



SOUTHWESTERN COLLEGE

Southwestern Community College

Student Feedback Survey

Spring 2016

Office of Institutional Effectiveness
Office of Institutional Research, Planning and Grants

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Key Findings

- The response rate for the *Southwestern Community College Student Feedback Survey, Spring 2016* was the highest in recent years, with 13.8% of students responding. Survey response rates for 2015, 2014, and 2013 were 1.7%, 4.5%, and 6.0%, respectively.
- The three services students were most *familiar* with were: the Bookstore, Counseling Services, and Admissions & Records.
- Similarly, students' reported *usage* of services was highest for: the Bookstore, Admissions & Records, and Counseling Services.
- Most (71.5%) survey respondents utilize a personal vehicle to get to campus. Most (70.4%) students take less than 30 minutes to get from home to campus. Slightly less than 7% of those completing the survey travel from Mexico to get to school.
- Slightly over half (55.5%) of survey respondents live with parents or guardians, and nearly 40% are interested in Southwestern College providing student housing.
- Nearly 70% of students who completed the survey are female, 62.7% are Hispanic, and 55% are a first generation college student.

Introduction

The *Southwestern Community College Student Feedback Survey, Spring 2016* was intended to elicit student perceptions and opinions regarding student services and institutional support services. Additionally, state educational mandates require that post-secondary public institutions have in place processes capable of generating evidence-based data for accreditation, institution-wide assessment, and student learning outcome evaluations. The *Southwestern Community College Student Feedback Survey* should be viewed as integral to meeting these needs and providing a comprehensive examination of campus programs and services within the institutional and learning environment, and functions as an important means for generating Program Review assessment data.

Survey

A committee comprised of faculty, staff, and administrators was involved in the creation of questionnaire content. The survey consisted of eighty-three questions, pertaining to service familiarity, usage, and satisfaction. A skip-pattern was employed so that students who indicated they 'Never' used a particular service (such as the Financial Aid Office, for example) were not presented with the feedback questions related to that service. The majority of questions were closed-ended with a range of response options, with the exception of several open-ended questions¹. For spring 2016, the *Southwestern Community College Student Feedback Survey* was revised in the following ways:

1. The following services were added to the 2016 survey: Evaluations Office, Learning Resource Center, and Learning Assistance Services.
2. The previous survey assessed student service usage via Yes/No responses; the 2016 survey allowed students to choose Never, Sometimes, or Often, and specified "within the last year".
3. Question response options for the Familiarity section were reduced from five to four choices, and the options' wording changed from: Very Familiar, Familiar, Somewhat Familiar, Not Familiar, N/A-Never Heard of It (2015) to: Very Familiar, Moderately Familiar, Slightly Familiar, Not At All Familiar (2016). Additionally, "agreement" statements were added to several sections: Assessment Center, Career Center, Disability Support Services, Health Services, and Learning Assistance Services.

Distribution for the 2016 survey differed from 2015 in several ways. While last year's survey utilized the Scantron Class Climate online survey system, SurveyMonkey was employed for 2016. The initial e-mail invitation for survey participation was sent out on April 18, 2016, with three follow-up e-mail reminders sent to non-respondents. The survey closed on May 1, 2016. A total of 19,354 invitations were sent out by e-mail through SurveyMonkey, and 2,666 surveys were completed, resulting in a response rate of 13.8%. This response rate was an improvement from the 2015 survey (1.7%) for several possible reasons. This year, survey respondents were entered

¹ The complete survey can be found in Appendix A

into a drawing for a \$100 gift card for Southwest Airlines and over 100 additional prizes provided by the Associated Student Organizations (ASO). In addition, the ASO promoted the survey through marketing, and Southwestern College provided survey information on the college website's homepage banner.

Analysis

The *Southwestern Community College Student Feedback Survey* makes use of several reporting elements. Statistical summary tables provide response percentages and rating averages for closed-ended questions. The total number of students responding to a particular question is noted at the bottom of each table (“N”). As previously stated, if students answered they had ‘Never’ utilized a service, they were not presented with additional questions regarding the service (i.e. Satisfaction), and were routed to the next service, therefore the total number of students responding to a particular question do not include those students who reported never using a service or students who skipped the question.

For questions regarding Familiarity, Satisfaction, and Agreement, diverging stacked bar charts were employed to illustrate relative distribution of response percentages from a central reference point of 0%. ‘Negative’ responses, such as Very Dissatisfied and Dissatisfied are located to the left of the 0% reference point, while ‘positive’ responses, such as Satisfied and Very Satisfied are located to the right of the 0% reference point. ‘Neutral’ responses are presented in the middle of the charts.

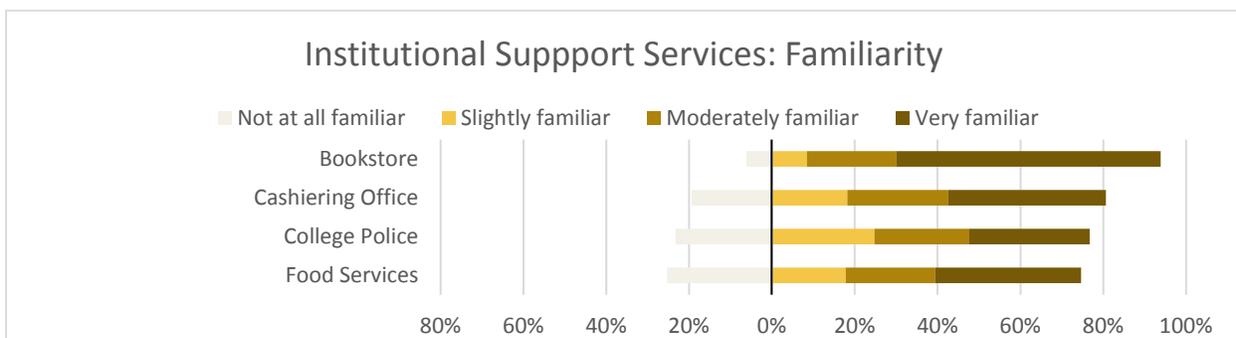
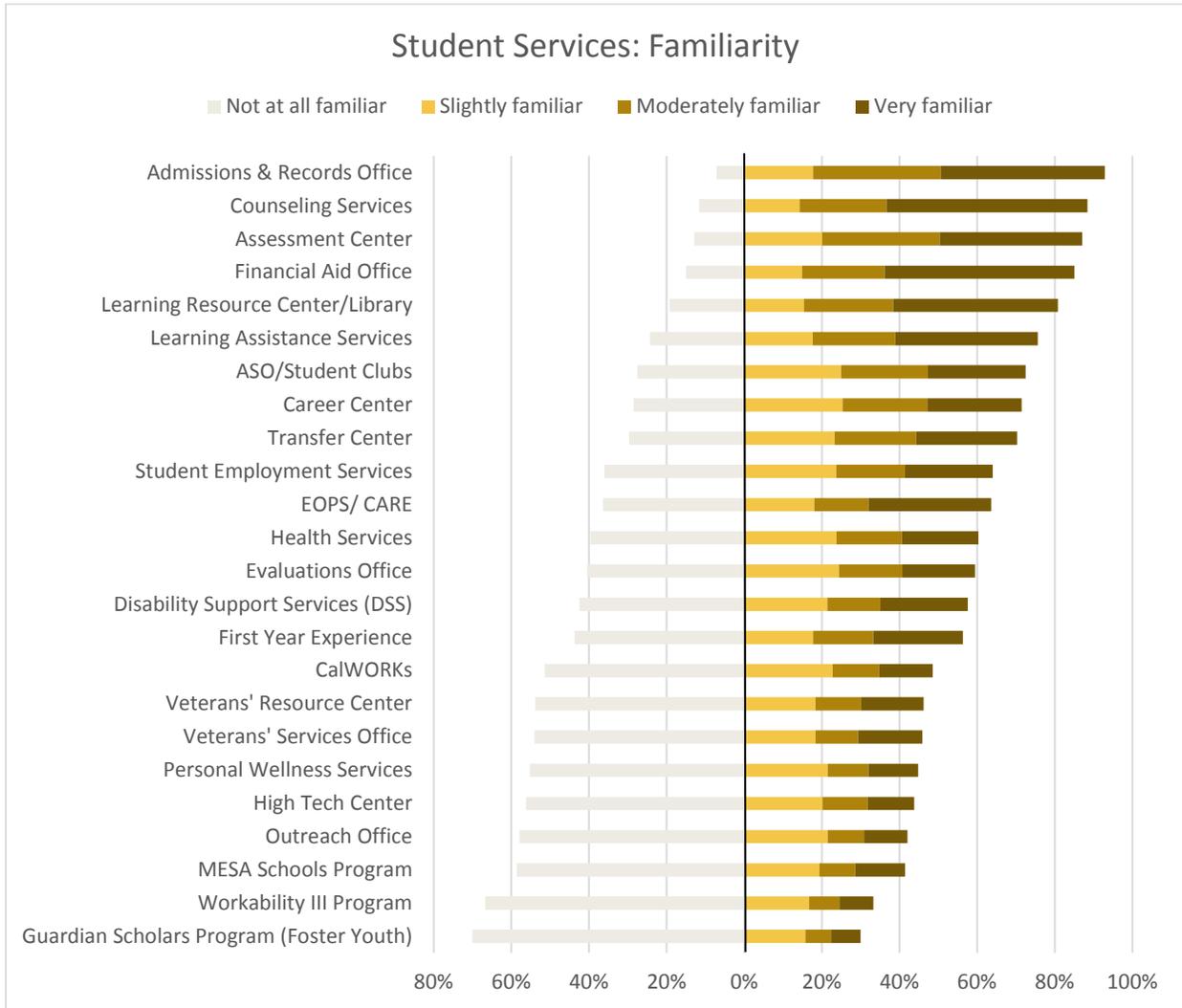
Open-ended responses were grouped by similarity and coded for themes. Those comments not sharing similarity with other comments were coded as “Other”.

Familiarity

As in earlier surveys, students were asked about their familiarity with campus services and departments (twenty-eight in all). Response items included the following four options: Not at all Familiar, Slightly Familiar, Moderately Familiar, and Very Familiar. The following tables and graphs are grouped into two separate categories: *Student Services* and *Institutional Support Services*. The tables include a calculated Rating Average (ranging from 1.0 – 4.0), a higher score representing greater familiarity, and the subsequent graphs present the Familiarity percentage distributions, with 0% serving as a reference point in the center of the graph. It should be noted that *Familiarity* is not a reflection of student preference or satisfaction, rather it is an indicator of student *awareness*. As expected, more general services, such as the Bookstore and Admissions and Records Office exhibit high levels of familiarity while more specialized services, such as CalWORKS and Guardian Scholars Program display lower levels of student familiarity.

Student Service	Rating Average*
Counseling Services	3.1
Admissions & Records Office	3.1
Financial Aid Office	3.0
Assessment Center	2.9
Learning Resource Center (LRC)/ Library	2.9
Learning Assistance Services (Academic Success Center / Tutoring)	2.7
Associated Student Organization (ASO) & Student Clubs	2.5
Transfer Center	2.4
Career Center	2.4
EOPS/ CARE	2.4
Student Employment Services	2.3
First Year Experience	2.2
Health Services	2.2
Disability Support Services (DSS)	2.2
Evaluations Office	2.1
Veterans' Resource Center	1.9
Veterans' Services Office	1.9
CalWORKs	1.9
Personal Wellness Services	1.8
High Tech Center	1.8
MESA Schools Program	1.8
Outreach Office	1.7
Workability III Program	1.6
Guardian Scholars Program (Foster Youth)	1.5
Institutional Support Service	
Bookstore	3.4
Cashiering Office	2.8
Food Services	2.7
College Police	2.6

* Range = 1 – 4 (1=Not at all familiar, 2=slightly familiar, 3=moderately familiar, 4=very familiar)
N = 2,496



Student Services

Student services are a ubiquitous aspect of campus life and are important resources to academic progress and achievement. Student services are also important to the development of personal and economic well-being for students in preparation for entry into campus life, success in academic studies, transfer, and other educational objectives. The *Southwestern Community College Student Feedback Survey, Spring 2016* provides campus services and departments with a means to assess service program outcomes from the student perspective. The following charts and statistical results provide a broad evaluative framework in nineteen (19) student service and departmental entities.

Students were asked how often they have used each service (Never, Sometimes, or Often). If a student selected 'Sometimes' or 'Often', they then were directed to additional questions regarding satisfaction with the service overall, and in some cases, with specific aspects of the service or department (students who selected 'Never' were directed to usage questions for the next service/department).

Admissions and Records

Usage

Within the last year, how often have you used the Admissions & Records Office?

