking so that students can make it to class on time.
207. Their websmart is bad and hard to follow.
208. need more parking spaces.
209. Skyline College definitely is my school of choice. They have been so helpful in my Academic Endeavors and so supportive. Please Thank them J Very Proud Student of Skyline College

210. More classes. Better facilities. Better parking. I hate driving around the entire campus to get to the PH parking lot.

211. Skyline needs to improve on parking.

212. Skyline College should provide Math tutors who are knowledgable about the subject. Instead of hiring people who just want to earn money without helping and doing their job.

213. probably need more classes and parking space/lot.

214. financial aids

215. Smoking Area. Everybody’s smoking around the campus and it’s frustrating!

216. More teachers and more automotive classes. Also we need some girls in the class. Tired of seeing boys all day.

217. Keep making more smoking bans.

218. More classes provided in different times would be helpful.

219. More classes.

220. Bigger classroom and more classes

221. It is ok as is.

222. Took night class & almost got jumped by 3 guys cause they wanted my hat. No security available, office was closed & I felt threaten every time I come here

223. More learning equipment in the classrooms.

224. unsure but there is always room for improvement

225. Improvements on facilities.

226. Better selection of courses

227. I believe it needs to improve it’s communication with the students that are enrolled here.

228. Better Parking!!! And the second part to Arabic 801!

229. I don’t know. I come here for only 2 evening classes

230. Skyline should try to offer a wider variety of classes. WebSmart should be more interactive => you should be able to pull up your personal information faster.

231. Parking!

232. Upkeep of classrooms and strict enforcement of smoking rules.

233. nothing.

234. Lower book, calculator and other material prices.

235. more major classes & avaible time 4 the classes

236. Skyline needs more majors to choose from, I think its very limited.

237. To improve the school I would recomend to just continue to remodel, or at least try and make sure to get new desks in all the classrooms, if possible.

238. More comp classes like computer repair and better comp classes at a decent hour not 710pm only one day a week. Get an elevator inspector on campus.

239. Probably more computers, a larger room for computer use.

240. fix the pavement in the school

241. Skyline needs a drop in cousuler center, like the one in San Mateo College, so we don’t have to wait a month to talk to a cousuler.

242. Not have students here that really don’t want to be here. It is really distracting.

243. Have more classes.

244. Help online.

245. It needs to improve its service

246. N/A

247. for what I’ve seen, I think everything is fine.

248. Better Computers, MACs

249. The roads on the campus and in parking lots are poor and the sidewalks.

250. Parking! Parking is difficult to find. Increase more parking space.

251. I think there is alway room for improvement. Library hours for morning students to study. Better computers in the TLC.

