ABSTRACT
Student Satisfaction Survey
Spring 2007

The Student Satisfaction Survey was administered on February 13 and 14 to a total of 482 Calhoun students—15 from the Redstone Arsenal Campus, 138 from the Huntsville/Research Park Campus, and 329 from the Decatur Campus. Though more students were targeted for the survey, student absences and the refusal of some to participate affected the final number of completed surveys. The total number of students surveyed represents a statistically significant sample at the 95% confidence level with a 5 percent margin of error.

Purpose of the Study: The Student Satisfaction Survey was administered primarily for the purpose of obtaining data to improve college services. The survey also supports the College’s participation in the statewide CAPP (College Accountability and Performance Profile) report and supports institutional effectiveness by providing systematic assessment of college functions.

Methods: The survey instrument for the student satisfaction study was developed by the Alabama Department of Postsecondary Education to support the College Accountability and Performance Profile (CAPP) Report. Calhoun first administered this survey in Spring 2006. This report contains data reflecting the second annual application of the instrument. For the 2007 survey, faculty were asked to set aside two days of their Spring semester for assessment purposes. On these days, CAPP student satisfaction surveys, Noel-Levitz surveys, and CAAP assessments were administered. A total of 21 classes were carefully selected to ensure responses from students taking day and evening classes as well as classes at various sites.

Timeline: The surveys were administered on February 13 and 14. A representative of the College administered the surveys during class time.

Study Limitations: Students were asked to respond to questions specific to the site at which they were completing the survey. However, some students take courses at many locations and/or the day and evening. Students may find it difficult to distinguish between their satisfaction among various sites. For these reasons, the “all students” portion of these results is used for CAPP reporting.

Suggestions for Future Surveying: The Student Satisfaction Surveys should be administered annually during the Spring semester.

Acknowledgements. Thanks to faculty who allowed disruption of their classes and to volunteers who administered the survey including Randy Cox, Susan LoCascio, Theresa Hamilton, Tammy Kerby, Alicia Taylor, Sandra Romberg, Chuck Brasher, and Dena Stephenson.
## ADMISSIONS

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<th>The admissions office staff members are helpful.</th>
<th>The admissions office staff members provide accurate information.</th>
<th>The application for admission was easy to complete.</th>
<th>The admissions process was efficient.</th>
<th>The admissions office is open at convenient times.</th>
<th>Overall, I am satisfied with the admissions process.</th>
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Question 2: The Admissions Office Staff members are Helpful

- Strongly Agree: 30%
- Agree: 59%
- Disagree: 7%
- Strongly Disagree: 1%
- Not Applicable: 3%
Question 3: The Admissions Office Staff Members Provide Accurate Information

- Strongly Agree: 6%
- Agree: 61%
- Disagree: 4%
- Strongly Disagree: 0%
- Not Applicable: 29%
Question 4: The Application for Admission was Easy to Complete

- 56% Strongly Agree
- 38% Agree
- 3% Disagree
- 3% Strongly Disagree
- 0% Not Applicable
Question 5: The Admissions Process was Efficient

- Strongly Agree: 4%
- Agree: 61%
- Disagree: 2%
- Strongly Disagree: 1%
- Not Applicable: 32%
Question 6: The Admissions Office is Open at Convenient Times

60% Strongly Agree
30% Agree
6% Disagree
1% Strongly Disagree
3% Not Applicable
Question 7: Overall, I am Satisfied with the Admissions Process

- 62% Strongly Agree
- 30% Agree
- 5% Disagree
- 2% Strongly Disagree
- 1% Not Applicable
## ORIENTATION

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<th>STUDENT RESPONSES</th>
<th>The orientation included topics that were important.</th>
<th>The orientation included topics that were relevant.</th>
<th>The orientation provided me with useful guidance about my college goals.</th>
<th>The orientation helped me become familiar with the campus.</th>
<th>The orientation provided information about important resources for student assistance.</th>
<th>The orientation helped with study skills.</th>
<th>The orientation helped with time management.</th>
<th>Overall, the orientation was scheduled at convenient times.</th>
<th>Overall, the orientation was a valuable experience for me.</th>
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Question 8: The Orientation Included Topics that were Important
Question 9: The Orientation Included Topics that were Relevant
Question 10: The Orientation Provided me with Useful Guidance about my College Goals
Question 11: The Orientation Helped Me Become Familiar with the Campus