Never	23.4%
Sometimes	61.7%
Often	14.9%

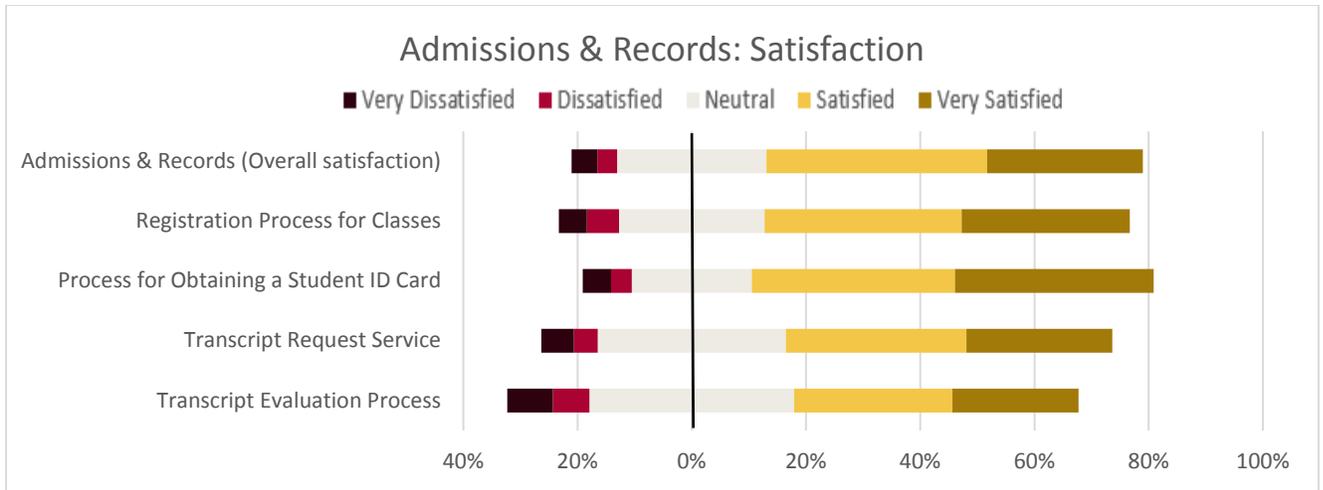
N = 2,475

Satisfaction

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating* Average
Admissions & Records (Overall Satisfaction)	4.5%	3.5%	26.4%	38.5%	27.2%	3.8
Registration Process for Classes	5.5%	6.2%	18.1%	37.9%	32.4%	3.9
Process for Obtaining a Student ID Card	5.0%	3.6%	21.0%	35.6%	34.8%	3.9
Transcript Request Service	5.7%	4.2%	32.8%	31.7%	25.6%	3.7
Transcript Evaluation Process	8.0%	6.5%	35.5%	27.8%	22.2%	3.5

N = 1,854

* Rating average range: 1 - 5



Assessment Center

Usage

Within the last year, how often have you used the Assessment Center?

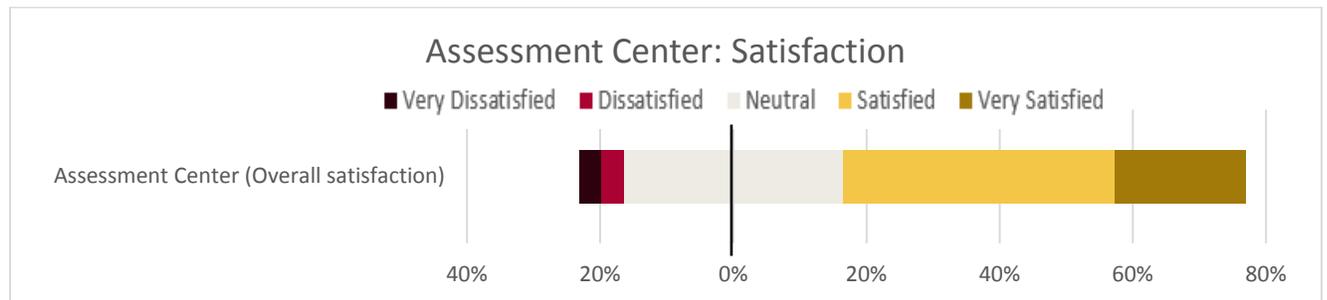
Never	53.8%
Sometimes	41.2%
Often	5.0%

N = 2,420

Satisfaction

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average
Assessment Center (Overall satisfaction)	3.2%	3.4%	33.0%	40.9%	19.6%	3.7

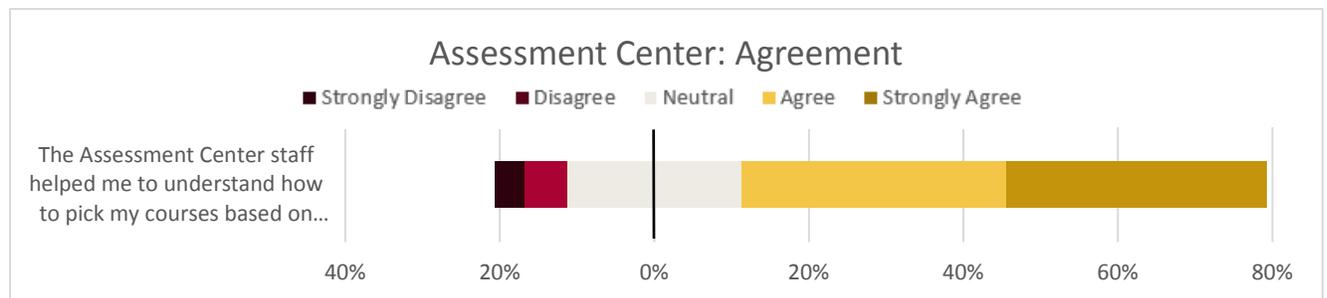
N = 1,094



Agreement

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Rating Average
The Assessment Center staff helped me to understand how to pick my courses based on my assessment test results.	3.8%	5.6%	22.6%	34.3%	33.7%	3.9

N = 1,059



Associated Student Organization (ASO)

Usage

Within the last year, have you attended an event hosted by the Associated Student Organization (College Hour, Welcome Week, Stress Relief Week)?

No	69.2%
Yes	21.1%
Not sure	9.8%

N = 2,386

Within the last year, have you been a member of a Student Club?

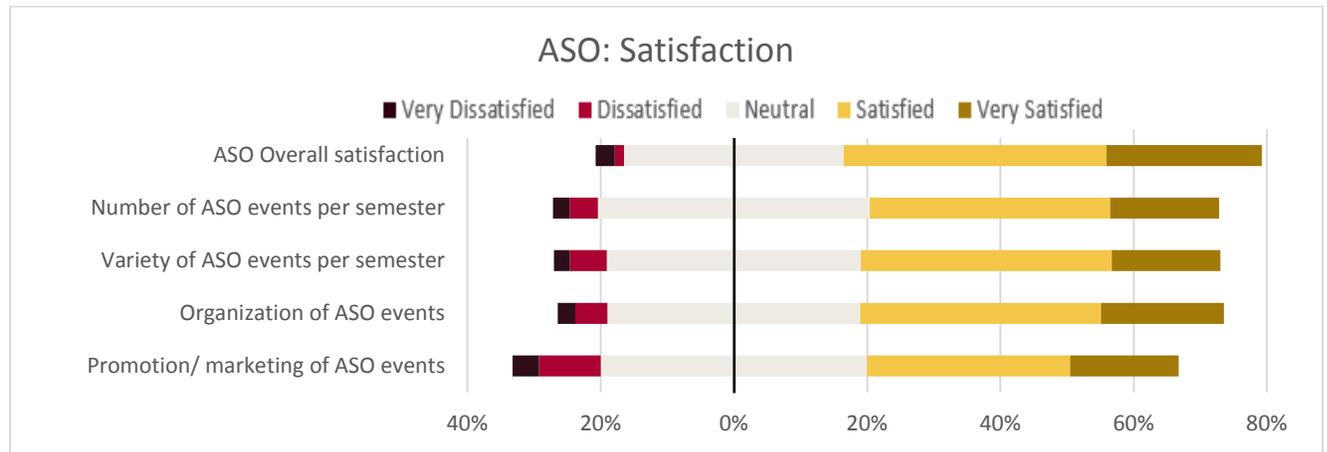
No	84.3%
Yes	15.7%

N = 2,371

Satisfaction

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average
ASO (Overall satisfaction)	2.9%	1.4%	33.0%	39.4%	23.4%	3.8
Number of ASO events per semester	2.5%	4.3%	40.6%	36.2%	16.4%	3.6
Variety of ASO events per semester	2.4%	5.5%	38.4%	37.5%	16.2%	3.6
Organization of ASO events	2.6%	4.8%	37.9%	36.1%	18.5%	3.6
Promotion/ marketing of ASO events	4.0%	9.3%	39.9%	30.5%	16.3%	3.5

N = 728



If you have never been involved in Student Clubs, please tell us why: (open-ended)

Theme	Description	Representative Quote	% of Comments*
Time	Not having enough time, scheduling conflicts	<i>I am a full time student and I also have a part time job so I do not really have time to join and be part of a group</i>	49.9%
Lack of Information	Not aware of existence, types, or meetings of the Student Clubs, or how to get involved/sign up	<i>I don't know how to join a club. Didn't know they were offered.</i>	26.6%
No Interest	Not interested in joining clubs	<i>Nothing I found interested me.</i>	7.6%
New student	New to campus and have not had the opportunity to explore joining a club	<i>I am a new student, but maybe next year</i>	2.0%

N = 2,355

* "Other" comments = 13.9%

CalWORKS

Usage

Within the last year, how often have you used the CalWORKS?

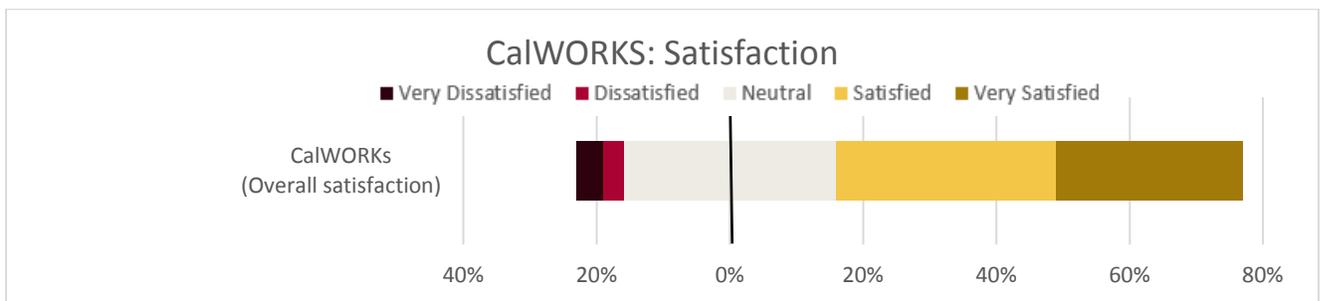
Never	88.8%
Sometimes	7.7%
Often	3.5%

N = 2,342

Satisfaction

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average
CalWORKS (overall satisfaction)	3.8%	3.0%	32.2%	33.0%	28.0%	3.8

N = 264



Career Center

Usage

Within the last year, how often have you used the Career Center?

Never	70.6%
Sometimes	25.1%
Often	4.3%

N = 2,338

Did you participate in any of the career assessments (Choices, MBTI, Career Cruising)?

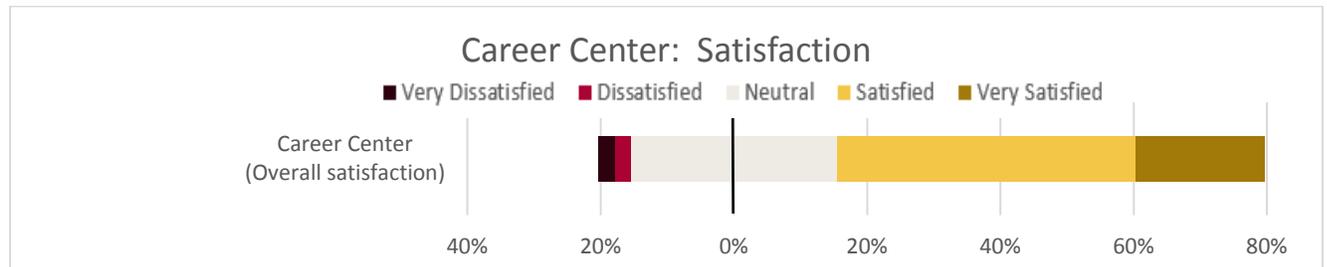
Yes	21.1%
No	64.0%
Not sure	14.9%

N = 684

Satisfaction

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average
Career Center (overall satisfaction)	2.5%	2.3%	31.0%	44.9%	19.3%	3.8

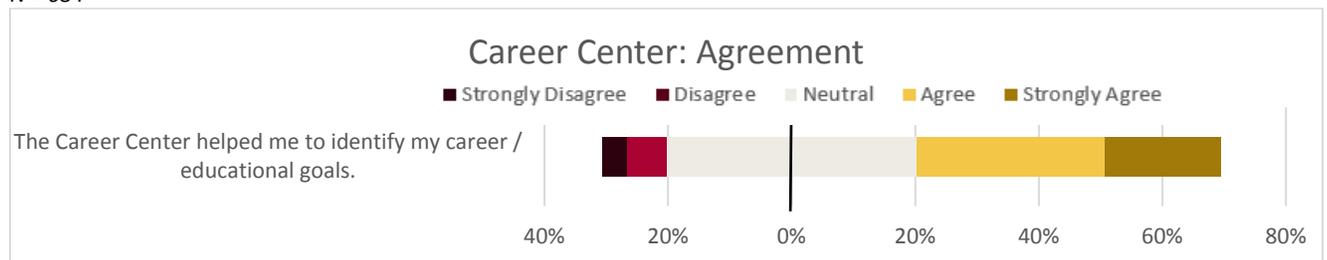
N = 684



Agreement

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Rating Average
The Career Center helped me to identify my career/educational goals	3.9%	6.4%	40.5%	30.4%	18.7%	3.5

N = 684



Counseling Services

Usage

Within the last year, how often have you used the Counseling Services?

