

OVERVIEW

The student services survey was administered between 11/13/2009 and 12/17/2009 to students in Reading, English, Chemistry, Psychology, Geology, Geography, Human Physiology, Human Anatomy, as well as other undisclosed courses. Students were asked to select student services they used, were aware of, and rate their satisfaction with said services. A total of 412 surveys were collected, and data collected included:

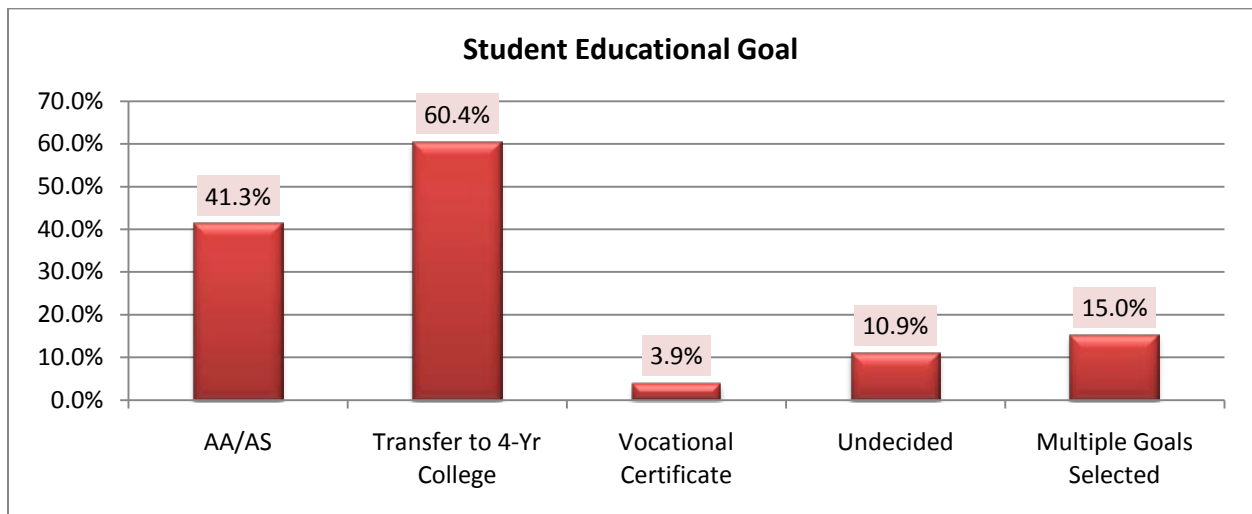
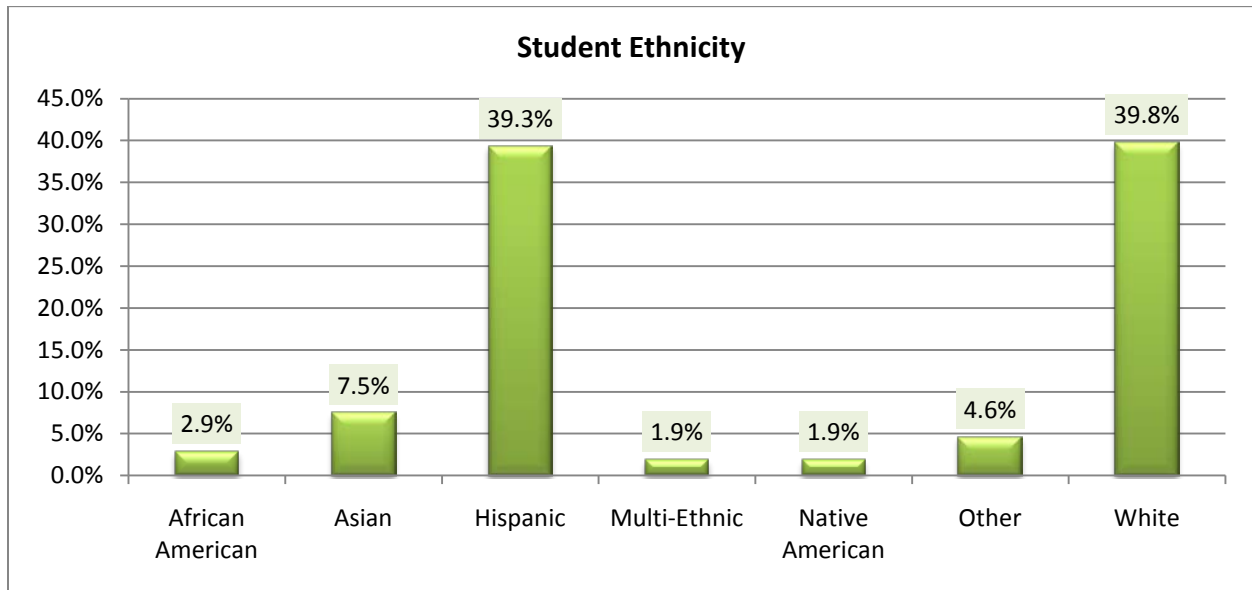
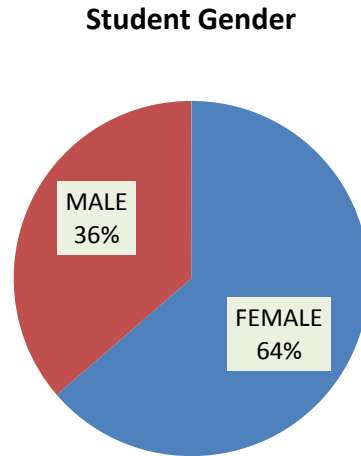
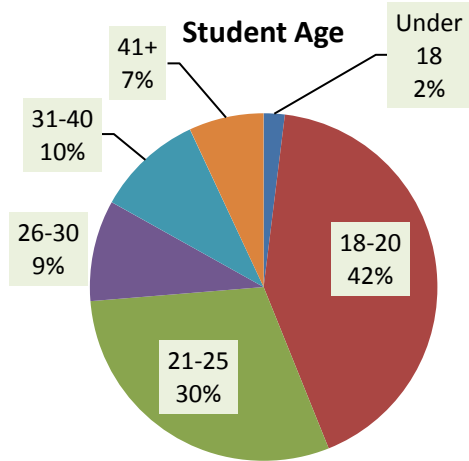
- Demographics of student respondents
- What services students used (utility)
- What services students knew were available (awareness)
- Satisfaction with services
- Program-level specific responses
 - Admissions & Records
 - CalWORKS
 - Counseling
 - Financial Aid
- Preferred method of communication
- Student Comments Overview

I. Demographics of Student Respondents

The largest percentages of respondents were:

- a. Between the ages of 18-20 (42%), followed by 21-25 (30%)
- b. Female (64%), followed by Male (36%)
- c. White (39.8%), followed by Hispanic/Latino (39.3%)
- d. Transfer oriented (60.4%), followed by degree oriented (41.3%)
- e. Not first generation students (58.7%), followed by first generation students (40.3%)

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II. Student Services: Utility

- a. The largest percentage of respondents reported using the library (79.1%), Admissions & Records (65.8%), and Financial Aid (51.6%)
- b. The smallest percentage of respondents reported using Upward Bound (1.0%), Foster Care (1.2%), and Veteran Affairs (2.9%)