252. Parking; weather. haha Class schedules.

253. Finish construction

254. Everythings good to me! J

255. More tutors on duty so no one waits around.
256. The parking situation is horrible. I would come 15 minutes before class and still be late 10 minutes because of parking.
257. everything is good except policy on smoking  student shouldn’t be allow to smoke on campus.
258. more parking & lights for evening classes. more classes also because there is high demand for some classes.
259. Skyline College needs to improve the bookstore hours because some students get out of class or have class when it closes.
260. more ‘hands on’ environment in classrooms  stop loud construction! more ways for students to interact
261. more classes for Nursing Majors. – A Nursing Program. More Parking.
262. Hire more Teachers to open more class to choose.
263. I think the people working in the financial aid office should be more helpful and friendlier. I have had a hard time getting financial because of lack of help.
264. Skyline College needs to improve on parking, lower cost of books, registration & classes
266. More tutoring on specifics, everything that you need to transfer to an UC or CSU, tutoring needs to be for those class on specific courses, but it’s up to the students to attend.
267. More computers in library & sometimes the amount of time allowed for computer use is not sufficient enough to complete homework.
268. Easy – hire professors who SPEAK FLUENT AND CLEAR ENGLISH!!!  enough said
269. In recent years the evening drawing/painting/art courses are being presented earlier & earlier. Used to be 7pm => then 6:30 => now 6PM! This has made attendance very hard for a working person with a commute!
270. more parking.
271. Being only a parttime student, I don’t feel qualified to answer this question
272. Better labs, transfer counsilers that don’t discourage students from going to out of state schools and counsilers that do not make students do their own academic planning.
273. nothing for my goals
274. Parking, science labs.
275. Political science Dept, lab resources, English speaking teachers, English should be primary language
276. Not especially, and only in the most general of terms.
277. Lower the parking permit rates. Make it free!
278. I believe we should have a day class in jazz band as provided some years ago.
279. Even more music classes, (perhaps a string instrument class). More adult brass woodwind. Perhaps a woodwind class and a brass class. A clarinet class, trumpet class, low brass class! Flute class as at City College.
(Parking is becoming an issue)
280. Reduce the fee’s, eliminte pay parking. Tell Governor Arnold to kick in more $ to help reduce the above costs.
281. Parking, the fine arts building should be named “The Billy Robinson Building”
282. No opinion
283. More control over student who are just here to “hang around”.
284. More teachers.
285. Provide help and more surveys to get a better data of statistics and improved on the level of dissatisfaction.
286. I believe that Skyline College meets the adaquate needs of student and community
287. The college needs to work on the counseling advisors, b/c some students feel like they are taking classes they don’t need to take The counselors don’t really help much. Counsilers should make the students feel comfortable and act like they care.
288. There are classes necessary to transfer that are difficult to enroll in because of lack of classes offered.
289. More healthy foods, less smoking areas
290. Since there is a tremendous need for nursing programs, I think Skyline needs to fill in that gap
291. Maybe access to the gym for students to work out at before, in between, or after classes. It helps balance school, stress, & life and promotes a healthy lifestyle. Also betteruptodate computers in the computer lab. Comps take toooooo long to boot and load.
292. Better lab supplies and larger labs  Better system to allow students into a full class
293. Some of science class have only one or two scheduled a day wk is somewhat not helping other students who are working.
294. Bigger area so kids have more places to study, hangout and wait for next class to start.
295. Library is too loud. People treated like the student rec area – social area.
296. Get a nursing program!
297. Parking, accessibility to classes. Crowded.
298. The bookstore, it a little smaller than I expected. And the smoking area.
299. fix building 6 so I don’t have to walk so far to get to building 7. – Better computers in the learning center
more private rooms in the library. – extend drop date/refund date.
300. appearance of the school
301. Just the construction.
302. They need to bring back Japanese!
303. “Bigger Parking”
304. A room just for smokers so nonsmokers don’t inhale tobacco one bit. Free food every now and then. Tighter
security in parking, a high control from car theft. No construction that limits movements. No school bumps. Less
dangerous floors to walk on. And really clean classrooms everyday.
305. Science department is very poor, needs more new technology and new equipment.
306. More classes need to be offered during the day.
307. I think parking slows down commuters and many times they make it late to classes. (more parking spaces)
308. Push students to be able to transfer in 2 yrs. I see too many students taking 3 ½ yrs to transfer.
309. Classroom & restroom facilities, laboratories, computer learning center, nonsmoking enforcers, cafeteria
310. More open campus
311. campus regulations/activities, harder/accredited classes (reputation), parking
312. Nothing. I am satisfied with the school.
313. The construction
314. Almost nothing they do a great job over all, more class times
315. bathrooms need to be cleaned periodically few faculty members, in believe, need improvement in teaching, to
provide students with knowledgable & enjoyable experience.
316. The speed of construction because it disrupts classes and is distracting. Classrooms need to be bigger.
317. Parking lot
318. Get more help from government.
319. Due to the educational benefit, to provide a quality service the communication is a tool that will be very
helpful.
321. I think Skyline needs more efficient classrooms. There are lack of classrooms in this school.
322. Try to give more classes, especially health education classes, for me that would be good because I am trying to
major in a nutrition career.
323. Having more than one teacher to help one on one in class.
324. until now I can’t think of anything
325. No comment
326. I am very satisfied so far with all Skyline College has given me. If I have to continue my education, I shall
come back again
327. More activities on campus
328. No. Skyline is the best.
329. Parking is horrible
330. Much more security in parking lots, especially Lot 2. Too much theft and vandalism. For classrooms,
professors must be informed to have at least one window open for fresh air.
331. Have the security guards loosen up a bit. Because they think their real cops and their not.
332. They need more classes that students don't have to stress about, like adds and signing up early.
333. 2006, Skyline is still under construction, leading students to take longer to walk to their next classes. Finishing
construction can help students w/their attendance.
334. some teachers need to be more polite, more parking, less construction.
335. Need to improve on having more variety of classes available.
336. Not having Police hiding behind corners, giving people tickets just to gain money for the city, get gym
completed, traveling to CSM everyday sucks.
337. I am satisfied of what Skyline have provided so far.
338. The counsel, don't really know the transfer stuff. I came from Foothill College and it takes them a long time to
figure out how my classes transfer over from a different school, which goes by quarters not semesters.
339. The parking needs improvement, because it’s hard to get to class on time occasionally. Also, the smoking
issue needs to be resolved, because no one really follows the new rules.
340. More books in library, more parking space for students, more equipments available in classrooms
341. I think the parking space for now and a larger bookstore
342. 1 on 1 help with struggling students.
better access to counselors and academic assessment. more qualified financial aid office assistants.

I feel that Skyline does not need to improve on anything. This is my first campus and so I cannot compare to any other.

More class times available.

more convenient times

For morning classes there needs to be a couple more options for math and chemistry. For example: only 1 organic chemistry instructor.

Some of the faculty members just simply don’t care if the student succeeds or not. They don’t try to help you, don’t give out test formats, don’t inform the student. I am currently enrolled in a History Class and the teacher gives out a test worth 250 points which is ¼ of our grade and after studying DETAILED notes I took in class, the test turns out to be a 10 question multiple choice that has NOTHING to do w/ what he talks about in class. The final essay was the only thing that was explained in class, but only parts of it was covered. Then, he expects us to know more then what he has taught in class. COME ON!

When hiring staffs, they should have a guildline on how to teach. And teachers should have similar ways so the student doesn’t have to guess how to deal with the instructor’s temper, way of teaching.

I think everything is great, but please do something about the smoking policies.

In progress already – construction for new science and student service wing. Better state funding for more science classes. In addition, I believe Skyline needs to actively make full time instructors at least full employment – Professor

Parking!!! And making sure teachers are well qualified to teach specific courses.

A bigger parking lot. (Maybe a structure or something cause there’s not enough parking.) Better selection of food in cafeteria.

Medium size classes. Consistant enrollment fee does not increase during semester

Making sure teachers are qualified for the specific course they are teaching.

No smoking or spitting. It make so many people sick. People spoke & spit all over campus

The only thing needed to improve is some teachers style of teaching. Some talk too fast our out of order. Others don’t teach at all & only refer to page numbers. Teachers that prefer lecturing need an overhead projector to show notes on what they say. Students such as myself aren’t very good listeners.

Need to have more availability of hours.

More comfortable table/chairs for students.

More staff to accompany and accomodate the students

Stricter smoking policies, add a drama program!

I think we need to have more clubs to help others get interacted with others.

Skyline College needs to improve it’s scenery and beautification.

I think this school needs more related classes, parking can be improved and people in the administrative office can be more polite.

Parking. Parking is difficult here at Skyline. Increase more parking spaces.

The quality of materials professors teach need to improve, as well as the sanitation.

Administrators should enforce the “No Smoking within 20 ft of the building” rule. When I walk to class, I am sometimes overwhelmed by the smoke and there is no way to avoid it because students are smoking right by the building doors.