Never	29.9%
Sometimes	46.3%
Often	23.8%

N = 2,308

What type of orientation did you attend when registering at Southwestern College?

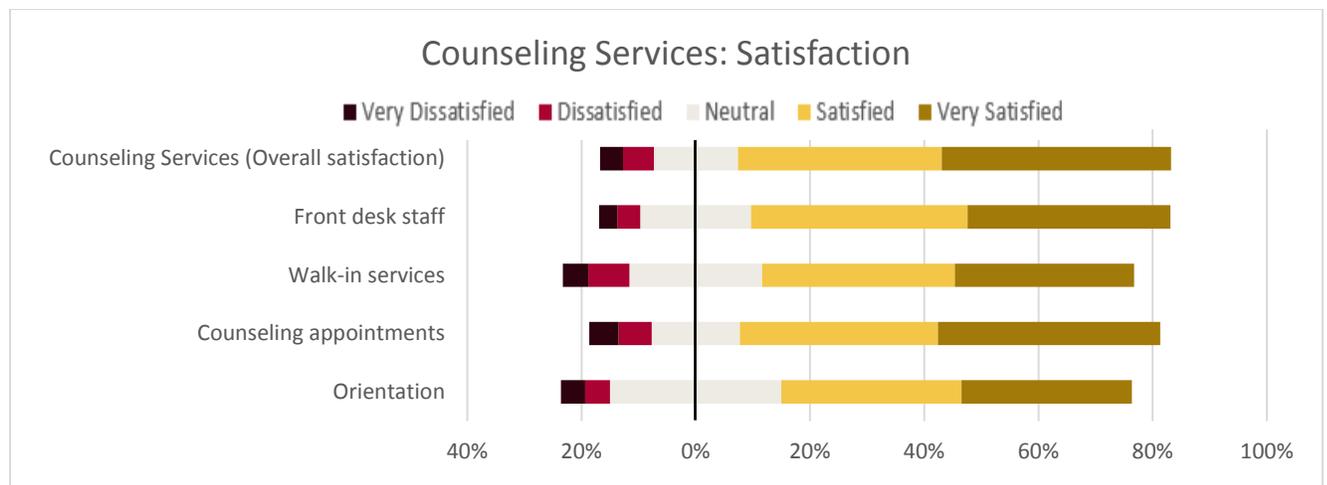
I attended an in person/traditional student orientation	36.8%
I completed an online student orientation	46.4%
I did not attend either type of orientation	16.8%

N = 1,607

Satisfaction

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average
Counseling Services (overall satisfaction)	4.0%	5.4%	14.7%	35.7%	40.2%	4.0
Front desk staff	3.1%	4.0%	19.4%	37.9%	35.5%	4.0
Walk-in services	4.4%	7.2%	23.3%	33.7%	31.4%	3.8
Counseling appointments	5.1%	5.8%	15.4%	34.7%	38.9%	4.0
Orientation	4.2%	4.4%	30.0%	31.5%	29.9%	3.8

N = 1,607



Disability Support Services

Usage

Within the last year, how often have you used Disability Support Services?

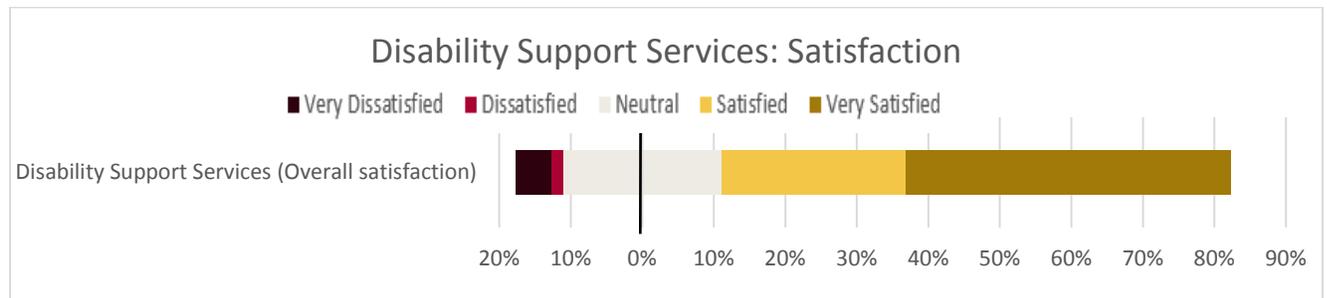
Never	88.7%
Sometimes	5.8%
Often	5.6%

N = 2,295

Satisfaction

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average
Disability Support Services (overall satisfaction)	5.4%	1.9%	14.2%	28.5%	50.0%	4.2

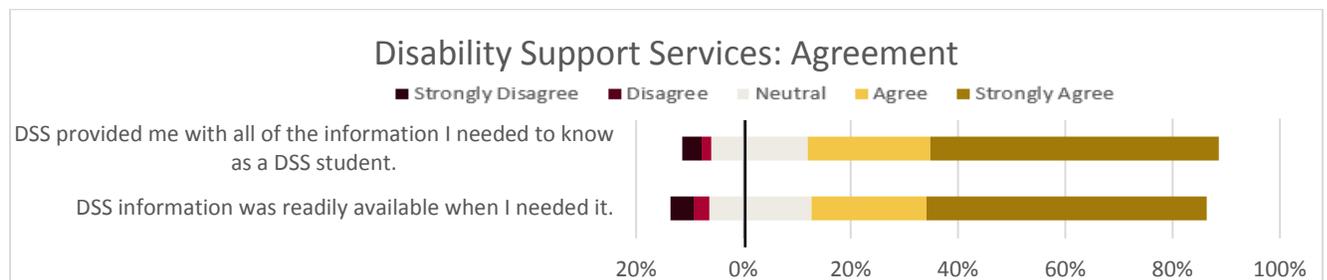
N = 260



Agreement

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Rating Average
DSS provided me with all of the information I needed to know as a DSS student.	3.9%	1.9%	12.7%	24.3%	57.1%	4.3
DSS information was readily available when I needed it.	4.7%	3.1%	13.6%	22.9%	55.8%	4.2

N = 260



Evaluations Office

Usage

Within the last year, how often have you used the Evaluations Office?

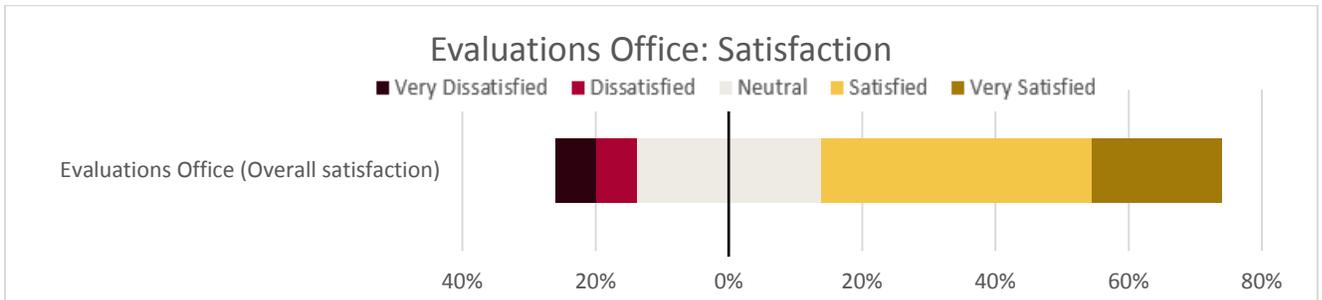
Never	80.1%
Sometimes	18.3%
Often	1.6%

N = 2,294

Satisfaction

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average
Evaluations Office	6.1%	6.1%	27.7%	40.6%	19.4%	3.6

N = 458



Extended Opportunities Programs and Services (EOPS)

Usage

Within the last year, how often have you used Extended Opportunities Programs and Services?

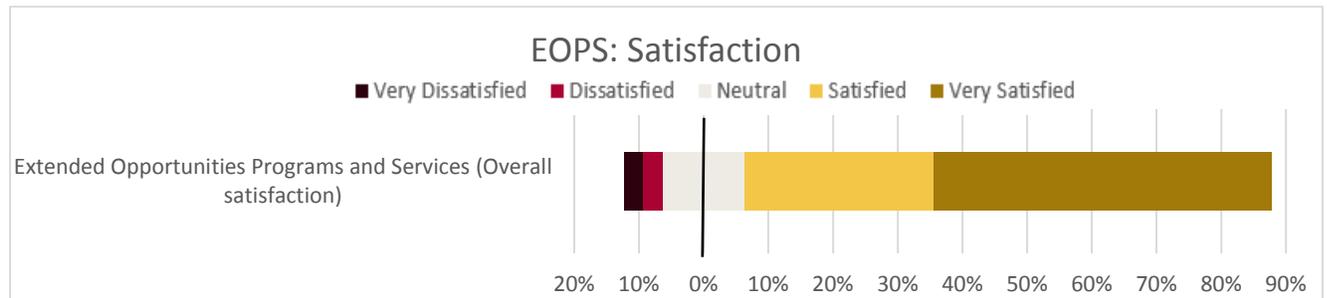
Never	75.6%
Sometimes	10.6%
Often	13.8%

N = 2,290

Satisfaction

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average
EOPS	2.9%	3.0%	12.7%	29.2%	52.2%	4.3

N = 558



Financial Aid Office

Usage

Within the last year, how often have you used the Financial Aid Office?

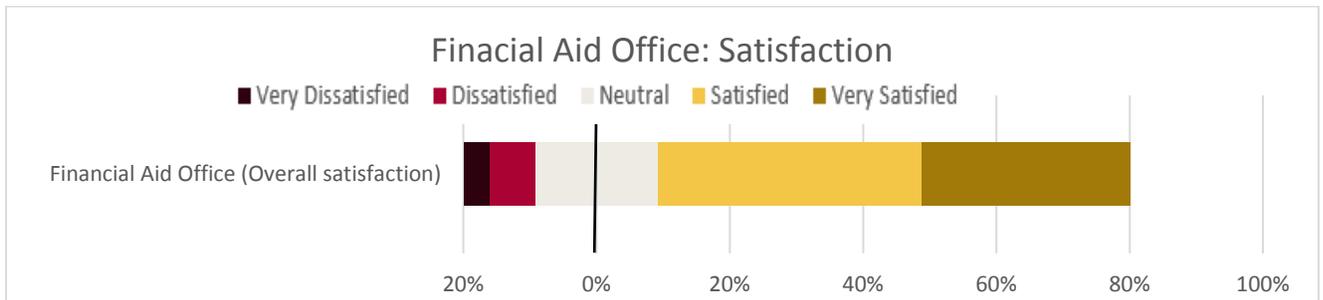
Never	37.9%
Sometimes	39.6%
Often	22.5%

N = 2,285

Satisfaction

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average
Financial Aid Office	3.8%	6.9%	18.3%	39.6%	31.3%	3.9

N = 1,415



Health Services

Usage

Within the last year, how often have you used Health Services?

Never	82.3%
Sometimes	16.4%
Often	1.4%

N = 2,267

Have you received any information from Health Services that raised your awareness of or encouraged a healthy lifestyle?