Program Utility	N	%
Admissions & Records	271	65.8%
CalWORKS	62	15.0%
Campus Life	15	3.6%
Career Center	42	10.2%
Child Care	19	4.6%
Counseling	206	50.0%
DSPS	28	6.8%
EOPS/Care	75	18.2%
Financial Aid	213	51.7%
Foster Care	5	1.2%
Library	326	79.1%
Student Health	24	5.8%
Testing Assessment	41	10.0%
Transfer Center	34	8.3%
Tutoring Center	107	26.0%
Upward Bound	4	1.0%
Veteran Affairs	12	2.9%

Services Students Used (N = 412)		N	Students (%) who also used other services																
			Admissions & Records	CalWORKS	Campus Life	Career Center	Child Care	Counseling	DSPS	EOPS/CARE	Financial Aid	Foster Care	Library	Student Health	Testing Assessment	Transfer Center	Tutoring Center	Upward Bound	Veteran Affairs
Services Used (N)	Admissions & Records	271		15.9%	4.4%	12.5%	5.5%	55.4%	8.1%	21.4%	56.5%	1.8%	84.5%	8.1%	11.8%	9.6%	25.5%	1.5%	3.3%
	CalWORKS	62	69.4%		9.7%	12.9%	12.9%	54.8%	17.7%	48.4%	80.6%	6.5%	77.4%	11.3%	11.3%	6.5%	29.0%	4.8%	1.6%
	Campus Life	15	80.0%	40.0%		53.3%	26.7%	73.3%	20.0%	33.3%	46.7%	13.3%	86.7%	26.7%	13.3%	26.7%	26.7%	13.3%	6.7%
	Career Center	42	81.0%	19.0%	19.0%		9.5%	71.4%	16.7%	42.9%	66.7%	9.5%	90.5%	26.2%	21.4%	16.7%	59.5%	7.1%	4.8%
	Child Care	19	78.9%	42.1%	21.1%	21.1%		73.7%	21.1%	52.6%	63.2%	5.3%	78.9%	26.3%	21.1%	21.1%	21.1%	10.5%	5.3%
	Counseling	206	72.8%	16.5%	5.3%	14.6%	6.8%		9.2%	20.9%	56.3%	1.9%	85.4%	9.2%	13.1%	13.6%	31.6%	1.5%	2.4%
	DSPS	28	78.6%	39.3%	10.7%	25.0%	14.3%	67.9%		75.0%	71.4%	7.1%	85.7%	21.4%	21.4%	10.7%	35.7%	7.1%	7.1%
	EOPS/Care	75	77.3%	40.0%	6.7%	24.0%	13.3%	57.3%	28.0%		90.7%	6.7%	82.7%	18.7%	14.7%	10.7%	42.7%	4.0%	4.0%
	Financial Aid	213	71.8%	23.5%	3.3%	13.1%	5.6%	54.5%	9.4%	31.9%		2.3%	84.0%	7.5%	9.4%	7.0%	31.9%	1.4%	4.7%
	Foster Care	5	100.0%	80.0%	40.0%	80.0%	20.0%	80.0%	40.0%	100.0%	100.0%		100.0%	60.0%	40.0%	20.0%	80.0%	20.0%	20.0%
	Library	326	70.2%	14.7%	4.0%	11.7%	4.6%	54.0%	7.4%	19.0%	54.9%	1.5%		7.1%	11.0%	9.2%	30.4%	1.2%	2.8%
	Student Health	24	91.7%	29.2%	16.7%	45.8%	20.8%	79.2%	25.0%	58.3%	66.7%	12.5%	95.8%		33.3%	25.0%	50.0%	8.3%	4.2%
	Testing Assessment	41	78.0%	17.1%	4.9%	22.0%	9.8%	65.9%	14.6%	26.8%	48.8%	4.9%	87.8%	19.5%		26.8%	34.1%	4.9%	2.4%
	Transfer Center	34	76.5%	11.8%	11.8%	20.6%	11.8%	82.4%	8.8%	23.5%	44.1%	2.9%	88.2%	17.6%	32.4%		44.1%	5.9%	5.9%
	Tutoring Center	107	64.5%	16.8%	3.7%	23.4%	3.7%	621.5%	9.3%	29.9%	63.6%	3.7%	92.5%	11.2%	13.1%	14.0%		1.9%	3.7%
Upward Bound	4	100.0%	75.0%	50.0%	75.0%	50.0%	75.0%	50.0%	75.0%	75.0%	25.0%	100.0%	50.0%	50.0%	50.0%	50.0%		25.0%	
Veteran Affairs	12	75.0%	8.3%	8.3%	16.7%	8.3%	41.7%	16.7%	25.0%	83.3%	8.3%	75.0%	8.3%	8.3%	16.7%	33.3%	8.3%		

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III. Student Services: Awareness

- a. The largest percentage of respondents reported awareness of the library (83.0%), Financial Aid (75.5%), and Counseling (75.2%)
- b. The smallest percentage of respondents reported awareness of Campus Life (11.9%), Upward Bound (12.9%), and Foster Care (13.8%)