- Strongly Agree: 41%
- Agree: 31%
- Disagree: 12%
- Strongly Disagree: 3%
- Not Applicable: 13%
Question 12: The Orientation Provided Information about Important Resources for Student Assistance
QUESTION 13: The Orientation Helped with Study Skills

- Strongly Agree: 12%
- Agree: 27%
- Disagree: 16%
- Strongly Disagree: 4%
- Not Applicable: 41%
Question 14: The Orientation Helped with Time Management

- Strongly Agree: 42%
- Agree: 28%
- Disagree: 15%
- Strongly Disagree: 4%
- Not Applicable: 11%
QUESTION 15: The Orientation was Scheduled at Convenient Times

- Strongly Agree: 41%
- Agree: 34%
- Disagree: 8%
- Strongly Disagree: 3%
- Not Applicable: 2%
Question 16: Overall, the Orientation was a Valuable Experience for Me

- **Strongly Agree**: 40%
- **Agree**: 30%
- **Disagree**: 11%
- **Strongly Disagree**: 5%
- **Not Applicable**: 14%
### REGISTRATION

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QUESTION 17: The Registration Staff Members are Courteous
QUESTION 18: The Registration Staff Members are Helpful

84% Strongly Agree
1% Agree
6% Disagree
1% Strongly Disagree
1% Not Applicable
QUESTION 19: The Registration Staff members Provide Accurate Information

- 85% Strongly Agree
- 7% Agree
- 6% Disagree
- 1% Strongly Disagree
- 1% Not Applicable
QUESTION 20: The Registration Process is Easy

82% Strongly Agree
12% Agree
3% Disagree
3% Strongly Disagree
0% Not Applicable
QUESTION 21: The Schedule of Classes is Efficient

- Strongly Agree: 84%
- Agree: 11%
- Disagree: 2%
- Strongly Disagree: 0%
- Not Applicable: 0%
QUESTION 22: The Schedule of Classes is Easy to Use

12% Strongly Agree
2% Agree
2% Disagree
0% Strongly Disagree
84% Not Applicable
QUESTION 23: The Schedule of Classes Provides Accurate Information

84% Strongly Agree
11% Agree
3% Disagree
2% Strongly Disagree
0% Not Applicable
QUESTION 24: I am Able to Get the Classes I Need with Little Difficulty

- 69% Strongly Agree
- 22% Agree
- 7% Disagree
- 2% Strongly Disagree
- 0% Not Applicable
QUESTION 25: The Registration Process is Available at Convenient Times

84%

11%

Strongly Agree
Agree
Disagree
Strongly Disagree
Not Applicable
QUESTION 26: Overall, I am Satisfied with the Registration Process

85%
10%
3%
2%
0%

Strongly Agree
Agree
Disagree
Strongly Disagree
Not Applicable
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QUESTION 27: My Academic Advisor is Courteous

- 67% Strongly Agree
- 24% Agree
- 7% Disagree
- 2% Strongly Disagree
- 0% Not Applicable
QUESTION 28: My Academic Advisor is Helpful

- Strongly Agree: 65%
- Agree: 23%
- Disagree: 2%
- Strongly Disagree: 0%
- Not Applicable: 10%
QUESTION 29: My Academic Advisor Provides Accurate Information

- Strongly Agree: 66%
- Agree: 22%
- Disagree: 2%
- Strongly Disagree: 0%
- Not Applicable: 10%
QUESTION 29: My Academic Advisor Offers Useful Career Advice

- 59% Strongly Agree
- 14% Agree
- 24% Not Applicable
- 2% Disagree
- 1% Strongly Disagree
- 0% Not Applicable
QUESTION 31: My Academic Advisor is Available at Convenient Times

- Strongly Agree: 66%
- Agree: 22%
- Disagree: 2%
- Strongly Disagree: 0%
- Not Applicable: 10%
QUESTION 32: Overall, I am Satisfied with the Advising Process