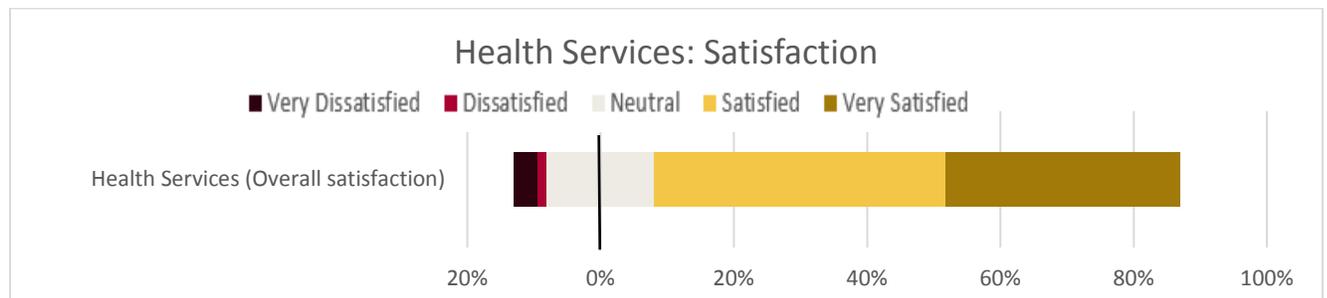
Yes	58.4%
No	41.6%

N = 401

Satisfaction

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average
Health Services (overall satisfaction)	3.5%	1.5%	16.2%	43.6%	35.2%	4.1

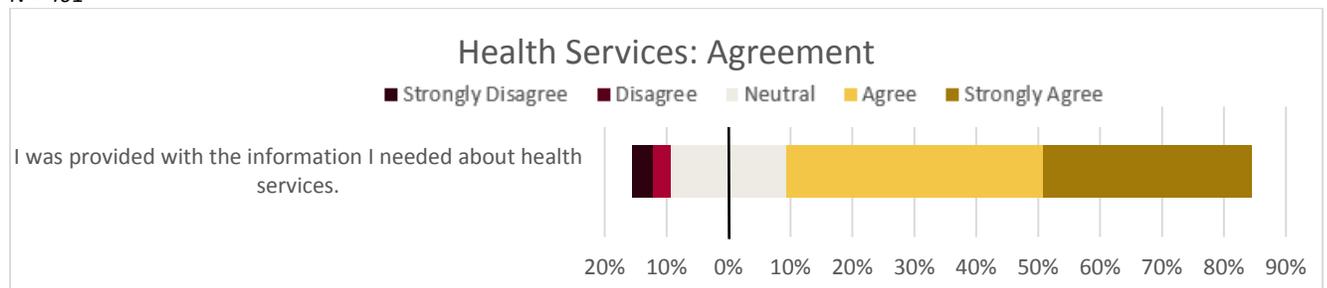
N = 401



Agreement

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Rating Average
I was provided with the information I needed about health services.	3.2%	3.0%	18.7%	41.4%	33.7%	4.0

N = 401



Learning Assistance Services

Usage

Within the last year, how often have you used Learning Assistance Services (Academic Success Center/Tutoring)?

Never	57.5%
Sometimes	27.5%
Often	15.0%

N = 2,261

Learning Assistance Services: Which of the following services have you utilized?

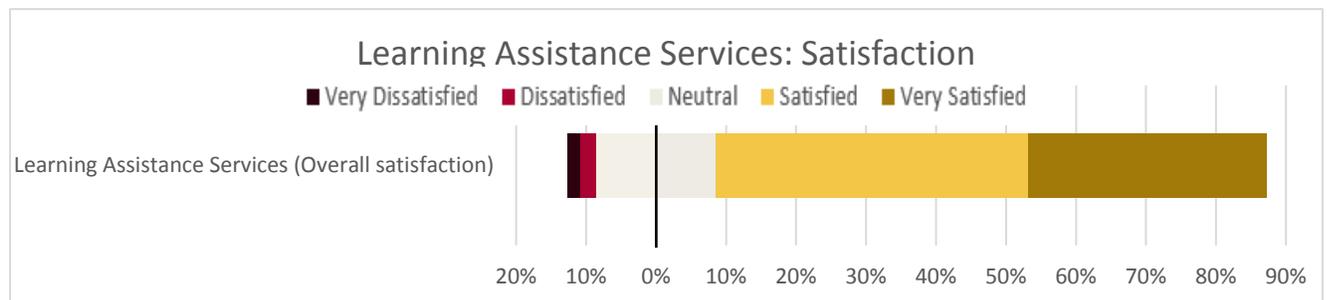
Writing Center	50.6%
Open Lab Tutoring (Business, Child Development, ITC, Math/Science, Music, Nursing, etc.)	36.1%
Appointment-based tutoring (e.g. ASC, DSS, EOPS)	32.7%
Other tutoring services	25.2%
Workshops	23.0%
Online Writing Lab (OWL)	20.0%
Power Study Program (in-class or outside sessions)	15.2%
Online e-tutoring	7.6%
Test Reviews	7.2%
Proctored Exams (including fee-based)	6.2%

N = 953

Satisfaction

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average
Learning Assistance Services (Overall satisfaction)	1.8%	2.4%	17.0%	44.7%	34.1%	4.1

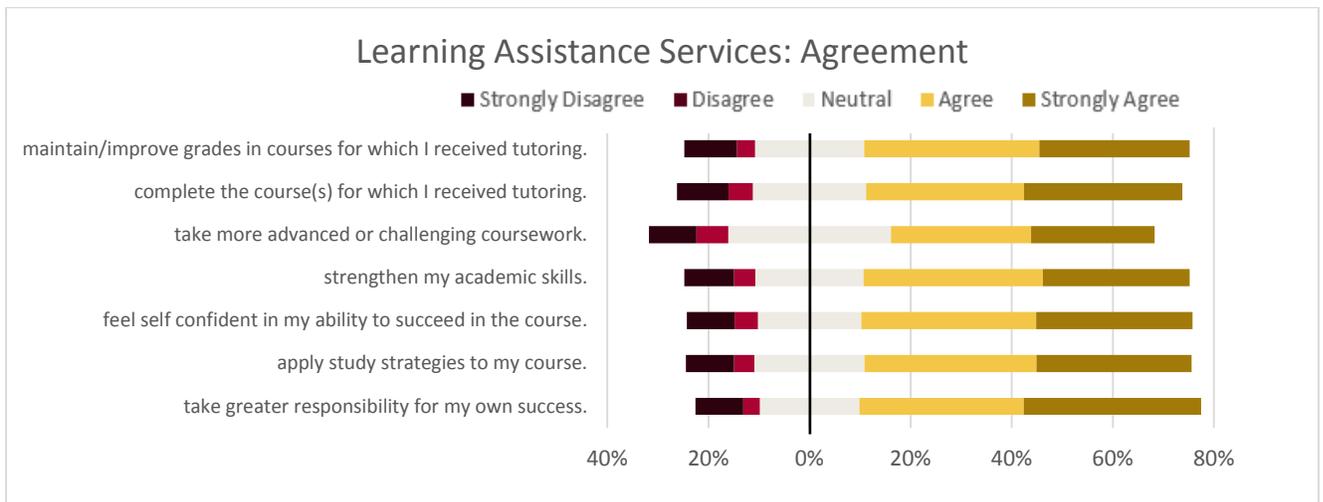
N = 953



Agreement

As a result of tutoring, I was able to:	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Rating Average
maintain or improve my grades in those courses for which I received tutoring.	10.4%	3.6%	21.6%	34.7%	29.8%	3.7
complete the course(s) for which I received tutoring.	10.3%	4.8%	22.4%	31.2%	31.3%	3.7
take more advanced or challenging coursework.	9.4%	6.3%	32.2%	27.7%	24.4%	3.5
strengthen my academic skills.	9.8%	4.3%	21.4%	35.5%	29.1%	3.7
feel self confident in my ability to succeed in the course.	9.4%	4.6%	20.5%	34.6%	30.9%	3.7
apply study strategies to my course.	9.5%	4.1%	21.8%	34.0%	30.6%	3.7
take greater responsibility for my own success.	9.4%	3.3%	19.7%	32.5%	35.1%	3.8

N = 953



Learning Resource Center (LRC)/Library

Usage

Within the last year, how often have you used the Learning Resource Center/ Library?

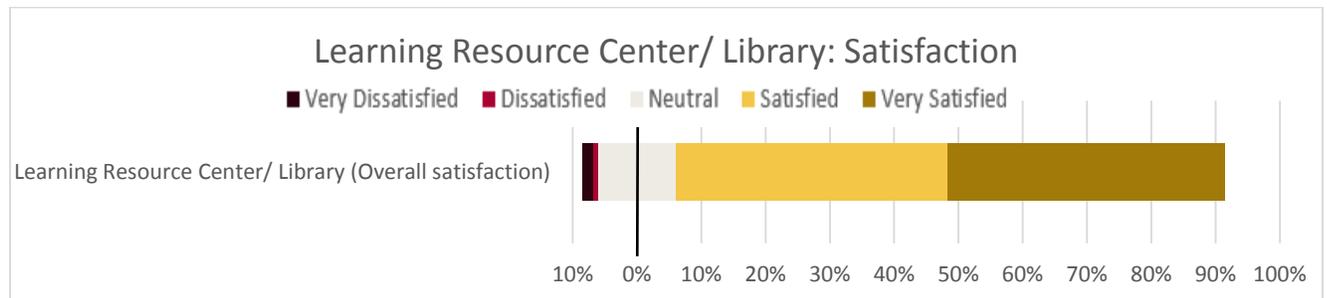
Never	36.3%
Sometimes	37.9%
Often	25.8%

N = 2,248

Satisfaction

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average
Learning Resource Center/Library (overall satisfaction)	1.6%	0.9%	12.0%	42.4%	43.1%	4.2

N = 1,433



Outreach Office

Usage

Within the last year, how often have you used the Outreach Office?

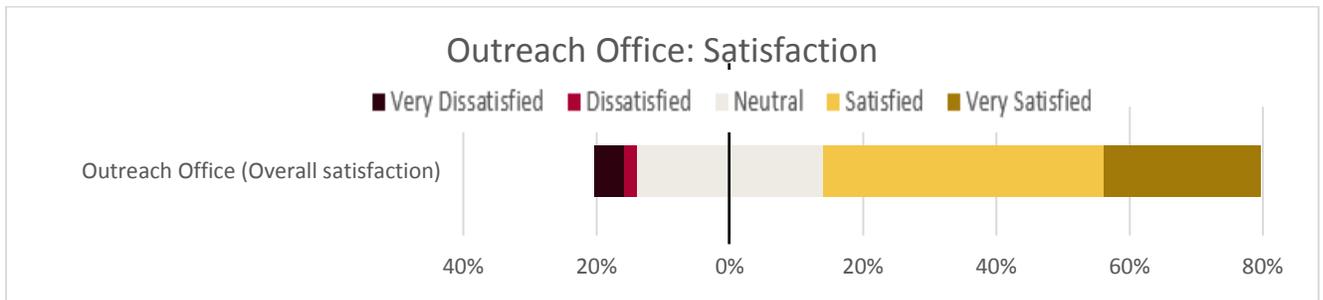
Never	93.0%
Sometimes	6.0%
Often	1.0%

N = 2,246

Satisfaction

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average
Outreach Office (overall satisfaction)	4.5%	1.9%	28.0%	42.0%	23.6%	3.8

N = 157



Personal Wellness Services

Usage

Within the last year, how often have you used Personal Wellness Services?

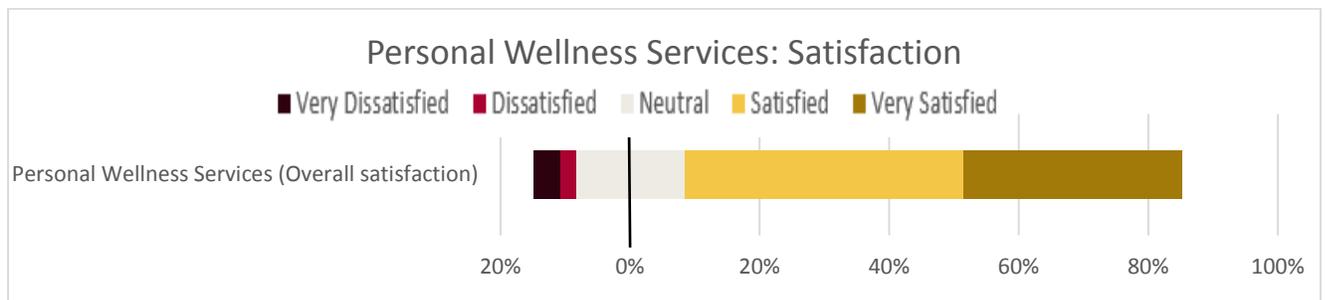
Never	92.3%
Sometimes	6.2%
Often	1.5%

N = 2,244

Satisfaction

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average
Personal Wellness Services	4.1%	2.3%	16.9%	43.0%	33.7%	4.0

N = 172



Student Employment Services

Usage

Within the last year, how often have you had contact with or used Student Employment Services?

Never	78.9%
1-2 times	15.2%
3-4 times	3.7%
5 or more times	2.1%

N = 2,243

Have you ever used the Student Employment Services website?