As what I’ve heard Math tutoring service shld. be improved. Add some more tutors. Dental Hygiene program shld. be offered here.

The smoking program is becoming worse. I’ve appreciated the fact that the staff has tried to make changes, but still, there is a HUGE problem. I have a heart condition & the smoking I’m surrounded by on campus makes it worse.

The schools needs to be improved. Science labs are old (with leaky faucets). Some classrooms need painting. I believe the school need beautification by doing this the school can attract more students.

The parking (need more of it) and also, more security for parking lots @ night. Sometimes the admissions office seems clueless, and you can get the runaround by them.

disability services, child care services, admission staff.

More parking spots and reasonable prices on books and supplies.

No comments

More academic evening classes to help those who work fulltime achieve their degree/goals in a reasonable time.

More free learning services, maybe on the weekends or at night.

A wider range of classes?
379. campus clean up and more resources from teachers
380. Modernize weight conditioning room & clean floors more often. Older restrooms need attention. Skyline has wonderful staff & faculty. It would be nice if students & custodians took better care of the campus.
381. I believe that Skyline should have free parking space for every one. lower book prices. classes to be on time and not cancel. The fees per unit should be lower as it was before.
382. Variety of classes, need more evening classes
383. ?? – seems to provide well for our local educational community!
384. None
385. More class times
386. Need more students
387. Financial aid workers could be more helpful in directing students to where they need to be.
388. I think that they need a bigger environment and also a wider of selection in materials.
389. The school need to recognize individual need/circumstances. Then treat each student respectful.
390. stop giving these surveys
391. better classrooms, the class I’m in has the ceiling falling on us.
392. size of campus
393. Finish with construction.
394. Honestly everything is what I need in this school and it provides much more than I need
395. The dates for enrolled ment is hard to get classes.
396. More majors, it is limited.
397. I dont really know. Its cool the way it is.
398. Parking.
399. Get rid of the people who come here to mess around – distracting
400. I don’t know
402. lower the book prices.
403. Skyline needs better access to the buildings.
404. None.
405. One of the counselors pissed me off by trying to deter me from taking a major I wanted – I felt like she thought I was too old or not intelligent enough to take those courses. She was opposite of helpful.
406. Nothing
407. They need to hurry in the construction of Skyline. It is a major distraction
408. lower cost
409. Reassess quality and restaff, especially the flash courses in the computerscience department. I took coursework in high schools, community colleges, and at UCLA and he was the worst experience ever.
410. Hopefully offer more classes. For example, the advance Oracle courses.
411. In terms of having education more affordable.
412. More competent instructors.
413. Closer parking areas.
414. More security in the parking lots at night. Lots of break ins / and people being followed to their car. Most people come here alone at night & the extra security would be helpful.
415. The construction and parking are things that need working on
416. I think Skyline is doing a great job. Not only did I receive my AA here many years ago, but again, I can always return feeling comfortable and accepted for further education.
417. To get more students for the future progress of the world!
418. More quiet rooms at computer center for students to be at peace, or even at library. And keep cafeteria open at all times unless holiday.
419. To me, smoking section is important. I don’t smoke and I dont want to be around smokers. Distance of smokers would be helpful.
420. More selection of times of classes
421. No comments. I am new here
422. Some of the teachers here aren’t that great, but most are. to improve that, better luck next time – music classes hear are great – not all english classes are…
423. I only attend Skyline for 1 class one day a week so I realy have no coments The majority of my class are taken at CSM.
424. Knowledgable financial aid staff members & admission staff members.
425. Offer more classes b/c I would like to only attend Skyline but since some classes aren’t offered here I had to go to CSM, Canada or City College o SF.
426. More night classes. Keeping the book store open longer. Lower the books cost. Have the same schedule as in the day. No reason to discriminate people who have to work. More variety of classes.
427. More encouragement and information regarding the workshops.
428. Skyline needs to improve on providing useful information that allows students to find all of the financial aid & possibilities there are.
429. Counseling services for this student have been less than satisfactory. Im one appointment a counselor told me he was not going to fill out an educational plan of courses I would need when transferring to a CSU school. The paperwork was requested by the Veterans Administration for funding in VA vocational rehab program. He said, I could, “get that elsewhere because I wasn’t going to be enrolled at Skyline after this semester, when I graduate,” Kinda odd behavior?
430. More tutors that can assist
431. The parking.
432. Better sports programs and more sports (Football Team)
433. More classes for night students. Better variety of classes.
434. The teachers could answer more questions about assignments and chapters in the textbook. They should also keep the college in a cleaned and organized manner.
435. I have a concern about how classes are combine with other classes when enrollment is low. I am currently enrolled in an evening class that is going through the curriculum extremely quickly because two different levels of the class were combine, so even though it’s a 3 credit class, we are covering two semesters worth of info. I took the 5 credit class last semester & did very well, but chose to slow down for this semester & only take the 3 credit class – because of the situation I am struggling in the class.
436. I don’t think it is perfect but I think it is really good & can’t think of anything worth changing
437. ^ enrollment!! My current class is two classes combined due to low enrollment and it is difficult for both teacher and students – very distracting and NOT what was advertised in catalog nor what will help me learn. Very disappointed in the merging of the 2 classes. Also, finish construction!
438. I think you should have counselors that are more educated with majors, and having more a one on one basis w/students. To help guide in the right direction.
439. Do not have sufficient information to reply.
440. More evening classes with more options/choices of days of attendance. So that when registering a student isn’t forced to give up one class for another –
441. Educational materials should be available online (syllabus, handouts, etc.) so teacher doesn’t have to make photocopies and students aren’t left w/o materials.
442. Skyline College needs to improve on the whole parking issue that starts in the beginning of the semester & ends about the 5th week into the semester. Skyline College should team up with SamTrans & offer free bus rides for Skyline students the first 5 weeks of the semester… just a thought. Skyline College also needs to improve on their financial aid office staff. Everytime I go there the people there seem like they don’t want to help anyone. New financial aid staff!
443. no more mixedlevel foreign language classes art studio is also overtaxed with concurrent mixedlevel classes held concurrently. – I had a terrible time with security regarding antoher student who I had difficulty with. Security was not supportive or helpful at all.
444. maybe in offering more classes and better class rooms.
445. More music major classes and more music teachers as well as a student lobby or maybe a place where people can hang out and meet other people.
446. N/A
447. More classes to avoid impacted classes
448. Maintain physical condition – our classroom’s heater won’t turn off, so we have the door open – a large waste of money.
449. Need to inform what is available for new students who are coming back to school after several years.
450. Satisfy TAG agreements with U.N.L.V.