- Strongly Agree: 67%
- Agree: 20%
- Disagree: 3%
- Strongly Disagree: 0%
- Not Applicable: 0%
### ACADEMIC SUPPORT SERVICES

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<th>The college labs helped improve my study skills.</th>
<th>Tutors are available for a variety of courses.</th>
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QUESTION 33: The Staff is in College Labs are Courteous

- Strongly Agree: 25%
- Agree: 50%
- Disagree: 17%
- Strongly Disagree: 7%
- Not Applicable: 1%
QUESTION 34: The Staff in College Labs are Helpful

- 48% Strongly Agree
- 28% Agree
- 16% Disagree
- 6% Strongly Disagree
- 2% Not Applicable
QUESTION 35: The College Labs Helped to Improve My Study Skills

- Strongly Agree: 45%
- Agree: 19%
- Disagree: 14%
- Strongly Disagree: 3%
- Not Applicable: 19%
QUESTION 36: Tutors are Available for a Variety of Courses
QUESTION 37: The College Labs are Open at Convenient Times

- Strongly Agree: 17%
- Agree: 53%
- Disagree: 12%
- Strongly Disagree: 15%
- Not Applicable: 3%
QUESTION 38: Overall, I am Satisfied with the College Labs and Academic Support

- 53% strongly agree
- 23% agree
- 14% neutral
- 9% disagree
- 1% strongly disagree
- 1% not applicable
<table>
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<th>STUDENT RESPONSES</th>
<th>The financial aid office staff members are courteous.</th>
<th>The financial aid office staff members are helpful.</th>
<th>The financial aid office staff members provide accurate information.</th>
<th>The application for financial aid is easy to complete.</th>
<th>The financial aid application process is efficient.</th>
<th>The financial aid office is open at convenient times.</th>
<th>Overall, I am satisfied with the financial aid application process.</th>
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<td>91</td>
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<td>94</td>
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<td>88%</td>
<td>90%</td>
<td>89%</td>
<td>85%</td>
<td>90%</td>
<td>93%</td>
<td>88%</td>
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</table>
QUESTION 39: The Financial Aid Office Staff Members are Courteous
QUESTION 40: The Financial Aid Office Staff Members are Helpful

- Strongly Agree: 29%
- Agree: 21%
- Disagree: 5%
- Strongly Disagree: 2%
- Not Applicable: 2%
QUESTION 41: The Financial Aid Office Staff Members Provide Accurate Information

- **28%** Strongly Agree
- **43%** Agree
- **22%** Disagree
- **2%** Strongly Disagree
- **5%** Not Applicable
QUESTION 42: The Application for Financial Aid is Easy to Complete

- Strongly Agree: 19%
- Agree: 42%
- Disagree: 28%
- Strongly Disagree: 3%
- Not Applicable: 8%
QUESTION 43: The Financial Aid Application Process is Efficient

- Strongly Agree: 2%
- Agree: 29%
- Disagree: 5%
- Strongly Disagree: 2%
- Not Applicable: 18%
- 46%
QUESTION 44: The Financial Aid Office is Open at Convenient Times

- Strongly Agree: 20%
- Agree: 45%
- Disagree: 4%
- Strongly Disagree: 1%
- Not Applicable: 30%
QUESTION 45: Overall, I am Satisfied with the Financial Aid Application Process

- **21%** Strongly Agree
- **41%** Agree
- **7%** Disagree
- **2%** Strongly Disagree
- **29%** Not Applicable
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<th>Disagree</th>
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<th>Total Valid Responses</th>
<th>Percent SA/A</th>
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<td>6</td>
<td>38</td>
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<td>The book store has an adequate variety of other products.</td>
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<td>The book store’s prices are reasonable.</td>
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<td>The book store is open at convenient times.</td>
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<td>55%</td>
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</table>
QUESTION 46: The Book Store Staff Members are Courteous

- Strongly Agree: 4%
- Agree: 52%
- Disagree: 4%
- Strongly Disagree: 2%
- Not Applicable: 4%

38%
QUESTION 47: The Book Store Staff Members are Helpful

- 50% Agree
- 42% Strongly Agree
- 3% Disagree
- 1% Strongly Disagree
- 1% Not Applicable
QUESTION 48: The Book Store Staff Members Provide Accurate Information
QUESTION 49: The Book Store Stocks Enough Copies of Textbooks Required for Courses