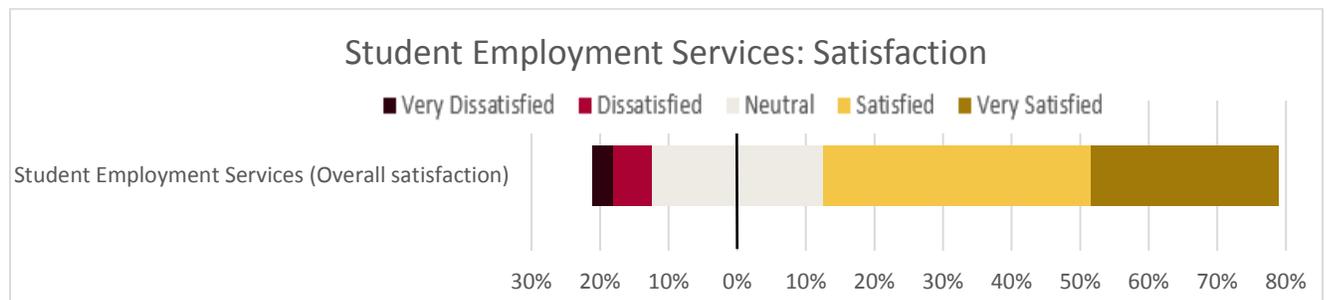
Yes	52.9%
No	47.1%

N = 473

Satisfaction

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average
Student Employment Services (overall satisfaction)	3.0%	5.7%	24.9%	39.1%	27.3%	3.8

N = 473



Transfer Center

Usage

Within the last year, how often have you used the Transfer Center?

Never	74.0%
Sometimes	21.8%
Often	4.2%

N = 2,242

Have you ever used the Transfer Center website?

Yes	48.4%
No	51.6%

N = 579

Did you find the Transfer Center helpful in achieving your educational or transfer goals?

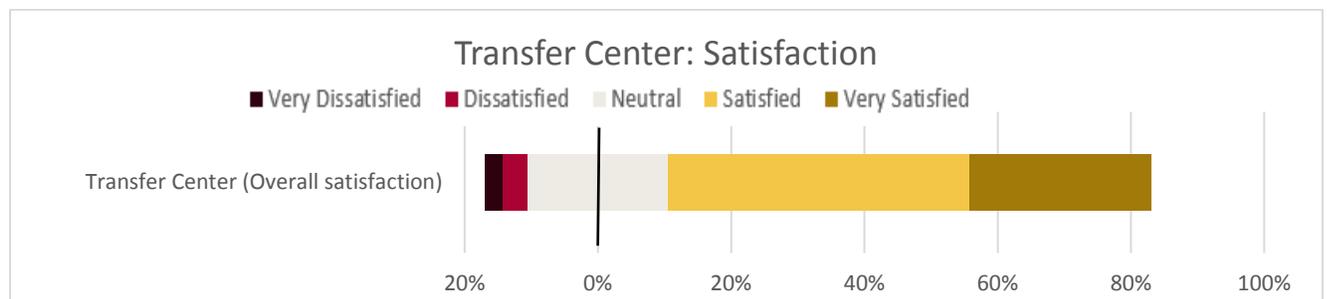
Yes	84.5%
No	15.5%

N = 579

Satisfaction

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average
Transfer Center	2.6%	3.8%	21.1%	45.1%	27.3%	3.9

N = 579



Veterans' Resource Center

Usage

Within the last year, how often have you used the Veterans' Resource Center?

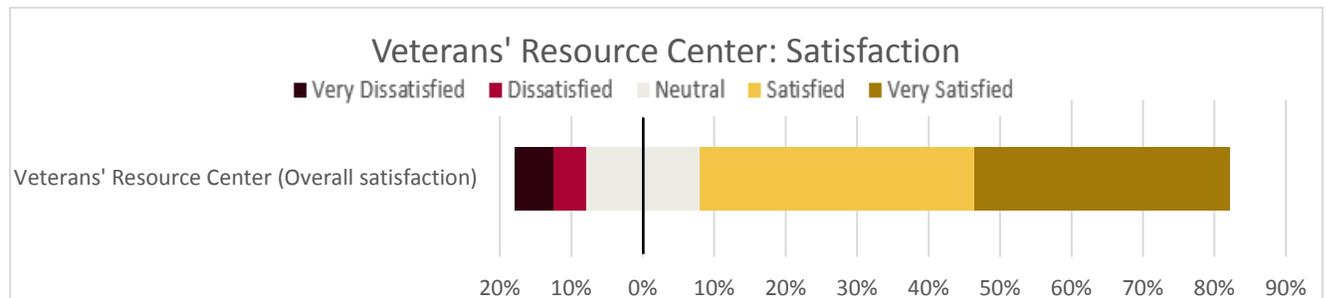
Never	93.4%
1-3 times	4.0%
4-10 times	1.2%
More than 10 times	1.4%

N = 2,239

Satisfaction

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average
Veterans' Resource Center (overall satisfaction)	5.3%	4.6%	15.9%	38.4%	35.8%	4.0

N = 151



Veterans' Service Office

Usage

Within the last year, how often have you used the Veterans' Service Office?

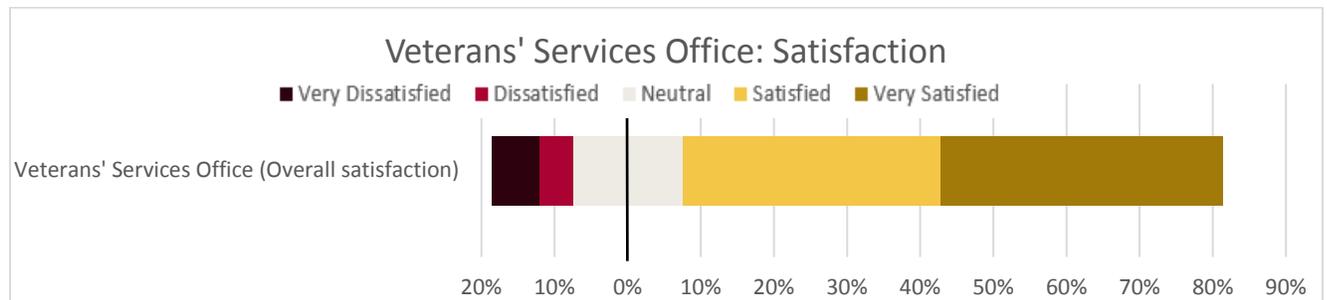
Never	93.2%
Sometimes	4.6%
Often	2.2%

N = 2,238

Satisfaction

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average
Veterans' Service Center (overall satisfaction)	6.5%	4.6%	15.0%	35.3%	38.6%	4.0

N = 153



Institutional Support Services

Institutional support services sustain Southwestern College’s working and academic environment by providing services to enhance and secure the success of students, staff, and faculty. These services include the Bookstore, Cashiering Office, Campus Police, Food Services, and Facilities Services.

Bookstore

Usage

Within the last year, how often have you used the Bookstore?

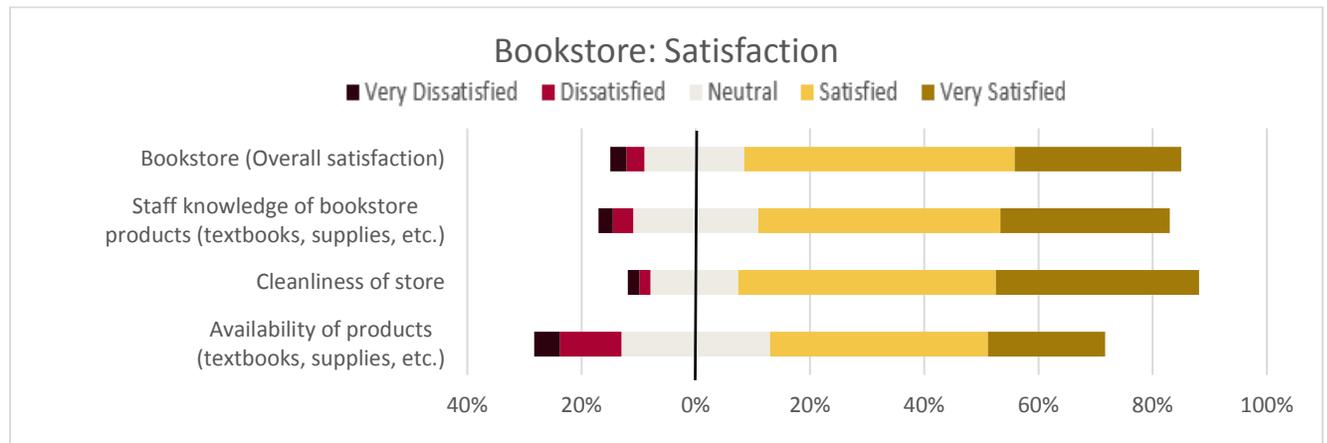
Never	12.1%
Sometimes	46.2%
Often	41.7%

N = 2,355

Satisfaction

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average
Bookstore (overall satisfaction)	2.9%	3.1%	17.4%	47.4%	29.2%	4.0
Staff knowledge of bookstore products (textbooks, supplies, etc.)	2.5%	3.6%	21.6%	42.6%	29.7%	3.9
Cleanliness of store	2.0%	1.9%	14.7%	45.5%	35.8%	4.1
Availability of products (textbooks, supplies, etc.)	4.5%	10.8%	26.0%	38.1%	20.6%	3.6

N = 2,065



Cashiering Office

Usage

Within the last year, how often have you used the Cashiering Office?

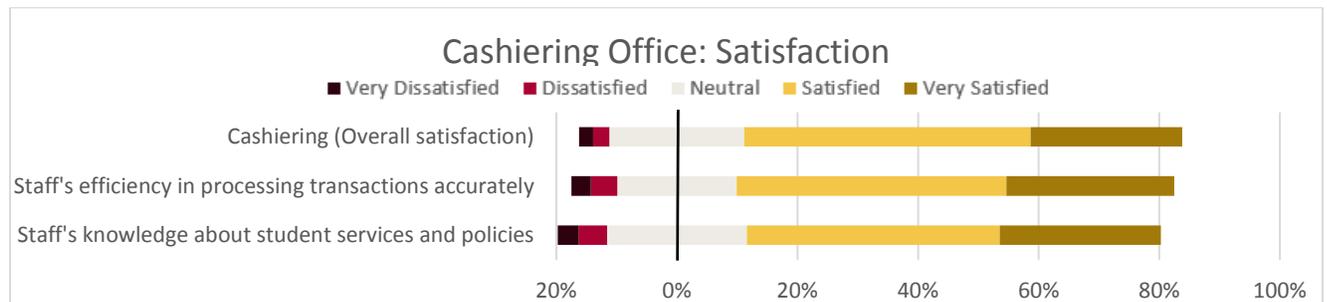
Never	41.3%
Sometimes	49.8%
Often	8.9%

N = 2,329

Satisfaction

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average
Cashiering (overall satisfaction)	2.3%	2.7%	22.4%	47.5%	25.1%	3.9
Staff's efficiency in processing transactions accurately	3.3%	4.4%	19.8%	44.7%	27.8%	3.9
Staff's knowledge about student services and policies	3.4%	4.7%	23.2%	42.0%	26.7%	3.8

N = 1,356



College Police

Usage

Within the last year, how often have you had contact with or used services provided by the College Police?

None	77.5%
1-2 times	19.6%
3-4 times	2.0%
5 or more times	0.8%

N = 2,313

Select the ways in which you have had contact with Campus Police:

Service oriented (escort, lost & found)	39.2%*
Parking violation	36.7%
Casual encounter	21.8%
Other	18.0%
Parking permit/parking question (Other)**	11.6%
Reported a crime	3.3%
Victim of a crime	3.1%
Traffic stop	3.1%
Witnessed a crime	1.7%
Medical issue (Other)	1.0%
Car accident (Other)	0.8%
Suspected or charged with a crime	0.6%

N = 518

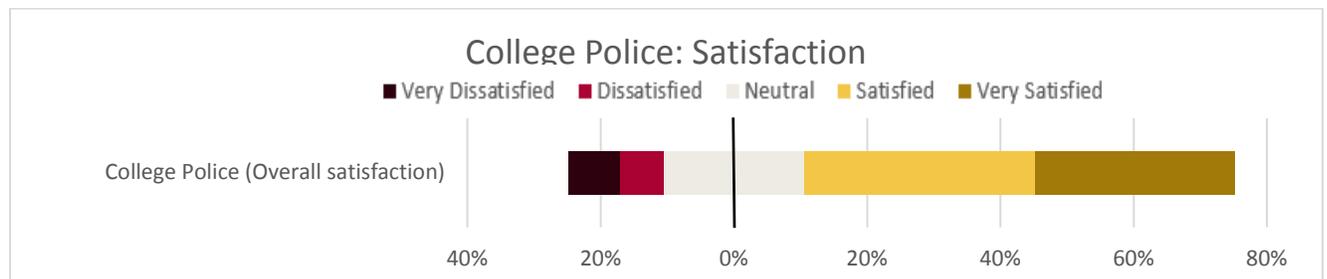
* Students were able to select more than one type of contact, therefore the percentages do not total 100%

** Several categories of comments emerged from those provided in the "Other" selection, resulting in the creation of three additional categories (noted with 'Other')

Satisfaction

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average
College Police (overall satisfaction)	7.7%	6.6%	21.0%	34.7%	29.9%	3.7

N = 518



Food Services

Usage

Within the last year, how often have you used Food Services?