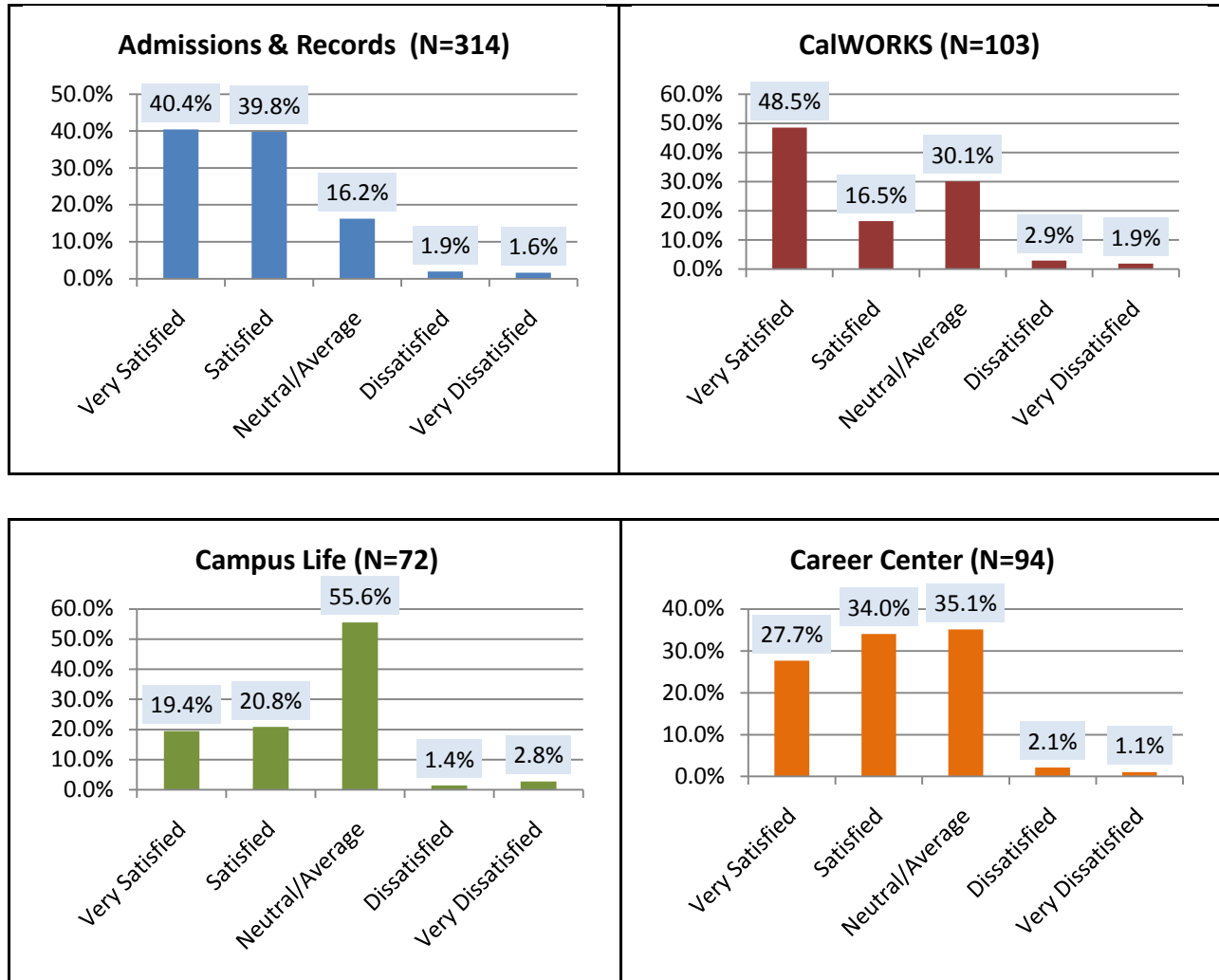
Program Awareness	N	%
Admissions & Records	294	71.4%
CalWORKS	171	41.5%
Campus Life	49	11.9%
Career Center	184	44.7%
Child Care	224	54.4%
Counseling	310	75.2%
DSPS	140	34.0%
EOPS/Care	209	50.7%
Financial Aid	311	75.5%
Foster Care	57	13.8%
Library	342	83.0%
Student Health	158	38.3%
Testing Assessment	162	39.3%
Transfer Center	146	35.4%
Tutoring Center	296	71.8%
Upward Bound	53	12.9%
Veteran Affairs	92	22.3%

Services Students Knew About (N = 412)		N	Students (%) who also knew about other services																
			Admissions & Records	CalWORKS	Campus Life	Career Center	Child Care	Counseling	DSPS	EOPS/CARE	Financial Aid	Foster Care	Library	Student Health	Testing Assessment	Transfer Center	Tutoring Center	Upward Bound	Veteran Affairs
Services Students Knew About (N)	Admissions & Records	294		49.3%	15.0%	52.7%	63.6%	85.0%	39.1%	57.8%	84.7%	16.7%	92.2%	45.2%	48.6%	44.2%	79.3%	16.0%	26.9%
	CalWORKS	171	84.8%		21.1%	62.6%	73.1%	82.5%	60.8%	75.4%	86.5%	25.7%	89.5%	58.5%	57.3%	50.9%	81.9%	24.6%	42.1%
	Campus Life	49	89.8%	73.5%		79.6%	77.6%	83.7%	67.3%	71.4%	83.7%	42.9%	91.8%	73.5%	73.5%	73.5%	79.6%	42.9%	63.3%
	Career Center	184	84.2%	58.2%	21.2%		71.7%	88.6%	45.7%	64.7%	85.9%	21.7%	89.1%	55.4%	57.1%	56.5%	84.2%	19.6%	32.6%
	Child Care	224	83.5%	55.8%	17.0%	58.9%		88.4%	46.9%	63.8%	88.4%	21.9%	94.6%	50.4%	51.8%	46.9%	83.5%	20.1%	32.6%
	Counseling	310	80.6%	45.5%	13.2%	52.6%	63.9%		40.3%	56.8%	84.8%	17.1%	91.6%	45.5%	46.8%	41.9%	81.3%	15.5%	26.1%
	DSPS	140	82.1%	74.3%	23.6%	60.0%	75.0%	89.3%		90.0%	87.1%	27.9%	92.9%	65.7%	60.7%	50.7%	87.1%	31.4%	47.9%
	EOPS/Care	209	81.3%	61.7%	16.7%	56.9%	68.4%	84.2%	60.3%		87.1%	22.0%	88.5%	52.2%	46.4%	45.5%	81.8%	21.5%	33.5%
	Financial Aid	311	80.1%	47.6%	13.2%	50.8%	63.7%	84.6%	39.2%	58.5%		16.4%	94.9%	46.9%	46.0%	43.4%	81.0%	14.8%	26.7%
	Foster Care	57	86.0%	77.2%	36.8%	70.2%	86.0%	93.0%	68.4%	80.7%	89.5%		96.5%	75.4%	75.4%	63.2%	89.5%	45.6%	57.9%
	Library	342	79.2%	44.7%	13.2%	48.0%	62.0%	83.0%	38.0%	54.1%	86.3%	16.1%		43.9%	45.3%	40.6%	78.7%	14.3%	25.4%
	Student Health	158	84.2%	63.3%	22.8%	64.6%	71.5%	89.2%	58.2%	69.0%	92.4%	27.2%	94.9%		60.1%	53.8%	86.1%	21.5%	37.3%
	Testing Assessment	162	88.3%	60.5%	22.2%	64.8%	71.6%	89.5%	52.5%	59.9%	88.3%	26.5%	95.7%	58.6%		55.6%	84.0%	22.8%	38.9%
	Transfer Center	146	89.0%	59.6%	24.7%	71.2%	71.9%	89.0%	48.6%	65.1%	92.5%	24.7%	95.2%	58.2%	61.6%		87.7%	24.0%	45.2%
	Tutoring Center	296	78.7%	47.3%	13.2%	52.4%	63.2%	85.1%	41.2%	57.8%	85.1%	17.2%	100.0%	45.9%	45.9%	43.2%		15.9%	27.4%
	Upward Bound	53	88.7%	79.2%	39.6%	67.9%	84.9%	90.6%	83.0%	84.9%	86.8%	49.1%	92.5%	64.2%	69.8%	66.0%	88.7%		60.4%
Veteran Affairs	92	85.9%	78.3%	22.8%	65.2%	79.3%	88.0%	72.8%	76.1%	90.2%	35.9%	94.6%	64.1%	68.5%	71.7%	88.0%	34.8%		