451. Skyline could improve on having more teachers for certain subjects as well as offer more of a variety of classes in certain study areas.
452. Improvements that I believe should be made: offer more classes, w/variety of professors, more parking, and make library or computer center open on weekends too!!
453. Smoking Polices. No one listens to them. too much smoking happens around campus
454. offer more positions for workstudy students.
455. More classes that students can take. Classes has decreased
456. Perhaps adding more evening classes.
457. More awareness about events going on. More activities for EVERYONE to be a part of. MORE PARKING SPACES. More classes a thurs. & tues
458. No comment
459. Updated electronics.
460. Get the construction done so parking is easier
461. The dark room could use funding to increase its ability to prepare students for real employment opportunities.
462. Pay their teachers more and support the good teachers more. Have closer student parking and more of it. Put more money into updating equipment
463. I think we need more health classes.
464. Need more classes
466. Too much construction around the campus, it can become distracting because it get relatively loud.
467. So far Skyline seems like a good school. When it comes to improvements just keep up the good work.
468. I believe that Skyline College needs to improve the quality of educational services to students and to the community so that going to the school doesn’t seem like high school over again, but more still a college experience
469. Everything is satisfactory in my opinion
470. The smoking policies need to be enforced and the pacific heights rooms need to be cleaned.
471. The parking lots size. And the lighting for night school
472. Update all technology otherwise no need to improve
473. Skyline needs to have more parking, and a wider spectrum of classes to provide for its students!
474. More availability of class
475. Skyline College need to improve parking lot and make more parking space so students won’t be late to class. The should be more variety of class & time for students to enrolled in to fit ther schedule.
476. Bigger classrooms and more classes that are available for each course.
477. More classes, better teacher, and more time from oe class to another.
478. Skyline is a fine institution in which I have no immediate qualms I can factor in. The only lack of choice for teachers teaching certain courses have made some courses harsher than others.
479. no comment
480. Community wise, the school wwould be fixed up. Some of the classrooms look really dirty and some hall ways & rooms look like they are in desperate need of a paint job. We should just make the school look prettier.
481. More classes, meaning more options to choose, some classes you only have two choices of taking it in the AM or PM. We need better teachers that are helpful.
482. I think that Skyline is a great college and its good as it is.
483. destroy stats as a subject
484. Smoking on campus is one issue. Academic counselors can be more enthusiastic & helpful instead of making students go research & figure out things on own.
485. Although it is a temporary problem, the construction makes it difficult to get from one building to the next sometimes.
486. More community involvement
487. Bigger & better cafeteria
488. nothing really, maybe more classes.
489. More classes would make the educational service much better. More selection would make it a lot better.
490. Parking, more financial aid available.
491. They should open more real estate classes, so we don’t have to commute to CSM
492. Skyline College has to continue recruiting good educated + with Master’s Degree instructors to provide quality educational services.
493. Better, easily navigable website. Admin staff who can speak English well + no superthick accents that are hard to understand. Not sure if my questions are full understood by the admin staff who does not have a good command of the English language.
494. It is mostly with parking.
495. they need to improve on the financial aid.
496. I think if they keep on doing what there doing they will improve. In what they are all ready good at.
497. I think the one hour by arrangement per week is the reason why students drop classes or fail classes. Parking need to be better. Majority of student drive to school.
498. Some of the teachers need to know how to make the subject interesting. Teachers can do it by taking an active role, telling interesting and relevant stories, and the like.
499. the English and Math area during exceptional way. However there are not enough science class available. the classes high in demand should be able to accomodate more students.
500. As a part time student, I have not experienced enough of Skyline where I see the need for improvement. So, as a result, I cannot comment.
501. Build up a wider variety of classes. Have more internships or workshops for careers.
502. provide more class!!! Because I can’t find some class in this semester, but last semester! I don’t know the reason. maybe some teacher leave. For some science class. students should have more choices.
503. I think everything is okay the way it is. Improving is a good thing, it just makes better of. Although it would be nice to have a schedule of events that are happening at school.
504. The computer labs have old and slow machines on them. Also, a lot of the classrooms are in poor shape (I think construction is fixing that, though.)
505. Separate individual courses.
506. In my opinion, nothing at all.
507. Parking facility.
508. I just think they should have a more flexible schedule because some courses are only available at one time and it is hard to make a schedule to fit my life style.
509. I think Skyline College should provide more different counseling service for students.
510. Not to charge for parking.
511. Customer service. Skyline has really bad customer service skills.
512. Parking or class times so people leave and come at different night times so you don’t drive around until someone leaves. Some classes are only offered during the weekdays, like physical ed or ceramics, and people who work aren’t able to fit it into their schedules. Times start to early and not on weekends.
513. More counsellors available in the Admission office.
514. I think there should be more parking space, every time I arrive school at around 6 to 7 pm, I always have to part very far away from class building.
515. Well, I don’t think there is anything to improve. Skyline College is a complete school that offers a lot of opportunities to students.
516. The transportation to get to Skyline College at night because for people who don’t drive are hard to get there at night.
517. The one thing I think needed to improve is the computers’ system in computer lab, especially those that relate to the printer.
518. Let more students to know what is going on recently in campus. What benefits they should have on different circumstances. One possible way to promote informations to students is put them on the most noticeable space on the school web site.
519. Its counseling services. I don’t feel that my counselor is supportive. I feel judge & therefore I don’t like visiting even though I know he can help me with my academic goals.
520. More aproachable people in the writing center.
521. Staff to be more interested in their students and in helping them get through. Some staff are what I have experienced are not “very studn friendly” and are not very helpful at all.
522. Need more knowledgeable teachers.
523. Better English tutoring and up to date computers in the TLC Labs.
524. Faculty should teach more to the students needs and not always expect for students to know the material quickly. They should keep a balanced pace when teaching.
525. More courses of serious nature
526. Security at night in parking lot.
527. More online, weekend, & evening classes to accommodate working students.
528. Increase the size of the classroom desks
529. Parking & construction, keep cost (books) down
530. The counseling department
531. Start classes on time – not waiting for latecomers. Adherence to the subject matter saving time for unrelated, personal questions for after class, push more for student achievement. This country is seriously falling behind.
532. no comment.
533. I would request more on line classes. For part time students who work, it would be nice to do much of the work from home, online and attend a class every other week or once a month.
534. More classes