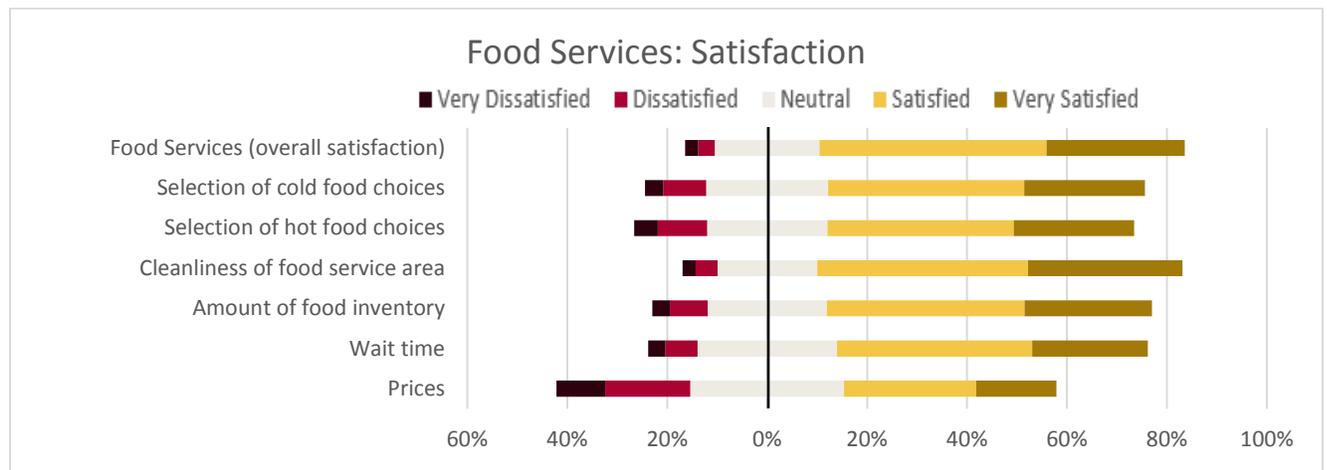
Never	46.2%
Sometimes	31.4%
Often	22.4%

N = 2,279

Satisfaction

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average
Food Services (overall satisfaction)	2.6%	3.3%	21.0%	45.4%	27.7%	3.9
Selection of cold food choices	3.6%	8.6%	24.4%	39.2%	24.1%	3.7
Selection of hot food choices	4.7%	9.9%	24.1%	37.3%	24.1%	3.7
Cleanliness of food service area	2.6%	4.3%	19.9%	42.2%	30.9%	3.9
Amount of food inventory	3.5%	7.6%	23.8%	39.6%	25.5%	3.8
Wait time	3.5%	6.4%	27.9%	39.0%	23.2%	3.7
Prices	9.7%	17.0%	30.8%	26.4%	16.0%	3.2

N = 1,221



Chula Vista Campus Students: Would you like the Student Union Cafeteria, Tradewinds, or Time Out Café to be open more hours?

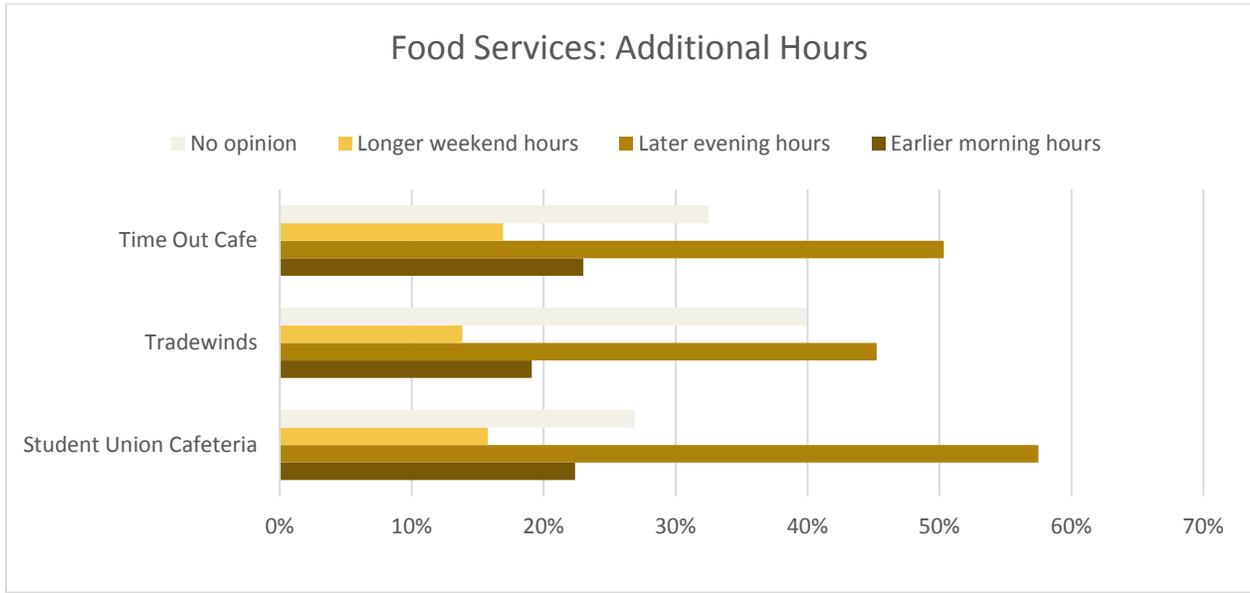
Yes	80.4%
No	19.6%

N = 1,142

Please indicate the additional times you would like the following Food Services to be open:

	Earlier morning hours	Later evening hours	Longer weekend hours	No opinion
Student Union Cafeteria	22.4%	57.5%	15.8%	26.9%
Tradewinds	19.1%	45.2%	13.8%	39.9%
Time Out Café	23.0%	50.3%	16.9%	23.5%

N = 1,217



N = 1,217

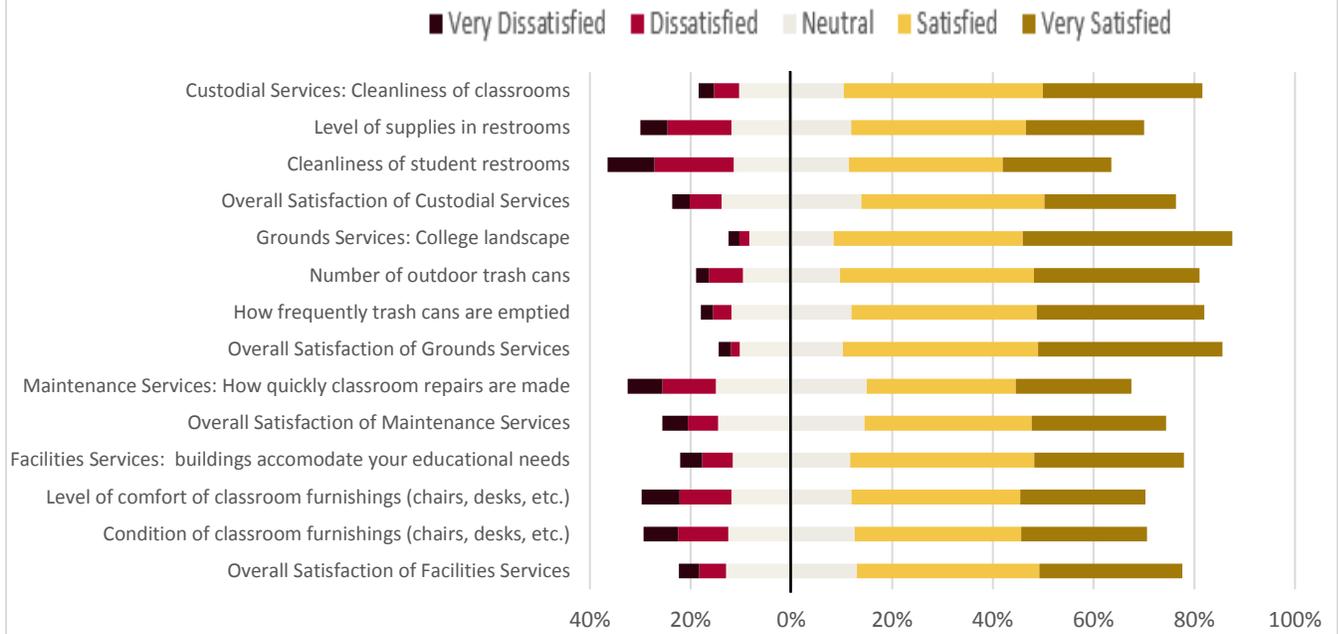
Facilities Services

Satisfaction

Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average
Custodial Services: Cleanliness of classrooms	3.0%	5.0%	20.8%	39.5%	31.7%	3.9
Level of supplies in restrooms	5.4%	12.7%	23.8%	34.7%	23.4%	3.6
Cleanliness of student restrooms	9.2%	15.8%	22.9%	30.5%	21.6%	3.4
Overall Satisfaction of Custodial Services	3.5%	6.4%	27.7%	36.4%	26.1%	3.8
Grounds Services: College landscape (lawns, flower beds, etc.)	2.2%	1.9%	16.7%	37.6%	41.6%	4.1
Number of outdoor trash cans	2.5%	6.8%	19.3%	38.6%	32.9%	3.9
How frequently trash cans are emptied	2.4%	3.7%	23.8%	36.8%	33.3%	4.0
Overall Satisfaction of Grounds Services	2.4%	1.8%	20.5%	38.7%	36.6%	4.0
Maintenance Services: How quickly classroom repairs are made	6.9%	10.6%	30.0%	29.6%	23.0%	3.5
Overall Satisfaction of Maintenance Services	5.0%	6.0%	29.1%	33.2%	26.7%	3.7
Facilities Services: The degree to which buildings, classrooms, and labs accommodate your educational needs	4.3%	6.1%	23.3%	36.5%	29.7%	3.8
Level of comfort of classroom furnishings (chairs, desks, etc.)	7.5%	10.3%	23.8%	33.5%	24.8%	3.6
Condition of classroom furnishings (chairs, desks, etc.)	6.8%	10.0%	25.1%	33.1%	25.0%	3.6
Overall Satisfaction of Facilities Services	4.0%	5.4%	26.0%	36.2%	28.4%	3.8

N = 2,230

Facilities Services: Satisfaction



Supplemental Information

As part of an effort to explore students' transportation and housing needs, several questions were included in the 2016 survey to assess students' commuting habits and level of support for student housing and a possible shuttle service for students commuting from the border to campus. Additional demographic questions also were included in the survey.

Transportation

What type of transportation do you use to get to campus most often?

Public transportation	19.7%
Personal vehicle	71.5%
Carpool with other students	1.6%
Given a ride from someone	3.7%
Walk or bike	2.2%
Other	1.2%

N = 2,225

What is the total length of time it usually takes you to get from home to campus?

Less than 30 minutes	70.4%
Between 30 minutes and 1 hour	18.7%
Between 1 and 2 hours	8.7%
More than 2 hours	2.2%

N = 2,225

Please indicate where you travel from to get to school.

San Ysidro area	13.2%
Otay Mesa area	8.3%
Mexico; cross border in San Ysidro	5.0%
Mexico; cross border in Otay Mesa	1.5%
Other / None of the above	72.0%

N = 2,225

If you have to cross the border to get to campus, how long is the commute between your home and the border?

Less than 30 minutes	24.8%
Between 30 minutes and 1 hour	29.3%
Between 1 and 2 hours	27.2%
More than 2 hours	18.8%

N = 335

Please indicate your likelihood of participating in the following:

Answer Options	Very Unlikely	Unlikely	Neutral/ Undecided	Likely	Very Likely	Rating Average
Using a shuttle service provided by SWC to get from the border to campus and back.	13.5%	3.3%	15.3%	12.9%	55.0%	3.9
Paying \$1-\$5/month to use the shuttle service.	12.3%	2.1%	13.5%	17.1%	55.0%	4.0
Paying \$6-\$10/month to use the shuttle service.	19.2%	6.4%	22.6%	19.2%	32.6%	3.4

N = 335

How might you benefit from the shuttle service?

Less stress	76.4%
More study time	69.6%
Less likely to be late for class	69.0%
More time to sleep	65.0%
I would feel more motivated to attend my classes	54.3%
I would earn better grades	49.1%
Other	15.6%

N = 326

Housing

Would you be interested in student housing offered through Southwestern College?

Yes	39.2%
No	41.6%
I don't know	19.2%

N = 2,222

Who do you currently live with?