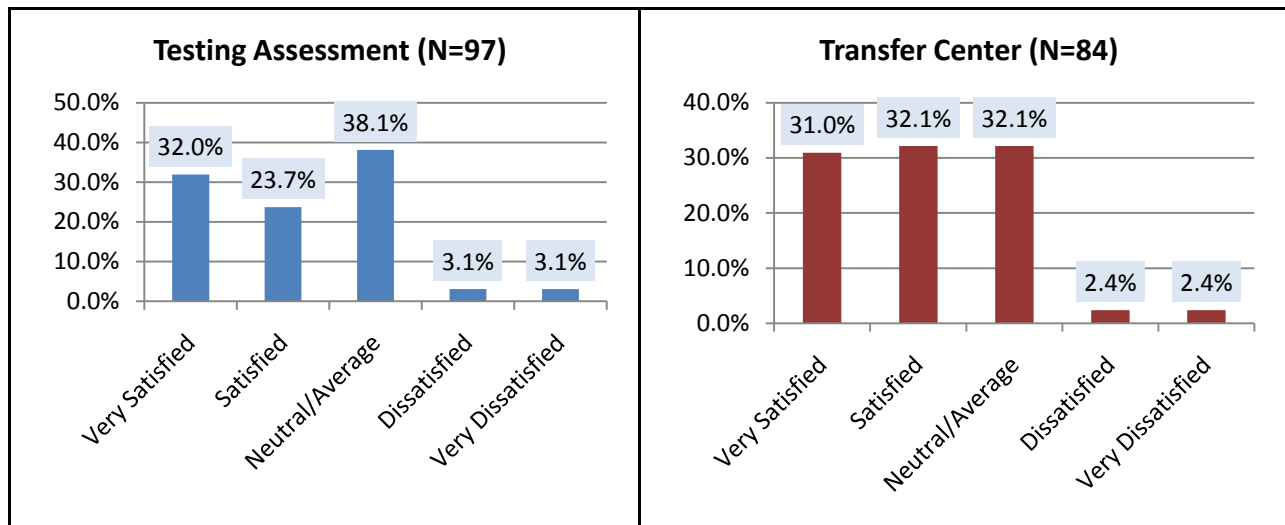
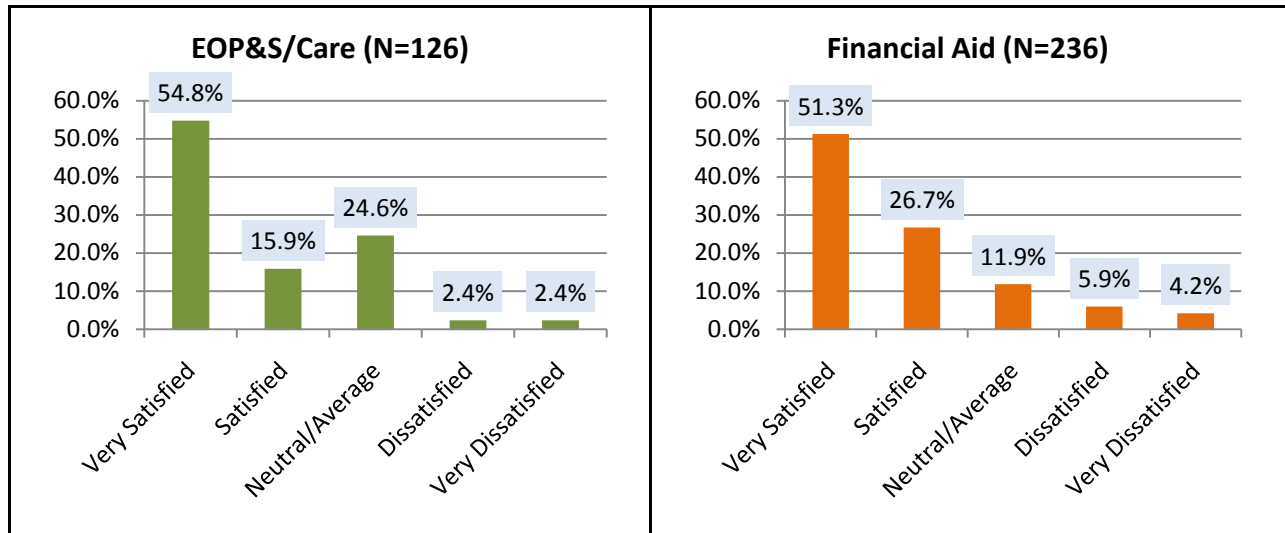
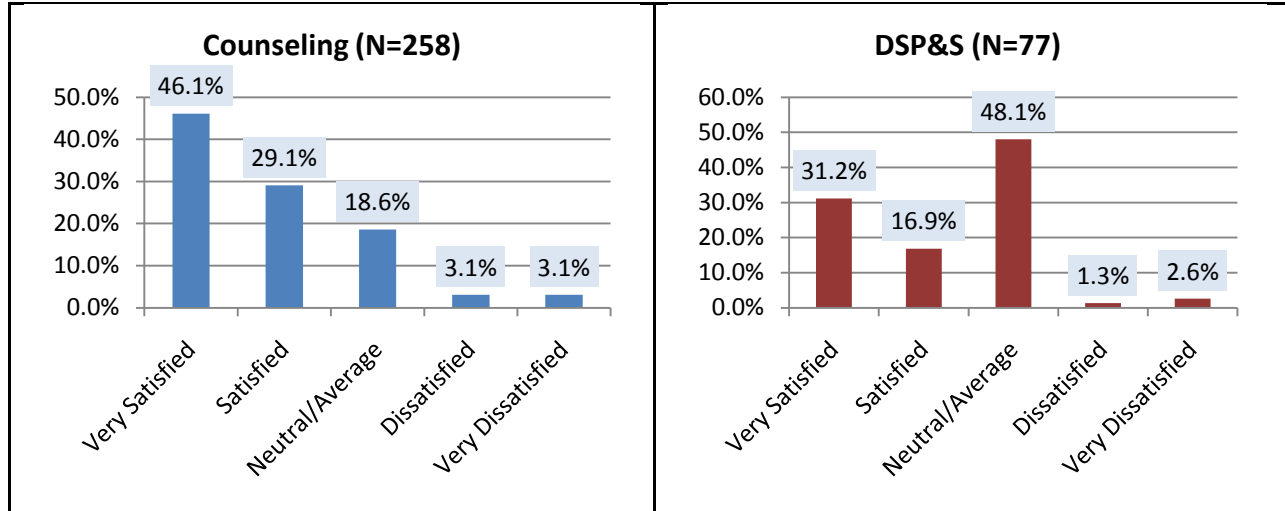
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IV. Student Services: Satisfaction