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535. Parking & class availability
536. Better counseling services, there is really only one counselor that is great. Also I want the construction to be over
537. Maybe a progress report – even an informal method to communicate how the student is doing, before it’s possible to withdraw.
538. Striving & improving the school’s expectation in staff, classes & other educational issues in providing quality services should always be the school’s #1 goal.
539. Just the campus seems a little dirty
540. Skyline College is perfect.
541. More parking for students, better a car parking security.
542. More school activities, sports.
543. Enforce the smoking policies and clean up some of the classrooms.
544. Have the counselors help their students more with educational plans.
545. More capable teachers, more parking, better classrooms.
546. It would be cool if the college provides a place where students meets and study w/a helper.
547. Additional classes on the weekend.
548. Perhaps more evening classes.
549. There needs to be a little more parking w/ better lights, construction needs to be done ASAP.
550. Make more nursing prerequisite classes available!!
551. Better tables, better chairs, more computers, extra programs, better classrooms
552. Needs to expand program + add class sections related to nursing and night students so CSM + Canada are not the only JC options.
553. I like the school the way it is!
554. Offer more of some courses (ie: more times & teachers)
555. The Mac lab is 5+ years out of date. Even the newest hardware lacks the newest software. Many of the computers are bogged down and inefficient. The MIDI program is also too slow-moving and has promoted me to look more seriously at transferring. I have felt slighted by one staff member who has made my experience here very uncomfortable and unpleasant. I will probably elaborate on this in a letter to the president of Skyline.
556. Maybe Skyline College could improve on making sure that the teachers know how to teach well.
557. Online courses need to have more meat. Right now it’s mostly buying a book, doing the exercises in the book, and submitting it. I could do this on my own, if I didn’t need the credit. Not sure what the instructor’s are getting paid for.
558. The school could benefit from a short orientation class for the services offered here in the school. ie. financial aid, counseling course descriptions or overviews before taking the course, how much homework + time to study /study groups. Also a study skills class would be nice.
559. Nothing
560. I think Skyline College has the appropriate quality on every service they offer.
561. To get the most important thing for all student in this institution.
562. n/a
563. Student parking is very limited, additional parking is dark, while staff parking has a lot of open spaces at night. Staff parking should be open to everyone at night and reserve just enough for staff. Pacific Heights area has no restroom
564. N/A
565. N/A
566. Counselors to be more in touch with their students. I still haven’t met mine. Not for lack of trying, but my counselor is just never available and doesn’t get back to me (return my calls). Some students are just very aggressive with meeting their counselors and some are not. You might improve your graduating or achieving percentage if you add more counselors.
567. Counselors more helpful
568. We need more late afternoon classes and tutors available at night for students who can’t get here or even an online live chat with tutors so homework help can be done during a lunchbreak or from the office.
569. We would like to have a better parking lot. Sometimes I feel scared because I have to walk a little far from I parked my car to the building.
570. Maybe there something have not been to school in three years. So I really can’t say.
571. Add more physical education classes. Add all GE classes to evening classes.
572. N/A
573. More class options, a bigger variety of classes.
574. They have a big parking lot but unfortunately is far away from the buildings and sometimes a student is walking own his/her own, or when it’s foggy, rainy it’s hard to walk to get to the classroom. Not enough public phones to use in case of emergency.
575. Some classes are extremely small. The hours of the learning center should be prolonged.
576. Offer more online classes for individuals who can do them while working full time.
577. Need to have more science classes at night for us who work during the days and weekends. This makes it difficult for us to achieve our degrees.
578. make available or schedule classes for nigh students
580. more science classes & equipment.
581. More sciences classes
582. Better classrooms
583. Start acting like a college & not a continuation of high school.
584. Better lit parking lots – security
585. more attention to students, especially fin aid faculty.
586. newer seats & facilities! more class space. better schedule.
587. More computers & less people.
588. no attendnace or roll call
589. Buy new equipment. Have construction on afternoon or at less times during the day.
590. Skyline needs more science courses! This will allow more students to have access to a larger variety of courses. It would also be nice to have a smaller student to teacher ratio.
591. lower the cost for fee for International student.
592. I believe that Skyline College needs to improve the restrictions on smoking. I believe that we need more restrictive laws here are insufficient.
593. Parking, needs more parking space & cement or recement the campus grounds esp. near the portable classrooms because it get really muddy.
594. More degrees that we can avail here, & more classes, more parking, decrease amount we pay per unit, and better financial aid services
595. Some faculty don’t respect students views. Some dont know their material well enough to teach it
596. Construction
597. I think it is doing fine. My only comment is that I see an overload of students trying to get into the science classes such as, anatomy, physiology, microbiology and chemistry.
598. Skyline College needs more teachers and classrooms. Skyline should have a list or catalogue of prequisites to the different major so that it will be easier to students
599. Some teachers are somewhat mean and somewhat brutally frank especially when some students fail the exams. Other teachers are again unfair and mean in speech 120 classes especially on certain asian groups who can’t speak better english.
600. They need to provide more class times for science courses. need to offer more spaces to nursing programs, surgical tech. Offer Radiology program.
601. school facilities, buildings, lab rooms, computer labs
602. more opportunities to recieve certification in specific areas.
603. No comment at this point
604. Parking spaces! Security! I have seen many, many breakins and vandalisms. The security is too busy giving unecessary tickets, and not providing saffey. Other than that, that’s it.
605. Skyline College needs to improve the tutor center.
606. The construction is really big problem during class hours and brings lots of distractions
607. Parking so I can get to class earlier & a certified program for athletic training.
608. On what I’ve heard Math tutoring isn’t working that well. They would only answer your assignments w/o really explaining the lesson.
609. Increase number of classes. Bigger and more classrooms. Enough funds for the schools and instructors.
610. Although I use the learning center often, I believe they do need “more qualified” tutors & tutors who really want to be there. I also think they need to spend more time with the students they help.
611. Parking
612. parking lot.
613. more study halls, enforce strict laws against smoking
614. classroom needs to be more comp. have more than one teacher teaching some course.
615. A nursing program at school. especially RN, more materials for research in library, more convenient hours for classes maybe academic classes on Sat for working students, more availability of summer classes for academic subjects, more materials for lab esp science classes, lack of cadaver & models etc., instructors should explain material well & inform students if they will be late etc., instructors should not water down lecture material to fit students because detailed info is very important career wise, instructors should be fair in assigning pages to review for exams & not include test materials not given in review sheet