- Strongly Agree: 9%
- Agree: 6%
- Disagree: 21%
- Strongly Disagree: 23%
- Not Applicable: 41%
QUESTION 50: The Book Store has an Adequate Variety of School Supplies

- 30% Strongly Agree
- 55% Agree
- 8% Disagree
- 2% Strongly Disagree
- 5% Not Applicable
QUESTION 51: The Book Store has an Adequate Variety of Other Products

- Strongly Agree: 58%
- Agree: 28%
- Disagree: 8%
- Strongly Disagree: 1%
- Not Applicable: 5%

Legend:
- Blue: Strongly Agree
- Maroon: Agree
- Green: Disagree
- Light Blue: Strongly Disagree
- Gray: Not Applicable
QUESTION 52: The Book Store's Prices are Reasonable

- 37% Strongly Agree
- 25% Agree
- 18% Disagree
- 5% Strongly Disagree
- 2% Not Applicable
QUESTION 53: The Book Store is Open at Convenient Times

- 58% Strongly Agree
- 27% Agree
- 9% Disagree
- 4% Strongly Disagree
- 2% Not Applicable
QUESTION 54: Overall, I am Satisfied with the Book Store

- Strongly Agree: 27%
- Agree: 57%
- Disagree: 10%
- Strongly Disagree: 2%
- Not Applicable: 4%
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<th>The business office staff members are courteous.</th>
<th>The business office staff members are helpful.</th>
<th>The business office staff members provide accurate information.</th>
<th>Bills for tuition and fees are clear and accurate.</th>
<th>Reminders for tuition/fee balances are sent in a timely manner.</th>
<th>The process for paying bills is convenient.</th>
<th>The business office is open at convenient times.</th>
<th>Overall, I am satisfied with the services of the business office.</th>
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<td>94%</td>
<td>95%</td>
<td>95%</td>
</tr>
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</table>
QUESTION 55: The Business Office Staff Members are Courteous

- 52% Agree
- 26% Strongly Agree
- 18% Disagree
- 3% Strongly Disagree
- 1% Not Applicable
QUESTION 56: The Business Office Staff Members are Helpful

- Strongly Agree: 25%
- Agree: 51%
- Disagree: 4%
- Strongly Disagree: 19%
- Not Applicable: 1%
QUESTION 57: The Business Office Staff Members Provide Accurate Information

- Strongly Agree: 25%
- Agree: 51%
- Disagree: 21%
- Strongly Disagree: 2%
- Not Applicable: 1%
QUESTION 58: Bills For Tuition and Fees are Clear and Accurate

- Strongly Agree: 27%
- Agree: 51%
- Disagree: 4%
- Strongly Disagree: 17%
- Not Applicable: 1%
QUESTION 59: Reminders for Tuition/Fee Balances are Sent in a Timely Manner

- Strongly Agree: 24%
- Agree: 47%
- Disagree: 2%
- Strongly Disagree: 7%
- Not Applicable: 20%
QUESTION 60: The Process for Paying Bills is Convenient

- Strongly Agree: 26%
- Agree: 53%
- Disagree: 4%
- Strongly Disagree: 16%
- Not Applicable: 1%
QUESTION 61: The Business Office is Open at Convenient Times

- 54% Strongly Agree
- 23% Agree
- 19% Disagree
- 3% Strongly Disagree
- 1% Not Applicable
QUESTION 62: Overall, I am Satisfied with the Services of the Business Office