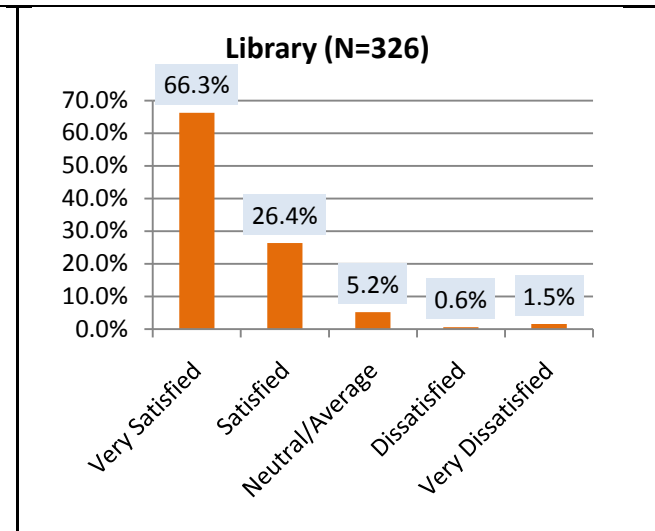
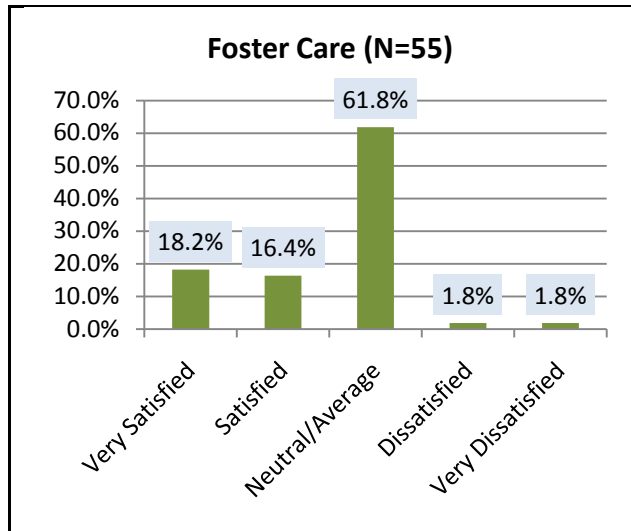
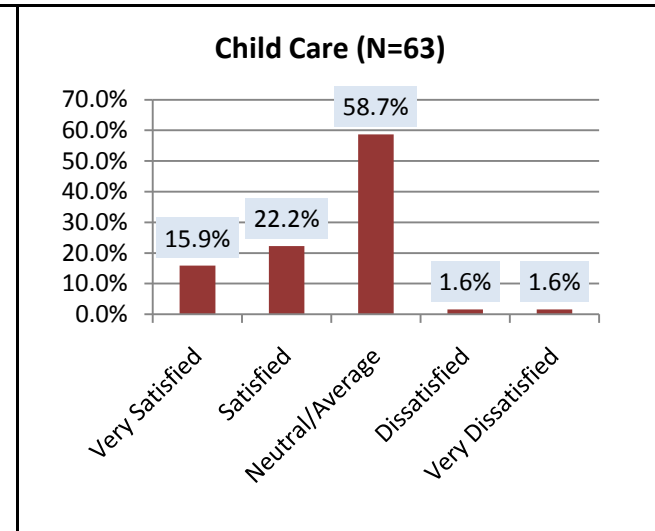
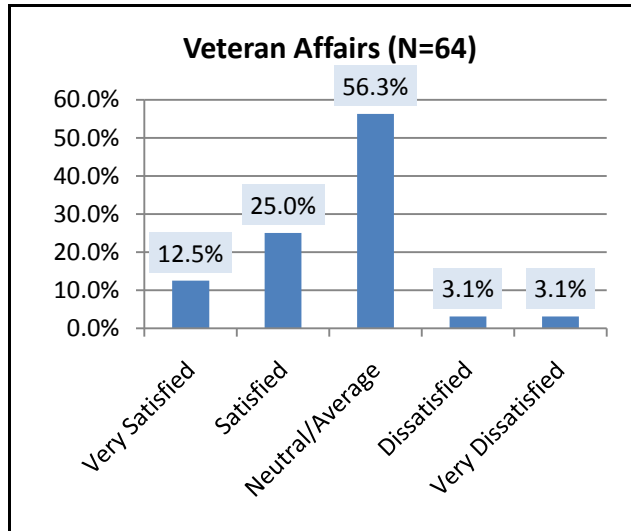
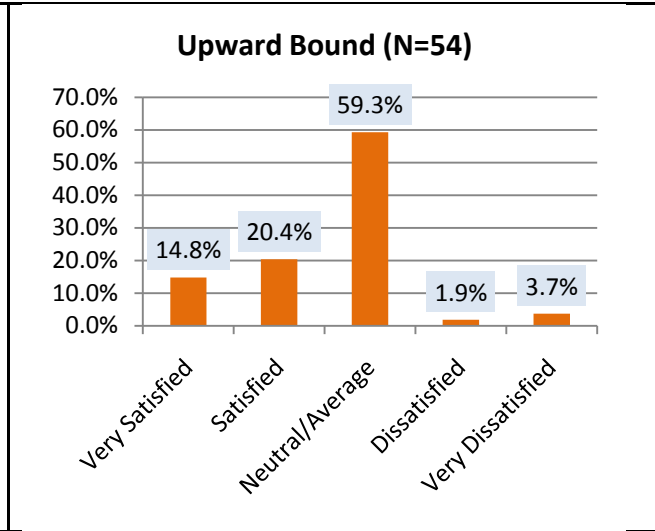
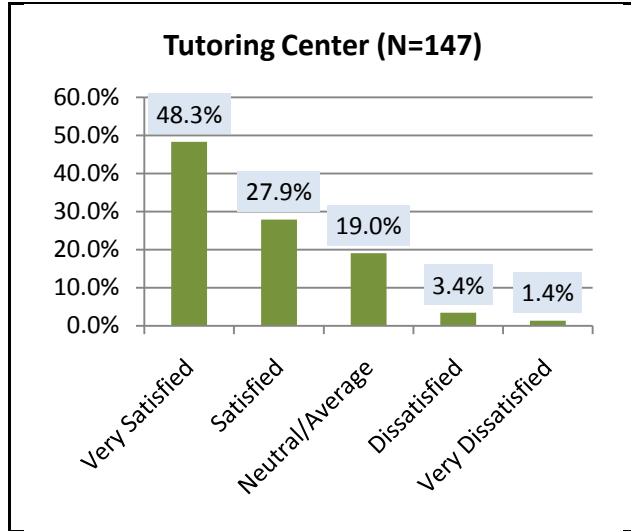
- a. Respondents reported highest satisfaction with the library (92.7%), followed by Web Advisor/Online Registration (80.8%)
- b. Respondents reported the most dissatisfaction with Financial Aid (10.1%), followed by Veteran Affairs (6.2%)
- c. It was noted that programs/services with a high percentage of “Neutral/Average” were also the least used. Thus the satisfaction rating may indicate that respondents are not aware of the program/service and outreach/information sharing should be evaluated.