616. Skyline should offer broader and consistent classes. It is such a hassle to go to CSM for computer & engineering classes.

617. So far, it’s o.k.

618. I am pretty much satisfied with my studies here, so I could not think of any reason that needs to be improved.

619. Obtain more state funding for education. Upgrade its technology infrastructure and labs.

620. More advance real world knowledge in the tcom classes.

621. For technology courses, always and consistently provide up to date equipment and supplies. Students need that to be able to go right into industry without having to update themselves.

622. More options on technology areas such as Microsoft and Oracle certification programs

623. Continue evening/weekend classes for Telecom Professionals/computer professionals

624. too soon to tell

625. The quality of financial aid and classes scheduled.

626. No. But it could note give us the same surveys twice in 2 days.

627. They need to improve security system.

628. more parking spaces, more policies on nonsmoking practices

629. More classes available to avoid too much addins especially all the science classes. Better lighting in parking lots – I have heard of incidents about breaking the glass of cars!!! Better security in the parking lots as well!!! Better nonsmoking policies.

630. More science class options for those in Nursing Majors, esp. @ night.

631. More classes, more teachers, better class rooms

632. What Skyine really needs to improve on is the diversity and amount of courses needed, based on educational goals. The lack of courses offered in a semester is lack luster. To wait a whole other year or semester to enroll into that class is appalling.

633. I would like to see a wider variety of classes. At City College there are more language and environmental science classes that I think Skyline should have. I would also like to see more cultural history classes to provide people with more knowledge seeing as how we live in such a diverse community.

634. A variety of teachers who taught the same subject is being introduced. So that there will be adequate place available for students who need to take the specific class.

635. I believe Skyline College needs to improve on getting more classes open, and the parking lot needs to be much more bigger.

636. Add more classes & fix the time schedule.

637. Financial Aid. I learned that the financial aid office was not very helpful and felt as if financial aid was only given to very very poor. Its hard to continue your education w/out money.

638. Campus looks very dirty, classes conflict with busing schedules, a lot of people can be rude to new people. Not enough emphasis on certain subjects, distinctly computer science (not computer use, computer science) and P.E. classes that are meant to take years to develop skill are only offered as a single semester class.

639. More counselors, I felt that mine was just trying to get through with me as quickly as possible.

640. What I would like is for counselers to be more helpful with organizing your classes to achieve your degree as fast as you are able to.

641. Skyline should have more security vehicles driving around the parking lots at night, especially when classes get out.

642. I think having an engineering and a metal working/welding class would help improve

643. The counselor need to be improve. I was forced to take a class by a counselor & I found out by a counselor from my transferring college that the class is no where near my major. They Skyline counselors are not helpful at all. Aside from that, Skyline needs to improve on enforcing the no smoking policy.

644. It would be nice if we had more science class schedules so every body could get in at one time. However, I do have a complaint against students “spitting” on the sidewalk. It is “gross”. They spit where ever they like and it’s very unhygenic.