- 56% Strongly Agree
- 25% Agree
- 16% Disagree
- 3% Strongly Disagree
- 0% Not Applicable
<table>
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<th>Multiple Reply</th>
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<th>Total Valid Responses</th>
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<td>The college offers a variety of recreational activities.</td>
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<td>51</td>
<td>103</td>
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<td>0</td>
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<td>482</td>
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<td>49%</td>
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<td>The college offers a variety of cultural activities.</td>
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<td>44</td>
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<td>0</td>
<td>14</td>
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<td>351</td>
<td>62%</td>
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<td>The college offers a variety of student organizations.</td>
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<td>66</td>
<td>35</td>
<td>105</td>
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<td>0</td>
<td>15</td>
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<td>362</td>
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<td>I feel connected to this college.</td>
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<td>218</td>
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<td>Out-of-class college activities are offered at convenient times.</td>
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<td>Overall, I am satisfied with out-of-class activities.</td>
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<td>105</td>
<td>482</td>
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<td>57%</td>
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QUESTION 63: The College Offers a Variety of Sports
QUESTION 64: The College Offers a Variety of Recreational Activities
QUESTION 65: The College Offers a Variety of Cultural Activities
QUESTION 66: The College Offers a Variety of Student Organizations

- Strongly Agree: 11%
- Agree: 46%
- Disagree: 14%
- Strongly Disagree: 7%
- Not Applicable: 22%

Legend:
- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Not Applicable
QUESTION 67: I Feel Connected to this College

- Strongly Agree: 37%
- Agree: 25%
- Disagree: 16%
- Strongly Disagree: 14%
- Not Applicable: 8%

Legend:
- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Not Applicable
QUESTION 68: Out-of-Class College Activities are Offered at Convenient Times

- 33% Agree
- 21% Strongly Agree
- 30% Disagree
- 11% Strongly Disagree
- 5% Not Applicable
QUESTION 69: Overall, I am Satisfied with Out-of-Class Activities

- 36% Strongly Agree
- 26% Agree
- 18% Disagree
- 14% Strongly Disagree
- 6% Not Applicable
## LIBRARY RESOURCES AND SERVICES

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<th>STUDENT RESPONSES</th>
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<th>The library has the books I need.</th>
<th>The library has the other resource materials I need.</th>
<th>Overall, I am satisfied with the library’s collection.</th>
<th>The library staff members are helpful.</th>
<th>The library staff members provide accurate information.</th>
<th>The library staff members are courteous.</th>
<th>The library staff members are friendly.</th>
<th>The copying machines in the library are in good working order.</th>
<th>The library has quiet places to study.</th>
<th>Overall, I am satisfied with the library’s services.</th>
<th>Overall, the library’s electronic information access meets student needs.</th>
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QUESTION 70: The Books in the Library are in Good Condition

- Strongly Agree: 20%
- Agree: 50%
- Disagree: 27%
- Strongly Disagree: 2%
- Not Applicable: 1%

Legend:
- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Not Applicable
QUESTION 71: The Other Resource Materials in the Library are in Good Condition

- Strongly Agree: 1%
- Agree: 56%
- Disagree: 22%
- Strongly Disagree: 1%
- Not Applicable: 20%
QUESTION 72: The Library has the Books I Need

![Pie chart showing responses to the question]

- **30%** Strongly Agree
- **16%** Agree
- **6%** Disagree
- **1%** Strongly Disagree
- **1%** Not Applicable
QUESTION 73: The Library has the Other Resource Materials I Need

- Strongly Agree: 18%
- Agree: 55%
- Disagree: 3%
- Strongly Disagree: 23%
- Not Applicable: 1%
QUESTION 74: Overall, I am Satisfied with the Library’s Collection

- Strongly Agree: 17%
- Agree: 53%
- Disagree: 5%
- Strongly Disagree: 24%
- Not Applicable: 1%
QUESTION 75: The Library is Open at Convenient Times

- Strongly Agree: 20%
- Agree: 57%
- Disagree: 20%
- Strongly Disagree: 3%
- Not Applicable: 0%
QUESTION 76: The Library Staff Members are Helpful

- Strongly Agree: 27%
- Agree: 52%
- Disagree: 18%
- Strongly Disagree: 2%
- Not Applicable: 1%
QUESTION 77: The Library Staff Members Provide Accurate Information

Strongly Agree: 23%
Agree: 55%
Disagree: 19%
Strongly Disagree: 3%
Not Applicable: 0%

Legend:
- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Not Applicable
QUESTION 78: The Library Staff Members are Courteous

- Strongly Agree: 25%
- Agree: 52%
- Disagree: 19%
- Strongly Disagree: 3%
- Not Applicable: 1%
QUESTION 79: The Library Staff Members are Friendly