I live with my parent(s)/guardian(s)	55.5%
I live with a partner or spouse	21.4%
I live alone	8.7%
Other	8.5%
I have one or more roommates who are not related to me	5.9%

N = 2,222

Do you currently pay a monthly rent or mortgage?

Yes	55.9%
No	44.1%

N = 2,222

Demographics

Gender

Female	68.8%
Male	28.4%
Decline to state	2.6%
Other	0.2%

N = 2,218

Age

19 years or younger	18.7%
20-24 years	37.3%
25-29 years	16.3%
30-34 years	8.1%
35-39 years	5.7%
40-49 years	6.7%
50 years and over	5.4%
Decline to state	1.9%

N = 2,218

Race/Ethnicity (select all that apply)

African-American	5.2%
American Indian/ Alaskan Native	1.5%
Asian	4.9%
Filipino	11.3%
Hispanic	62.7%
Multi-Ethnicity	4.7%
Pacific Islander	1.8%
Unknown	0.9%
White	18.0%
Decline to state	6.1%
Other	2.7%

N = 2,218

Check any that apply to you:

Active duty / Veteran	8.2%
Foster Youth or Former Foster Youth	2.1%
First-generation college student	55.0%
Primary language is something other than English	41.1%
Fall 2015 or Spring 2016 was my first term ever to enroll at Southwestern College	34.8%

N = 1,566

Campus location where 50% or more time is spent attending classes:

Chula Vista Campus	78.5%
Higher Education Center at San Ysidro	5.6%
Online student	5.4%
Higher Education Center at National City	4.6%
Other (Extension sites, high school student, etc.)	1.5%
Crown Cove Aquatic Center	0.4%

N = 1,566

Appendix A

2. Please indicate your familiarity with each of the following services/ departments offered at Southwestern College.						
Answer Options	Not at all familiar	Slightly familiar	Moderately familiar	Very familiar	Rating Average	Response Count
Admissions & Records Office	177	440	816	1047	3.10	2480
Assessment Center	319	498	750	911	2.91	2478
Associated Student Organization (ASO) & Student Clubs	680	617	552	623	2.45	2472
Bookstore	153	210	534	1587	3.43	2484
CalWORKs	1264	560	294	341	1.88	2459
Career Center	705	628	539	603	2.42	2475
Cashiering Office	480	451	604	941	2.81	2476
College Police	579	615	569	721	2.58	2484
Counseling Services	287	354	553	1281	3.14	2475
Disability Support Services (DSS)	1053	531	340	557	2.16	2481
EOPS/ CARE	900	446	346	781	2.41	2473
Evaluations Office	996	601	400	463	2.13	2460
Financial Aid Office	371	370	527	1210	3.04	2478
First Year Experience	1075	436	384	567	2.18	2462
Food Services	625	440	534	869	2.67	2468
Guardian Scholars Program (Foster Youth)	1733	391	163	187	1.52	2474
Health Services	983	589	418	489	2.17	2479
High Tech Center	1387	497	287	296	1.79	2467
Learning Assistance Services (Academic Success Center / Tutoring)	604	439	527	912	2.70	2482
Learning Resource Center (LRC)/ Library	476	381	571	1053	2.89	2481
MESA Schools Program	1447	478	230	314	1.76	2469
Outreach Office	1425	528	233	274	1.74	2460
Personal Wellness Services	1363	530	260	315	1.81	2468
Student Employment Services	893	588	440	559	2.27	2480
Transfer Center	734	576	520	642	2.43	2472
Veterans' Resource Center	1328	453	291	396	1.90	2468
Veterans' Services Office	1338	455	271	410	1.90	2474
Workability III Program	1649	412	194	216	1.59	2471
answered question						2496
skipped question						170

3. Within the last year, how often have you used the Admissions & Records Office?		
Answer Options	Response Percent	Response Count
Never	23.4%	579
Sometimes	61.7%	1527
Often	14.9%	369
<i>answered question</i>		2475
<i>skipped question</i>		191

4. Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Admissions & Records (Overall satisfaction)	82	63	483	703	495	3.80	1826
Registration Process for Classes	99	113	329	690	588	3.85	1819
Process for Obtaining a Student ID Card	86	62	361	613	598	3.92	1720
Transcript Request Service	87	63	493	477	385	3.67	1505
Transcript Evaluation Process	120	96	528	415	330	3.50	1489
<i>answered question</i>							1854
<i>skipped question</i>							812

5. Within the last year, how often have you used the Assessment Center?		
Answer Options	Response Percent	Response Count
Never	53.8%	1303
Sometimes	41.2%	996
Often	5.0%	121
<i>answered question</i>		2420
<i>skipped question</i>		246

6. Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Assessment Center (Overall satisfaction)	35	37	361	447	214	3.70	1094
<i>answered question</i>							1094
<i>skipped question</i>							1572

Answer Options	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Rating Average	Response Count
The Assessment Center staff helped me to understand how to pick my courses based on my assessment test results.	40	59	239	363	358	3.89	1059
<i>answered question</i>							1059
<i>skipped question</i>							1607

8. Within the last year, have you attended an event hosted by the Associated Student Organization (ASO) (College Hour, Welcome Week, Stress Relief Week)?		
Answer Options	Response Percent	Response Count
No	69.2%	1650
Yes	21.1%	503
I'm not sure	9.8%	233
<i>answered question</i>		2386
<i>skipped question</i>		280

9. Based on your experience with ASO events, please indicate your level of satisfaction with the:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
ASO Overall satisfaction	21	10	240	287	170	3.79	728
Number of ASO events per semester	18	31	294	262	119	3.60	724
Variety of ASO events per semester	17	40	277	271	117	3.60	722
Organization of ASO events	19	35	275	262	134	3.63	725
Promotion/marketing of ASO events	29	67	289	221	118	3.46	724
<i>answered question</i>							728
<i>skipped question</i>							1938

10. Within the last year, have you been a member of a Student Club?		
Answer Options	Response Percent	Response Count
No	84.3%	1999
Yes	15.7%	372
<i>answered question</i>		2371
<i>skipped question</i>		295

12. Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Student Clubs (Overall satisfaction)	23	45	599	161	95	3.28	923
<i>answered question</i>							923
<i>skipped question</i>							1743

15. Within the last year, how often have you used the Bookstore?		
Answer Options	Response Percent	Response Count
Never	12.1%	285
Sometimes	46.2%	1087
Often	41.7%	983
<i>answered question</i>		2355
<i>skipped question</i>		311

16. Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Bookstore (Overall satisfaction)	59	64	357	973	599	3.97	2052
Staff knowledge of bookstore products (textbooks, supplies, etc.)	53	74	443	873	610	3.93	2053
Cleanliness of store	42	40	301	934	735	4.11	2052
Availability of products (textbooks, supplies, etc.)	93	221	534	783	422	3.59	2053
<i>answered question</i>							2065
<i>skipped question</i>							601

17. Within the last year, how often have you used CalWORKS?		
Answer Options	Response Percent	Response Count
Never	88.8%	2079
Sometimes	7.7%	180
Often	3.5%	83
<i>answered question</i>		2342
<i>skipped question</i>		324

18. Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
CalWORKs (Overall satisfaction)	10	8	85	87	74	3.78	264
<i>answered question</i>							264
<i>skipped question</i>							2402

19. Within the last year, how often have you used the Career Center?		
Answer Options	Response Percent	Response Count
Never	70.6%	1650
Sometimes	25.1%	588
Often	4.3%	100
<i>answered question</i>		2338
<i>skipped question</i>		328

20. Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Career Center (Overall satisfaction)	17	16	212	307	132	3.76	684
<i>answered question</i>							684
<i>skipped question</i>							1982

21. Did you participate in any of the career assessments (Choices, MBTI, Career Cruising)?		
Answer Options	Response Percent	Response Count
Yes	21.1%	144
No	64.0%	438
I'm not sure	14.9%	102
<i>answered question</i>		684
<i>skipped question</i>		1982

22. Please indicate your level of agreement with the following:							
Answer Options	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Rating Average	Response Count
The Career Center helped me to identify my career / educational goals.	27	44	277	208	128	3.54	684
<i>answered question</i>							684
<i>skipped question</i>							1982

23. Within the last year, how often have you used the Cashiering Office?		
Answer Options	Response Percent	Response Count
Never	41.3%	963
Sometimes	49.8%	1159
Often	8.9%	207
<i>answered question</i>		2329
<i>skipped question</i>		337

24. Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Cashiering (Overall satisfaction)	31	37	303	642	340	3.90	1353
Staff's efficiency in processing transactions accurately	44	59	268	605	376	3.89	1352
Staff's knowledge about student services and policies	46	64	313	566	360	3.84	1349
<i>answered question</i>							1356
<i>skipped question</i>							1310

25. Within the last year, how often have you had contact with or used services provided by the College Police?		
Answer Options	Response Percent	Response Count
None	77.5%	1793
1-2 times	19.6%	454
3-4 times	2.0%	47
5 or more times	0.8%	19
<i>answered question</i>		2313
<i>skipped question</i>		353

26. Please select the ways in which you have had contact with Campus Police:		
Answer Options	Response Percent	Response Count
Parking violation	36.7%	190
Victim of a crime	2.7%	14
Reported a crime	3.3%	17
Witnessed a crime	1.7%	9
Suspected or charged with a crime	0.6%	3
Casual encounter	20.3%	105
Traffic stop	2.5%	13
Service oriented (i.e. escort, lost and found)	29.5%	153
Other (please specify):	31.3%	162
answered question		518
skipped question		2148

27. Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
College Police (Overall satisfaction)	40	34	109	180	155	3.73	518
answered question							518
skipped question							2148

28. Within the last year, how often have you used Counseling Services?		
Answer Options	Response Percent	Response Count
Never	29.9%	691
Sometimes	46.3%	1068
Often	23.8%	549
answered question		2308
skipped question		358

29. Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Counseling Services (Overall satisfaction)	63	85	230	560	630	4.03	1568
Front desk staff	49	63	303	591	553	3.99	1559
Walk-in services	65	105	340	493	459	3.80	1462
Counseling appointments	79	90	239	537	602	3.97	1547
Orientation	59	61	417	438	415	3.78	1390
answered question							1607
skipped question							1059

30. What type of orientation did you attend when registering at Southwestern College?		
Answer Options	Response Percent	Response Count
I attended an in-person / traditional student orientation.	36.8%	591
I completed an online student orientation.	46.4%	746
I did not attend either type of orientation.	16.8%	270
answered question		1607
skipped question		1059

31. Within the last year, how often have you used Disability Support Services (DSS)?		
Answer Options	Response Percent	Response Count
Never	88.7%	2035
Sometimes	5.8%	132
Often	5.6%	128
answered question		2295
skipped question		371

32. Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Disability Support Services (Overall satisfaction)	14	5	37	74	130	4.16	260
answered question							260
skipped question							2406

33. Please indicate your level of agreement with the following statements:							
Answer Options	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Rating Average	Response Count
DSS provided me with all of the information I needed to know as a DSS student.	10	5	33	63	148	4.29	259
DSS information was readily available when I needed it.	12	8	35	59	144	4.22	258
answered question							260
skipped question							2406

34. Within the last year, how often have you used the Evaluations Office?		
Answer Options	Response Percent	Response Count
Never	80.1%	1838
Sometimes	18.3%	420
Often	1.6%	36
<i>answered question</i>		2294
<i>skipped question</i>		372

35. Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Evaluations Office (Overall satisfaction)	28	28	127	186	89	3.61	458
<i>answered question</i>							458
<i>skipped question</i>							2208

36. Within the last year, how often have you used Extended Opportunities Programs and Services (EOPS)?		
Answer Options	Response Percent	Response Count
Never	75.6%	1731
Sometimes	10.6%	243
Often	13.8%	316
<i>answered question</i>		2290
<i>skipped question</i>		376

37. Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Extended Opportunities Programs and Services (Overall satisfaction)	16	17	71	163	291	4.25	558
<i>answered question</i>							558
<i>skipped question</i>							2108

38. Within the last year, how often have you used the Financial Aid Office?		
Answer Options	Response Percent	Response Count
Never	37.9%	867
Sometimes	39.6%	905
Often	22.5%	513
<i>answered question</i>		2285
<i>skipped question</i>		381

39. Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Financial Aid Office (Overall satisfaction)	54	98	259	561	443	3.88	1415
<i>answered question</i>							1415
<i>skipped question</i>							1251

40. Within the last year, how often have you used Food Services?		
Answer Options	Response Percent	Response Count
Never	46.2%	1053
Sometimes	31.4%	716
Often	22.4%	510
<i>answered question</i>		2279
<i>skipped question</i>		387

41. Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Food Services (overall satisfaction)	32	40	256	552	337	3.92	1217
Selection of cold food choices	44	105	297	478	294	3.72	1218
Selection of hot food choices	57	120	293	453	293	3.66	1216
Cleanliness of food service area	32	53	243	515	377	3.94	1220
Amount of food inventory	43	92	290	481	310	3.76	1216
Wait time	42	78	340	475	282	3.72	1217
Prices	118	207	374	321	195	3.22	1215
<i>answered question</i>							1221
<i>skipped question</i>							1445