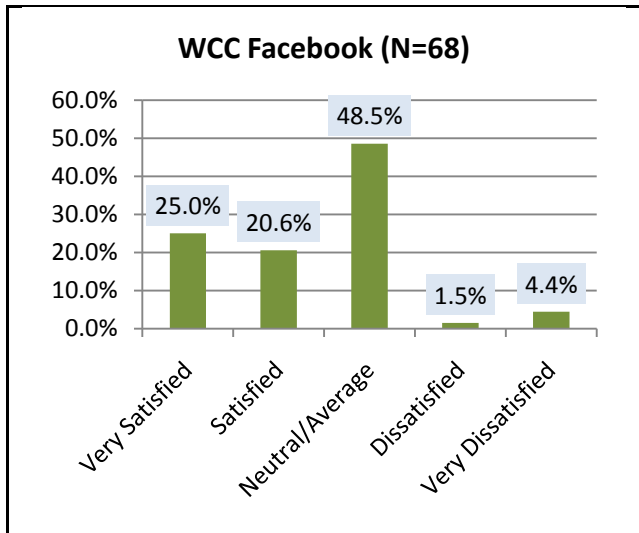
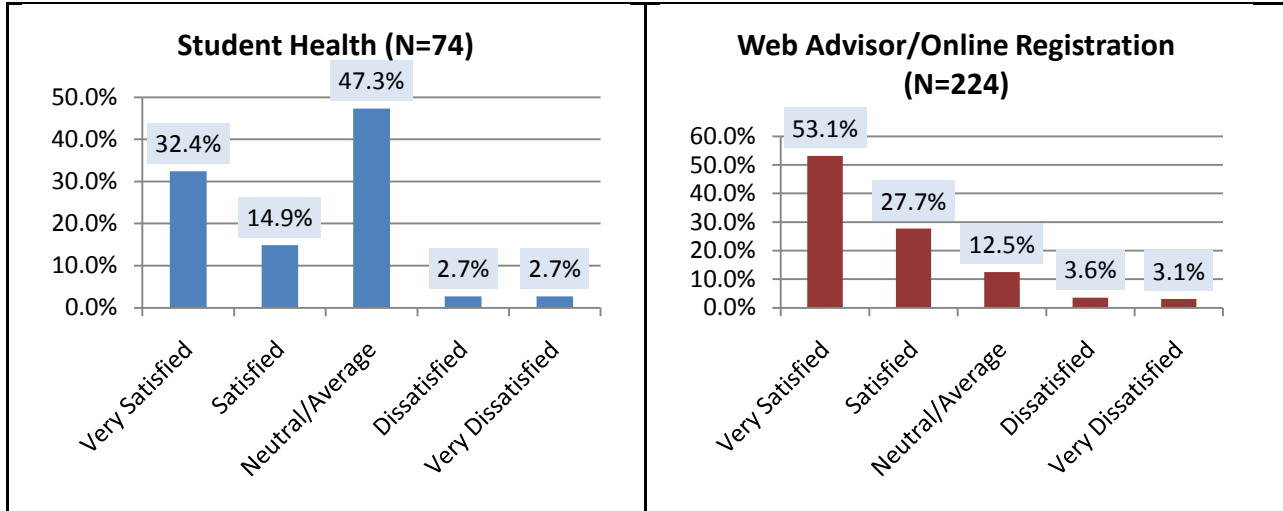
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V. Admissions & Records

- a. 82.5% of respondents (total N=212) said they received instructions on what steps to take next when they applied for admission **in person**
- b. 73.2% of respondents (total N=261) said they received instructions on what steps to take next when they applied for admission **online**

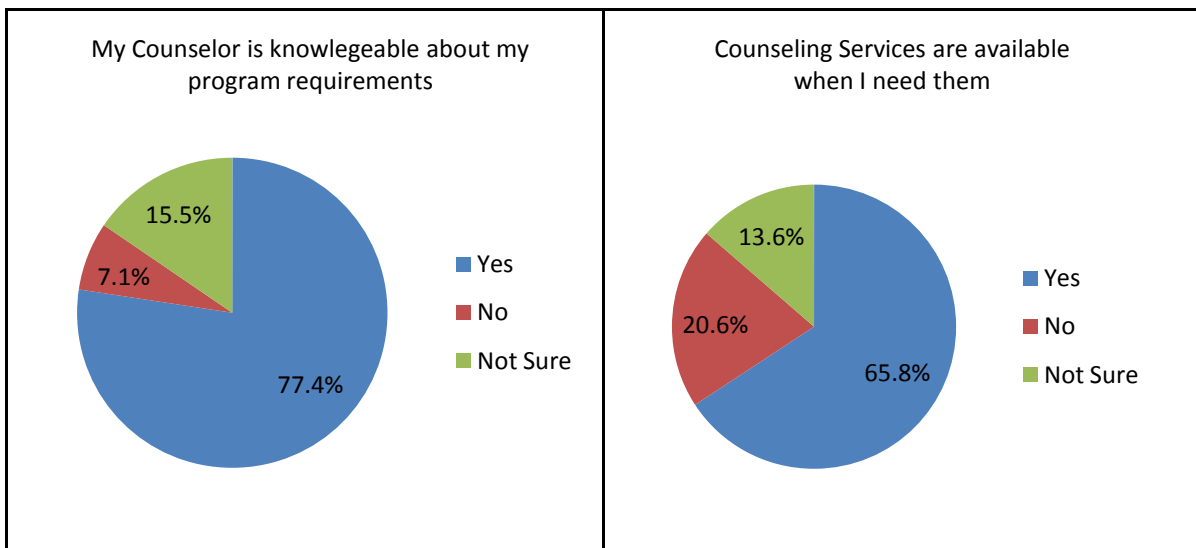
VI. CalWORKS

The majority of respondents who used CalWORKS, used Work Study (51.6%), and said Work Study would help them meet their Welfare to Work (W2W) program requirements (93.5%).