- Strongly Agree: 17%
- Agree: 52%
- Disagree: 17%
- Strongly Disagree: 3%
- Not Applicable: 1%
QUESTION 80: The Copying Machines in the Library are in Good Working Order
QUESTION 81: The Library has Quiet Places to Study

- Strongly Agree: 27%
- Agree: 51%
- Disagree: 19%
- Strongly Disagree: 3%
- Not Applicable: 0%

Legend:
- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Not Applicable
QUESTION 82: Overall, I am Satisfied with the Library's Services

- 54% Strongly Agree
- 25% Agree
- 18% Disagree
- 2% Strongly Disagree
- 1% Not Applicable
QUESTION 83: The Library's Cataloging System is Easy to Use

- 48% Strongly Agree
- 29% Agree
- 17% Not Applicable
- 5% Disagree
- 1% Strongly Disagree
- 1% Not Applicable
QUESTION 84: Overall, the Library’s Electronic Information Access Meets Student Needs

- Strongly Agree: 50%
- Agree: 27%
- Disagree: 19%
- Strongly Disagree: 4%
- Not Applicable: 0%
## CLASSROOMS, LABORATORIES, AND EQUIPMENT

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<th>STUDENT RESPONSES</th>
<th>Classrooms are adequate in size to accommodate most classes.</th>
<th>Classrooms are well-lighted.</th>
<th>Visuals used in teaching are easy to see.</th>
<th>Classroom seating is comfortable.</th>
<th>Overall, I am satisfied with the quality of the classroom.</th>
<th>Classrooms are adequate in size to accommodate most classes.</th>
<th>Classrooms are well-furnished with up-to-date materials.</th>
<th>Laboratories are in good working order.</th>
<th>Laboratories are adequate in size to accommodate most classes.</th>
<th>Computer technology is used in many classrooms and laboratories.</th>
<th>The courses I take have the necessary equipment for learning.</th>
<th>Overall, I am satisfied with the quality of the equipment for learning.</th>
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<td>87%</td>
<td>89%</td>
<td>92%</td>
<td>84%</td>
<td>95%</td>
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QUESTION 85: Classrooms are Adequate in Size to Accommodate Most Classes

- 22% Strongly Agree
- 69% Agree
- 6% Disagree
- 3% Strongly Disagree
- 0% Not Applicable
QUESTION 86: Classrooms are Well-Lighted

- 24% Strongly Agree
- 72% Agree
- 3% Disagree
- 1% Strongly Disagree
- 0% Not Applicable
QUESTION 87: Visuals Used in Teaching are Easy to See

- 21% Strongly Agree
- 67% Agree
- 7% Disagree
- 3% Strongly Disagree
- 2% Not Applicable
QUESTION 88: Classroom Seating is Comfortable

- Strongly Agree: 17%
- Agree: 44%
- Disagree: 25%
- Strongly Disagree: 1%
- Not Applicable: 1%
QUESTION 89: Classroom Seating is Convenient for Taking Notes

- Strongly Agree: 12%
- Agree: 52%
- Disagree: 0%
- Strongly Disagree: 17%
- Not Applicable: 19%
QUESTION 90: Overall, I am Satisfied with the Quality of the Classrooms

- Strongly Agree: 18%
- Agree: 64%
- Disagree: 13%
- Strongly Disagree: 5%
- Not Applicable: 0%
QUESTION 91: Laboratories are Adequate in Size to Accommodate Most Classes

- Strongly Agree: 59%
- Agree: 14%
- Disagree: 20%
- Strongly Disagree: 5%
- Not Applicable: 2%
QUESTION 92: Laboratories are Well-Furnished with Up-to-Date Materials
QUESTION 93: The Equipment in Laboratories is in Good Working Order

- Strongly Agree: 19%
- Agree: 57%
- Disagree: 7%
- Strongly Disagree: 2%
- Not Applicable: 15%
QUESTION 94: Overall, I am Satisfied with the Quality of the Laboratories

- **Strongly Agree**: 20%
- **Agree**: 59%
- **Disagree**: 4%
- **Strongly Disagree**: 2%
- **Not Applicable**: 15%