645. Better study materials/equipment. Better parking arrangements. More fun/excitement to school spirit. This school has no school spirit like a really college should. Basically the school is nice, but its too boring and everyone looks depressed all of the time.
646. I think the security in the parking lot during the evenings.
647. Skyline can improve the maintenance of bathroom facilities, etc.
648. Be more open to the students opinions and thoughts.
649. Enforce the smoking policy, have more resources available
650. The school needs to improve the rules of smokers smoking in areas where people pass by to their classes.
651. They can add more parking spaces for students because it is a big headache for them. They can add more classes in the evening because it is convenient for the working students to attend after work and complete their education.
652. Skyline College need to improve the services for security.
653. Allow students to know the teachers before they register for their classes because a lot of student register’s and then drops because it’s either the teacher hard or because the teacher is not giving the right education.
654. better faster security responding
655. more number of teachers teaching same course, as there would be more class available for students.
656. Skyline should provide more class schedule to the student in order to complete academic program as soon as possible.
657. class schedule
658. Provide more class
659. Maybe additional classes, because due to large population of enrollees in this campus sometimes or most of the time there are no enough spots for students who wants to take the class. And it causes delays to students on their goals.
660. They should have more computer lab in different building and extend the operation hours.
661. Skyline College needs to improve the ESL dept for Chinese students because I felt that there are not enough resources for Chinese students.
662. Parking lots need more space because sometimes we might take a long run to the campus we attend. Many classes are not available in Skyline College. For example, Chinese and beginning basketball.
663. Library workshops may need to improve the time schedule. Since same focus workshops such as grammar always provide at the same time. It is so hard for some students, which have time conflict, to take even one of the workshops.
664. Skyline College should provide a better parking lot to students.
665. More understanding from faculty
666. CLASSROOMS… to teach students RESPECT!! Yah!
667. nicer campus?
668. organization of class schedules and counseling
669. N/A
670. Keep the library open longer on Friday, Sat & open on Sunday
671. Better people skills
672. Availability of more evening classes and weekend classes
673. Its alot better than City College of SF
674. Nothing I can think of.
675. To keep going what it has been doing.
676. more afternoon classes.
677. Instructors caring about students more.
678. Parking lots should go through all the way around campus! Hurry with construction! EOPS should pay for all financial aid students – they are too expensive, especially when you live on your own in one of the most expensive cities and have to pay for a lot on a little budget!!!
679. They need to offer more financial aid because although your parents could have money it doesn’t mean you get money.
680. Nothing much but maybe have more security around the campus and more no smoking spots on campus. And do alot more workshops for different subjects.
681. maybe another student study area instead of just the library. Less smoking (if possible).
682. Well, nothing really maybe small stuff like tutoring.
683. Open up dance programs to more varieties. As well as expanding libraries so more is available to students.
684. The smoking on campus is out of hand. People don’t smoke in the smoking areas.
685. need to improve the promotion of resources and programs offered at Skyline. Many students are not aware of information available to make their career goals reality.
686. Heaters, nicer teachers, nicer classrooms, more parking, nicer campus staff, more knowledgable staff.
687. Have prepared counselors.
688. N/A 3. Was this survey helpful? NO. It was a waste of time.
The survey. Come visit the classes instead of this survey.
I don’t know
A better lookin campus & more parking space.
N/A
Security is very rude here, they should be more helpful.
As a working student of Skyline College, I believed the school can provide a more quality educational service if the time for ECE is flexible to the students work schedule and if the school will provide a shuttle bus for students who don’t have license to drive.
Better website.
Better parking and getting the construction done already!!!
The classes I’ve taken have been good. I’ve learned a lot and I’m satisfied.
better parking, cheaper, no more stupid questioniers
Okay I’m done
Provide more classes at night for students like me who can’t take classes in the morning.
Maybe class quality need to be improve.
more counselors at better times.
N/C
tutoring center
more flexible schedule for students, more convience time schedule for classes.
Most probably there needs to be more classes offered, especially in “highdemand” majors. There are too many students wanting to enroll in the same classes.
They are ok. I don’t think there is a problem.
parking, lower cost per unit, books (cost), more class options
I think they should provide better counseling services. The counselor that I spoke with put me down & made me feel that there is no way that I may transfer to a nursing program. They encouraged me to take my G.E. first rather than my prerequisites, which I feel pushed me back from reaching my goals.
It should be able to have more funds to have more classes available to the students.
Campus environtment needs to be improved. and the student service to community need to be improved.
Nothing?!
Counselors need to be understanding of the students’ needs, and be more willing to work with the student toward his/her requirements early in the first year of commencement. Emphasize to all department heads and their subordinates that every one is different and their background is not the same as those born and raised in the United States.
I believe Skyline College needs to improve on class and more time in order to provide quality educational service. Also the parking space too.
Better instruction w/ some teachers.
Announcing transfer programs.
Teachers that teach in the morning (8 am classes) Those teachers are the worse. Some don’t articulate well.
Teachers need to be more respectful of students (some/only select few). After all is said and done, we the students look up to the teachers. We are here to learn, not fool around.
mare parking spaces.
None. Skyline College is good.
I would like to ask Skyline College for update more new technology continously.
More classes to offer and more available times.
Many people smoke in all the wrong area. I feel intoxicated just passing by to get in to my class building.
I think counseling should be improve more so that they can guide students much better and they need to teach the experience about what student choose and need to compare with real life. Also the time between two class need to be longer because for students who has class between Pacific high and building 1, 8, 5 are hard to go class ontime.
better parking availability.
More variety & choices of classes
Get rid of the Road closed signs. no need for them! need to open the pathway to middle section, so we don’t have to drive all around the school. had a parking pass, but fell. still had to pay for ticket. UNFAIR.
Financial aid, al of them seem to be lazy, and not willing to help, just answers your question and try to show that they don’t want to help. Doesn’t help one bit. Those white road close things in front of the parking lot. Makes you go all around, creating traffic, making students late to class!
To offer more financial aid and scholarship opportunities to everyone equally
729. The teachers should pay more attention to some students because some classes they go too fast and some just can’t keep up with the pace.
730. Immature students, make more interesting, smoking, on & on overall I’m satisfied
731. The quality in educational service, in my opinion, is dependent on the teacher. Maybe Skyline College might need to have higher standard/selection on the new faculty members. Discount on printing policy.