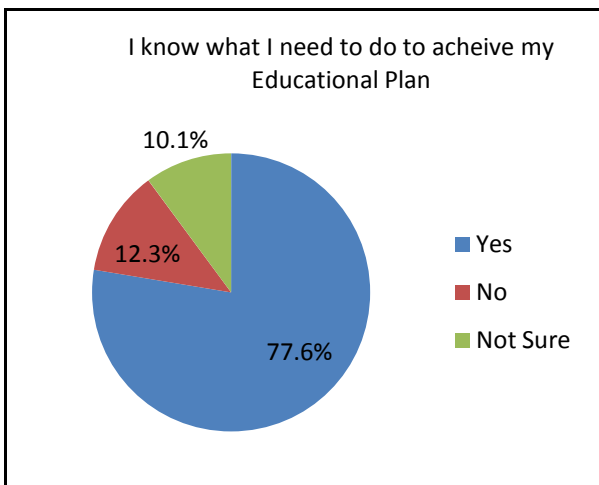
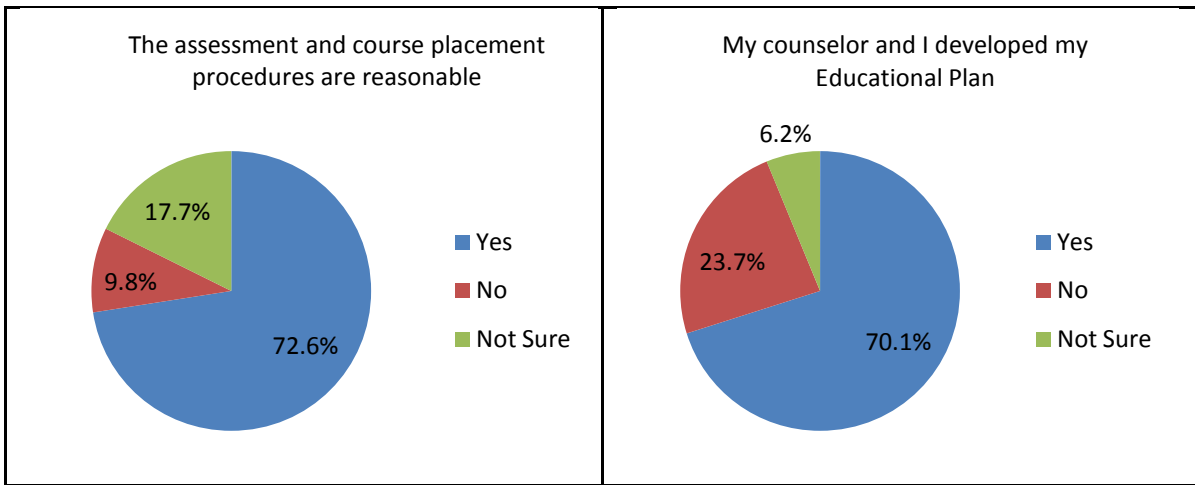
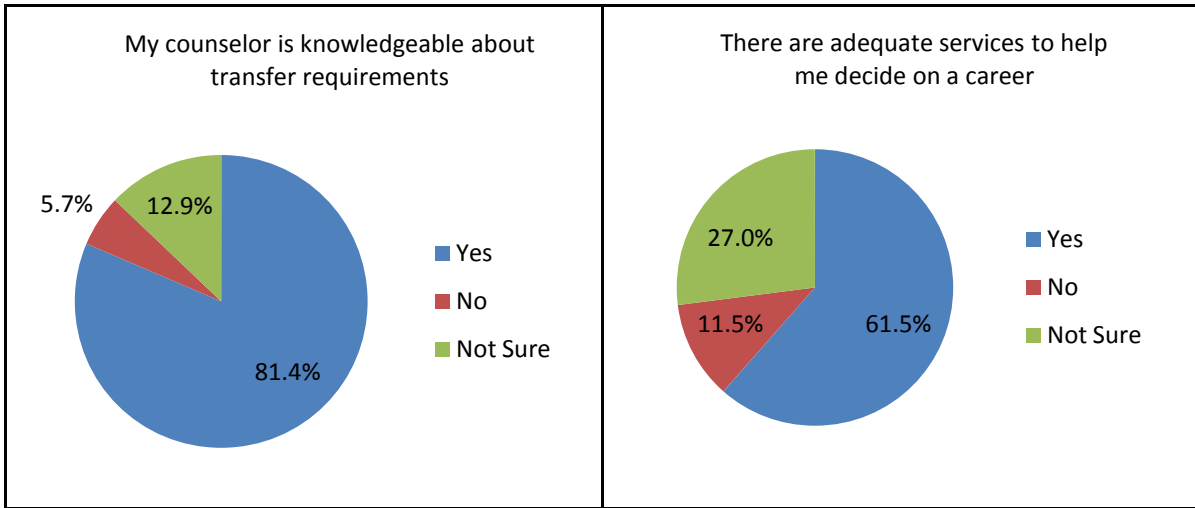
TOTAL CalWORKS N = 62	Child Care		Job Placement		Work Study	
	N	%	N	%	N	%
Services Used in the Past	24	38.7%	20	32.3%	32	51.6%
Services for W2W	31	50.0%	56	90.3%	58	93.5%

VII. Counseling

- a. The following items garnered the highest percent of “Yes” scores:
 - i. My counselor is knowledgeable about transfer requirements (81.4%)
 - ii. I know what I need to do to achieve my Education Plan (77.6%)
- b. The following items garnered the lowest percent of “Yes” scores:
 - i. There are adequate services to help me decide on a career (61.5%)
 - ii. Counseling services are available when I need them (65.8%)