43. Chula Vista Campus Students: Would you like the Student Union Cafeteria, Tradewinds, or Time Out Cafe to be open more hours?		
Answer Options	Response Percent	Response Count
Yes	80.4%	918
No	19.6%	224
<i>answered question</i>		1142
<i>skipped question</i>		1524

44. Please indicate the additional times you would like the following Food Services to be open.					
Answer Options	Earlier morning hours	Later evening hours	Longer weekend hours	No opinion	Response Count
Student Union Cafeteria	267	686	188	321	1193
Tradewinds	222	526	161	464	1163
Time Out Cafe	272	595	200	384	1182
<i>answered question</i>					1217
<i>skipped question</i>					1449

45. Within the last year, how often have you used Health Services?		
Answer Options	Response Percent	Response Count
Never	82.3%	1865
Sometimes	16.4%	371
Often	1.4%	31
<i>answered question</i>		2267
<i>skipped question</i>		399

46. Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Health Services (Overall satisfaction)	14	6	65	175	141	4.05	401
<i>answered question</i>							401
<i>skipped question</i>							2265

47. Please indicate your level of agreement with the following statement:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
I was provided with the information I needed about health services.	13	12	75	166	135	3.99	401
<i>answered question</i>							401

48. Have you received any information from Health Services that raised your awareness of or encouraged a healthy lifestyle?		
Answer Options	Response Percent	Response Count
Yes	58.4%	234
No	41.6%	167
answered question		401
skipped question		2265

49. Within the last year, how often have you used Learning Assistance Services (Academic Success Center / Tutoring)?		
Answer Options	Response Percent	Response Count
Never	57.5%	1300
Sometimes	27.5%	622
Often	15.0%	339
answered question		2261
skipped question		405

50. Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Learning Assistance Services (Overall satisfaction)	17	23	162	426	325	4.07	953
answered question							953
skipped question							1713

51. Learning Assistance Services: Which of the following services have you utilized?		
Answer Options	Response Percent	Response Count
Appointment-based tutoring (e.g. ASC, DSS, EOPS)	32.7%	312
Online e-tutoring	7.6%	72
Online Writing Lab (OWL)	20.0%	191
Open Lab Tutoring (Business, Child Development, ITC, Math/Science, Music, Nursing, etc.)	36.1%	344
Power Study Program (in-class or outside sessions)	15.2%	145
Writing Center	50.6%	482
Test Reviews	7.2%	69
Workshops	23.0%	219
Proctored Exams (including fee-based)	6.2%	59
Other tutoring services	25.2%	240
answered question		953
skipped question		1713

52. As a result of tutoring, I am/was able to...							
Answer Options	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Rating Average	Response Count
maintain or improve my grades in those courses for which I received tutoring.	266	310	193	32	93	3.70	894
complete the course(s) for which I received tutoring.	275	274	197	42	90	3.69	878
take more advanced or challenging coursework.	211	239	278	54	81	3.52	863
strengthen my academic skills.	260	317	191	38	88	3.70	894
feel self confident in my ability to succeed in the course.	276	309	183	41	84	3.73	893
apply study strategies to my course.	271	301	193	36	84	3.72	885
take greater responsibility for my own success.	312	289	175	29	84	3.81	889
answered question							953
skipped question							1713

53. Within the last year, how often have you used the Learning Resource Center (LRC) / Library?		
Answer Options	Response Percent	Response Count
Never	36.3%	815
Sometimes	37.9%	852
Often	25.8%	581
answered question		2248
skipped question		418

54. Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Learning Resource Center/ Library (Overall satisfaction)	23	13	172	607	618	4.24	1433
answered question							1433
skipped question							1233

55. Within the last year, how often have you used the Outreach Office?		
Answer Options	Response Percent	Response Count
Never	93.0%	2089
Sometimes	6.0%	135
Often	1.0%	22
<i>answered question</i>		2246
<i>skipped question</i>		420

56. Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Outreach Office (Overall satisfaction)	7	3	44	66	37	3.78	157
<i>answered question</i>							157
<i>skipped question</i>							2509

57. Within the last year, how often have you used Personal Wellness Services?		
Answer Options	Response Percent	Response Count
Never	92.3%	2072
Sometimes	6.2%	139
Often	1.5%	33
<i>answered question</i>		2244
<i>skipped question</i>		422

58. Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Personal Wellness Services (Overall satisfaction)	7	4	29	74	58	4.00	172
<i>answered question</i>							172
<i>skipped question</i>							2494

59. Within the last year, how many times have you used Student Employment Services?		
Answer Options	Response Percent	Response Count
Never	78.9%	1770
1-2 times	15.2%	342
3-4 times	3.7%	84
5 or more times	2.1%	47
<i>answered question</i>		2243
<i>skipped question</i>		423

60. Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Student Employment Services (Overall satisfaction)	14	27	118	185	129	3.82	473
<i>answered question</i>							473
<i>skipped question</i>							2193

61. Have you ever used the Student Employment Services website?		
Answer Options	Response Percent	Response Count
Yes	52.9%	250
No	47.1%	223
<i>answered question</i>		473
<i>skipped question</i>		2193

62. Within the last year, how often have you used the Transfer Center?		
Answer Options	Response Percent	Response Count
Never	74.0%	1660
Sometimes	21.8%	488
Often	4.2%	94
<i>answered question</i>		2242
<i>skipped question</i>		424

63. Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Transfer Center (Overall satisfaction)	15	22	123	261	158	3.91	579
<i>answered question</i>							579
<i>skipped question</i>							2087

64. Have you ever used the Transfer Center website?		
Answer Options	Response Percent	Response Count
Yes	48.4%	280
No	51.6%	299
<i>answered question</i>		579
<i>skipped question</i>		2087

65. Did you find the Transfer Center services helpful in achieving your educational or transfer goals?		
Answer Options	Response Percent	Response Count
Yes	84.5%	489
No	15.5%	90
<i>answered question</i>		579
<i>skipped question</i>		2087

66. Within the last year, how often have you used the Veterans' Resource Center?		
Answer Options	Response Percent	Response Count
Never	93.4%	2091
1-3 times	4.0%	90
4-10 times	1.2%	27
More than 10 times	1.4%	31
<i>answered question</i>		2239
<i>skipped question</i>		427

67. Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Veterans' Resource Center (Overall satisfaction)	8	7	24	58	54	3.95	151
<i>answered question</i>							151



skipped question	2515
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68. Within the last year, how often have you used the Veterans' Services Office?		
Answer Options	Response Percent	Response Count
Never	93.2%	2085
Sometimes	4.6%	103
Often	2.2%	50
answered question		2238
skipped question		428

69. Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Veterans' Services Office (Overall satisfaction)	10	7	23	54	59	3.95	153
answered question							153
skipped question							2513

70. Please indicate your level of satisfaction with the following:							
Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Custodial Services: Cleanliness of classrooms	64	105	440	834	669	3.92	2112
Level of supplies in restrooms	115	270	506	738	499	3.58	2128
Cleanliness of student restrooms	197	336	487	650	460	3.39	2130
Overall Satisfaction of Custodial Services	73	134	585	767	551	3.75	2110
Grounds Services: College landscape (lawns, flower beds, etc.)	46	41	353	792	877	4.14	2109
Number of outdoor trash cans	54	144	411	822	701	3.92	2132
How frequently trash cans are emptied	50	77	497	768	695	3.95	2087
Overall Satisfaction of Grounds Services	51	37	433	817	773	4.05	2111
Maintenance Services: How quickly classroom repairs are made	135	208	587	579	450	3.51	1959
Overall Satisfaction of Maintenance Services	101	122	588	670	539	3.70	2020
Facilities Services: The degree to which buildings, classrooms, and labs accommodate your educational needs	91	129	493	773	629	3.81	2115
Level of comfort of classroom furnishings (chairs, desks, etc.)	160	220	508	714	529	3.58	2131
Condition of classroom furnishings (chairs, desks, etc.)	146	213	535	706	533	3.59	2133
Overall Satisfaction of Facilities Services	85	114	554	770	604	3.80	2127
<i>answered question</i>							2230
<i>skipped question</i>							436

71. The following questions pertaining to transportation will be used to inform the college about a possible shuttle service for students commuting from the border to campus. Please indicate where you travel from to get to school.

Answer Options	Response Percent	Response Count
San Ysidro area	13.2%	293
Otay Mesa area	8.3%	185
Mexico; cross border in San Ysidro	5.0%	112
Mexico; cross border in Otay Mesa	1.5%	34
Other / None of the above	72.0%	1601
answered question		2225
skipped question		441

72. What is the total length of time it usually takes you to get from home to campus?

Answer Options	Response Percent	Response Count
Less than 30 minutes	70.4%	1567
Between 30 minutes and 1 hour	18.7%	416
Between 1 and 2 hours	8.7%	194
More than 2 hours	2.2%	48
answered question		2225
skipped question		441

73. What type of transportation do you use to get to campus most often?

Answer Options	Response Percent	Response Count
Public transportation	19.7%	439
Personal vehicle	71.5%	1591
Carpool with other students	1.6%	36
Given a ride from someone	3.7%	83
Walk or bike	2.2%	49
Other	1.2%	27
answered question		2225
skipped question		441

74. If you have to cross the border to get to campus, how long is the commute between your home and the border?

Answer Options	Response Percent	Response Count
Less than 30 minutes	24.78%	83
Between 30 minutes and 1 hour	29.25%	98
Between 1 and 2 hours	27.16%	91
More than 2 hours	18.81%	63
answered question		335
skipped question		2331

75. Please indicate your likelihood of participating in the following:							
Answer Options	Very Unlikely	Unlikely	Neutral/ Undecided	Likely	Very Likely	Rating Average	Response Count
Using a shuttle service provided by SWC to get from the border to campus and back.	45	11	51	43	183	3.92	333
Paying \$1-\$5/month to use the shuttle service.	41	7	45	57	183	4.00	333
Paying \$6-\$10/month to use the shuttle service.	63	21	74	63	107	3.40	328
answered question							335
skipped question							2331

76. How might you benefit from the shuttle service? (Check all that apply)			
Answer Options		Response Percent	Response Count
More study time		69.6%	227
More time to sleep		65.0%	212
Less stress		76.4%	249
Less likely to be late to class		69.0%	225
I would feel more motivated to attend my classes		54.3%	177
I would earn better grades		49.1%	160
Other (please specify)		15.6%	51
answered question			326
skipped question			2340

77. Would you be interested in student housing offered through Southwestern College?		
Answer Options	Response Percent	Response Count
Yes	39.2%	871
No	41.6%	924
I don't know	19.2%	427
answered question		2222
skipped question		444

78. Who do you currently live with?		
Answer Options	Response Percent	Response Count
I live with my parent(s)/guardian(s)	55.5%	1233
I live with a partner or spouse	21.4%	475
I have one or more roommates who are not related to me	5.9%	132
I live alone	8.7%	194
Other	8.5%	188
answered question		2222
skipped question		444

79. Do you currently pay a monthly rent or mortgage?		
Answer Options	Response Percent	Response Count
Yes	55.9%	1241
No	44.1%	981
answered question		2222
skipped question		444

80. What is your gender?		
Answer Options	Response Percent	Response Count
Female	68.8%	1527
Male	28.4%	630
Other	0.2%	4
Decline to state	2.6%	57
answered question		2218
skipped question		448

81. What is your age?		
Answer Options	Response Percent	Response Count
19 years or younger	18.7%	414
20 to 24 years	37.3%	827
25 to 29 years	16.3%	361
30 to 34 years	8.1%	180
35 to 39 years	5.7%	127
40 to 49 years	6.7%	148
50 years and over	5.4%	119
Decline to state	1.9%	42
answered question		2218
skipped question		448

82. What is your ethnicity? (Check all that apply)		
Answer Options	Response Percent	Response Count
African-American	5.2%	115
American Indian/ Alaskan Native	1.5%	33
Asian	4.9%	109
Filipino	11.3%	251
Hispanic	62.7%	1391
Multi-Ethnicity	4.7%	105
Pacific Islander	1.8%	40
Unknown	0.9%	20
White	18.0%	399
Decline to state	6.1%	136
Other (please specify)	2.7%	60
<i>answered question</i>		2218
<i>skipped question</i>		448

83. (Optional) Please check any of the following that apply to you:		
Answer Options	Response Percent	Response Count
Active duty / Veteran	8.2%	129
Foster Youth or Former Foster Youth	2.1%	33
First-generation college student	55.0%	862
Primary language is something other than English	41.1%	643
Fall 2015 or Spring 2016 was my first term ever to enroll at Southwestern College	34.8%	545
<i>answered question</i>		1566
<i>skipped question</i>		1100