Legend:
- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Not Applicable
QUESTION 95: Computer Technology is used in Many Classrooms and Laboratories

- **Strongly Agree**: 4%
- **Agree**: 11%
- **Disagree**: 10%
- **Strongly Disagree**: 17%
- **Not Applicable**: 58%
QUESTION 96: The Courses I Take have the Necessary Equipment for Learning

- 69% Strongly Agree
- 22% Agree
- 4% Disagree
- 2% Strongly Disagree
- 3% Not Applicable
QUESTION 97: The Equipment Needed in Courses I Take is in Good Working Order

- 66% Strongly Agree
- 21% Agree
- 5% Disagree
- 2% Strongly Disagree
- 6% Not Applicable
QUESTION 98: Overall, I am Satisfied with the Quality of the Equipment for Learning
**COLLEGE SECURITY, APEARANCE, AND MAINTENANCE**

| STUDENT RESPONSES | College security officers are helpful. | College security officers patrol the campus regularly. | College security officers respond quickly to emergencies. | The building areas are well lighted. | The parking lots are well lighted. | Emergency call boxes are available at convenient locations. | Overall, I feel safe while I am at the college. | The buildings contribute to an appropriate college environment. | The grounds contribute to an appropriate college environment. | Overall, the college is an attractive place to go to school. | College buildings are well maintained. | College grounds are well maintained. | College buildings are clean. | College grounds are clean. | Overall, I am satisfied with the maintenance at the college. | Overall, I am satisfied with the appearance of the college. |
|-------------------|--------------------------------------|------------------------------------------------------|-----------------------------------------------------|-----------------------------------|-----------------------------------|-------------------------------------------------------------|-------------------------------------------|-------------------------------------------------------------|-------------------------------------------------------------|---------------------------------------------------------------|-------------------------------------------------------------|-------------------------------------------------------------|-------------------------------------------------------------|---------------------------------------------------------------|---------------------------------------------------------------|
| **Strongly Agree**| 85                                   | 75                                                  | 67                                                  | 81                                | 62                                | 44                                                           | 89                                                       | 74                                                           | 78                                                           | 83                                                           | 87                                                           | 88                                                           | 86                                                           | 91                                                           | 96                                                           | 95                                                           |
| **Agree**         | 201                                  | 211                                                 | 160                                                 | 255                               | 206                               | 138                                                          | 278                                                      | 294                                                          | 280                                                          | 262                                                          | 268                                                          | 299                                                          | 279                                                          | 311                                                          | 285                                                          | 273                                                          |
| **Disagree**      | 41                                   | 84                                                  | 34                                                  | 64                                | 100                               | 83                                                           | 52                                                       | 50                                                           | 53                                                           | 74                                                           | 65                                                           | 45                                                           | 59                                                           | 35                                                           | 52                                                           | 61                                                           |
| **Strongly Disagree** | 17                                   | 33                                                  | 16                                                  | 26                                | 53                                | 64                                                           | 25                                                       | 15                                                           | 22                                                           | 27                                                           | 26                                                           | 15                                                           | 20                                                           | 14                                                           | 16                                                           | 19                                                           |
| **Not Applicable** | 80                                   | 54                                                  | 172                                                 | 27                                | 37                                | 118                                                          | 14                                                       | 21                                                           | 24                                                           | 17                                                           | 14                                                           | 14                                                           | 13                                                           | 13                                                           | 14                                                           | 14                                                           |
| **Bad reply**     | 0                                    | 0                                                   | 0                                                   | 0                                 | 0                                 | 0                                                            | 0                                                        | 0                                                            | 0                                                            | 0                                                            | 0                                                            | 0                                                            | 0                                                            | 0                                                            | 0                                                            | 1                                                            |
| **Multiple Reply** | 2                                    | 0                                                   | 0                                                   | 1                                 | 0                                 | 0                                                            | 0                                                        | 0                                                            | 0                                                            | 0                                                            | 0                                                            | 0                                                            | 0                                                            | 0                                                            | 0                                                            | 0                                                            |
| **No Reply**      | 56                                   | 25                                                  | 33                                                  | 28                                | 24                                | 35                                                           | 24                                                       | 28                                                           | 25                                                           | 19                                                           | 22                                                           | 20                                                           | 25                                                           | 18                                                           | 19                                                           | 20                                                           |
| **Total Responses** | 482                                | 482                                                 | 482                                                 | 482                               | 482                               | 482                                                          | 482                                                      | 482                                                          | 482                                                          | 482                                                          | 482                                                          | 482                                                          | 482                                                          | 482                                                          | 482                                                          | 482                                                          |
| **Total Valid Responses** | 344                              | 403                                                 | 277                                                 | 426                               | 421                               | 329                                                          | 444                                                      | 433                                                          | 433                                                          | 446                                                          | 446                                                          | 447                                                          | 444                                                          | 451                                                          | 449                                                          | 448                                                          |
| **SA/A**          | 83%                                  | 71%                                                  | 82%                                                 | 79%                               | 64%                               | 55%                                                          | 83%                                                      | 85%                                                          | 83%                                                          | 85%                                                          | 83%                                                          | 77%                                                          | 80%                                                          | 87%                                                          | 82%                                                          | 89%                                                          | 85%                                                          | 82%                                                          |
QUESTION 99: College Security Officers are Helpful