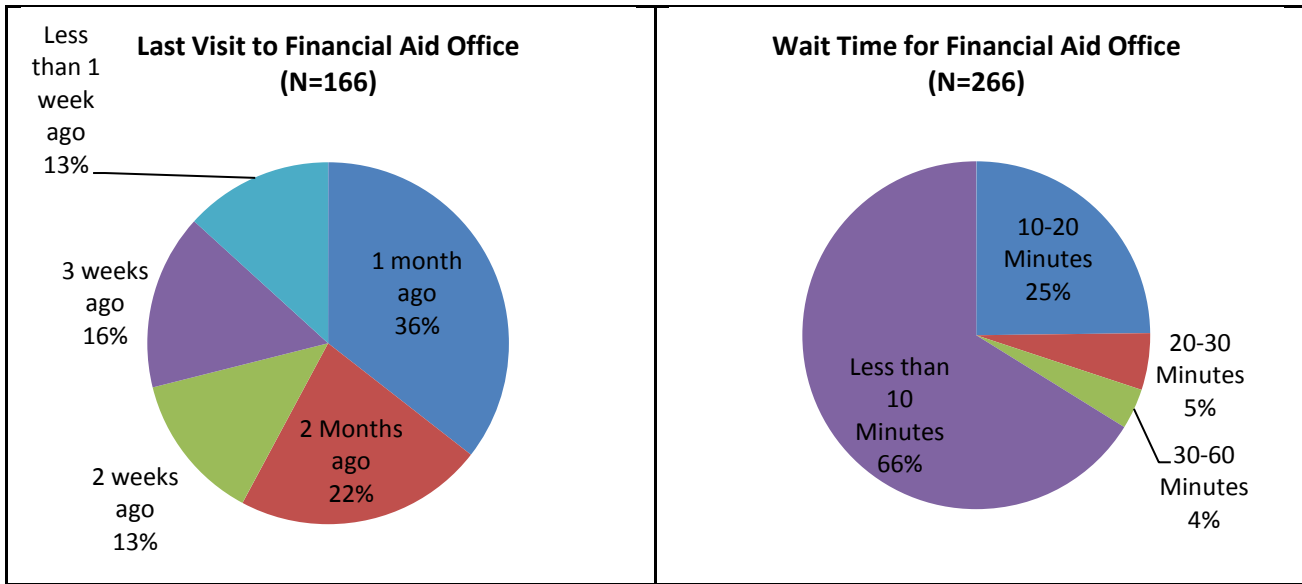


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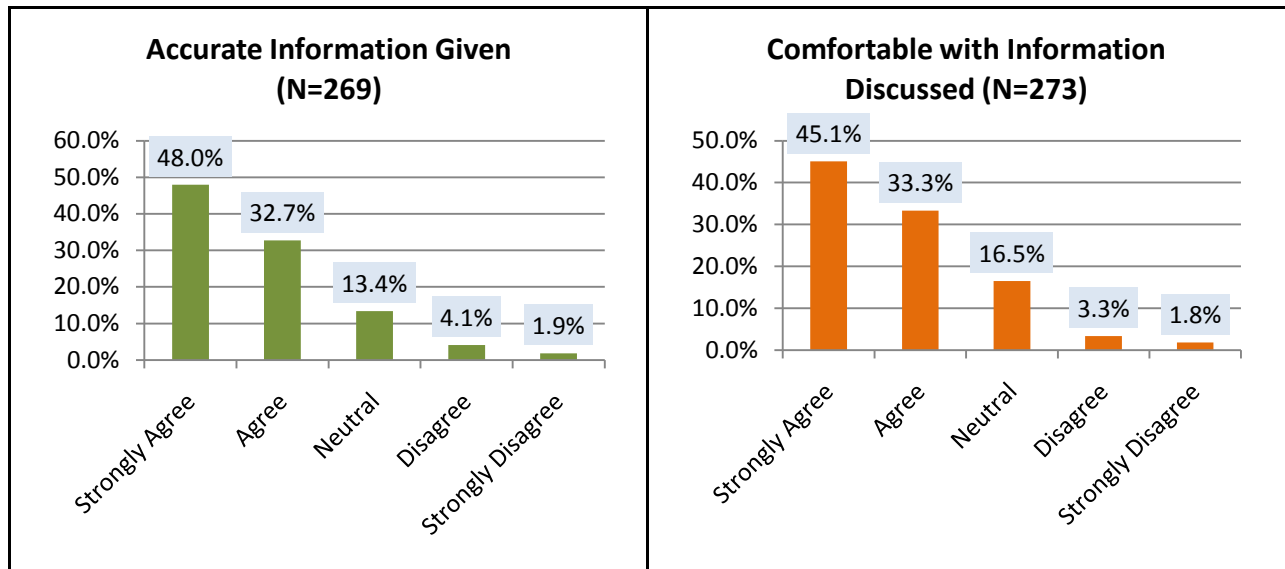
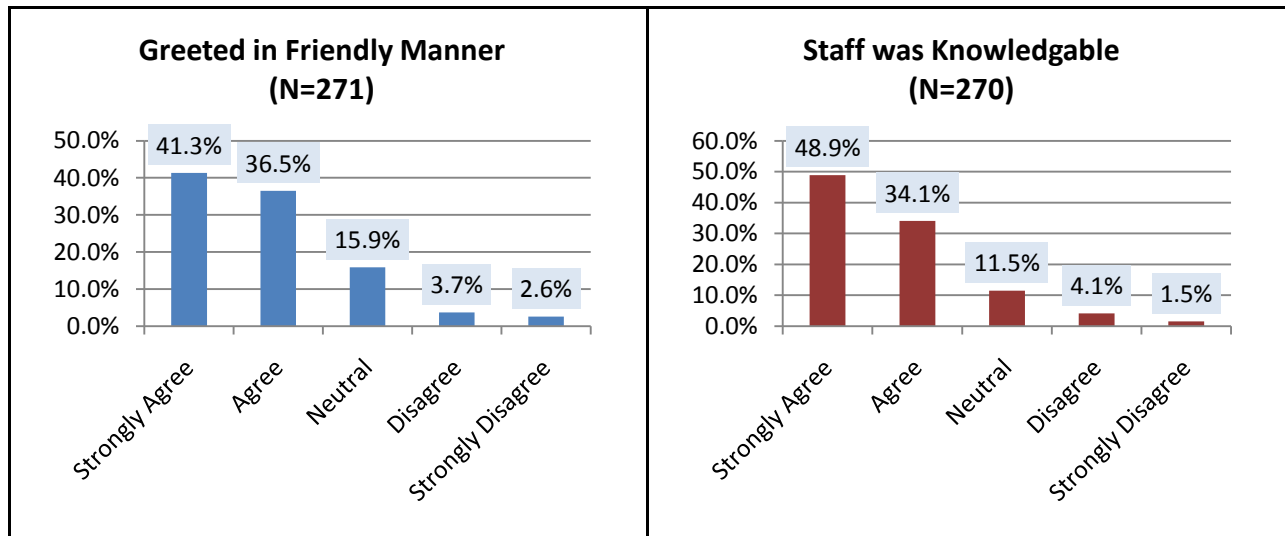


VIII. Financial Aid

- a. 59.9% of respondents (total N=359) said they received financial aid
- b. 61.2% of respondents (total N=294) said they were told about the online student self service system
- c. The majority of respondents said they visited the financial aid office one month ago (36%) and waited less than ten minutes (66%).



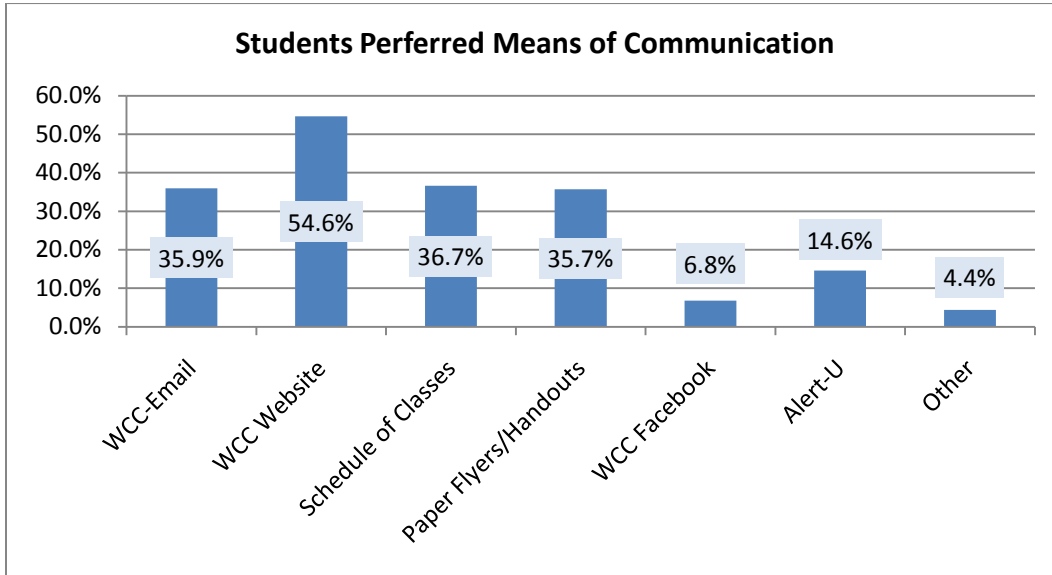
- d. The majority of respondents agreed with the following statements:
 - i. I was greeted in a friendly manner (77.8%)
 - ii. The person who helped me was knowledgeable (83.0%)
 - iii. The information given to me was accurate (80.7%)
 - iv. I felt comfortable with the level of personal information that was discussed at the front office (78.4%)



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IX. Preferred Method of Communication

- a. Most respondents (54.6%) reported that the best way to communicate campus information would be via WCC website.



- b. Of the 18 respondents who reported “Other”, 16 wrote their preferred means of communication, which are as follows:
- i. Personal E-Mail (N=10)
 - ii. Mail (N=3)
 - iii. Call/Text (N=1)
 - iv. Teachers Inform Students (N=1)
 - v. Messenger Birds (N=1)

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X. Students' Comments Overview

- a. Of the 65 comments/suggestions received from students, the highest three topics addressed were:
- i. Tutoring center (WAM, cutting tutors/services/hours, kudos for tutors)
 - ii. Schedule of Classes (lack of availability, evening/summer classes)
 - iii. Counseling (lack of availability, staff)

COMMENT TOPIC	N	%
Admissions & Records	6	9.2%
CalWORKS	1	1.5%
Career Center	1	1.5%
Communication	1	1.5%
Computer Lab	1	1.5%
Counseling	10	15.4%
DSPS	1	1.5%
Financial Aid Office	5	7.7%
General Kudos	6	9.2%
Library	8	12.3%
Other	3	4.6%
Schedule of Classes	11	16.9%
Staff	5	7.7%
Student Health	1	1.5%
Tutoring Center	12	18.5%
Types of Classes	2	3.1%