733. nothing in particular, but parking should be more convenient, there should be more parking lots. Also, there needs to be more classes, perhaps build more buildings, so that classes don’t fill up so quickly and too fast that you can’t add it. There should also be more classes around 12, 1 and 2 for only an hour, most people don’t want to start school so early.
734. Skyline College has to have more ACTG’s tutors, but they have to be well-known with the materials. ECON’s tutors. Professors have to be more flexible & have to explain better their lecture. They have to remember that they were also student, so they don’t have to be strict & they have to motivate students in order to become every day better persons. The staff help is very important to everybody. The tutor of ACTG has to be nice and doesn’t have to yell at the students.
735. more options for classes! (time & teachers) higher regulations on smoking! Counselors – give out different info… so confusing. Some counselors (not mentioning names) don’t care, once I even had a counselor that talked on the phone while I was with them, or didn’t show up, gave me wrong information. Teachers – most are good, but I ran into a few that are negative! We need teachers that teach positively, that make students interested…, but I ran into a few that are negative! We need teachers that teach positively, that make students interested… not feared.
736. Skyline needs to improve the class availability, there are not enough classes or class times for each course. Many students have to attend classes in more than one campus because of the classes that are not available.
737. I noticed that there was an absence in security personnel after evening classes.
738. Tutors special in accounting, students need more help
739. I believe that the smoking rules have to be enforced. Or they should have a more designated place to smoke away from students. Don’t like walking around smelling smoke.
740. More tutoring for different subjects such as accounting. Accounting professors aren’t really helpful in that institution. It will be nice to have someone go over some of the subjects students needs to focus on.
741. Students whom have a GPA below 2.0 should be able to meet w/counselors on a weekly basis to discuss progress. If they already have this – then I do not know about it. I have inquired about the “Student Success Program” numerous times – and no counselor or professor has been able to tell me much about it. Sometimes it’s difficult to bring the GPA up back to 2.0 in one semester and those who are “dismissed” should be able to attend classes w/restriction (especially those who are trying) & given the opportunity, rather than be denied.
742. I am a smoker, & although I enjoy doing so I think smoking in large open areas should be prohibited. Second hand smoke is just as harmful & dangerous as 1st. I think we should have designated smoking areas to prevent the pollution of nonsmokers oxygen. The perfect place would be inside the two circles in between building 2 & 3. However not in between 1 & 2, unless there were an enclosed area for smokers.
743. They need to improve student morale. Make parking lots look more a part of campus, and closer. Try to find replacements for teachers who has a high drop rate.
744. Additional parking and more available times for major courses.
745. I think it would be good to do teacher evaluations at the end of every semester. This way a teacher can get feedback from students about how effective their teaching strategies are. Also I think this would help some teachers from going off topic + help them help more students.
746. More evening classes off campus would be great – not all can attend day classes
747. Too many spaces for staff parking (evenings) that are unused – while student parking is full + we have to walk far away in the freezing cold!
748. Skyline is doing a great job so far.
749. Perhaps the people in financial office should have helped my hubby when he paid my tuition. They weren’t and now we have a snafu, which they quickly said wasn’t solvable. We’ll be back when the cancelled checks arrive in the mail.
750. Maybe they need to do more advertisement to the public about the school, how the previous students do now, what are the achievements that they made.
751. I believe Skyline College needs to improve their leadership and the reconstruction of the buildings to make it more cozy and appealing to students.
752. make sure that the teachers are right for the class, have a survey on the teachers and class that they taught. one class weekly discussed the readings from the text – I was behind and never read them, but if we were assigned chapter questions or a assignment based on the readings I would have read the back chapters that I had not read.
753. I think the ECE classes at night have very little connection w/ the school as a whole.
754. I believe that Skyline College needs to have more parking spaces for visitors. Also, Skyline College needs to have more places for students to relax.
755. I would like to see more offerings of Professional programs such as Business and Educational classes. Since I have to go at night I would like to see opportunities for a full selection of classes like the ones offered during the day. At a full 4 yr college would be my desire. So I could complete a program while working during the day.
756. More classes offered during summer will help students finish their AA instead of waiting for next semester to start.
757. This is my first semester at Skyline College. I’m only taking 2 classes and haven’t really paid attention to the services offered here.
758. I think it is fine the way it is.
759. I believe books and tuition are too expensive. In addition, there should be more certified fulltime teachers – audited by the student body.
760. Having more classes offer and having more teachers teach is important. sometimes classes get so full, some or most students can not get in to the class that they want.
761. Skyline should have more clubs and activities to participate in for students who need extracurricular activities on their college applications.
762. I think Skyline should offer more courses in media, and foreign language in the day time.
763. A better range of classes & hours, and have construction during non school day like vacations or holidays for a distraction free environment
764. Additiona study areas, maybe even study seminars where students can get to gether and all study for a subject they all have in common i.e. Math, English, Science, History, but specific courses.
765. To noisy b/c of all the construction, other than that, nothing.
766. They really have to do a better job of letting the students know what classes they have to take in order to transfer
767. more reference guides, tutors, help w/book cost
768. more tuoters cause there tuoters are always busy with other student they dont have enough tuoters.
769. I think it just needs to provide more sections or more room in the classes it does provide.
770. More tutors that would be perfect, like English tutors, accouting tutors and mathmatic tutors.
771. I think Skyline could improve in helping students learn more about transfer services.
772. I think the atmosphere around is gloomy because its so dark and old.
773. I think they need more literature classes, there selection is rather dull. But other than that school is fine
774. More no smoking areas, more class times
775. it doesn’t It’s wonderful!
776. Student services/ Financial Aid. Maybe more employees who know the process and can expedite the process. Counselors dont spend enugh time counseling/guiding.
777. You will need to incorporate a more “involved”, “handsontaining” to your CAOT and Real Estate courses. Specifically, you do not offer a Microsoft Office Specialist Certification, training lab, projects should be directly related to job fields. Ex: Microsoft Word documents most commonly created by: secretaries, concierge, report analysts.
778. Skyline needs more classes at night
779. I feel that the bathrooms and construction have made my learning environment very difficult at times. Also the library facility and hours would benefit if expanded.
780. Larger classrooms because so classes are too small to have 3040 students in a room.