- Strongly Agree: 20%
- Agree: 47%
- Disagree: 10%
- Strongly Disagree: 4%
- Not Applicable: 19%
QUESTION 100: College Security Officers Patrol the Campus Regularly

- Strongly Agree: 16%
- Agree: 47%
- Disagree: 18%
- Strongly Disagree: 7%
- Not Applicable: 12%

Legend:
- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Not Applicable
QUESTION 101: College Security Officers Respond Quickly to Emergencies

- 37% Strongly Agree
- 36% Agree
- 15% Disagree
- 4% Strongly Disagree
- 8% Not Applicable
QUESTION 102: The Building Areas are Well Lighted

- 56% Agree
- 18% Strongly Agree
- 14% Strongly Disagree
- 6% Disagree
- 6% Not Applicable

Legend:
- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Not Applicable
QUESTION 103: The Parking Lots are Well Lighted
QUESTION 104: Emergency Call Boxes are Available at Convenient Locations
QUESTION 105: Overall, I Feel Safe While I am at the College

- Strongly Agree: 19%
- Agree: 62%
- Disagree: 11%
- Strongly Disagree: 5%
- Not Applicable: 3%
QUESTION 106: The Buildings Contribute to an Appropriate College Environment

- Strongly Agree: 16%
- Agree: 65%
- Disagree: 11%
- Strongly Disagree: 3%
- Not Applicable: 5%
QUESTION 107: The Grounds Contribute to an Appropriate College Environment
QUESTION 108: Overall, the College is an Attractive Place to Go to School

18% Strongly Agree
56% Agree
16% Disagree
6% Strongly Disagree
4% Not Applicable
QUESTION 109: College Buildings are Well Maintained

- **Strongly Agree:** 19%
- **Agree:** 58%
- **Disagree:** 14%
- **Strongly Disagree:** 6%
- **Not Applicable:** 3%
QUESTION 110: College Grounds are Well Maintained

- 19% Strongly Agree
- 65% Agree
- 10% Disagree
- 3% Strongly Disagree
- 3% Not Applicable
**QUESTION 111: College Buildings are Clean**

- **Strongly Agree**: 19%
- **Agree**: 61%
- **Disagree**: 13%
- **Strongly Disagree**: 4%
- **Not Applicable**: 3%
QUESTION 112: College Grounds are Clean

66% Agree
20% Strongly Agree
8% Neither Agree nor Disagree
3% Disagree
3% Strongly Disagree
Not Applicable
QUESTION 113: Overall, I am Satisfied with the Maintenance at the College

- Strongly Agree: 21%
- Agree: 62%
- Disagree: 11%
- Strongly Disagree: 3%
- Not Applicable: 3%

Legend:
- Purple: Strongly Agree
- Red: Agree
- Blue: Disagree
- Green: Strongly Disagree
- Grey: Not Applicable
QUESTION 114: Overall, I am Satisfied with the Appearance of the College

- Strongly Agree: 13%
- Agree: 59%
- Disagree: 4%
- Strongly Disagree: 3%
- Not Applicable: 21%